

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

Measuring and Benchmarking Clinical Performance

Selecting Appropriate Clinical Performance Measures and Using Benchmarks for Comparison

A first step in working with practices to measure clinical performance is to identify the areas they wish to assess, ensuring that these focus areas connect with the quality improvement (QI) team's goals and satisfy any outside mandates. Using well-established and validated measures is an important aspect of being able to understand and interpret data on clinical performance.

Common sources of performance measures, such as AHRQ's [National Quality Measures Clearinghouse](#), the Healthcare Effectiveness Data and Information Set (HEDIS), or the Physician Quality Reporting System (PQRS) can provide useful starting points.

Once a set of performance measures has been selected, the QI team will also need to determine how frequently to collect their data. Data collection timelines should allow sufficient time for change in the areas being assessed, but also occur frequently enough to show progress over time.

A key point to consider is that performance measures are difficult to interpret if there is no context for comparison. **Benchmarking** is the process of comparing a practice's performance with an external standard. External standards can be found from a variety of local and national sources. Each practice will need to identify appropriate benchmarks tailored to ensure useful, "apples-to-apples" comparisons are being made. Good benchmarks can heighten understanding about a practice's relative performance, motivate staff, and generate healthy competition.

For more information on measuring and benchmarking clinical performance, see [Module 7](#) 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).

Related Resource

The Agency for Healthcare Research and Quality (AHRQ) has released two new case studies describing how AHRQ's [Health Literacy Universal Precautions Toolkit](#) has been used to take a systematic approach to reducing the complexity of medical care and ensure that patients can succeed in the health care environment.

The first case study describes how the Mayo Clinic Transplant Center used the Toolkit to improve understanding among transplant candidates. The other focuses on how the Kentucky Area Health

Education Center used the Toolkit to train physicians, dentists, dental hygienists, nurses, and physician assistants in private practice, hospitals, and public health department.

You can access the Health Literacy Universal Precautions Toolkit and all nine case studies at: <http://www.ahrq.gov/literacy>.

Look out for the **2nd edition of AHRQ's Health Literacy Precautions Toolkit**, to be published later this year!

Upcoming Event

PBRN Webinar on PBRN Research Good Practices (PRGPs) Report

Register Now! Tuesday, September 30 from 2:00 - 3:30 p.m. ET

The Agency for Healthcare Research and Quality (AHRQ) is hosting a webinar on Tuesday, September 30 from 2:00 - 3:30 p.m. ET, on the Practice-Based Research Network (PBRN) Research Good Practices (PRGPs) Report. The presenters will provide an overview of the new PRGPs, which were developed by seven experienced PBRNs and vetted by members of several more. The presenters will summarize how this resource was developed, and describe how it can be used. PRGP chapters include: PBRN Infrastructure; Study Development and Implementation; Data Management; and Dissemination Policies. The PBRN Research Good Practices (PGRPs) resource is now available [online](#).

Presenters will include:

- Victoria Neale, Ph.D., M.P.H., Metropolitan Detroit Research Network
- Kimberly Campbell-Voytal, Ph.D., R.N., Metropolitan Detroit Research Network
- Rowena J. Dolor, M.D., M.H.S., Duke Primary Care Research Consortium
- Lyle J. Fagnan, M.D., Oregon Rural Practice-based Research Network
- Barcey Levy, Ph.D., M.D., Iowa Research Network
- Zsolt J. Nagykaldi, Ph.D., Oklahoma Physicians Resource/Research Network
- V. Beth Patterson, R.N., Duke Primary Care Research Consortium

This webinar will be submitted for review for up to 1.25 elective continuing education credits by the American Academy of Family Physicians.

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

Brought to you by the AHRQ PBRN Resource Center

Upcoming Event

Training practice facilitators to help primary care practices improve use of health information technology

Register Now! Tuesday, October 21 from 3:00 – 4:30 p.m. ET

This is the second in a series of webinars designed to share AHRQ's development of tools and resources for training primary care practice facilitators (PFs). This session focuses on how PFs can help small and medium-sized primary care practices enhance their use of health information technology (HIT) for QI and patient-centered medical home transformation. The webinar will review emerging best practices in training PFs to support HIT enhancement in practices, and introduce the audience to resources being developed for the practice facilitation model curriculum. Speakers will include experts in PF, PF training and HIT optimization in small practices.

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

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.

This service is provided to you at no charge by the [Agency for Healthcare Research and Quality](#).