Coach Medical Home

Strategies & tools to support patient-centered medical home transformation



MODULE 5: Building Learning Communities

GroupHealth

MacColl Center for Health Care Innovation

THE COMMONWEALTH FUND

QUALIS HEALTH

Learning objectives for this module

After completing this module, you will know how to:

- Apply key principles of effective learning communities to PCMH transformation.
- Build a collaborative team to develop a PCMH learning community.
- Plan and implement effective learning sessions and action periods.
- Identify structures and practical activities that support learning communities.

Overview of contents

1. What makes learning communities effective?
2. Getting started with a learning community
3. Creating effective learning sessions
4. Making the most of your momentum

Section 1

What makes learning communities effective?

What are learning communities?

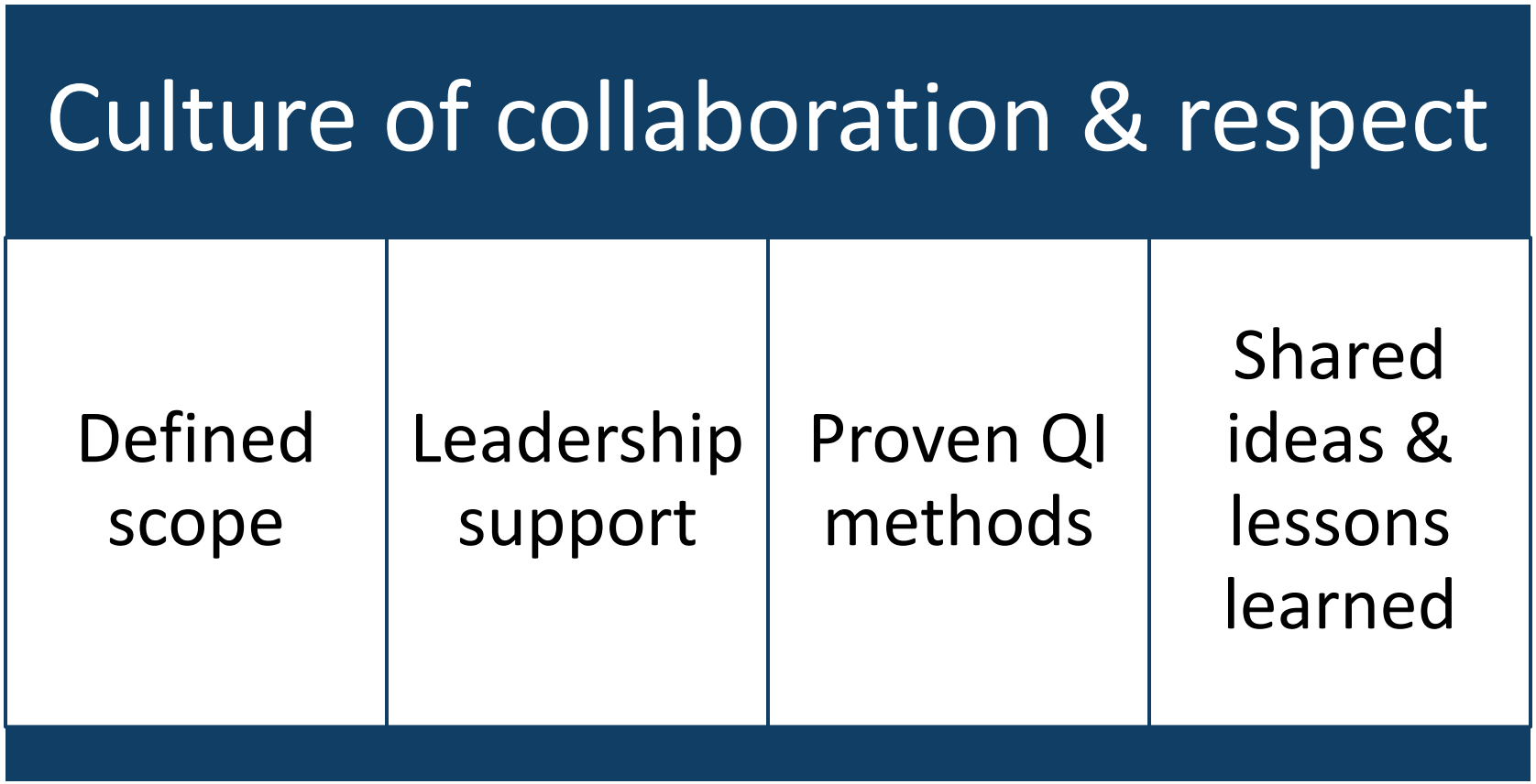
Groups of individuals or teams who:

- Share common goals, values, or beliefs
- Actively engage in sharing information and experiences to learn from each other
- May work together toward a shared goal

