

PATIENT-CENTERED HEALTH HOME PRACTICE COACH



Yali Bair PhD, NCQA PCMH CCE

"I've worked in the health center world in multiple capacities for over 20 years. PCHH Transformation is exciting to me because I think this is the best way to deliver care and achieve some of the system level goals we are all seeking. As a coach, I can add three valuable functions to your existing team:

I will keep you on track. As your coach, I can keep you accountable and on track with the goals you have established.

I will keep you from recreating the wheel. There are mountains of material and tools out there about PCHH, not all of them relevant to health centers. I can help you by pointing you to the tools that would be most relevant for your practice.

I will keep you from submitting inadequate documentation to NCQA. As a coach, I will review your submission documents before they are sent to NCQA and provide feedback and samples that will greatly improve your chances of achieving recognition." –*Yali Bair*

Yali Bair is President and CEO of Ursa Consulting Group, Inc. She has over 20 years of experience in health care, research and policy and has worked collaboratively with nonprofit health and human service agencies, foundations and universities throughout the United States.

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Charla Parker MPA, NCQA PCMH CCE

"I like to utilize my extensive leadership experience and mentoring skills to foster a sense of calmness and focus among the project leaders. It is very stressful for providers and staff to adjust to a rapidly changing regulatory environment so I try to offer both people support and technical knowledge." – *Charla Parker*

Ms. Parker is a health care innovator and change management consultant with 30 years of leadership and facilitation experience in a wide range of health care settings. She has a demonstrated track record of helping organizations implement new programs and of facilitating discussions on the most effective implementation methods. She integrates her early training and experience in organizational development and human behavior and with her operations and technical expertise to serve as a practice coach and support health systems in their practice transformation efforts.

One of her current coaching assignments involves identifying and merging clinical performance metrics for PCMH/MU/GPRO/PQRS/P4P into one single data tracking and reporting system that can monitor the effects of process improvements implemented to support PCMH infrastructure.

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Patricia Talbot RN, CNM (Ret.), BHSA, NCQA PCMH CCE

“As a nationally recognized NCQA PCMH Certified Content Expert , I can guide your organization through Patient-Centered Health Home transformation and the NCQA survey submission. I will engage the whole team in order to obtain meaningful and sustainable change. As a previous community health center CEO, I am very familiar with the complexity of day to day operations and have first-hand knowledge of patient flow, clinical teams, care management and outreach support. Patient-centeredness has been my life’s work, and I am here for you.” – *Patricia Talbot*

Patricia Talbot, is the Principal and Senior Executive of P.M.Talbot Enterprises. Patricia has over 25 years of progressive positions in health care, which includes health center (community, rural health, FQHC Look-A-Like and FQHC 330 Grantee), hospital, private practice and community.

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