

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 7th, 2012

Perspectives from the Field

What training and certification programs are available to practice facilitators?

Below are responses from:

- *Marjorie Godfrey, Director, Clinical Microsystem Resource Group, Clinical Microsystems*
- *Tom Bodenheimer, Director, UCSF Center for Excellence in Primary Care*

Marjorie Godfrey on the **Dartmouth Institute Microsystem Academy Coaching Program:**

This program is a "generalist" coaching program based in evidence and research. The three phase team coaching model aims to develop inter-professional health care improvement teams' knowledge, ability and skills to provide and improve care. The team coaching model is a holistic program to result in balanced outcomes including: improved group dynamics, improved meeting skills, increased knowledge, skills and abilities in improvement science, and improved pre/post-clinical care.

Phase one focuses on "meeting people where they are" with specific research-based coaching actions.

Phase two focuses on the "art and science" of coaching based on research.

Phase three focuses on identifying a transition phase in the coaching and team relationship to determine specific needs and coaching frequency moving forward.

For more information on this program, visit www.clinicalmicrosystem.org.

Tom Bodenheimer on the **University of California, San Francisco's curriculum for practice facilitators:**

While the UCSF Center for Excellence in Primary Care does not have a certification program for practice facilitators, we do have an evolving (but not yet completed) curriculum for practice facilitators with 10 chapters: one for each of our Building Blocks of High-Performing Primary Care. The curriculum is highly interactive and has been very well received by both practice facilitators and practice leaders.

For more information on the Building Blocks of High-Performing Primary Care, please go [here](#).

What do you think?

Are you aware of other training and certification programs for practice facilitators? Did you establish such a program? Please join the discussion by sending your thoughts to us at PracticeFacilitation@mathematica-mpr.com. Your responses will be compiled and shared in a future newsletter.

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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