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## AHRQ's Primary Care Practice Facilitation Forum

# New & Noteworthy

### PCMH Resource Center

The primary care medical home, also referred to as the patient centered medical home (PCMH), advanced primary care, and the healthcare home, is a promising model for transforming the organization and delivery of primary care.

We provide implementers, decisionmakers, and researchers with access to evidence-based resources about the medical home and its potential to transform primary care and improve the quality, safety, efficiency, and effectiveness of U.S. health care.

Please visit us at <http://pcmh.ahrq.gov>.

*This electronic newsletter continues our efforts toward building a learning network for individuals with an interest in practice facilitation. We will use this listserv to share questions and answers submitted by learning forum members, as well as resources, research articles, and events of interest to the community.*

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### Upcoming Newsletter Topic:

#### Working with Safety Net Practices

##### *How to Encourage Primary Care Practices to Develop Continuity of Care with their Patients*

The next edition of this electronic newsletter will discuss different issues that practice facilitators may face when working with safety net practices, the focus of **Module 2** in *The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers*. Safety net practices, either by mandate or mission, offer care to patients regardless of their ability to pay for those services. The upcoming newsletter will explore financial and administrative challenges that commonly occur when providing practice facilitation services in these practices.

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### What Do You Think?

For our upcoming newsletter, we'd like to include your opinions on working with safety net practices:

- What are the most essential issues that practice facilitators should be familiar with when working with safety net practices?
- How can practice facilitators help safety net practices overcome barriers to quality improvement?
- What resources specific to safety net practices should practice facilitators engage to support practice transformation and the implementation of new models of care?

*Please join the discussion by sending your thoughts to us at [PracticeFacilitation@mathematica-mpr.com](mailto:PracticeFacilitation@mathematica-mpr.com). We look forward to receiving your responses and sharing them in the next newsletter.*

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### Publication of Interest

Brach C, Keller D, Hernandez L, Baur C, Parker R, Dreyer B, Schyve P, Lemerise AJ, and Schillinger D. **Ten Attributes of Health Literate Health Care Organizations**. Institute of Medicine Roundtable on Health Literacy 2012.

Article summary from [the Institute of Medicine](#):

A wide range of organizations have recognized that having health literate health care organizations benefits not only the 77 million Americans who have limited health literacy, but also the majority of Americans who have difficulty understanding and using currently available health information and health services. This paper presents 10 attributes that exemplify a health literate health care

organization. Each attribute includes a brief elaboration of the meaning of and basis for the attribute, followed by a set of implementation strategies that can be used to achieve the attribute.

Goals for high quality, patient-centered care cannot be achieved if consumers cannot access services or make informed health care decisions. Health care organizations need to reduce the complexity of the health care system and ensure consumers can understand and use information and services to take care of their health. This is particularly urgent for adults with limited health literacy, but the general public will gain as well. Addressing health literacy, which has become recognized as an important component to delivering culturally and linguistically appropriate services, will also benefit diverse populations.

The list of 10 attributes is by no means exhaustive. Rather it is an attempt to synthesize a body of knowledge and practice and to provide a vision of what a health literate health care organization looks like. The paper attempts to launch health care organizations on their long journey to becoming health literate. It outlines the concrete, practical actions health care organizations can immediately take to close the gap between individuals' health literacy skills and the demands of complex health care systems.

Access the full-text PDF [here](#).

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## Managing Your Account

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