

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 28, 2012

What Do You Think?

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

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

- **What assessment instruments and tools are available to help evaluate practice facilitation programs?**

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

Publication of Interest

- Harbrecht, M.G., & Latts, L. M. (September 2012). **Colorado's Patient-Centered Medical Home Pilot Met Numerous Obstacles, Yet Saw Results Such As Reduced Hospital Admissions.** *Health Affairs*, 31(9), 2010-2017.

This article, about the Colorado Multipayer Patient-Centered Medical Home pilot, includes a description of its **facilitation services provided by quality improvement (QI) coaches.**

Published Abstract:

The Colorado Multipayer Patient-Centered Medical Home Pilot, which ran from May 2009 through April 2012, was one of the first voluntary multipayer medical home pilot projects in the country. Six health plans, the state's high-risk pool carrier, and sixteen family or internal medicine practices with approximately 100,000 patients participated. Although a full analysis is currently under way, preliminary results show that the pilot significantly reduced emergency department visits and also reduced hospital admissions, particularly for patients with multiple chronic conditions. One payer reported a return on its investment of 250–400 percent in the pilot. However, participants also ran into numerous obstacles. Among them: Many practices were left providing extra services to a large fraction of patients whose employer sponsored insurance plans declined to pay the enhanced fees necessary to cover the cost of the patient-centered medical home expansion. The experience demonstrates that creating patient-centered medical homes and enabling them to be successful will take strong commitments and collaborative efforts on multiple fronts.

Access the **full text** at: <http://content.healthaffairs.org/content/31/9/2010.full.pdf+html>

Resources

Check out the newly updated [PCPF Updates page](#) and [PCPF Resources 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 Webinar series, 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.

Reminder to Respond: Your Thoughts?

Last week, we requested your answers to the questions below. Some members of the learning community participated but we would like to hear from more of you!

Please submit your answers to PracticeFacilitation@mathematica-mpr.com.

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 _____

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