

HR's Role in Building Effective PCMH

July 17, 2013

Slide Resources List

PART 1: PPACA, MEASURES AND HR

Sharon Eloranta, MD

Slide 3 (Qualis Health):

- www.qualishealth.org

PART 2: TOOLS FOR HR TO SUPPORT AND LEAD PCMH TRANSFORMATION

Donna Daniel, Lara Salazar, Laurie Francis

Slide 6 (A Quick Note on NPs/PAs):

Maps on shortage areas

- <http://datawarehouse.hrsa.gov/hpsadetail.aspx>

Slide 7 (Medical Receptionist):

WEBINAR: Optimizing the Role of the Front Desk Staff

- [Audio & video program](#)
- [Presentation slides](#)
- [Neighborcare Medical Clinic Tasking Guidelines](#)

Slide 9 (Scripting for Appointment Scheduling):

Empanelment Webpage

- www.safetynetmedicalhome.org/change-concepts/empanelment

Slide 10 (Medical/Clinical Assistants):

WEBINAR: Planned and Mini-Group Medical Visits

- [Audio & video program](#)
- [Presentation slides](#)

Slide 15 (Patient Acuity Rubric):

Excel File Patient Acuity Rubric

- www.safetynetmedicalhome.org/sites/default/files/Patient-Acuity-Rubric.xlsx

Slide 16 (HARMS8 Tool by CareOregon):

- www.ihconline.org/UserDocs/Pages/HARMS-8.pdf
- Rebecca Ramsay: ramsayr@careoregon.org, 503-416-3708 (office); 503-781-6435 (cell)
- David Labby: labbyd@careoregon.org, 503-416-1425 (office); 971-222-9768 (cell)

Slide 18 (Referral Coordinator):

WEBINAR: Closing the Loop with Referral Management

- [Presentation slides](#)

Slide 20 (Patient and Family Engagement, Cont.):

WEBINAR: Tools to Enhance Patient Engagement (January 24, 2013)

- [Audio & video program](#)
- [Presentation slides](#)

Slide 21 (Putting patients & family members on QI Committees):

Institute for Patient- and Family-Centered Care

- www.ipfcc.org

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Slide Resources List, Continued

PART 2: TOOLS FOR HR TO SUPPORT AND LEAD PCMH TRANSFORMATION, Con't

Slide 23 (Putting Patients and Family on QI committees, Con't):

Practice Improvement Team Development Toolkit

- www.safetynetmedicalhome.org/sites/default/files/CHA-Practice-Improvement-Tool.pdf

Slide 25 (no title):

WEBINAR: Deeper Dive on Team Roles Part 1

- [Audio & video program](#)
- [Presentation slides](#)

WEBINAR: Deeper Dive on Team Roles Part 2

- [Audio & video program](#)
- [Presentation slides](#)

Slide 28 (Recruitment Resources):

- [Recruitment & Retention of Clinicians](#) (NACHC)
- [Recruitment and Retention of Primary Care Physicians at Community Health Centers: A Survey of Massachusetts Physicians](#) (MassAHEC)
- [5-Year Strategic Plan for Primary Care Provider Recruitment in Oregon](#) (OR Health Policy Board and OR Healthcare Workforce Committee)
- [Health Care at the Crossroads: Strategies for Addressing the Evolving Nursing Crisis](#) (Joint Commission)
- [Complex Care Manager Recruiting and Training Tips](#) (CA Quality Collaborative)
- [Employee Recruitment: Using Behavioral Assessments as an Employee Selection Tool](#) (Collins, SK)
- [Building a Viable Primary Care Provider Workforce](#) (Cruise, MK)
- [Health Care Staffing and the Expanding Role of the Nurse Practitioner](#) (Monster.com)
- [Access Transformed: Building a Primary Care Workforce for the 21st Century](#) (NACHC)
- [Sample Interview Questions: Medical Assistant](#) (Monster.com)
- [Healthcare Staffing: How Healthcare Reform Will Likely Impact Hiring](#) (Monster.com)

Slide 23 (Thank You):

Kathryn E. Phillips, MPH, Program Director, PCMH, 206-288-2462

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Linda Rowe, MS, Director, Idaho Care Transitions and Patient Safety, 208-383-5957

- lindaro@qualishealth.org,

PCMH Services Website

- www.qhmedicalhome.org

Coach Medical Home

- www.coachmedicalhome.org

SNMHI Website

- www.safetynetmedicalhome.org

Slide 34 (Safety Net Medical Home Initiative):

The Commonwealth Fund

- www.cmf.org

Safety Net Medical Home Initiative

- www.safetynetmedicalhome.org