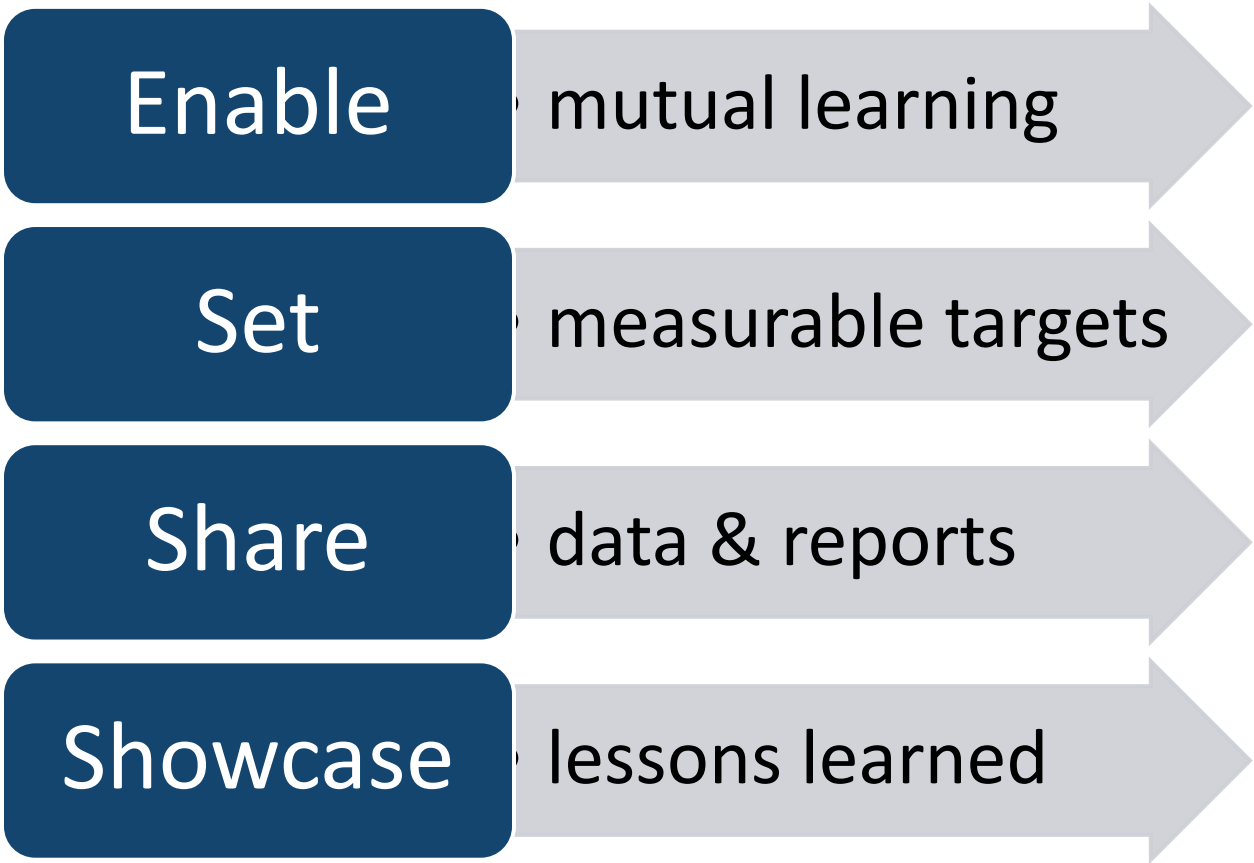


Can include practice members & coaches

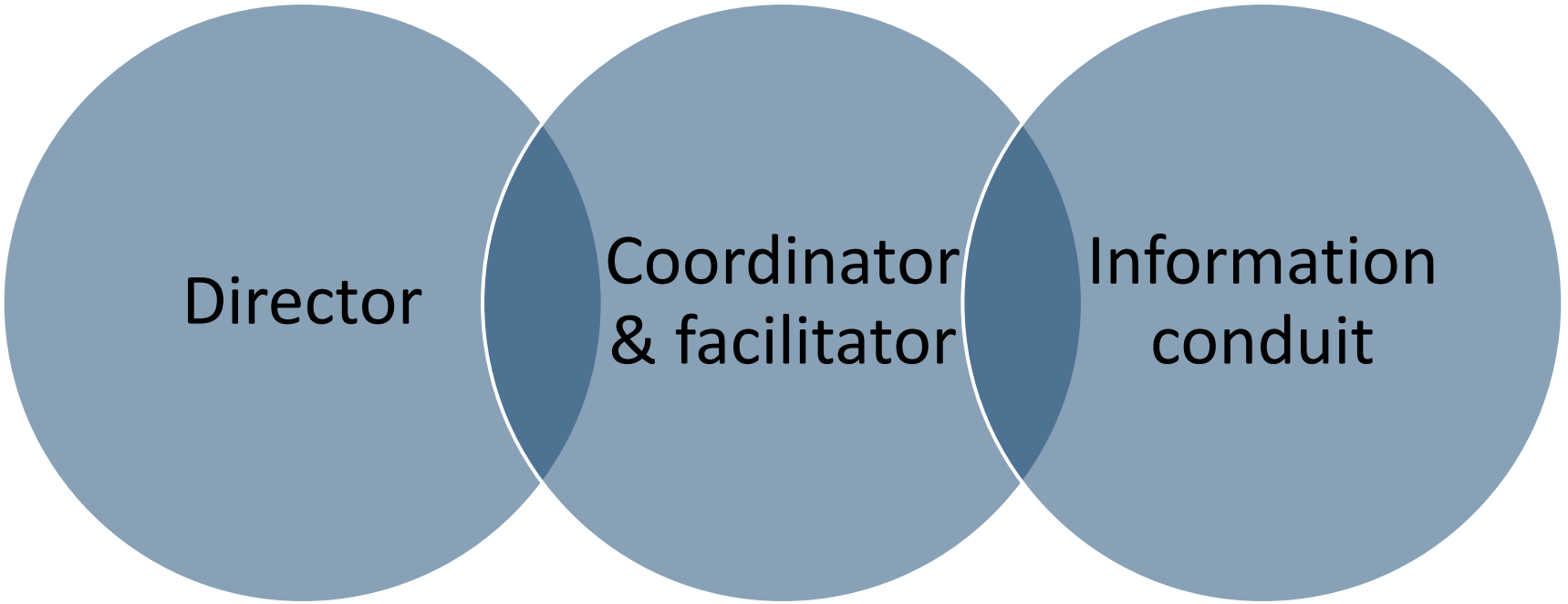
Key principles of effective learning communities



