

What are others saying about the course?

**What about the training worked for you?**

*"Engaging training, good modeling, and a joy in practice!"*

*"Concrete information behind transformation"*

*"Toolbox of exercises!"*

*"Tailored to the full spectrum of adult learning styles."*

*"Site visits!"*

**What was fuzzy about transformation that is now clear to you?**

*"Empanelment and Open Access"*

*"Care coordination versus care management"*

*"Building block definitions, and how to teach them practically"*

*"The realization that we are not alone in the challenges we face"*

## Cooperative expertise

Created and taught jointly by the UCSF Center for Excellence in Primary Care and the Patient & Population Centered Primary Care program (PC3) of CareOregon, the course draws on the combined expertise of these partners. Beginning in 2013, the collaboration has trained practice coaches from across the country in the skills necessary to guide practice transformation to a team-based delivery model with a population focus.

To find out more about Practice Coaching for Primary Care Transformation, you can contact:

Center for Excellence in Primary Care  
Dept. of Family and Community Medicine  
University of California, San Francisco

cepc.ucsf.edu  
info@ucsf.edu

~~~~~  
CareOregon  
<http://www.careoregon.org/>  
medicalhome@careoregon.org



© 2014 CareOregon PC3 and UCSF Center for Excellence in Primary Care.  
Photographer: Sara Syer, PA. All photography courtesy of UCSF Center for Excellence in Primary Care.

## Practice Coaching *for* Primary Care Transformation

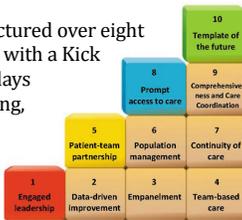


Presented jointly by the UCSF Center for Excellence in Primary Care and CareOregon

## A brief overview

This course is designed for practice coaches who work with primary care practices to assist with transformation efforts towards high performing Patient Centered Medical Homes. The course is an orientation to, and comprehensive review of, the science of primary care practice and equips participants with the practical tools and coaching skills necessary to engage and support transforming practices. Focused on the 10 Building Blocks of High Performing Primary Care (Bodenheimer & Ghorob 2013), the course explores best practices implemented in high-performing clinics in areas such as team-based care, access and population-based care. It is effective for all coaches, regardless of their experience.

The course is structured over eight months beginning with a Kick Off webinar, four days of in-person training, and six months of follow up web-based meetings. The in-person



portion of the course also involves site visits and conversation with clinic leaders that allow participants to see the concepts in action. Over the course of four days, participants will be engaged interactively with role plays and group activities and challenged to solve real life case studies. The training ends with a capstone training demonstration by attendees to a select group of clinic personnel and practice coaches from the field.



## Course content

|                           | Mode                                   | Content                                                                                                                                                                                                                   |
|---------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | <b>Kick off webinar</b>                | <ul style="list-style-type: none"> <li>An introduction to the course</li> <li>Pre-work: reading list, practice assessment and interview, and a coaching skills assessment</li> </ul>                                      |
| <b>In-person Training</b> | <b>Day 1</b>                           | <ul style="list-style-type: none"> <li>Introductions and team building</li> <li>Pre-work debrief</li> <li>What is practice coaching?</li> <li>Leadership</li> <li>Data driven improvement</li> <li>Empanelment</li> </ul> |
|                           | <b>Day 2</b>                           | <ul style="list-style-type: none"> <li>Team based care</li> <li>Population management</li> <li>Site visit to a high performing practice</li> </ul>                                                                        |
|                           | <b>Day 3</b>                           | <ul style="list-style-type: none"> <li>Care coordination and comprehensiveness</li> <li>Continuity</li> <li>Access</li> <li>Prepare for final training demonstration</li> </ul>                                           |
|                           | <b>Day 4</b>                           | <ul style="list-style-type: none"> <li>Site visit to a high performing practice</li> <li>Training demonstration</li> <li>Closeout</li> </ul>                                                                              |
|                           | <b>Follow up monthly webinars #1-6</b> | <ul style="list-style-type: none"> <li>Case study from participant</li> <li>Content adapted to group needs</li> </ul>                                                                                                     |

*How will you apply what you learned today?*

*"I plan to help make new resources and articles available to clinics and use my new communication skills directly with my contacts."*

*"Integrate these tools into the activities of the Medical Homes Resource Center."*

*"Calculate the ideal panel size using the worksheet provided."*

*"Use the Share the Care exercise in an academic setting to help students and faculty to think differently."*