



ROLE OF CoP FACILITATOR

Introduction:

Communities of Practice (CoP) are the virtual Web-based portal that AHIMA members use to access the full range of knowledge resources, maintain member-to-member networking groups, share professional practice solutions, and conduct association business. Facilitators are members who volunteer to support and champion the success of a particular community. Their involvement in the community helps further networking and knowledge sharing among the 56,000 members. Some Communities have a single Facilitator while others include more than one Facilitator.

Each community provides different information for members. There are two main categories of communities; practice-based and geographic-based. Practice-based communities provide information and networking to members relating to a specific practice setting (Behavioral Health), job function (Coding), or HIM issue (HIPAA). Geographic-based communities are by state or region. All the Geographic ones are listed by the state's name. Information in a geographic community relates to activities of the Component State Association such as meeting dates, activities in the legislature, and networking among the membership.

Qualifications & Attributes of a Facilitator:

- Member of AHIMA
- Active in the Communities of Practice
- Willing to generate interest in the Community
- Interested in advancing the HIM profession and AHIMA
- Demonstrates the Core Competencies of Volunteers

A screenshot of a document with a light blue background and a black border. The title is "Required Core Competencies for All Volunteers". Below the title are five bullet points, each starting with a right-pointing arrowhead. The text is slightly faded and contains some artifacts.

Required Core Competencies for All Volunteers

- → Adheres and Advocates for the AHIMA code of ethics, and any other appropriate codes of conduct, values, honesty, integrity and transparency.
- → Demonstrates Commitment to the mission, vision, values and strategy of the entity (AHIMA, AHIMA Foundation, CAHIM, COC, and/or CSA)
- → Is a Team Player/Collaborator. works well on teams and fosters trust among group members and adjusts behavior in order to establish relationships with teams. Completes assigned duties and tasks.
- → Respects Diversity and Fosters Inclusion, values all kinds and classes of people equitably, deals effectively with all races, cultures, disabilities, ages and genders. Ensures all voices are listened to and respected. Will wait for others to catch up before acting and is sensitive to due process and proper pacing.
- → Presents a Positive Professional Image.

Responsibilities:

Monitor activity within the community, encourage member participation, and organize community events (virtual or face-to-face).

- Starting out
 - Set up your CoP Profile on your Personal Page
 - Set up Notifications on your Personal Page
- Making the CoP Successful
 - Read mail at least every few days, every day if possible
 - Develop new ways to generate enthusiasm for the specialty
 - Encourage members to share content – resources, links etc.
 - Participate in CoP Facilitators Community
- Information sharing
 - Write monthly (or bi-weekly) update e-mail blasts
 - Join other Communities and monitor their content for transferable information
- Topics
 - Monitor topics and verify new ones for compliance with Terms and Conditions of Use.
 - For the comments, give input, or alert “experts”
 - Start topics if necessary by posing thoughtful questions
- Polls
 - Develop poll questions
 - Publish prior poll results
- Chats
 - Develop schedule for Chats on different subjects
 - Schedule chat; publish via Topics, Events
 - Send e-mail blasts 1 week before and on the day of the chat
 - Host chats and/or find experts to co-host
 - Summarize chat content and post in Topics
- Body of Knowledge
 - Review AHIMA library for important items and post under topics.

Resources:

- BoK: AHIMA Strategy, Bylaws, Code of Ethics, Confidentiality and Conflicts form CoP Facilitators CoP
- Look in the CoP Help Guide for Facilitators
- Look for other tips and help within the Community