An Exploration of AHRQ’s PCMH Resource Center (and Beyond!)

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Session Overview

- Acknowledgements
- Quick primer on the Agency for Healthcare Research and Quality (AHRQ)
- AHRQ’s resources for primary care transformation
  - Implementation
  - Quality Improvement
  - Research and Evaluation
- Additional AHRQ resources
## Contributors to this work

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- and many others
AHRQ’s Mission Statement

➢ To produce evidence to make health care:
   ✓ safer
   ✓ higher quality
   ✓ more accessible, equitable, and affordable

➢ To work with HHS and other partners to make sure that the evidence is understood and used.

www.ahrq.gov
AHRQ Priorities

- **Improve health care quality** by accelerating implementation of Patient-Centered Outcomes Research
- **Make health care safer** by preventing HAIs and reducing other harms and accelerating patient safety improvements
- **Increase accessibility** by evaluating Affordable Care Act coverage expansions
- **Improve health care affordability, efficiency, and cost transparency**
Revitalizing the nation’s primary care system is foundational to achieving AHRQ’s mission of improving the quality, safety, accessibility, equity and affordability of health care for all Americans
AHRQ Resources for Primary Care Transformation

Resources developed specifically for primary care
► PCMH Resource Center web site
► Primary Care Measures databases
► Improving Primary Care Practice – Information for Health Professionals

Other useful AHRQ resources
► Innovations Exchange
► Health IT
► Clinical Decision Support
► National Quality Measures Clearinghouse (NQMC)
► National Guideline Clearinghouse (NGC)
Information Hubs
Implementing the PCMH – Transforming Primary Care

Implementing the Patient-Centered Medical Home

The medical home model holds promise as a way to improve health care in America by transforming how primary care is organized and delivered. As defined by AHRQ, the medical home encompasses five functions and attributes:

- **Comprehensive Care**
- **Patient-Centered Care**
- **Coordinated Care**
- **Access to Services**
- **Quality and Safety**

AHRQ also recognizes the central role of health IT in successfully operationalizing and implementing the medical home and notes that building a sustainable primary care delivery platform will require significant workforce development and fundamental payment reforms.

As with many organizational redesign efforts, making the changes required to fully implement the medical home can be challenging. Successful experiences of early adopters confirm that primary care practices will require additional resources, support, and training to successfully adopt this new model of care. Many organizations are starting to provide this type of transformation support.

**Practice Facilitation**

Practice facilitation is one of the most promising strategies to support transformation into the medical home. Practice facilitators are external agents who work with primary care practice teams to make meaningful changes with the goal of improving quality and outcomes of care. AHRQ is developing resources for organizations that are interested in providing practice facilitation services to primary care practices that are interested in becoming medical homes or are in the process of becoming medical homes.

Working with experts who have developed and implemented successful practice implementation programs, AHRQ
Practice facilitators are specially trained individuals who work with primary care practices “to make meaningful changes designed to improve patients’ outcomes. [They] help physicians and improvement teams develop the skills they need to adapt clinical evidence to the specific circumstance of their practice environment” (DeWalt, Powell, Mainwaring, et al., 2010)
AHRQ’s Portfolio of Practice Facilitation Products

How to Guide
Support for organizations interested in starting PF programs

Competency-based curriculum for training entry-level practice facilitators

Model Curriculum
Coming summer 2015

PF Handbook
Essentials for teaching and learning the knowledge and skills for a new PF

http://www.pcmh.ahrq.gov/page/practice-facilitation
Development of a Model Curriculum for Training Practice Facilitators

• Objective
  ► Provide entry-level training for PFs to assist primary care practices in achieving their quality improvement and transformation goals
  ► Builds upon AHRQ’s Practice Facilitation Handbook

• Key Characteristics
  ► Links with competencies and includes specific learning objectives
  ► Instructor’s guide including guidance for assessment
  ► Student materials and other supporting information

• Available Summer 2015
Quality Improvement

Two New Resources

- Companion resources for QI paper
- Webinar on Health IT paper
- Webinar on QI paper coming soon!

http://www.pcmh.ahrq.gov/page/quality-safety
Lessons Learned about Transformation

- A strong foundation is needed for successful redesign
- The process of transformation can be a long and difficult journey
- Approaches to transformation vary
- Visionary leadership and a supportive culture can ease the way for transformation
- Contextual factors are inextricably linked to outcomes
Evidence and Evaluation

Evidence and Evaluation

About the Evidence:
Policy decisions concerning the PCMH must rest on sound evidence about whether this model of care helps achieve the triple aim of improved patient outcomes, improved patient experience, and improved value. In this section, explore information and resources for PCMH researchers, evaluators, and decision makers.

