

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.

Key Concepts in Practice Facilitation:

Conducting a Kickoff Meeting

How to Initiate Improvement Projects with Practices

Module 13 in [The Practice Facilitation Handbook](#) discusses kickoff meetings, which mark the formal start to a facilitated improvement project. Prior to this meeting, the practice should assemble an initial quality improvement team. The kickoff meeting provides an opportunity to introduce the QI team and practice leadership to the requirements of the improvement project, decide about the practice's participation in the effort, and identify the practice's initial priorities and goals for their participation. This is also an additional opportunity for the facilitator to educate practice staff and clinicians about his or her role.

The facilitator is responsible for scheduling the meeting, which should occur at the practice or a nearby location and last about 60 minutes. Whenever possible the meeting should be conducted in person. If you are facilitating from a remote location, you may want to conduct some initial prework by phone and then schedule an in-person kickoff meeting.

The kickoff meeting should not try to cover too much information. The facilitator should make sure that the practice members have the opportunity to ask questions and encourage them to identify some preliminary goals for the upcoming intervention. The meeting should also present an overview of the goals of the facilitation intervention and the facilitator's role and function. It can also be beneficial to reserve some time at the end of the meeting to attend to the necessary paperwork for sharing protected health information. A sample kickoff meeting agenda is provided in [Table 13.1](#).

For more information on conducting a kickoff meeting, see [Module 13 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** (pcmh.ahrq.gov).

Webinar of Interest

State Refor(u)m Webinar on AHRQ's Infrastructure for Maintaining Primary Care Transformation (IMPACT) Initiative

Webinar description:

This recent webinar explored the IMPACT Initiative, funded by the Agency for Healthcare Research and Quality, which was created to expand and spread the use of primary care extension programs to improve the quality of primary care services. Primary care extension programs do this by educating clinicians on new and innovative practices in areas such as preventive medicine, health promotion, and chronic disease management, assisting with practice redesign and supporting the use of health information technology for practice improvement. Even if your state was not one of the 17 participating in the IMPACT program, you may be doing some similar activities around quality improvement.

Webinar participants had many questions about this program. See what was said, and add your own thoughts about it as well. Here are two of the many questions raised.

- *How do state initiatives around patient-centered medical homes fit into these physician quality-improvement efforts and extension type services?* [Add your thoughts here.](#)
- *For a state that has not begun this type of work, where should you start?* [Add your thoughts here.](#)

Want to learn more about IMPacT? Check out the [recording from the webinar](#)*.

*Note: to access the recording of the webinar you must first register at <https://www.statereforum.org/>

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