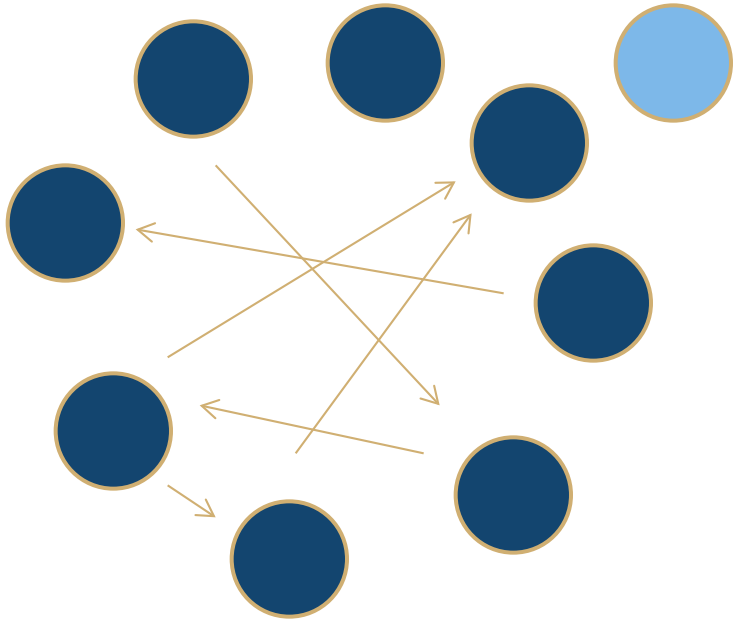
Lessons from evaluated learning communities

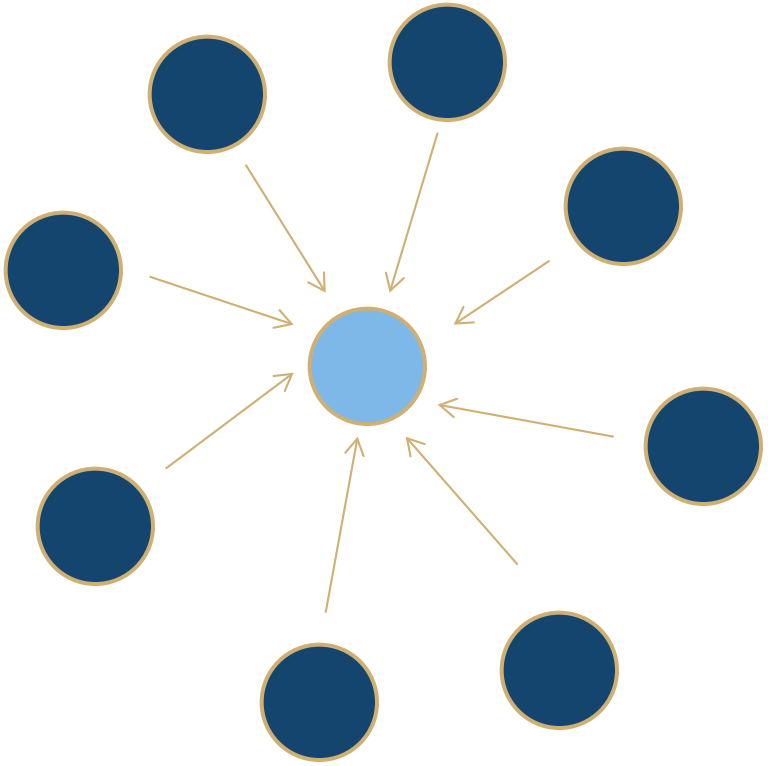


Coaches have many potential roles in a learning community



Think “guide on the side”



