

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.

October 26, 2012

Perspectives from the Field

This week, we asked **Cheryl Aspy**, professor of Family & Preventive Medicine at the University of Oklahoma College of Medicine, about **evaluating practice facilitation programs**. See her thoughts below.

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

Cheryl Aspy: The effectiveness of a practice facilitation program cannot be considered independent of the goals for that program, and considering that these are often unique to the organization sponsoring the facilitation program, standardized evaluation instruments do not exist. But given that limit, there are standard monitoring processes that are well known and can be used to evaluate a facilitation program as you would any other endeavor. Most practice facilitation occurs under a specific research protocol or a standing program, both of which provide criteria for determining fidelity of the facilitation to these criteria. The AHRQ guide, [Developing and Running a Primary Care Practice Facilitation Program](#), provides excellent guidance. Ideally, the data needed to evaluate this fidelity is part of the data already collected by the program.

Another process tool is that of “progress notes” that are kept by practice facilitators (PFs) for each practice with which they work. These notes can be in narrative form or can be set up under a key-driver model or around the implementation goals of the project. The key is to provide a process that does not unduly burden the PFs and, at the same time, helps focus PFs’ attention on areas of need within the practice.

Outcomes are usually assessed at both the practice and patient levels and these data are most likely defined by the specific project that has engaged practice facilitation. While PFs are not directly responsible for these outcomes, the assumption that good practice facilitation will result in greater improvement than poor or no facilitation is valid, and allows use of project data as a component of practice facilitation performance.

Webinar Slides Now Available!

On September 28th, AHRQ hosted a Webinar titled *Funding Your Practice Facilitation Program and Evaluating its Outcomes*. Presenters at this Webinar addressed questions about **funding your program**, including potential funding sources and the costs of facilitation services. They also discussed approaches for **evaluating the outcomes** of your facilitators' work.

To **access the slides and audio from this event**, please go [here](#). To access the slides and audio from other AHRQ Webinars on practice facilitation, please go [here](#).

Opportunity and Website of Interest

Opportunity

Newsletters 25, 26 and 30, all of which can be accessed [here](#), discuss **training and certification programs** available to practice facilitators/coaches.* Here is another professional development opportunity for facilitators/coaches to consider:

The California Primary Care Association (CPCA) Patient-Centered Health Home (PCHH) Initiative and Practice Coaching Program

The California Primary Care Association (CPCA), alongside Arcadia Solutions, has developed a Patient-Centered Health Home (PCHH) initiative, the purpose of which is to form an “integrated strategy to support community health centers (CHCs),” especially as they pursue NCQA Recognition. As part of this initiative, individuals can undergo training to become the practice facilitators who “provide tailored assistance [to the CHCs] through the recognition process.”

For more information on this program, visit <http://www.cPCA.org/index.cfm/health-center-information/health-home/> or write to pchh@cPCA.org.

Website

Pennsylvania is one of four states selected by AHRQ to receive a grant to “lay the groundwork” for a Primary Care Extension Service. This has given rise to PA SPREAD: Pennsylvania Spreading Primary Care Enhanced Delivery Infrastructure. If you are interested in **learning about how PA SPREAD is using practice facilitators to meet its goals**, please visit <http://paspread.com/nw-facilitator/>.

**The descriptions provided are from the training programs and are presented for information purposes only. AHRQ has not evaluated any of the training programs described and the presentation of this information should not be construed as an endorsement.*

Resources

Check out the newly updated [PCPF Webinars 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.

Managing Your Account

You are receiving this email because you have subscribed to the AHRQ Practice Facilitation Listserv. If you would like to unsubscribe, please email PCPF-signoff-request@LIST.AHRQ.GOV and include "unsubscribe" in the subject heading.

If this information was forwarded to you and you would like to subscribe, please email PCPF-request@LIST.AHRQ.GOV and include "subscribe" in the subject heading.

This service is provided to you at no charge by the [Agency for Healthcare Research and Quality](#) (AHRQ).