New Practical Resource for Evaluators
A Guide to Real-World Evaluations of Primary Care Interventions: Some Practical Advice

PCMH Research Methods Series
This was commissioned by AHRQ and developed under contract by Mathematica Policy Research, with input from other nationally recognized thought leaders in research methods and PCMH models. The series is designed to "expand the toolbox" of methods used to evaluate and refine PCMH models and other health care interventions. This toolbox of novel and enduring methods can equip evaluators and implementers to better assess and refine PCMH models and to meet the evidence needs of PCMH stakeholders more effectively. Each of the briefs describes a method and how PCMH researchers have used it or could do so, discusses advantages and limitations of the methods, and provides resources for researchers to learn more about the method.

Title | Brief Description | PDF | HTML
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Expanding the Toolbox: Methods to Study and Refine Patient-Centered Medical Home Models | This overview provides an introduction to the PCMH Research Methods Series and introduces methods or approaches that have the potential to expand and refine understanding of the PCMH as a complex health care intervention and innovation. | PDF | HTML
Improving PCMH Research and Evaluation

- Practical advice
- Information about novel methods
- Guidance for decision makers

http://www.pcmh.ahrq.gov/page/evidence-and-evaluation

Methods Webinar Series
PCMH Citations Database

http://www.pcmh.ahrq.gov/page/pcmh-citations-collection
Improve research and build evidence in 4 key areas

Separate resources for care coordination, team-based care, integration of behavioral health, and clinical-community linkages

Database features:

- Include conceptual models
- Comprehensive measure profiles
- Searchable by multiple characteristics
- Search results can be saved and downloaded
Improving Primary Care Practice: Information on ahrq.gov for Health Care Professionals

Care Coordination and the Medical Neighborhood

- Information to support systems redesign to improve referral processes between primary care, specialty care practices, and community services
- Improving research and the evidence base – measure development work

In order to deliver accessible, coordinated, comprehensive, patient-centered care

► It requires a team
Helping Build Teams

Team STEPPS
Team Strategies & Tools to Enhance Performance & Patient Safety
for
Primary Care Teams

http://teamstepps.ahrq.gov/
Integration of Primary Care and Behavioral Health

Welcome to the Academy

The Academy is an initiative of the Agency for Healthcare Research and Quality (AHRQ) aimed at integrating behavioral health and primary care. The Academy provides resources, tools, and guidance to help organizations improve the quality of care for individuals with mental health and substance use disorders. The website offers a variety of resources including the Atlas of Integrated Behavioral Health Care Quality Measures, which provides data and tools to assess and improve care integration.

Vision

AHRQ's vision is that the Academy for Integrating Behavioral Health and Primary Care will function as both a coordinating center and a national resource for people committed to delivering comprehensive, integrated healthcare.

Now Available!

Access the new Atlas of Integrated Behavioral Health Care Quality Measures

Coming Soon

Where Integration is Happening

Learn More...

Featured Products

- Atlas of Integrated Behavioral Health Care Quality Measures
- Lexicon for Behavioral Health and Primary Care Integration
- Academy Webinars: National experts address various topics related to behavioral health and primary care integration
- NIAC Videos: Featuring National Integration Academy Council members

New & Notable

- Wed, 08/27/14 NIAC Meeting
- Wed, 08/27/14 QUALITY IMPROVEMENT RESOURCES FOR PRIMARY CARE
- Wed, 08/27/14 Get Your Latest News Via the Academy
- Wed, 08/27/14 Delivering Effective Complex Care Management
- Fri, 08/08/14 Get Your Latest News Via the Academy

New & Notable items include highlights of current activities of The Academy for Integrating Behavioral Health and Primary Care, as well as new research findings, Federal initiatives and other public and private activities going on in the field of behavioral health.

http://integrationacademy.ahrq.gov/
Self-Management Support

• What is self-management support? Why is it important? How can it be implemented in practice?

• Resources for clinicians, clinical teams, health systems, and consumers

http://www.orau.gov/ahrq.sms_home.html
• Engaging Patients and Families in the Medical Home
  (white paper)

• Strategies to Put Patients at the Center of Primary Care
  (decisionmaker brief)

Resources that describe how decisionmakers can encourage a model of care that truly reflects the needs, preferences, and goals of patients and families.

http://www.pcmh.ahrq.gov/page/patient-centered-care

• Health Literacy and Cultural Competency Resources

Resources, such as the Health Literacy Universal Precautions Toolkit, to help primary care practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all health literacy levels.

http://www.ahrq.gov/health-care-information/topics/topic-health-literacy.html
AHRQ’s Innovations Exchange

https://innovations.ahrq.gov/
• Building Relationships Between Clinical Practices and the Community to Improve Care

• Award-winning series of 3 videos on Vermont’s Blueprint for Health program
  https://innovations.ahrq.gov/videos/blueprint-health-working-together-better-care-1-3
Getting Health IT to Work for You

http://healthit.ahrq.gov/
Clinical Decision Support

Preventive Services Recommendations

www.epss.ahrq.gov

www.healthfinder.gov
Additional resources for Quality Improvement and Evidence-Based Care

National Guideline Clearinghouse
http://www.guideline.gov/

National Quality Measures Clearinghouse
http://www.qualitymeasures.ahrq.gov/
Questions?
Thank you!

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