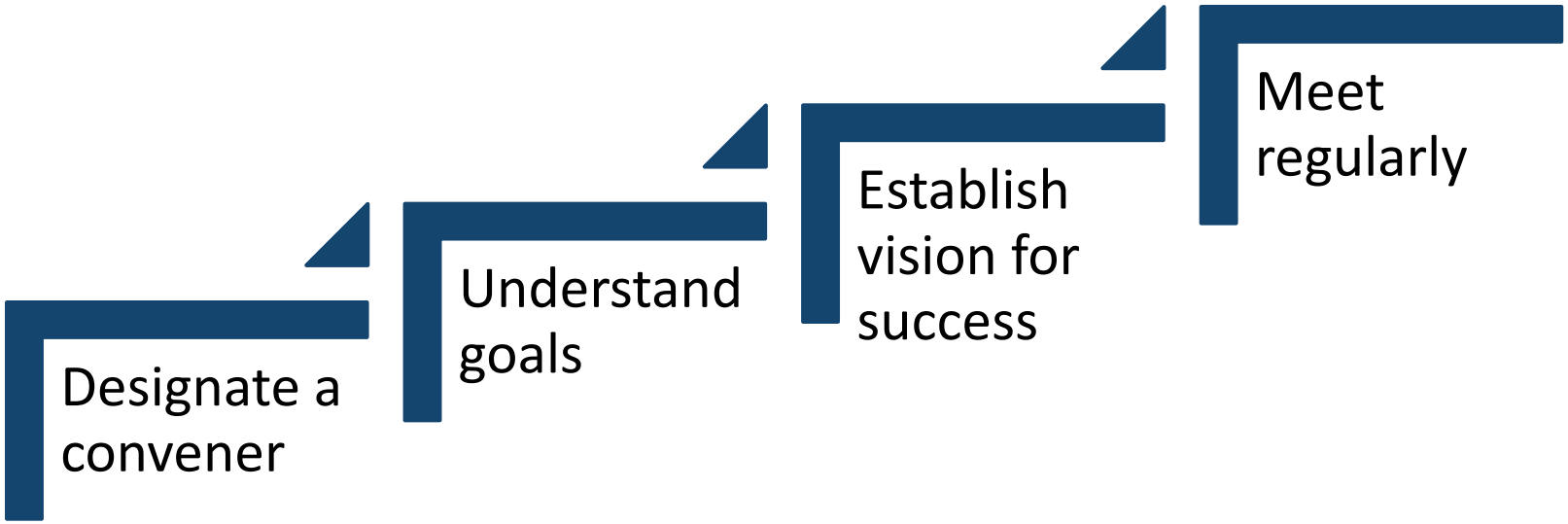


Like a Border Collie,
not Sled Dog!

