

**Primary Care Faculty Development Initiative
Train the Trainer Meeting Agenda**

April 17-20, 2013

Thursday April 18, 2013: Patients, Teams and Systems

8:00-9:15a Introduction (1.25 hours)

Faculty: Group

1. Set the Stage: Faculty will provide a brief overview and the “why” of the initiative.
2. Will consider an ice-breaker exercise, perhaps building on pre-work
3. Teams will share their current hopes and challenges and their goals for the project. Specific concerns and questions of each group will be captured and tabulated. This preliminary list will be re-visited on day 3 as part of the next steps conversations and change management plans.

9:15-9:30a Break

9:30-11:45p Overview of Patient-Centeredness and PCMH Principles (2.5 hours)

Steve Crane and Eric Warm

1. Explore the meaning of patient-centeredness and what it takes to transform a residency clinic into a patient centered clinic. (Steve Crane)
2. Second half will explore how the concepts and principles of patient-centeredness become embedded and part of a residency clinic. (Eric Warm)

11:45-1:00p LUNCH

1:00-2:30p Systems Thinking (Microsystems) (1.5 hour)

Chuck Kilo

1. Overview of systems basics using the “exam” room as an example of a part of a complex microsystem and how the design of the exam room reflects the systemness of the clinic.

2:30-3:00p Leadership Skills Overview (30 minutes)

Leadership – Ana-Elena Jensen with colleagues

1. Introduce the concepts and techniques to manage change and the importance of leadership.

3:00-3:15p Break

3:15-5:15p Teamwork (2.0 hours)

Brad Benson and Brian Sick

1. Interdisciplinary teamwork and understanding the appropriate roles of the clinic staff
2. Focus on specific core skills from TeamSTEPPS

Friday April 19, 2013: Assessing and Managing for Positive Change

7:30-9:30a Population Management and Measurement (2 hours)

Paul Miles

1. Focus on importance on understanding the population level characteristics of the clinic and the importance of performance measurement
2. Performance measurement strategies, including registries and other tools, will be discussed.
3. Exemplars will be provided on successful population-based initiatives

9:30-9:45a Break

9:45-12:15 Change Management (2.5 hours)

Will Miller, Perry Dickinson, Ana-Elena Jensen

1. Will cover key concepts in change management including culture, complexity, trust building, and progressive change. Will integrate prior presentations as examples.

12:15-1:30p LUNCH

1:30-5:00p Assessment of Competencies in the Ambulatory Setting (3.5 hours)

Eric Holmboe and team

1. The first part of the workshop will cover some key concepts and principles of competency-based medical education in the context of ambulatory training and patient care across the six competencies. Key assessment methods will be highlighted with links to the performance measurement and teamwork assessment components.
2. The second half of the workshop will focus on the “traditional” competencies of patient care (clinical skills), interpersonal skills and communication and professionalism, but will use these competencies as the framework to focus more explicitly on the key role of observation in work-based assessment.

Saturday April 20: Putting It All Together

8:00-9:30a Reflection on first two days (1.5-2 hours)

Group

1. Participants in both small and large group work will reflect on key insights and learnings gleaned from the activities of the first two days.
2. Each team will further refine their story of “want success will look like” based on their pre-work and conversations during days 1 and 2.

9:30-9:45 Break

9:45-12:00 Action Plan completion for participants (2-3 hours)

Group and assigned Coaches

1. Teams will work with assigned coaches to complete their action plans and commitments to change, including rough timeline.