PRACTICE COACHING FOR PRIMARY CARE TRANSFORMATION

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-base care, access, and population-based care. It is effective for all coaches, regardless of their experience.

The course provides four days of in-person training, and optional follow-up support featuring web-based meetings. The in-person portion of the course may also involve 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.

Course Content

<table>
<thead>
<tr>
<th>Module</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kick-Off Webinar</td>
<td>• An introduction to the course&lt;br&gt;• Pre-work: reading list, practice assessment and interview, and a coaching skills assessment</td>
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<td>Day 1</td>
<td>• Introductions and team building&lt;br&gt;• Pre-work debrief&lt;br&gt;• What is practice coaching?&lt;br&gt;• Engaged leadership&lt;br&gt;• Data-driven improvement&lt;br&gt;• Empanelment</td>
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<td>In-Person Training</td>
<td>• Team-based care&lt;br&gt;• The patient-team partnership&lt;br&gt;• Population management</td>
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<td>Day 2</td>
<td>• Care coordination and comprehensiveness&lt;br&gt;• Continuity&lt;br&gt;• Access&lt;br&gt;• Prepare for final demonstration</td>
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<td>Day 3</td>
<td>• The template of the future&lt;br&gt;• Training demonstration&lt;br&gt;• Closeout</td>
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<td>Optional Follow-Up Webinar(s)</td>
<td>• Case study from participant&lt;br&gt;• Content adapted to group needs</td>
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