

SUPPLEMENTARY INFORMATION PACKET

Patient Care Teams:

Transforming the Primary Care Practice

Presented by:

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Live Broadcast Date/Time:

Wednesday, June 5, 2013

11:30am–1:00pm Mountain Time / 12:30–2:00pm Central Time

Learning Objectives:

Through participation in this webcast, participants will be able to:

1. Acknowledge the integral role of leadership in the transformation to Patient-Centered Medical Home team based care.
2. Identify key roles and responsibilities of each team member and how to develop workflows to support PCMH.
3. Understand how the enhanced role of the medical assistant enables the provider to fully engage in patient-centered care.
4. Discover techniques to sustain the change of team-based care.

HRSA PERFORMANCE IMPROVEMENT & PROGRAM REQUIREMENTS AREAS

This event supports quality improvement at Region VIII Community, Migrant, and Homeless Health Centers (CHCs) by **addressing the following HRSA Health Center Performance Improvement and Program Requirements Areas:**

- *Program Requirements: Services – Staffing Requirement*
- *Program Requirements: Services – Quality Improvement/Assurance Plan*

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CONTINUING MEDICAL EDUCATION (CME) CREDIT

This Live activity, Patient Care Teams: Transforming the Primary Care Practice with a beginning date of 06/05/2013, has been reviewed and is acceptable for up to 1.50 Prescribed credits by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity. Application for CME credit for the archived version of the event will be filed immediately following the live webcast.

CHAMPS ARCHIVES

This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/Events/DistanceLearning.html.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.

SPEAKER'S BIOGRAPHY

Bonni Brownlee, Principal Consultant, Outlook Associates

Bonni Brownlee is a Senior Consultant for Outlook Associates, Qualis Health's consulting division. She is a healthcare management professional with over 25 years of experience in health program development, operations, and quality management in the primary care setting. Ms. Brownlee is currently involved in primary care transformation efforts in eight states, providing expertise in practice re-design towards the Patient-Centered Medical Home (PCMH) Model of Care. She has served on the faculty of the American Academy of Family Physicians' TransforMED national demonstration project, introducing the medical home concept and applied strategies aimed at achieving efficiencies in clinic operations and patient care management.

ADDITIONAL CHAMPS RESOURCES

Patient-Centered Medical Home (PCMH) Information and Resources

Materials to aid health centers who are brand new to PCMH, those who have started the process of becoming a PCMH, and those who have applied for PCMH recognition/accreditation who may need additional tools to complete the process; includes history, definitions, recognition/accreditation steps and guides, PCMH training sources, etc.

www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/PCMH.html

Templates and Samples of PCMH Policies and Procedures

Samples of PCMH policy and procedure templates, including admission and scheduling, community collaboration, etc., as well as examples of PCMH recognition documents submitted by two health Region VIII health centers in their quest for 2008 NCQA Level 3 PCMH recognition

www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/PCMH/PCMHPandPs.html

Patient Satisfaction/Experience Surveys and Patient Activation/Engagement Resources

Information and resources on goals and justifications for measuring patient satisfaction and/or patient experience, and about how activated and/or engaged patients may be more satisfied and have better experiences and health outcomes

www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/PCMH/PatientSatisfaction.html

Recruitment & Retention (R&R) Resources

Information and resources for health center staff and potential candidates and students exploring future employment opportunities, addressing health center recruitment and hiring, staff orientation and retention, Education Health Centers, and R&R surveys and data

www.CHAMPSonline.org/ToolsProducts/RRResources.html