



PRACTICE FACILITATION PROGRAM

FEBRUARY 4, 2026

NEW COHORT!

FACULTY

Explore the art and science of practice facilitation

Learn how to coach teams to optimize primary healthcare delivery

Implement evidence-based high-impact changes

Engage the practice team to apply quality improvement methods

Transform the patient, provider, and team experience

Shaelynn Garner
Master Practice Facilitator



Mark Watt
Master Practice Facilitator



Alice Strachan
Master Practice Facilitator



Tricia Wilkerson
Master Practice Facilitator



Contact us and find out more!

 healthinnovationgroup.ca

 improve@healthinnovationgroup.ca

PROGRAM INFO

- 15 x 2.5 hour sessions (35 hours in total)
- Starting February 4, 2025 at 9:30am MT
- Delivered virtually
- Accredited by Canadian Nurses Association

COURSE FEE

- The course fee is \$4,950 and includes a 1-year membership to the National Practice Facilitation Network
- Subsidies may be available



PROGRAM SUPPORTS

- Experienced faculty mentorship from international leaders
- Peer-to-peer connections via a global network of practice facilitators
- Practical tools and resources
- Dedicated online learning platform, tools and resources (LMS)
- Apply learning in practice

DOMAINS AND COMPETENCIES

This provides the framework and roadmap for Practice Facilitators in their professional development and is designed to support growth across six domains.



PATIENT'S HEALTH HOME ELEMENTS

You will **identify, assess, and apply high-impact Patient's Health Home/Health Neighbourhood changes** to optimize clinic practice, and translate evidence-based clinical improvements into practical, scalable processes.

QUALITY IMPROVEMENT

You will **understand and apply the Sequence to Achieve Change**, the Model for Improvement, and appropriate **QI tools and methods**, as well as approaches that enable the spread and scale of improvements using diffusion-of-innovation principles.

FACILITATOR ROLE

You will learn how to **build strong relationships with teams** to identify and address practice needs, **use facilitation skills** to engage all members in advancing goals, develop advanced competencies in the art and science of facilitation, and function as knowledgeable brokers across practices at provincial and national levels.

CONTEXT

You will develop a deep **understanding of practice-specific contexts—including infrastructure, environment, roles, and policies**—while recommending and facilitating context-appropriate change ideas, leveraging local interdisciplinary strengths, and building strong relationships.

INFORMATION FOR ACTION

You will **gather, review, and guide interpretation of data from multiple sources; optimize EMR use** for standardized data entry, extraction, and dashboard development; and enrich quantitative findings with qualitative insights from stories, surveys, and case studies.

LEADERSHIP

You will **strategically align practice objectives with organizational priorities**, leverage physician champions and leaders to engage teams, and connect initiatives to regional program management strategies and targets.

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