



# Technical Assistance (TA) Expert Learning Network: *Supporting Primary Care Practice Transformation*

Tuesday, July 16, 2013 9:00am – 4:30pm  
Wilsonville Training Center

## **OBJECTIVES**

### **During this session participants will:**

1. Network with other technical assistance and primary care home experts
2. Share tips, identify areas for curriculum development and discuss evidence-based methods of providing practice support
3. Help shape ongoing collaboration and the leveraging of statewide resources through the Institute and this Network

## **AGENDA**

### **Welcome & Introductions**

- About the Patient-Centered Primary Care Institute (PCPCI) and TA Expert Learning Network  
*Mylia Christensen, Executive Director – Oregon Health Care Quality Corporation*
- Update on the Patient-Centered Primary Care Home (PCPCH) program  
*Dr. Evan Saulino, Clinical Advisor – PCPCH Program*
- Organization Introductions:
  - What is your organization's area of expertise?
  - What methods do you use (practice facilitation, in-person training, web training, etc.)?
  - Are you currently working with practices? Which ones?
  - How is your work funded?*Facilitated by Laurie Francis, introductions from organizations represented*

*Break (approximately 10:40am)*

### **Evidence-Based Technical Assistance – Unlocking the Black Box: Supporting practices to transform**

- Presentation & Group Exercise and Discussion  
*Facilitated by Katie Coleman*

*Lunch & Survey Gallery Review 12:30pm – 1:30pm*

### **Lightening Round**

- Small group discussion on most common challenges – each participant chooses 3
  - 1. Excellence in Practice Coaching: What skills does a coach need to have to be effective? (GOLD)
  - 2. Staff Engagement: What are successful strategies for engaging staff and removing resistance? (PURPLE)
  - 3. Using Data in Quality Improvement: How can you help practices strengthen this core competency? (PINK)
  - 4. Leaders Who Don't Lead: What can you do if leadership is lacking? (YELLOW)
  - 5. Struggling with Competing Priorities: How can we help organizations (our own and those we work with) focus in the midst of competing priorities and external changes? (ORANGE)
  - 6. Engaging Patients: How can we truly engage patients? (GREEN)

*Break (approximately 3:15pm)*

### **Evaluate the Day & Closing**

- Reflect on the day and group discussion on possible next steps  
*Facilitated by Laurie Francis*
- Please complete paper evaluations and leave them on your table