



CPCA PCHH Practice Transformation Coach

The role of the PCHH Practice Transformation Coach is to provide support and guidance to community health centers working to become a recognized Patient Centered Health Home. The role of the coach is one of facilitator, motivator, communicator and educator. The coach will utilize these skills to engage and assist the practice in redesigning care processes to provide evidence based, patient-centric care that maximizes resources and facilitates an efficient work environment.

Transformation of a practice is an evolutionary process which takes significant time and support for success. The responsibilities of a coach is to assist in setting the vision and the broad approach as well as assist in very concrete tasks that will move the practice forward in making change. At a high level the coach will:

- Help to prepare the organizational infrastructure for quality improvement implementation through such activities as advising on team-building, improving communication, facilitating meetings, and helping to develop leadership skills.
- Communicate the vision for change through activities such as presenting best practices and sharing what other organizations have done, both as it relates to NCQA recognition and PCMH operations.
- Help health center staff to better understand how their practice compares to the ideal and where there is room for improvement by observing and delineating practice operations, assessing needs, and assessing baseline data, as well as guiding discussions of the current practice and opportunities for change.

Core competencies of the coaching role include:

- Some clinical understanding and credibility.
- Experience with and understanding of the outpatient clinical setting.
- General knowledge and experience with quality improvement methods.
- Knowledge of, and experience with, the Model for Improvement and the Building Blocks of High Performing Primary Care.
- Knowledge of, and experience with, the NCQA PCMH recognition process.
- Familiarity with data systems, including registries.
- Understanding of performance reporting and measurement.
- Ability to understand and explain data reports in different ways to different stakeholders.
- Group facilitation skills.
- Project management skills.
- Knowledge of practice management and/or financial aspects of the practice.

Scope of Work

- Through the CPCA PCHH Initiative, the coach will work with the health center. The goal of this coaching project is to facilitate the practice changes necessary to achieve PCMH recognition through a national recognition body (e.g. NCQA, AAAHC, TJC).
- Help community health centers prepare the organizational infrastructure for quality improvement implementation through various activities, such as advising on team-building, improving communication, facilitating meetings, and helping to develop leadership skills.
- Communicate the vision for change throughout community health center leadership and staff through activities such as presenting best practices and sharing what organizations have done, both as it relates to NCQA recognition and practice transformation.

Coach Responsibilities

The Practice Transformation Coach will provide tailored assistance to facilitate practice transformation and guide the health center through the recognition process. Specific activities will include:

- Evaluate practice pre-assessment surveys to determine an appropriate health home recognition implementation plan.
- Create and share a health home recognition implementation plan (road map) to be reviewed and approved by sites.
- Provide survey review support as sites are ready to complete recognition application materials to NCQA.
- Provide project management support and track milestones and activities in project management tools.
- Regularly interact with sites to provide feedback, answer questions and monitor implementation plan progress.
- Review PCMH recognition documentation made available by sites.
- Develop PCHH analysis report to include identified implementation and transformational goals.
- Participate in (and occasionally lead) PCHH implementation site meetings when appropriate.
- Conduct site visits as appropriate as a means of check-in, participating in meetings, or providing overall health home recognition implementation support as needed.
- Regularly interact with sites to provide ad-hoc support to PCHH implementation team members through emails/phone calls to provide feedback, answer questions and monitor implementation plan progress.
- Assist practices in locating needed resources for Patient Centered Health Home transformation.
- Review PCHH recognition documentation made available by sites.
- Participate in live, virtual NCQA evaluations for new and renewing practices.

- Participate in NCQA virtual check-in with PCHH implementation team as needed.
- Provide quality improvement and sustainability planning support post-recognition application success, when engaged in transformational coaching.
- Conduct gap analysis that identifies and maximizes workflows to align with evidence-based decision-making techniques.
- Provide support and training for the annual recognition process, including to educate health centers about sustainability measures that will facilitate annual reporting recognition. This can include those activities already addressed above.

Additional responsibilities include:

- Attend regular professional development opportunities to maintain qualifications.
- Participate on coach peer networking calls and events as able.
- Availability to respond to staff in a timely manner.

Qualifications

Required Qualities:

- Experience in a clinical or healthcare setting.
- At least two years of clinical quality improvement, process improvement, and/or population management experience.
- Knowledge of the Patient-Centered Medical Home and/or Chronic Care models.
- Experience working with community health centers and/or safety net practices.
- Familiarity with health information technology, including practice management systems, electronic health records, and/or registries.

Desirable Qualities:

- A degree in health administration, health information, nursing, or public health.
- Ability to establish and maintain effective working relationships with a variety of personalities.
- Certification in healthcare quality or healthcare information.

Time Expectations

Based upon agreed consultant time capacity, coaches can expect to dedicate approximately 4-5 hours per week per practice. Actual time spent per practice will vary based on site's needs and goals. Communication between a coach and their assigned practices will be mostly electronic (conference calls, webinars, etc.), with occasional on-site meetings as needed. May need to travel periodically for site visits and meetings including driving an automobile and flying in an airplane.