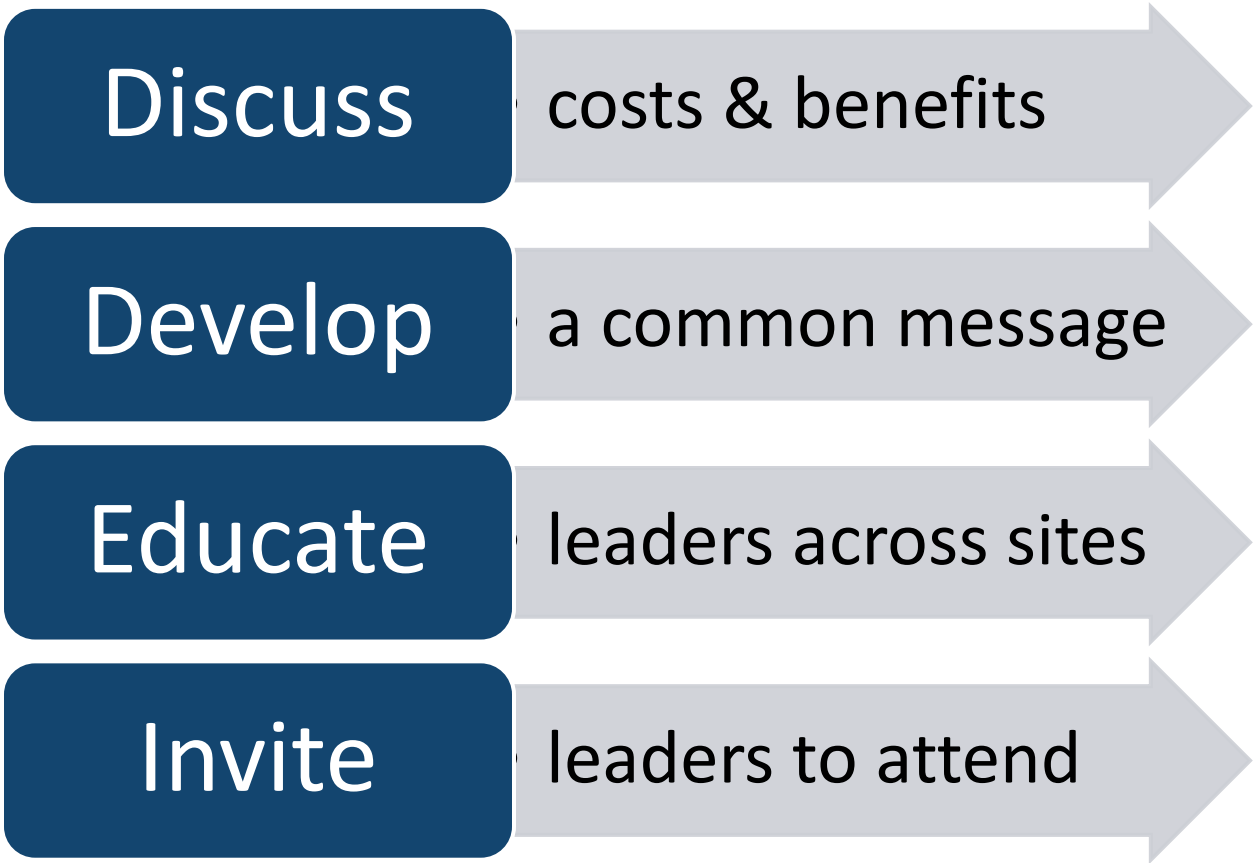
Section 2

Getting started with a learning community

Building a PCMH Learning Community in your region



Gaining leadership & management buy-in for learning communities



Create a planning and staffing "dream team"

Planning group

- Respected leaders, clinicians, and others who are **passionate** about PCMH
- Credible & connected to their community
- Knowledgeable on technical content
- Able to communicate ideas to teams
- Eager to learn more

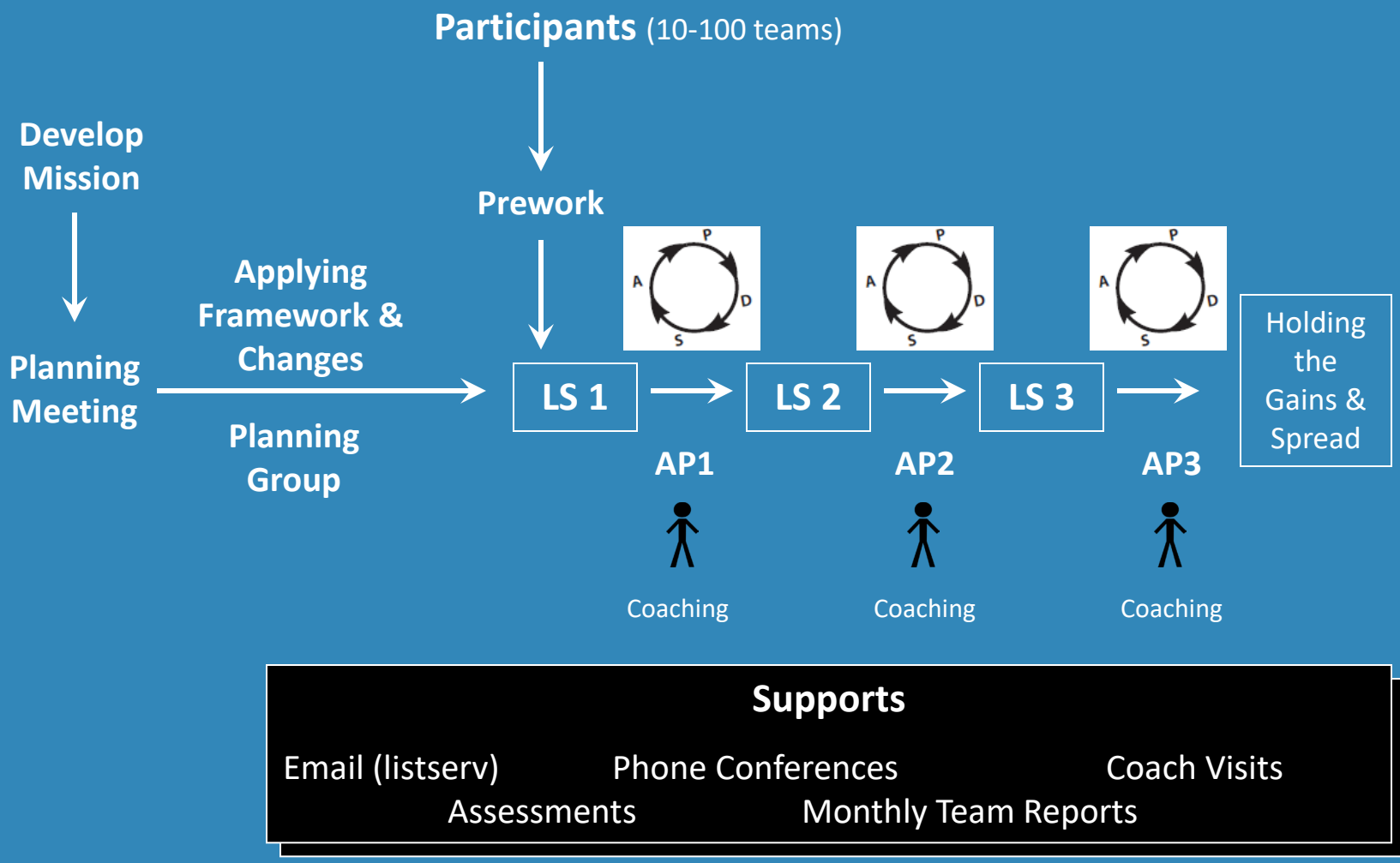
Staff and faculty

- Arrange the sessions
- Recruit teams
- Prepare orientation
- Deliver technical content (e.g., change concepts described in Module 3)
- Monitor progress

