

## 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, decision makers, 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

#### Documenting Your Work with Practices

##### *Tracking Priorities and Monitoring Practice Improvement through Comprehensive Documentation*

Good documentation is essential in enabling practice facilitators to work effectively and independently in the field, managing improvement work across multiple practices and organizations concurrently. It allows practice facilitators to monitor the progress of practices through a particular improvement program or project, keep track of many simultaneously evolving priorities and activities, and highlight which issues to focus on during training and supervision sessions.

Practice facilitators can use either paper-based forms to record encounter data, simple spreadsheets on a computer, or online spreadsheets and survey programs, designed to collect and manage information. Online solutions can be a good option because they are dynamic and can be accessed by both you and your program supervisor. It also allows for easier sharing with your practice; inviting practices to contribute to their practice record increases the transparency of the process, helping the practice track its own progress with its improvement work. Regardless of your preference, it is important to document all "meaningful" encounters with a practice. This means any substantive work that occurs in support of the practice's improvement goals.

Remember that much of the information you work with as a facilitator at a practice is sensitive in nature. Do not post any identifiable patient data on the practice record or information about other practices you are working with that has not been cleared for sharing. A good rule to use is: If you are in doubt about sharing a piece of information, don't. You can always make it available later, but you cannot retract it once it has been shared.

For more information on effective documentation habits, see [Module 15](#) 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)).

### New Resource

#### *Improving Care Delivery Through Lean: Implementation Case Studies*

This new report from the Agency for Healthcare Research and Quality (AHRQ) presents an introduction to the application of Lean principles in health care settings to improve quality of care, increase efficiency, lower costs, and provide better patient outcomes. Lean is an organizational redesign approach focused on elimination of waste, which is defined as any activity that consumes resources (e.g. staff, time, money) without adding value to those being served by the process. In addition to background information and the results of a literature review, the report presents six case studies from five organizations that implemented

Lean principles in different types of health care settings, including primary care practices. Recommendations are provided for similar organizations wishing to implement Lean in their facilities. The report was prepared by the American Institutes for Research, the Urban Institute and the Mayo Clinic and can be found on AHRQ's [website](#).

## Upcoming Event

*Engaging patients as partners in care: How practice facilitators can support patient engagement*

**Register Now! Thursday, January 29 from 3:00 – 4:30 p.m. ET**

This is the fourth in a series of webinars designed to share AHRQ's development of tools and resources for training primary care practice facilitators (PFs). Patient engagement is a central element of the PCMH as well as a patient's own experience of their care. PFs can help practices improve how they engage patients by helping practices gather feedback and ideas from their patients, use this information to redesign visits and services to support better patient engagement and an improved patient experience, as well as direct practices to resources that can help them build their capacity in these areas.

This webinar will feature the experiences of a PF who worked successfully with practice leaders and patients to transform diabetes care visits in a primary care practice. In addition, Cindy Brach will share information on the Health Literacy Universal Precautions Toolkit and how it can support patient engagement work. This webinar is appropriate for practice facilitators, their trainers, and any organization interested in starting a practice facilitation program. Speakers include:

- Lyndee Knox, PhD, CEO, LA Net Community Health Resource Network
- Cindy Brach, MPP, Senior Health Policy Researcher, AHRQ
- Adrienne Deswert, RN, BSN, RN Care Manager, Annville Family Medicine

To register, please click [here](#).

If you would like to listen to any of our first three webinars in the series, regarding [PF Case Studies](#), [Use of Health IT](#), or [Supporting Patient Safety](#), respectively, please click the appropriate link and register for the event you wish to listen to. If you have already registered for these events, simply sign in. This will bring you to all of the resources available during the live event, including audio with closed-captioning and a slide deck.

## Upcoming Event

*Practical Insights on Meeting Objectives of Meaningful Use III*

**Register Now! Wednesday, January 28 from 12:30 – 2:00 p.m. ET**

The Agency for Healthcare Research and Quality (AHRQ) is hosting a webinar that will outline 3 grantees' evaluations of how to meet select CMS Meaningful Use III Objectives. They will present their research findings on the feasibility of selected objectives related to clinical decision support, care coordination, and the use of electronic health records in pediatric primary care settings.

Presenters: Sarah Scholle, DrPH, National Committee for Quality Assurance; Kim Kimminau, PhD, The University of Kansas Medical Center; Muriel Jean-Jacques, MD, Northwestern University Feinberg School of Medicine; and Alex Fiks, MD, The Children's Hospital of Philadelphia.

Moderator: Rebecca Roper, MS, MPH, Director, Practice-Based Research Network Initiative, Agency for Healthcare Research and Quality.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

To register, please click [here](#).

Brought to you by the AHRQ PBRN Resource Center

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