

# A Centering Pathway Designed for You

While the principles of Centering are straightforward, implementation of any systems change can be complex, requiring new resources and expertise. Centering Healthcare Institute draws on a deep well of experience supporting more than 550 practices across the country. Our consulting services will help you navigate the practice-wide transformation, as you build the infrastructure to support a successful and sustainable Centering practice.

After assessing your needs and readiness, a practice services manager will work with you to craft a customized implementation plan that ensures you are on track right from the beginning.

Centering®

## YOUR PARTNERS

A CHI consultant and practice services manager are your expert partners, providing implementation support and technical assistance from the early days of start up to accreditation and beyond. Like all good partnerships, it begins with an introductory call and clear expectations.

## START UP (MONTHS 1-3)

Your CHI team will be your trusted guides in the initial Steering Committee meeting, and throughout the start up process, as you set a shared vision and goals, create a group space and schedule, enroll patients, and establish financial systems.

## KICKOFF (MONTH 3)

Staff and community partners gather to meet with your CHI consultant for an immersive introduction to Centering, generating buy-in at every level; your consultant provides targeted on-site support to finalize implementation and prepare you to launch groups successfully.

## EVERY STEP OF THE WAY

Monthly scheduled touchpoints with your CHI consultant, and technical assistance whenever you need it!

## BASIC FACILITATION WORKSHOP (MONTH 5)

In a two-day training, your facilitator teams explore Centering principles and build essential facilitation and group management skills.

## CONTINUED SUPPORT

Your CHI consultant will meet with your team again to provide valuable insights and coaching as you explore facilitation successes and challenges, optimize your patient recruitment and enrollment plan and begin planning for site accreditation.

## GROUPS START (MONTH 6)

Many practices introduce one new group per month during this period. A key check-in with your CHI consultant will provide answers to your questions and support ongoing group management and data tracking through CenteringCounts.

## SITE ACCREDITATION (MONTHS 12-18)

With multiple groups running, you're ready to evaluate progress and get constructive feedback from your CHI team that will prepare you for long term success.

## SUSTAINED PRACTICE

As your Centering practice thrives, and when you need additional coaching, your CHI partnership continues with ongoing support and technical assistance. Annual reporting maintains your accreditation and is a valuable opportunity for supportive feedback, benchmarking and goal setting.

SUSTAINED PRACTICE!

# Your Partner In Healthcare Transformation

**You want to improve patient outcomes and the care experience. We can help.** Centering Healthcare Institute partners with all types of clinical settings to implement our proven model of group healthcare, while creating systems to support sustainable change. From planning through long-term sustainability, we'll equip you with the tools you need to develop a strong Centering practice that supports your community for generations to come.

## SAMPLE SCENARIO

Eager to start their Centering practice off strong, a community clinic commits to working with a CHI team for their first year of implementation. They supplement CHI's expert guidance with the free tools and resources featured in the license agreement. Their custom consultation and training package includes:

- ✓ annual license
- ✓ one year of remote consultation
- ✓ on-site kickoff event with consultant
- ✓ basic facilitation training for four at one of CHI's open workshops

## SAMPLE SCENARIO

This well-resourced health center is embarking on a multi-disciplinary initiative to implement Centering groups across several patient populations. Recognizing the value of CHI's expert guidance, they invest in a two-year plan to ensure model fidelity and sustainability. Their custom consultation and training package includes:

- ✓ annual license
- ✓ two years of remote consultation
- ✓ on-site kickoff event with consultant
- ✓ on-site basic and advanced facilitation trainings for 15 staff
- ✓ site accreditation

## Centering®

- An evidence-based model of group healthcare proven to improve patient outcomes
- A more efficient and effective way of delivering care and managing clinical productivity
- A relationship-based approach to addressing a variety of health challenges while assisting patients in making healthier life choices

## Centering® Healthcare Institute

- The national expert in delivery of group health care
- A partner to more than 550 clinical sites that are innovators in health care delivery
- The standards organization supporting quality and sustainability through data

## The Centering Advantage

When you partner with CHI, you gain access to our signature tools and resources that ensure quality implementation and support continuous learning.

### CenteringCounts<sup>SM</sup>

Online group scheduling, management, and data tracking tools to ensure your Centering practice achieves national standards and your goals for your community.

### CircleUps<sup>SM</sup>

Weekly virtual meetings with Centering Healthcare Institute staff, consultants and champions.

### CenteringWorks<sup>SM</sup>

Interactive process management tool that guides your team and CHI consultants through implementation, ensuring ongoing communication and transparency in expectations.

### CenteringConnects<sup>SM</sup>

Online peer support from colleagues who share your vision and can help troubleshoot challenges.

Centering®  
Healthcare  
Institute

**Take the First Step!** Visit our website or give us a call to get started.  
[www.centeringhealthcare.org](http://www.centeringhealthcare.org) | 857-284-7570

*Your first step will be a readiness assessment. We'll use this information to design an implementation package specifically for you.*