

AHRQ's Primary Care Practice Facilitation Forum

This email newsletter is the first step in building a learning network for individuals with an interest in practice facilitation. We will use this listserve to share perspectives on questions and answers submitted by learning forum members, as well as resources, research articles and events of interest.

August 24, 2012

Perspectives from the Field

Where do PF programs find people to hire?

Below is a response from PF expert:

- *Allyson Gottsman, Executive Vice President, HealthTeamWorks*

Finding practice facilitators for PCMH can be a challenge but our experience supports a commonly held view that the most critical attributes are the personal affect and skill sets, as opposed to the experience. While a quality-improvement background and experience working in a medical practice are very helpful, we have found that good “people skills” are the most important attributes. You can become an effective coach if you:

- ✓ Can engage and motivate people of all levels;
- ✓ Are a self-starter and creative problem solver;
- ✓ Follow up effectively with post-training guidance;
- ✓ Are flexible and able to adapt to changing circumstances;
- ✓ Are a “systems thinker” and
- ✓ Know where to turn for guidance.

Our many talented facilitators have varied backgrounds: Mental health counselors, dieticians, practice managers, marketing professionals, nurses and public health professionals. All have had tremendous success working with practices. Our organization has found these individuals by posting on non-profit job boards, listing ads in newspaper and internet job postings and even on websites such as Craig's List. Of course, we post jobs on our own website as well. Again, it is most important to identify someone with the right characteristics.

In summary: You can train on content, but you can't change how someone approaches the world.

What do you think?

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

Practice Facilitation Webinar - Part IV

Save the Date! Friday, September 28th, 12:30-2:00 pm EDT

Title: Funding Your Practice Facilitation Program and Evaluating its Outcomes

Speakers: Lyndee Knox, LA Net

Hunter Gatewood, San Francisco Health Plan

Bruce Baskerville, University of Waterloo

Michael Parchman, MacColl Center for Health Innovation

James Mold, Oklahoma Physicians Resource/Research Network

Description: In this webinar, presenters will address questions about **funding your program**, including **creating a sustainable business plan**. They will also discuss approaches for **evaluating the outcomes** of your facilitators' work.

Webinar Registration Link:

<https://mathematicampr.webex.com/mathematicampr/onstage/g.php?t=a&d=664004110>

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 the Practice Facilitation Webinars, and information about approaching 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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