

# 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 [pcmh.ahrq.gov](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.*

### Key Concepts in Practice Facilitation:

#### Assessing Practices

##### *Using Data to Facilitate Effective Improvement Work and Assess Key Performance Measures*

Effective practice improvement interventions are data driven. Data are essential to determining areas of need, identifying practice strengths that can be leveraged, comparing the practice's performance to that of others, and prioritizing improvement efforts and activities. However, it is also important to carefully choose what aspects of a practice to assess. What you assess should be determined by the scope and goals of the facilitation intervention. You will need to work closely with your practice's leadership to prioritize areas for assessment as you begin to work with them. This [figure](#) in [Module 6](#) of [The Practice Facilitation Handbook](#) contains some important metrics for you to discuss with the practice.

Just as important as choosing what to assess is deciding how to assess. A variety of tools exist to assess practices which fall into four general categories: surveys and rating scales, chart/medical record audits, direct observation and interviews, and document review. In addition to these general categories, many specific tools exist in order to assess particular aspects of a practice. After identifying which tools are available, you will need to choose the most effective ones for the job. The goal is to select a set of measures that will yield information that is "actionable" for the practice, but not to overwhelm them with data. Other challenges to consider include: identifying assets as well as challenges, leveraging existing data resources, using assessment tools to stimulate reflection and discussion, and building practice capacity for data collection and use in a practice.

For more information on assessing practices, see [Module 6](#) of [The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers](#). You can download a [PDF copy of the entire handbook](#) free of charge at the PCPF Resources page of AHRQ's **PCMH Resource Center** ([www.pcmh.ahrq.gov](http://www.pcmh.ahrq.gov)).

### Upcoming Event

#### *AHRQ Webinar on Case Studies of Exemplar Primary Care Practice Facilitation Training Programs*

**Register Now! August 14 from 12:00 – 1:30 p.m. (ET)**

The Agency for Healthcare Research and Quality will be hosting a free webinar during which researchers from Mathematica Policy Research and LANet will present information about the formation, operation, and curricula of three exemplar Primary Care Practice Facilitation (PCPF) training

programs. Representatives from each of these programs also will participate and be available to answer questions.

The following programs will be highlighted:

- Millard Fillmore College Practice Facilitator Certificate Program
- Practice Coach Training for the North Carolina AHEC Practice Support Program
- HealthTeamWorks' Coach University

To register please click [here](#).

## Upcoming Event

### *AHRQ Webinar on The Impact of Implementing Novel Health IT Interventions*

**Register Now! July 31 from 2:30 – 4:00 p.m. (ET)**

The Agency for Healthcare Research and Quality (AHRQ) invites you to join a free webinar on *The Impact of Implementing Novel Health IT Interventions for Cancer Screening, Diabetes, and Childhood Illnesses*. There are 1.5 continuing education (CE) credits available to participants who attend the entire Web conference and complete the online evaluation.

This Webinar will review the methodology, implementation, and evaluation of health IT interventions that affect preventive cancer screening rates, diabetes outcome measures, and utilization of telemedicine services for acute childhood illnesses.

Upon completion of the conference, participants will be able to:

- Explain the process for facilitating preventive cancer screening using health IT for population management.
- Discuss methods for assessing the impact of an ambulatory electronic health records (EHR) on documented care and outcomes of patients with diabetes.
- Investigate the process for implementing an ambulatory EHR with an embedded diabetes management form and its effectiveness on the quality of diabetes care.
- Learn how the implementation of an ambulatory EHR can improve diabetes care process and outcome measures.
- Describe the impact of administering new business and service models on the utilization of telemedicine services for managing acute childhood illnesses.

To register please click [here](#).

## Publication of Interest

### *Building Communities From the Inside Out: A Path Toward Identifying and Mobilizing a Community's Assets*

It is important to approach assessment from an assets-based rather than deficit-based perspective. Although you likely are working with a practice because of its difficulties in implementing change on its own, it is important to avoid the mindset of feeling as if the practice needs to be "rescued." To avoid this, it is important to create an "asset map" to aid in focusing on pre-existing practice strengths.

"Building Communities From the Inside Out" is a publication which can aid in the creation and undertaking of an asset-based development strategy. This guide focuses on community building and offers many strategies which are applicable to the successful implementation of an assets-based practice facilitation perspective.

To learn more about this publication, please visit the [Asset-Based Community Development Institute](#) webpage.

#### Reference:

Kretzmann J, McKnight, J. Building communities from the inside out: a path toward finding and mobilizing a community's assets. Evanston, IL: Asset-Based Community Development Institute, Northwestern University; 1993.

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