# TRAINING FOR RESIDENCY TEACHING PRACTICES IMPROVEMENT

This training provides core knowledge and skills required to guide residency practices through improvement utilizing the 10+3 Building Blocks of High Performing Primary Care as their roadmap, emphasizing how residency program leaders can empower and support a teaching clinic or program to carry out quality improvement on their own. It explores best practices implemented in high-performing teaching clinics in areas such as resident scheduling, team-base care, access, and population-based care. Participants from all backgrounds and experience levels are welcome.
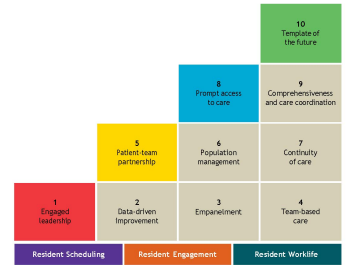
The training provides four days of in-person content, and optional follow-up support featuring web-based meetings. Trainings offered by CEPC are based on adult-learning theory and principles. Our highly-interactive and collaborative training strategy includes games, role-plays, and problem-based case studies. During the course of the training, participants will practice new skills and receive feedback in real-time from trainers and fellow participants. Trainers encourage participants to draw on their personal experiences working with patients or clinic staff.

Participant Experiences

"I've long been a fan of the 10 Building Blocks of High-Performing Primary Care. This training dives into each block and its interconnectivity with the others. Working in cross-disciplinary teams to learn how to apply and teach the building blocks converts the blocks from conceptual into practical. I now have the language and tools to better lead change in my home organization. I found the training activating and empowering."

-Associate Director of Residency Program and Family Physician

"Transforming your practice can be challenging, but, hearing from other people having similar issues and talking about them, that was great! The training was not just for physicians but for anyone working in the clinics, and we were able to work as equals and share our thoughts and ideas. This was definitely a great example of team-based care!"

-Professor of Pediatrics and Director of Resident Continuity Clinic

Course Content

Module	Content
Kick-Off Webinar	• An introduction to the course • Pre-work: reading list, practice assessment, and a coaching skills assessment
Day 1	• Introductions and team-building • A history of the 10+3 Building Blocks • Engaged leadership • Resident scheduling
Day 2	• Data-driven improvement • The patient-team partnership • Empanelment • Team-based care
Day 3	• Population management • Resident engagement and worklife • Continuity of care • Prompt access to care
Day 4	• Comprehensiveness and care coordination • Template of the future • Capstone presentations • Closeout
Optional Follow-Up Webinar(s)	• Case study from participant • Content adapted to group needs

In-Person Training (labels Day 1 – Day 4)