

TBIM PCMH Education Process – 3/28/17 as detailed by Michelle Anderson, PhD.

We have been experimenting with different ways to do PCMH education (short staff huddles, sending printed information around for everybody to read and sign off on, having individual discussions with different groups (Front Desk staff, nursing staff, etc.) about their specific roles in PCMH etc.) but I couldn't shake the feeling that there was still a big "disconnect" with the staff. In other words, while they could do everything required for PCMH, they still didn't understand why they had to do it and why it was important; they were missing the "Big Picture". So, this year, we decided to get the entire staff together (minus the physicians) to do some in-depth training, and it has been amazing! Here's what we did:

1. We spoke with the physicians and got their approval to utilize one hour a week, during the months of January-April (the slowest months for our practice; Snowbirds begin returning in May), for staff PCMH education. We took advantage of the fact that one of our physicians only works a half day on Thursdays (so he wouldn't be seeing patients anyways), and we blocked the other physician's schedule for the hour immediately following lunch on that same day (he was more than happy to utilize that time to catch up on paperwork). Between signs at the Front Desk and a brief message on our noon-time message, our patients were notified that the office would be closed an additional hour that day each week.
2. We put together a "PCMH Education" series. We began with a discussion about "What is PCMH?", then delved into how it works (both practice transformation concepts and the nitty gritty details regarding functional domains, capabilities, nomination and designation). We also discussed the importance of being a PCMH practice, both in terms of delivering comprehensive, high-quality care to our patients as well as financial incentives. Then, each week, we tackled a different PCMH domain in detail:
 - a. We discussed the overall goal of the "domain of the week"
 - b. We then discussed each capability in the domain
 1. We looked at the relevant written policies and work-flow schematics from the previous year and discussed any changes that have been made. We learned how each one of us was an important part of a highly integrated process.
 2. We broke down any procedure that the staff considered to be cumbersome and inefficient, and reworked it, start to finish, to fit better with the staff's routine
 3. We identified our PCMH weaknesses and discussed what we needed to do to improve (e.g., implement a better process, get additional education or training etc.)
 4. We accessed the EMR and did hands-on training (and reminders) for any electronic procedure staff members were unsure of (This also revealed the many different ways being used, by the staff, to document the same thing, and we were able to do documentation "interventions" and course-correct, as necessary)
 5. We discussed ideas for new things to try in the practice (e.g., new programs/services we may wish to implement for our patients, education in-services we would be interested in, ways to alleviate staff burden etc.)
 6. We discussed the PCMH capabilities we do not yet have in place and how we might achieve those
 - c. Each staff member signed in for the training, and a copy of all training materials used (e.g., outlines of the domain, procedure schematics etc.) will be filed with the sign-in sheet as proof of staff training
 - d. The physicians will be asked to approve the policy and procedural changes suggested by the staff, and the written policies and procedural schematics will be updated accordingly.

We will finish reviewing all of the PCMH domains by the end of April. To my surprise, the nurses have requested that we continue the weekly training sessions, as they have really enjoyed them and learned a lot from them (Unfortunately, we won't be able to do that, since the practice will get busier with the return of the Snowbirds). We will continue with short staff huddles for the remainder of this year, then plan to do the in-depth training Jan-April of next year again. While our mantra, since opening our doors, has been "Teamwork", this process seems to have really solidified that feeling!