

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 questions and answers submitted by learning forum members, as well as resources, research articles and events of interest.

September 13th, 2012 Your Perspectives

Last week, we asked about your experiences with **practice facilitation training and certification programs**.

We heard back from Son Yong Pak of the Best Care for KIDS Program at the Arizona Chapter of the American Academy of Pediatrics. She recommends reading about the **Primary Care Practice Coach Professional Development Program**, sponsored by the Institute for Healthcare Improvement (IHI), [here](#).

If you have additional reading materials to suggest about other practice facilitation training and certification programs, please email PracticeFacilitation@mathematica-mpr.com.

What Do You Think?

We would like to get your responses, as members of this learning community, to the questions below. Please submit your answers to PracticeFacilitation@mathematica-mpr.com and we will share the results in an upcoming eNewsletter.

1. Which of the following **tasks** are most commonly performed by your practice facilitators? (Choose up to three.)
 - a. Assessment of and feedback on practice's organizational, clinical and business functions to drive change
 - b. Helping a practice to implement a particular model of care
 - c. Building practice staff's knowledge of QI approaches and methods
 - d. Executive coaching and leadership training
 - e. Project management and change management
 - f. Assistance with resource identification and procurement
 - g. Capacity building in the use of Health IT
 - h. Other _____

2. From your perspective, are there are other **emerging areas** that facilitators might assist practices with in the future?

3. In creating the administrative foundation for your practice facilitation program, where do you need the **most help**?
 - a. Selecting an organizational home
 - b. Forming an advisory board
 - c. Defining your program's mission and primary goals
 - d. Staffing your program
 - e. Considering IT needs
 - f. Determining physical space needs
 - g. Other _____

4. What **framework** do you use to help you identify program goals?
 - a. Triple Aim
 - b. Chronic Care Model/Care Model
 - c. Patient-Centered Medical Home
 - d. Other _____

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 upcoming 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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