

AHRQ's Primary Care Practice Facilitation Forum

This email newsletter is the first step in building a learning network for individuals with an interest in practice facilitation. We will use this listserve to share perspectives on questions and answers submitted by learning forum members, as well as resources, research articles and events of interest.

September 4, 2012

What Do You Think?

As a member of this learning community, we would like to get your thoughts on the following question.

Please submit your responses to PracticeFacilitation@mathematica-mpr.com and we will share them in upcoming newsletters.

- **What training and certification programs are available for practice facilitators?**

Do you have other questions for the learning community? Open a discussion by sending them to the same email address.

Publication of Interest

- Wagner, E.H., Coleman, K., Reid, R.J., Phillips, K. & Sugarman, J.R. **Guiding Transformation: How Medical Practices Can Become Patient-Centered Medical Homes.** *The Commonwealth Fund*, February 2012.

Published Abstract:

The patient-centered medical home has been proposed as a model for transforming primary care and improving efficiency and effectiveness in the health care system. This report outlines and describes the changes that most medical practices would need to make to become patient-centered medical homes. The broad “change concepts,” as the report terms them, include: engaged leadership; a quality improvement strategy; empanelment or linking patients with specific providers to ensure the continuity of the patient–provider relationship; continuous and team-based healing relationships, including cross-training staff to allow team members to play various roles; organized, evidence-based care, including the use of decision support systems; patient-centered interactions to increase patients’ involvement in their own care; enhanced access to ensure patients have access to care and their clinical information after office hours; and care coordination to reduce duplication of services and increased anxiety and financial costs for patients and their families.

Access the full text at: <http://www.commonwealthfund.org/Publications/Fund-Reports/2012/Feb/Guiding-Transformation.aspx>

Upcoming Event

Practice Facilitation Webinar - Part IV

Save the Date! Friday, September 28th, 12:30-2:00 pm EDT

Title: Funding and Evaluating Primary Care Facilitation Programs

Speakers: Lyndee Knox, LA Net

Hunter Gatewood, San Francisco Health Plan

Bruce Baskerville, Center for Population Health Impact, University of Waterloo

Michael Parchman, MacColl Center for Health Care Innovation

James Mold, Oklahoma Physicians Resource/Research Network (OKPRN)

Description: In this webinar, presenters will address questions about **funding your program**, including **creating a sustainable business plan**. They will also discuss approaches for **evaluating the outcomes** of your facilitators' work.

Webinar Registration Link:

<https://mathematicampr.webex.com/mathematicampr/onstage/g.php?t=a&d=664004110>

Resources

Check out the [PCPF Updates page](#) at the PCMH Resource Center (www.pcmh.ahrq.gov).

We've posted previous editions of the PCPF eNewsletter, slides and audio from the Practice Facilitation Webinars, and information about approaching learning opportunities. Please visit the PCMH Resource Center at www.pcmh.ahrq.gov to explore white papers, briefs, a searchable citations database, and other resources related to the Patient-Centered Medical Home and primary care improvement.

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