

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.

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

Answering Your Webinar Questions

During our last Practice Facilitation webinar on January 29th, many attendees submitted questions, more than could be answered during the live event. Our guest speakers have graciously agreed to continue to answer these questions for our audience.

Q: *My practice is in gastroenterology. There is movement to "simplify" pre-procedure instructions and I feel this leaves out important points which will cause issues with completing the procedures. Any advice how to convey the message for clear instructions?*

Cindy Brach, MPP, Senior Health Policy Researcher, AHRQ: Simplifying does not necessarily mean shortening. It often takes longer to say something clearly. For example, instructions to, "Take 1 pill in the morning and 1 pill at night," are much clearer than, "Take twice a day." Also, formatting such as bullets and white space that make instructions clearer also make them longer. Remind your practice that the goal is to increase understanding, not make the documents shorter. Another approach is to layer information. For example, you can briefly give an instruction, and then specify they can look at the next page for additional information.

Q: *Did you engage with patients that had limited resources? If so, what was your strategy?*

Jessica Osborne-Stafsnes, MSHS, CPHQ, Project Co-Director and Patient Engagement Specialist - Aligning Forces Humboldt, California Center for Rural Policy at Humboldt State University: Currently we are working with patients who are being referred by our pilot practices or patients who have self-referred into the program. One of our pilot sites is a Federally Qualified Health Center which serves a high population of patients with limited resources. One of the factors that makes our shared decision-making services and tools so attractive to patients is the fact that services are offered free of charge. The fact that the service is free is shared as part of the referral hand off and helps encourage individuals with limited financial resources to participate.

You can listen to a recording of the entire webinar and access the resources [here](#). If you have already registered for these events, simply sign in, otherwise once you register you can access the webinar.

Upcoming Event

Introducing AHRQ's Expanded Practice Facilitation Training Curriculum

Register Now! Thursday, February 26 from 3:00 – 4:30 p.m. ET

This is the fifth and final webinar in a series designed to share AHRQ's development of tools and resources for training primary care practice facilitators (PFs). During this webinar, speakers will provide insights on the development of AHRQ's new and expanded primary care practice facilitation training curriculum. The curriculum's authors will provide information about the expanded content and potential

instructional methods. In addition, participants will have an opportunity to discuss how the curriculum might be used to expand the practice facilitation workforce.

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

If you would like to listen to any of our first four webinars in the series, regarding [PF Case Studies](#), [Use of Health IT](#), [Supporting Patient Safety](#), or [Patient Engagement](#), 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 and a slide deck.

Upcoming Event

Advanced Methods for Primary Care Research: The Stepped Wedge Design

Register Now! Friday, February 27 from 1:30 – 3:00 p.m. ET

The AHRQ's Practice-Based Research Network Resource Center is hosting a webinar based on a NAPCRG 2014 workshop presentation that will outline key features of the stepped wedge design; discuss issues and challenges around implementing stepped wedge designs in primary care-based studies; and offer creative applications of methods and solutions to these unique challenges. Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending. Presenters include:

- Miriam Dickinson, PhD, University of Colorado
- Bethany Kwan, PhD, MSPH, University of Colorado and CaReNet PBRN
- Christopher Meaney, MSc, PhD, University of Toronto
- Moderator: Rebecca Roper, MS, MPH, Director, Practice-Based Research Network Initiative, Agency for Healthcare Research and Quality.

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

Upcoming Event

TeamSTEPPS Implementation: Fostering Buy-in from the Front Lines to the C-suite

Register Now! Wednesday, February 25 from 1:00 – 2:00 p.m. ET

AHRQ is hosting a webinar on the use of the agency's teamwork training program, TeamSTEPPS. In this webinar, Robert Smith, PhD, Director of the Medical Staff Assistance Program at MetroHealth Medical Center, will present strategies for gaining buy-in for TeamSTEPPS from executives, physicians and other front-line staff, based on MetroHealth's experiences. This presentation will seek to:

1. Describe strategies for gaining buy-in for TeamSTEPPS from executive staff
2. Discuss the engagement of physicians and other staff
3. Discuss how buy-in and other factors are used to determine the readiness of a unit or department for TeamSTEPPS

There is no cost to participate but space is limited. Register for the webinar [here](#).

Publication of Interest

Unlocking the Black Box: Supporting Practices to Become Patient-Centered Medical Homes

Despite widespread interest in supporting primary care transformation, few evidence-based strategies for technical assistance exist. The Safety Net Medical Home Initiative (SNMHI) provided: "(1) individual site-level coaching provided by local medical home facilitators and supplemented by expert consultation; (2) regional and national learning communities of participating practices that included in-person meetings and field trips; (3) data monitoring and feedback including longitudinal feedback on medical home implementation as measured by the Patient-centered Medical Home-A; (4) written implementation guides, tools, and webinars relating to each of the eight Change Concepts for Practice Transformation; and (5) small grant funds to support infrastructure and staff development.

Overall, practices found the technical assistance helpful and most valued in-person, peer-to-peer-learning opportunities. Practices receiving technical assistance from membership organizations with which they belonged before the SNMHI scored higher on measures of medical home implementation than practices working with organizations with which they had no prior relationship." This suggests that "[h]ow (in-person, between-peers) and by whom technical assistance is provided may be important to consider." *Subscription required.*

Citation: Coleman, Katie, Kathryn E. Phillips, Nicole Van Borkulo, Donna M. Daniel, Karin E. Johnson, Edward H. Wagner, Jonathan R. Sugarman. [Unlocking the Black Box: Supporting Practices to Become Patient-Centered Medical Homes](#). *Medical Care*. Vol. 52, No. 11 Supp 4, November 2014, pp. S11-17.

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