

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.

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:

Improvement Teams and QI Plans

Forming a Quality Improvement Team at a Practice

Improvement work invariably involves working across multiple systems and disciplines within a practice. The quality improvement (QI) team or committee (QIC) is the group of individuals within a practice charged with carrying out improvement efforts. The team should have a clearly identified "champion" who is committed to the ideal and process of continuous improvement. In addition, it is recommended that every team include at least one member who has the following roles: clinical leadership, technical expertise, day-to-day leadership, and project sponsorship. The QI team should meet regularly to review performance data, identify areas in need of improvement, and carry out and monitor improvement efforts.

One of the first tasks to complete with the QI team is to identify goals for the improvement work and associated performance metrics. In order to accomplish this, the team should create a QI plan which will provide guidance to the practice on who is to participate on the QI team, how often it is to meet, and what its goals and key activities are.

From there, improvement efforts can be focused through the use of tools such as a "Key Driver Model." A Key Driver Model serves as a roadmap to particular outcomes that help focus the work of a facilitation program, as well as the work of individual facilitators and facilitation teams at the practice level. Once the quality improvement processes are implemented in accordance with the plan, it is important to monitor progress by developing systems that will allow the QI team to track progress toward their improvement goals and monitor their performance on key quality indicators. A QI dashboard or data wall and periodic summary reports are examples of tools that can be used by QI teams to track progress towards goals and outcomes.

For more information on improvement teams and QI plans, see [Module 14](#) 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).

What Do You Think?

In Search of Your Innovative Strategies for Engaging Practice Facilitators and Others in Maintenance of Certification Programs

Practice facilitators are being engaged across healthcare settings to support a breadth of quality improvement activities. A unique example of using practice facilitators for quality improvement was

recently identified. A practice-based research network has engaged the expertise of practice facilitators to support a practice-level program for clinicians to meet Maintenance of Certification (MOC) Part 4 requirements. Other programs are interested in learning more about how practice facilitators could be involved in helping clinicians meet these MOC requirements across ambulatory settings and clinical specialties.

Have you worked with practice facilitators (or other personnel or resources) to assist clinicians in meeting Maintenance of Certification Part 4 requirements or equivalent certification for other clinicians? Do you have plans to do so? If you have information you would like to share, please send a brief description of your program in an email (with the subject line "MOC P4 and PF") to PBRN@abtassoc.com. If possible, please respond by **September 12** and we will follow up as appropriate.

Relevant Resource

The Agency for Healthcare Research and Quality (AHRQ) has released three new [case study reports](#) of exemplary Primary Care Practice Facilitation (PCPF) training programs. These case studies, developed by Mathematica Policy Research under a contract with AHRQ, provide an overview of each program's design and content, training approaches, format, administrative structure, funding, staffing and curriculum.

The three case studies offer several lessons for individuals and programs interested in developing and delivering training for practice facilitators. These case studies provide illustrative models of how PCPF training can be delivered, and can offer practical guidance for practitioners as they work to implement key elements of a PCPF curriculum. The case studies supplement previous case studies of leading primary care practice facilitation programs that are available on AHRQ's PCMH Resource Center [web site](#).

The following three programs are profiled:

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

The individual case studies and a compilation of all three are available on the AHRQ web site at <http://www.ahrq.gov/professionals/prevention-chronic-care/improve/system/pfcasestudies/index.html>.

Upcoming Event

Upcoming AHRQ webinar on practice facilitators and the use of health information technology in primary care practice

Save the Date! October 21, 2014 at 03:00 PM (ET)

Helping harness the power of data from the health information systems such as electronic health records and registries is an important role practice facilitators can serve when working with primary care practices. During this webinar experts will discuss ways practice facilitators can support practices' use of data for quality improvement.

More information will be coming soon. Please contact PracticeFacilitation@mathematica-mpr.com to learn more about this webinar.

If this information was forwarded to you and you would like to subscribe, please email PracticeFacilitation@mathematica-mpr.com and include "subscribe" in the subject heading.

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