

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.

Key Concepts in Practice Facilitation

Preparing and Presenting Performance Data

Achieving Positive Impacts on Workflow and Quality Improvement through Full Implementation of Electronic Health Records

With the increasing emphasis on data-driven improvement, practice facilitators will need to ensure they can collect and work with accurate data. Be prepared to spend considerable time cleaning and validating data, as there will be missing fields, meaningless entries, and mapping errors in EHRs. Additionally, while being careful not to bury the team in data, PFs should clearly describe the methods used to obtain the data, the exclusion and inclusion criteria, and the calculations used for each performance metric.

PFs then must summarize and present them in a way that allows practice members to easily understand where their performance falls in the context of other similar practices or patient populations. Visuals allow people to absorb large amounts of data quickly. Be conscious of which types of data you are presenting when choosing an appropriate data display, and include all the necessary information needed for quick interpretation by the QI team. Developing a relationship with the practice's IT manager can help you build useful reporting processes into your EHR, such as automatic generation of visual displays for key data to be used in your performance reports.

Finally, PFs will need to be prepared to respond to the team's questions and help them reflect on the findings and use the findings to stimulate meaningful action toward improving the practice. Remember to see yourself as an "ally" in helping them to acquire, reflect upon, and then use these data to help them improve performance, even as your data stimulates robust discussion and receives challenges. It can help to enlist a leader from the practice as the main presenter, or as a co-presenter with you, especially when data indicates worse than anticipated practice performance.

For more information on collecting performance data with chart audits, see [Module 9](#) 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).

Useful Resource

New Workshop and Tools Available to Support Shared Decision Making

The Agency for Healthcare Research and Quality (AHRQ) has developed the [SHARE Approach](#), which is a five-step process for shared decision making to help clinicians meaningfully engage patients in their care. AHRQ is offering train-the-trainer workshops on how to implement the SHARE Approach into clinical practice with patient decision tools from AHRQ. Workshop participants will receive information, tools and guidance to teach other clinicians in their organizations about shared decision making.

As a practice facilitator you work with practices seeking to become recognized as a patient-centered medical home (PCMH) or working to improve interactions between clinicians and patients. Incorporating shared decision making into their clinical practice can help them achieve their goals. Many organizations that recognize or accredit PCMHs have standards related to shared decision making.

Trained educators will receive free resources and will learn how to help clinicians understand the SHARE Approach, including:

- Five essential steps to engage patients in health care decision making
- How to incorporate resources based on patient-centered outcomes research into shared decision making
- Skills to overcome common communication barriers
- Ways to implement shared decision making into practice setting

AHRQ's SHARE Approach train-the-trainer workshops are being offered in locations across the country. Visit the AHRQ website at www.ahrq.gov/shareddecisionmaking to learn more about the SHARE Approach and find a workshop near you.

Useful Resource

New Primary Care Team Guide available!

Improving Primary Care: A guide to better care through teamwork is designed to help practices build effective health care teams and redesign patient care to become more effective and productive practices. The *Primary Care Team Guide* was developed by the MacColl Center for Health Care Innovation and funded by a national program at the Robert Wood Johnson Foundation called "The Primary Care Team: Learning from Effective Ambulatory Practices" — or "LEAP." The materials were created based on the experiences of 31 high performing practices studied in the LEAP program.

Information from the *Primary Care Team Guide* is presented through a series of modules that focus on the people and the work needed to function as a high performing team. Each module begins with a brief assessment to help practices understand where they are as it moves to team-based care. The guide includes practical advice, case studies, tools and an extensive list of resources. More information can be found online at www.improvingprimarycare.org.

Upcoming Event

Supporting leaders to promote quality and patient safety: How practice facilitators can work with practice leadership to support a culture of safety and quality

Register Now! Thursday, December 18 from 1:00 – 2:30 p.m. ET

This is the third 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 practice facilitators can help support primary care practice leaders in building a culture that promotes quality and safety. It is important for practice facilitators to engage the practice's leaders when trying to promote safer patient care and improve the overall quality of care delivered. The role of leadership is essential to making the organizational changes necessary to introduce and sustain a culture of quality and patient safety.

The speakers have expertise in practice facilitation, leadership development, culture change and quality improvement, and will include:

- Lyndee Knox, PhD, CEO, LA Net Community Health Resource Network
- Tony Suchman, MD, Organizational Consultant and Clinical Professor of Medicine at the University of Rochester School of Medicine and Dentistry
- Carolyn Shepherd, MD, Former Senior Vice President for Clinical Affairs (Retired), Clinica Family Health Services
- Kristi Bohling-DaMetz, BSN, RN, MBA, Program Director – Health Care Innovation Award (HCIA), TransforMED

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

If you would like to listen to either of the first two webinars in the series, regarding [PF Case Studies](#) and [Use of Health IT](#), 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.

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