

AHRQ's Primary Care Practice Facilitation Forum

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.

November 27, 2013

Challenges in Practice Facilitation: Improving Self-Management Support

Self-management support (SMS) focuses on helping patients manage their chronic conditions to improve and maintain their health. It is “the systematic provision of education and supportive interventions by health care staff.” More than just patient education, the most effective SMS requires an interactive approach to empower patients. It requires clinicians to have a broad range of teaching and psychosocial skills.

What role can practice facilitators play in assisting practices to improve self-management support? How do you assess a practice's ability to deliver self-management support? What tools and resources are available to assist practices? How do you help practices build connections with community-based resources?

Facilitators can help practices with many components of self-management support. As self-management support requires the efforts of the entire care team, facilitators can aid their practices in thinking through the different self-management support tasks and deciding which staff members could perform these various duties.

For more information on how practice facilitators can play a role in improving self-management support, see [Module 21](#) of [The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers](#). You can download a copy the entire handbook free of charge at the PCPF Resources page of AHRQ's **PCMH Resource Center** (www.pcmh.ahrq.gov).

Additionally, AHRQ has a wealth of resources about self-management support. The [Self-Management Support Resource Library](#) has dozens of links to articles, guides, tools, and patient materials. You can also find excellent videos answering questions regarding what is self-management support, why is it important, and how can it be implemented in a practice. Please visit AHRQ's [Self-Management Support](#) website for more information.

What do you think?

Population management is a cornerstone of patient-centered care. Do you or your practice facilitators help practices implement this new approach to care? If so, how? Specifically, what skills and infrastructure do they help practices develop to enable them to manage populations or

panels? Are there specific steps your facilitators follow when working with a practice to enable them to manage populations and panels?

Send us your thoughts at PracticeFacilitation@mathematica-mpr.com and we'll feature them in a future newsletter.

Publication of Interest

Michael L. Parchman, Polly H. Noel, Steven D. Culler, Holly J. Lanham, Lucy K. Leykum, Raquel L. Romero, and Raymond F. Palmer. **A Randomized Trial of Practice Facilitation to Improve the Delivery of Chronic Illness Care in Primary Care: Initial and Sustained Effects.** *Implementation Science* 2013, 8(1):93.

Published Abstract:

Background: Practice facilitation (PF) is an implementation strategy now commonly used in primary care settings for improvement initiatives. PF occurs when a trained external facilitator engages and supports the practice in its change efforts. The purpose of this group-randomized trial is to assess PF as an intervention to improve the delivery of chronic illness care in primary care.

Methods: A randomized trial of 40 small primary care practices who were randomized to an initial or a delayed intervention (control) group. Trained practice facilitators worked with each practice for one year to implement tailored changes to improve delivery of diabetes care within the Chronic Care Model framework. The Assessment of Chronic Illness Care (ACIC) survey was administered at baseline and at one-year intervals to clinicians and staff in both groups of practices. Repeated-measures analyses of variance were used to assess the main effects (mean differences between groups) and the within-group change over time.

Conclusions: Practice facilitation resulted in a significant and sustained improvement in delivery of care consistent with the CCM as reported by those involved in direct patient care in small primary care practices. The impact of the observed change on clinical outcomes remains uncertain.

Access the full text PDF at: <http://www.implementationscience.com/content/pdf/1748-5908-8-93.pdf>

Upcoming Event Series

Supporting Patients through Cancer Diagnosis and Treatments in the Medical Home

The Patient-Centered Primary Care Collaborative (PCPCC), in partnership with the American Cancer Society, will be launching a three part webinar series in December 2013

that focuses on how patient-centered medical home providers and practices can support patient health and caregiver support after a cancer diagnosis, during treatment, and post-treatment. Expert speakers will discuss how to support patients throughout the care experience including initial diagnosis, active treatment and survivorship. The project also includes a collection of helpful guides and checklists to encourage strong patient-provider communication and help identify the different roles and responsibilities of the primary care team and the oncology team. (Event information is from the [PCPCC website](#) on November 25.)

Part 1: Working with the Care Teams After Diagnosis

Save the Date! Thursday, December 5th, 12:00-1:00 pm ET

Speaker: Amy Shaw, Redwood Regional Medical Group

This webinar will focus on care management for patients newly diagnosed with cancer, and how patients and families can work with the medical home team and their specialty providers during this initial stage of treatment.

Register [here](#).

Part 2: Working with the Care Teams During Treatment

Save the Date! Thursday, December 12th, 1:00-2:00 pm ET

Speaker: Carmen Escalante, University of Texas MD Anderson Cancer Center

This webinar will focus on the relationship and partnership between patients, families, the medical home and oncology care team, as patients engage in ongoing cancer treatment.

Register [here](#).

Part 3: Working with the Care Teams After Treatment

Save the Date! Monday, December 16th, 12:00-1:00 pm ET

Speaker: Larissa Nekhlyudov, Harvard Medical School

This webinar will focus on transitioning survivors of cancer to a phase of health promotion after treatments are complete, and further identifying the role of their medical home and oncology teams.

Register [here](#).

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