Defining the scope: Key content



Example learning community process

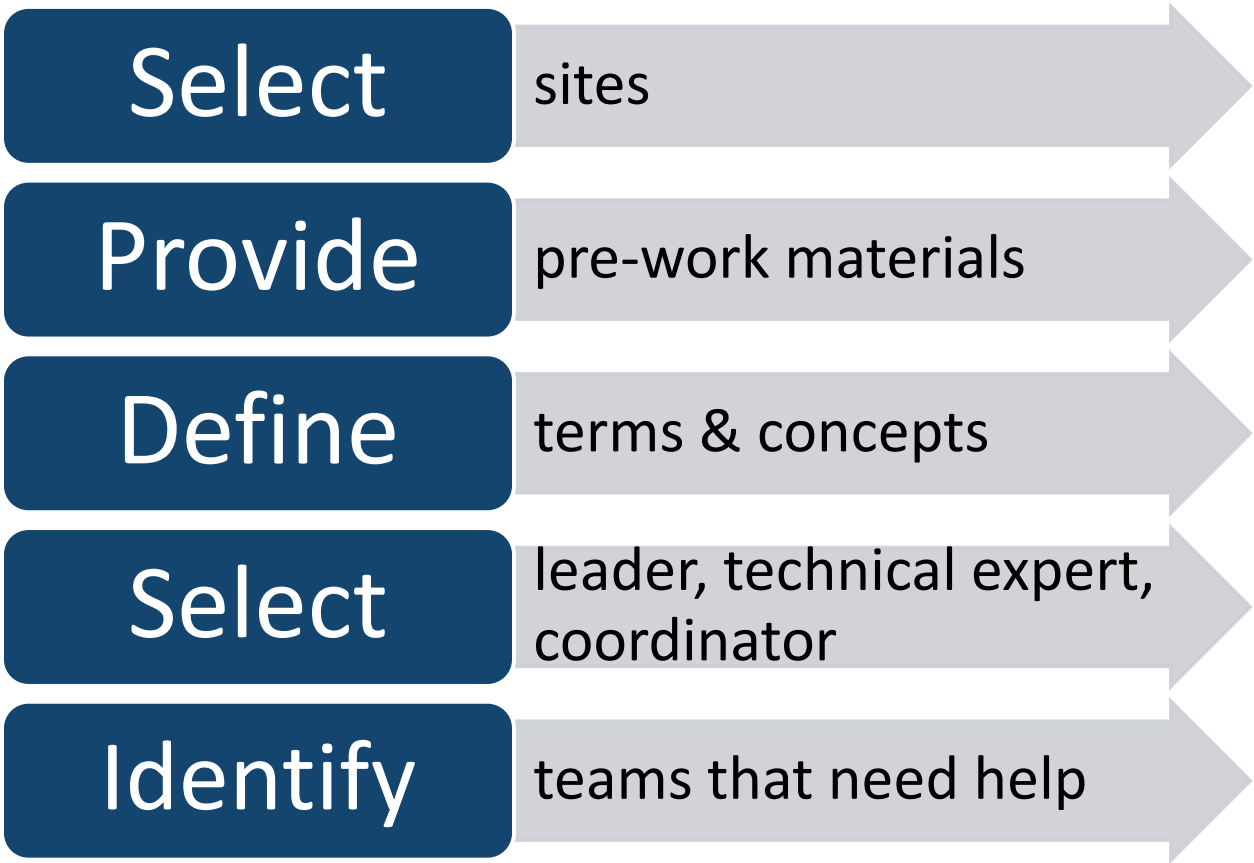


LS – Learning Session

AP – Action Period

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Prepare sites for learning community engagement



Section 3

Creating effective learning sessions

Things to keep in mind before your first learning session

The coach should:

- Try to understand each site's successes and challenges

The agenda should:

