

## Preparing staff to use health IT in the Patient-Centered Medical Home

To help train and prepare support staff at practices, hospitals and clinics to use and understand the importance of health information technology in the patient-centered medical home, ONC and a team of experts at [Cuyahoga Community College](#) have worked up new education and training tools

Working with Better Health *Greater Cleveland*, the groups came up with core competencies related to their key topic area, which is building a workforce to staff patient-centered medical homes and accelerate Meaningful Use of health IT, followed by robust health information exchange. The end goal is to build a workforce that can maintain and use the health IT to conduct Population Management & Analytics.

### Workforce Core Competencies.

Patient Centered Medical Home	Health Information Exchange	Meaningful Use	Population Management
<i>Definitions and Concepts of PCMH</i>	<i>Definitions and Concepts of HIT</i>	<i>Definitions and Concepts of MU</i>	<i>Definitions and Concepts of Pop Management</i>
Quality Standards	Data Quality	Data and Documentation	Data and Documentation
Team Based Care	Regulation	Change Management	Turning Data into Action
Security and Privacy	Supporting Team-Based Care		
Patient-Self Management			
Change Management			

### Online Training Available

The online training modules help students achieve the following objectives:

- Identify the goals, principles and major concepts of the PCMH.
- Learn skills to ensure effective team interactions for successful patient-centered outcomes.
- Know how to assist patients with self-management through education and action planning.
- Translate the importance of secure and private information systems to the functionality of the PCMH.
- Learn quality improvement techniques and assign responsibilities within the PCMH to implement best practices for evidence-based patient care.
- Apply change management strategies to assist in practice transformation to the PCMH model.

Since nurses are critical to the success of any patient-centered medical home, the electronic training modules are aimed at -- but not limited to -- midlevel providers.

The modules are designed for maximum flexibility and can be taken in stages. In all, they are estimated to take about four hours and contain practical “tips” that help students translate theory into practice.

In addition, many of the units contain downloadable “Taking Action” worksheets engineered to try and spur students to discover how to implement and apply the content they just learned to help their practice become a Patient-Centered Medical Home.

### **Access the Modules**

Resources are available at [www.tri-c.edu/healthcaretransformation](http://www.tri-c.edu/healthcaretransformation) . To begin training, click on the “Readying the Healthcare Workforce for Transformation” button. All you will need is to create a free account to access the modules and units listed below:

<b>Introduction to the Patient-Centered Medical Home</b>	<b>Approximate Time to Complete</b>
<b>Unit 1: Understanding the Patient-Centered Medical Home</b>	10 Minutes
<b>Unit 2: Roles and Responsibilities</b>	8 Minutes
<b>Unit 3: Shared Decision-Making : A Key Patient-Centered Medical Home Strategy</b>	10 Minutes
<b>Unit 4: Health Information Technology in the Patient-Centered Medical Home</b>	8 Minutes

<b>Team-Based Care</b>	<b>Approximate Time to Complete</b>
<b>Unit 1: Overview of Team-Based Care</b>	13 Minutes
<b>Unit 2: Patient-Centered Communication</b>	15 Minutes
<b>Unit 3: Problem-Solving Skills</b>	8 Minutes
<b>Unit 4: Building and Working in Teams</b>	10 minutes
<b>Unit 5: Leadership in Team-Based Care</b>	15 Minutes

<b>Patient-Self Management</b>	<b>Approximate Time to Complete</b>
<b>Unit 1: Overview of Patient-Self Management Support</b>	5 minutes
<b>Unit 2: Role of the Patient-Centered Medical Home in Patient Self-Management</b>	12 Minutes
<b>Unit 3: Interaction Skills in Patient-Self Management</b>	15 Minutes
<b>Unit 4: Patient Self-Management Assessment</b>	12 Minutes
<b>Unit 5: Patient Self-Management Goal Setting and Action Planning</b>	15 Minutes

Technical Skills and Applications	Approximate Time to Complete
<b>Unit 1: Information Systems for Patient Care and Care Coordination</b>	5 Minutes
<b>Unit 2: HIPAA, the HITECH Act and the Patient-Centered Medical Home</b>	15 Minutes
<b>Unit 3: Electronic Health Records and Computer Skills</b>	10 Minutes

Quality Improvement	Approximate Time to Complete
<b>Unit 1: Team Participation and Quality Improvement</b>	5 Minutes
<b>Unit 2: Opportunities for Improvement</b>	5 Minutes
<b>Unit 3: Using Patient Data to Improve Care</b>	8 Minutes
<b>Unit 4: Clinical Decision Making and Evidence-Based Care</b>	12 Minutes

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