

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, decisionmakers, 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

Electronic Health Records and Meaningful Use

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

With the increasing implementation of electronic health records (EHRs) to monitor and track patient populations, practice facilitators will need to have a working knowledge of EHRs to use them effectively. There are many EHR options in the marketplace, and as a practice facilitator, you will need to be familiar with various EHR products and how to extract data from them. However, regardless of which EHR a practice uses, the practice facilitator should immediately determine how hardware and software are supported and by whom. It is important to establish a relationship with the internal IT support person, as they can be key to leveraging the EHR for project needs.

As a facilitator, you will need to help your practices integrate their EHRs into their workflows. Mapping your workflows and conducting a comprehensive workflow analysis will be essential to redesigning them to allow for the integration of EHRs into your practice. Moreover, EHRs can be used in a multitude of ways, including identifying patients whose conditions are not under control or receiving the appropriate preventive services, instituting standing orders for regular practice-approved protocols like immunizations, and generating reports at both the practice or provider level for compliance with meaningful use, regulatory, and accreditation requirements.

New laws in 2009 opened up more than \$40 billion to help providing the means to structure a paperless national health information network. Moreover, EHR-specific incentive funding for providers is tied to meeting "meaningful use" criteria. In primary care, meaningful use consists of standards applied in three stages. Stage 1 began in 2011 with a focus on data gathering and sharing. Stage 2 began this year and emphasizes using clinical decision support to improve performance on high-priority health conditions. Lastly, Stage 3, expected to begin in 2016, deals with full implementation and demonstrating improvements in health care quality. As a practice facilitator, you are in the unique role of being able to help primary care practices optimize health IT.

For more information on collecting performance data with chart audits, see [Module 17](#) 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).

Related Resource

The Agency for Healthcare Research and Quality (AHRQ) has released a new [Evaluation Guide](#) for designing real-world evaluations of interventions such as the patient-centered medical home (PCMH) and other models to improve primary care delivery. Effective primary care can improve health and cost

outcomes, and patient, clinician and staff experience, and evaluations can help determine *how best* to improve primary care to achieve these goals.

The [Guide](#), developed with researchers at Mathematica Policy Research under a contract with AHRQ, presents practical steps for designing an evaluation and is intended for evaluators affiliated with delivery systems, employers, practice-based research networks, local or regional insurers, and others who want to test an intervention in a relatively small number of primary care practices, and who may have limited resources to evaluate the intervention.

This [Guide](#) offers options to address some of the challenges that evaluators of small-scale projects face, as well as insights for evaluators of larger projects. The Guide answers six questions:

1. Do I need an evaluation?
2. What do I need for an evaluation?
3. How do I plan an evaluation?
4. How do I conduct an evaluation and what questions will it answer?
5. How can I use the findings?
6. What resources are available to help me?

In addition to this Guide, AHRQ has developed a number of [resources](#) for evaluators of primary care interventions like the PCMH. These include: a series of 11 briefs that describe research methods that researchers could use to evaluate PCMH models; white papers and briefs on designing strong evaluations and developing the evidence base for the PCMH; and evaluation tools, such as the Care Coordination Measures Atlas and PCMH-Consumer Assessment of Healthcare Providers and Systems (CAHPS).

We would appreciate it very much if you would share this [Guide](#) with colleagues and include a mention of it in your monthly newsletter or other announcements.

Upcoming Event

Best practices for measuring Practice Transformation to Implement the Triple Aim

Register Now! Wednesday, November 19 from 3:00 – 4:30 p.m. ET

The Agency for Healthcare Research and Quality (AHRQ) is hosting a webinar on successful models that have been used by Practice-based Research Networks (PBRNs) to measure practice transformation. The presenters will discuss models they have used including: TRANSLATE Model; Solberg-Mold Practice Change/QI Model; Improving Primary Care through Health Information Technology (IPC-H-IT); and the Vermont Integration Project. Data and lessons learned will also be shared.

Presenters will include:

- Chet Fox, MD; Upstate New York Practice-based Research Network (UNYNET), University at Buffalo
- Lynne Nemeth, PhD, RN; Primary Care Practices Research Network (PPRNet), Medical University of South Carolina
- Paula Lipman, PhD; Westat
- Zsolt Nagykaldi, PhD; Oklahoma Physicians Resource / Research Network (OKPRN), University of Oklahoma Health Sciences Center
- Rodger Kessler, PhD; Collaborative Care Research Network (CCRN), University of Vermont College of Medicine, American Academy of Family Physicians

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

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

Brought to you by the AHRQ PBRN Resource Center.

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, MA, FACP, Organizational Consultant and Clinical Professor of Medicine at the University of Rochester School of Medicine and Dentistry

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.

If this information was forwarded to you and you would like to subscribe, please email PracticeFacilitation@mathematica-mpr.com and include "subscribe" in the subject heading.

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