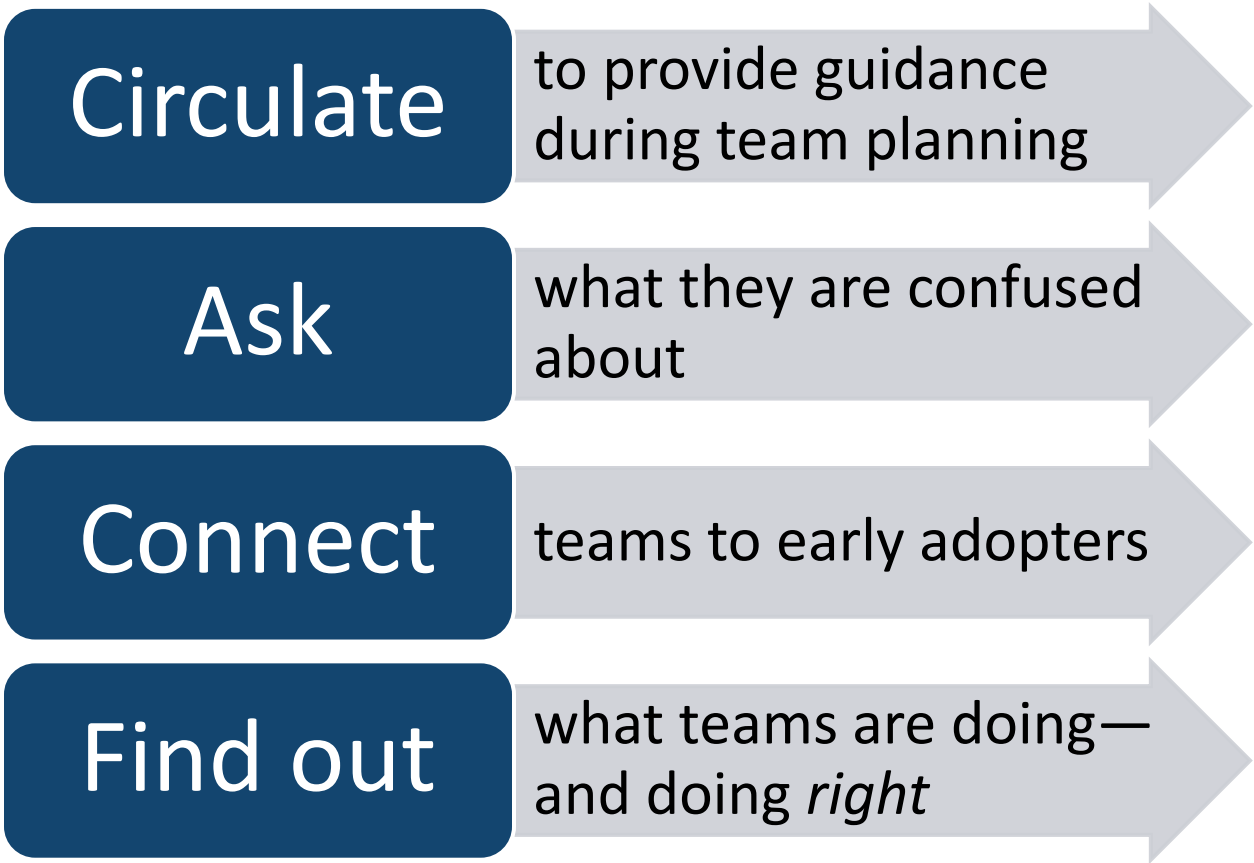
- Include ample time for team strategizing and planning

Learning session principles

Make team time a priority

Use interactive methods & various formats	Engage participants as teachers right away	Set an urgent pace

