

## 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.*

### Upcoming Newsletter Topic

#### Collecting Performance Data with Chart Audits

##### *Auditing Patient Charts to Obtain Valuable Data for Improving Practice Performance*

Use of audit and feedback is an important technique for helping practices improve the quality of care they deliver. The next edition of this newsletter will highlight how to obtain meaningful performance data from patient charts, both electronically and by hand. This topic is the focus of [Module 8](#) of [The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers](#). The upcoming newsletter will explore best practices for data collection from patient records and the necessity to preserve privacy and security when dealing with personal health information.

### What Do You Think?

We want to hear from you for our upcoming newsletter. Tell us what you think about collecting performance data with chart audits:

- What audit systems have you developed in practices to access current, reliable data?
- How has your practice facilitation team worked to include those in IT who support electronic health records and can help the team access vital data collection systems?
- What security practices are best to maintain when handling extremely sensitive patient data?

Send your response, which can be brief or detailed, to [PracticeFacilitation@mathematica-mpr.com](mailto:PracticeFacilitation@mathematica-mpr.com). We hope to include it in the next edition of the newsletter.

### Related Resource

The Agency for Healthcare Research and Quality (AHRQ) has released a [Health Information Security and Privacy Collaboration Toolkit](#) to provide guidance when conducting organization-level assessments of business practices, policies, and state laws that govern the privacy and security of health information exchange (HIE). All materials, which includes scenario guides, data collection templates, and more, and overviews of each toolkit component can be found on the [AHRQ website](#).

The toolkit was developed as part of an AHRQ and Office of the National Coordinator for Health Information Technology joint-funded Health Information Security and Privacy Collaboration (HISPC) project.

For more information on the HISPC project, [click here](#).

### Related Resource

AHRQ is testing a primary care version of its well-regarded TeamSTEPPS® program, an evidence-based teamwork system aimed at optimizing patient outcomes by improving communication and

teamwork skills among health care professionals. It includes a comprehensive set of ready-to-use materials and a training curriculum to successfully integrate teamwork principles into any health care system.

The [Primary Care version of TeamSTEPPS](#) adapts the core concepts of the TeamSTEPPS program to reflect the environment of primary care office-based teams. The examples, discussions, and exercises are tailored to the primary care environment. The modules may undergo refinement during testing but still serve as a good source for offices that want to apply TeamSTEPPS principles to their practice.

You can learn more about the program and obtain all necessary materials, including an instructor's guide, objectives for training, and tools to help primary care teams think about how to best work together, by visiting the [AHRQ website](#).

## 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](#).

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