

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.

October 24th, 2013 Perspectives from the Field

Which training programs are the best, and why? What resources and tools do you use for training your practice facilitators, QI coaches, or Practice Enhancement Assistants?

Below is a response from Karin Johnson, PhD, Research Associate, Group Health Research Institute

Karin Johnson on the [Coach Medical Home](#), a curriculum designed specifically for practice facilitators:

Practice facilitators (or practice coaches) wear a lot of hats, so I think essential characteristics of a good training program are those that give them broad subject matter expertise, such as in measurement and improvement techniques. Perhaps even more importantly, practice facilitators must possess teamwork skills that enable them to work effectively within a team to: (a) empower the practice to see and execute an improvement vision; and (b) identify and involve specialized team members as needed (for instance, registry functionality specifics).

I want to make sure that practice facilitators and others are aware of the *Coach Medical Home* resource. This resource focuses on the Safety Net and showcases the Safety Net Medical Home Initiative Change Concepts and corresponding sequencing and sustainability content.

Coach Medical Home's public-domain curriculum is based on the conceptual framework of the eight Change Concepts for Practice Transformation that provide an actionable sequence for medical home transformation, emphasizing the importance of engaged leadership and quality improvement strategies. It is divided into six modules that can be used together or separately, including:

1. Getting started
2. Understanding payment and recognition
3. Sequencing changes in practice
4. Creating a measurement system for quality improvement
5. Developing effective learning communities
6. Planning for sustainability and spread

Each module contains a PDF handbook, a companion PowerPoint presentation that facilitators can modify, and links to dozens of useful tools and resources. Practice facilitators can access the modules at <http://www.coachmedicalhome.org/>.

This project is a collaboration between the MacColl Center for Health Care Innovation at Group Health Research Institute and Qualis Health. With support from The Commonwealth Fund, the team worked with practice facilitators and experts across the country to develop the content and identify helpful links and tools.

Did you know that...

AHRQ has also released a tool for practice facilitators and their trainers, *Developing and Running a Primary Care Practice Facilitation Program: A How-to Guide*. This practice facilitation handbook can be accessed [here](#). Be on the lookout for more information about the handbook in the next edition of this newsletter.

What do you think?

Are you aware of other training programs and resources for practice facilitators? Did you establish such a program? Please join the discussion by sending your thoughts to us at PracticeFacilitation@mathematica-mpr.com. Your responses will be compiled and shared in a future newsletter.

Upcoming Event

STFM Conference on Practice Improvement

Save the Date! November 21-24, 2013 at the Manchester Grand Hyatt Hotel in San Diego

Event information from [STFM website](#):

At the **Society of Teachers of Family Medicine (STFM) Conference on Practice Improvement**, you'll learn to organize your practice around your patients, streamline processes, engage staff, increase revenue, and provide consistent, evidence-based care. You'll learn from those who know best – primary care providers, researchers, educators, and practice staff who have redesigned their practices into patient-centered medical homes.

This event provides an educational venue for academic and private practice colleagues to network and share strategies for change management, patient-centered care, team care,

integration of behavioral health, health information technology, care coordination, and more. Presentations are conducted by individuals, practice teams, and residency faculty.

Conference Registration Link:

<http://stfm.org/conferences/practiceimprovement/pi/index.cfm?CFID=21539056&CFTOKEN=74961670>

Additional Resources

Check out the [PCPF Updates page](#) at the PCMH Resource Center (www.pcmh.ahrq.gov).

We've posted previous editions of the PCPF eNewsletter, slides and audio from previous Practice Facilitation Webinars, and information about upcoming learning opportunities. Please visit the PCMH Resource Center at www.pcmh.ahrq.gov to explore white papers, briefs, a searchable citations database, and other resources related to the Patient-Centered Medical Home and primary care improvement.

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