Learning session coaching

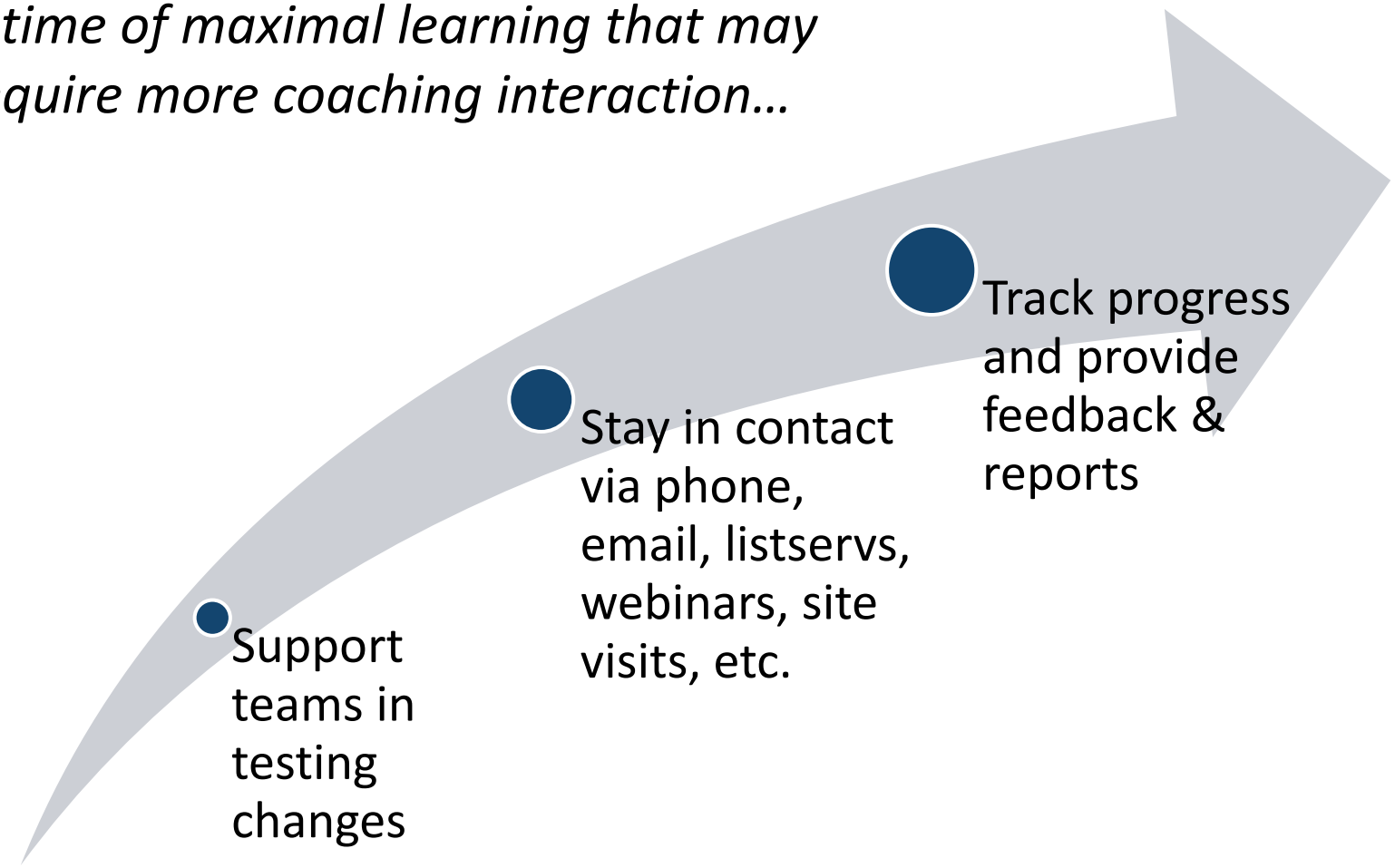


Section 4

Making the most of your momentum

Action periods: Where the real action is

A time of maximal learning that may require more coaching interaction…



Webinars and virtual learning sessions

Real-time presentation capacity

- Easily present tools, demonstrate use
- Chat function for questions, examples, comments
- Virtual breakout capacity for team meetings

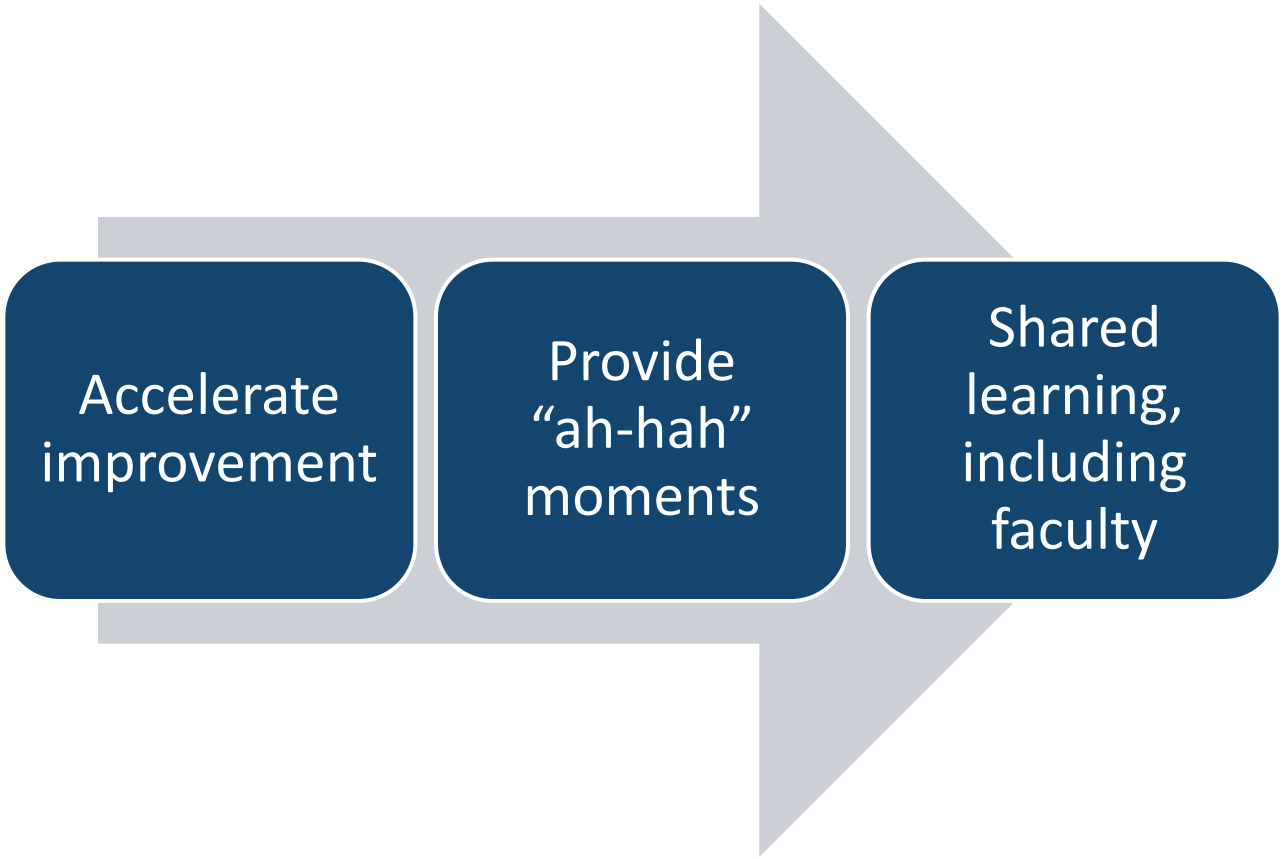
Efficient collaboration

- Teams can include more members in the sessions
- Limits resources needed for face-to-face meetings

But…

- Not as effective for complex content

Site visits: Big investment, big payoff



Patients as partners in quality

