HealthTeamWorks services were designed to align with the strategic goal of building a cohesive, coordinated medical community with a strong primary care base, using the patient centered medical home model of care delivery.

Leveraging our years of practice transformation coaching experience and established program enables our clients to develop an effective practice and community transformation program and enhance strong foundations built on quality of care. The tactical decision to implement a practice coaching program is validated by a recent article from the Commonwealth Fund:

“All stakeholders committed to improving primary care will need to devote resources to support a practice coaching infrastructure.”

“In summary, rigorously conducted research has shown that practice coaching is an efficacious intervention to improve delivery of primary care services.”


HealthTeamWorks concurs with the authors and our proven transformation program is based on a performance improvement methodology with three key components:

- An on-site practice transformation coach who works with improvement teams in the clinics;
- Collection, reporting and review of quality metrics monthly — not as a report card, but as a tool for improvement; and
- Participation in a learning community modeled after the Institute for Healthcare Improvement’s Breakthrough Series Learning Collaboratives.

**Transformation Approach and Proposed Services**

A fundamental difference between HealthTeamWorks and the typical transformation programs offered throughout the country is the emphasis on *building your internal capacity* with a coaching program that will be sustainable long after our contract is completed.

In Collaborative Coaching, we train and mentor client personnel in conjunction with on-site PCMH facilitation provided by our expert coaches at the start of the program. As the local employee becomes efficient and experienced, the HealthTeamWorks mentor coach steps into an advisory role.

Practice transformation coaches are an integral part of our program. Typically, one practice coach can support 10 to 12 primary care practices working toward the PCMH model of care delivery. We can help you assess your personnel needs to develop medical homes and a cohesive medical neighborhood.
This overview of our practice and community transformation services explains our mission-based approach, history, philosophy, methodologies and successes. HealthTeamWorks’ competencies align with the strategy to implement Patient-Centered Medical Home (PCMH) transformation in primary care practices while developing the capabilities and coaching infrastructure to improve the health of the community, reduce cost trends and improve the experience of care for patients, families and the healthcare team. We can best accomplish our mission by training and mentoring local organizations to implement the HealthTeamWorks program to support community-based, continuous quality improvement.

If getting results quickly is important, we suggest a comprehensive approach that includes:

- **On-site training and mentoring of a local practice transformation coach to build PCMH and a cohesive “medical neighborhood”**
- **Program materials: job descriptions, practice selection tools, assessment reports, program monitoring tools, web-based/on-demand webinars for practices and coach trainees, etc.**
- **Comprehensive base-line assessments with a customized improvement plan for each practice**
- **Leading three learning sessions in year one, while training your team**
- **Three days of training for practice staff in the community on care management and care coordination. This emphasizes embedding care management into the care delivery continuum, rather than isolating responsibilities to a single individual**
- **Training and support for practices striving for NCQA* PCMH recognition**
- **Access to physicians and other experts to support key transformation concepts (training for lean principles, advanced access, group visits)**
- **License to use HealthTeamWorks’ proprietary tools and resources**

**Cost:**

<table>
<thead>
<tr>
<th></th>
<th>Assuming 1 coach, 10 practices</th>
<th>Assuming 5 coaches, 50 practices</th>
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<tbody>
<tr>
<td>Year 1</td>
<td>$14,500/practice</td>
<td>$12,700/practice</td>
</tr>
<tr>
<td>Year 2</td>
<td>$8,200</td>
<td>$6,700</td>
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**Our approach produces results:**

For six years our data have shown consistent improvement in quality measures. HealthTeamWorks, which convened and provided practice coaching to the Colorado PCMH Multi-Payer Pilot, was gratified by the recent announcement by Anthem BlueCross Blue Shield, one of the pilot’s payers.

Anthem stated that the pilot reduced the total cost of care by 14.5 percent. This occurred because of a 18 percent decrease in hospital admissions and a 15 percent decrease in emergency room visits.
Advantages of Collaborative Coaching:

• Local coach trainee(s) who knows the practices’ environment, medical community culture, stakeholders
• Trainee and the HealthTeamWorks mentor work as a team – the trainee learns by doing and is supervised every step of the way with the transformation work with community practices
• Practices are not discouraged by having only a novice coach
• When contract ends, practices and community have local expertise to continue transformative work

HealthTeamWorks Mission and Background:

HealthTeamWorks, formerly CCGC, is a nonprofit, multi-stakeholder collaborative working to redesign the healthcare delivery system and promote integrated communities of care, using evidence-based medicine and innovative systems. Our goals are to optimize health, improve quality and safety, reduce costs and improve the care experience for patients and their healthcare teams.

Over the past six years, the organization has invested significant resources building the coaching and transformation aspects of our business, developing on-site facilitation programs to implement and measure guideline-based care. For a complete review of HealthTeamWorks history and for more detail on our many initiatives and ground-breaking programs, please visit HealthTeamWorks.org.

Our core work includes facilitating the development of PCMHs, assisting practices in selecting, implementing and using electronic health records, and training practice transformation coaches while guiding organizations in the development of a practice and community coaching program. HealthTeamWorks has provided transformation coaching to more than 350 primary care practices with demonstrated results in cost, quality and a positive patient experience.

We have:
• Used quality improvement coaches to support practices since 2006;
• Trained and mentored more than 80 practice coaches from across the country;
• Contributed to the Agency for Healthcare Research and Quality’s (AHRQ’s) manual on establishing a practice facilitation program; and
• Served as faculty for AHRQ webinars explaining how we train and mentor quality improvement coaches.
Core Competencies

Developing evidenced-based guidelines

Guiding practice and community transformations:
- PCMHs in primary care practices and residency programs
- Specialist programs
- Developing medical neighborhoods
- Accountable care organizations (ACOs)

Consulting and convening
- Recognized expert in facilitating a shared vision
- Developing healthcare transformation plans
- Achieving consensus on aligned incentives

Optimization of health information technology

Training and mentoring that support a client’s practice coaching infrastructure
- Didactic teaching
- Webinars
- On-going in-practice mentoring

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