

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.

January 15, 2013

Publications of Interest

- Taylor, E., Machta, R., Myers, D., Genevro, J., & Peikes, D. (2013). **Enhancing the Primary Care Team to Provide Redesigned Care: The Roles of Practice Facilitators and Care Managers.** *Annals of Family Medicine.*

Abstract:

Efforts to redesign primary care require multiple supports. Two potential members of the primary care team—practice facilitators and care managers—can play important but distinct roles in redesigning and improving care delivery. Facilitators, also known as quality improvement coaches, assist practices in coordinating their quality improvement activities and help build capacity for those activities—reflecting a systems-level approach to improving quality, safety, and implementation of evidence-based practices. Care managers provide direct patient care by coordinating care and helping patients navigate the system, improving access for patients and communicating across the care team. This paper describes these roles and highlights their complementarity, with both aiming to help primary care practices deliver coordinated, accessible, comprehensive, and patient-centered care.

Access the full text at: [Enhancing the Primary Care Team](#)

- Fifield, J., Forrest, D. D., Martin-Peele, M., Burelson, J.A., Goyzueta, J., Fujimoto, M., & Gillespie, W. (September 2012). **A Randomized, Controlled Trial of Implementing the Patient-Centered Medical Home Model in Solo and Small Practices.** *Journal of General Internal Medicine.*

Abstract:

|BACKGROUND| Transition to a Patient-Centered Medical Home (PCMH) is challenging in primary care, especially for smaller practices. **|OBJECTIVE|** To test the effectiveness of providing external supports, including practice redesign, care management and revised payment, compared to no support in transition to PCMH among solo and small (<2-10 providers) primary care practices over 2 years. **|DESIGN|** Randomized Control Trial. **|CONCLUSIONS|** Irrespective of size, practices can make rapid and sustained transition to a PCMH when provided external supports, including practice redesign, care management and payment reform. Without such supports, change is slow and limited in scope.

Access the full text at: <http://link.springer.com/article/10.1007%2Fs11606-012-2197-z#>

*See section labeled "Time Line and Protocol" for a discussion of work performed by practice redesign facilitators.

Resources

Reminder! L.A. Net developed a **2012 Practice Facilitation Program Directory**, containing general information on more than twenty practice facilitation programs. The directory is available on L.A. Net's website [here](#). If your program is not listed in the directory and you would like it to be, please provide information at <http://www.surveymonkey.com/s/PracticeFacilitationProgramBioGenerator>.

And don't forget to 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. **In particular, keep an eye out for four new case studies on leading primary care practice facilitation programs.** To be posted soon, the case studies focus on each program's motivation for development, administrative structure, and operational approach, and illustrate how PF programs function in different organizational and geographic contexts. They also provide concrete examples of ideas presented in AHRQ's PF how-to manual, [Developing and Running a Practice Facilitation Program for Primary Care Transformation: A How-To Guide](#).

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