

May 15, 2014

AHRQ's Primary Care Practice Facilitation Forum

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 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.

Perspectives from the Field

This week **Lisa Leary, MS, Quality Improvement Educator**, discusses three factors that are crucial for enabling a practice's success with facilitated improvement work.

What criteria do you feel are most indicative of a practice's readiness to change?

"Based on my experience in the field, the three fundamental criteria to transformation success are communication, data, and empowerment.

Communication

Healthcare institutions should have reliable and effective communication practices. This includes both sending and receiving information from all levels of the organization- from front lines, to managers and physician leaders to C-suite. How does the C-suite communicate (send and deliver) information to the front lines? Is there alignment of messaging along all levels of the organization? How is receipt of information verified?

Data

How are data made available to patients, and professionals? Is it displayed in a way that makes sense, or is it a blur of tables and text that lacks actionable information? Does the practice/institution distinguish between normal and common cause variation? Do healthcare professionals have access to the training and resources needed to access data reports?

Empowerment

Can the organization demonstrate a culture that supports the idea that "those who do the work are the best people to do the work?" Does leadership support front line improvement by providing resources such as time, and space to do the work?"

(The views expressed here are those of Ms. Leary and do not necessarily represent the views of AHRQ. No statement in this newsletter should be construed as an official position of AHRQ or of the U.S. Department of Health and Human Services.)

What Do You Think?

Ms. Leary mentions several factors that may impact a practice's ability to benefit from facilitated improvement work.

What do you think are important issues to consider when assessing a practice's readiness for change?

Please join the discussion by sending your thoughts to us at PracticeFacilitation@mathematica-mpr.com. We look forward to receiving your responses and sharing them in a future newsletter.

Upcoming Newsletter Topic:

Approaches to Quality Improvement

Frameworks for Systematically Improving the Ways Care is Delivered to Patients

The next edition of this newsletter will focus on the best methods for achieving sustained quality improvement to promote better outcomes of health care processes for both patients and primary care organizations. This topic is the focus of [Module 4](#) in *The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers*. The upcoming newsletter will explore two commonly used quality improvement approaches: the Model for Improvement and Best Practices Research.

Upcoming Event

North American Primary Research Group (NAPCRG) Practice Based Research Network (PBRN) Conference

Save the Date! June 30 to July 1 in Bethesda, MD

This conference brings together PBRN researchers from the US, Canada, and many other nations to share strategies, methods, and results. The agenda will include PBRN innovations and research projects on diverse topics of interest to community clinicians, practice facilitators/study coordinators, and network leadership. The focus of this year's plenaries will be on the aggregation of various datasets (e.g. clinical, pharmacy, claims, patient surveys, and publicly available ones) to address questions about clinical care, patient-centered research, and population health. Perspectives on the promise and pitfalls of working with "big data" will be presented. Conference presentations will also include the full range of issues related to practice-based research, including sessions on PBRN infrastructure/operations, networking and partnerships, prevention and chronic disease management, quality improvement, health disparities, and research methodology.

See [NAPCRG's website](#) for more information on the conference schedule, networking events, and hotel and travel options.

To register, please visit the [registration information page](#).

Register before May 30 to receive the early bird discount.

PBRN Conference Workshop Related to Practice Facilitation

Identifying Core Competencies for Primary Care Practice Facilitators

Save the Date! July 1: 8:00 to 9:15 AM at the 2014 NAPCRG PBRN Conference

Presented by Lyndee Knox, PhD, CEO of L.A. Net Community Health Resource Network

Presentation Description:

Practice facilitators are an important workforce for PBRNs of the future. This session will report on a recent list of core competencies developed for PFs as part of an AHRQ-funded project to develop a PF training curriculum. During the session attendees will refine this list of competencies to reflect the

needs of diverse practices in PBRNs, and share current needs and lessons learned in fielding a PF workforce.

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