Tools and Resources to Save You Time and Help Your Patients:
A Selection of PCMH Best Practices from Center for the Advancement of Primary Care

Mission Statement
Center for the Advancement of Primary Care (CAPC), which is jointly supported by UMass Memorial Health Care and the UMass Medical School, is dedicated to enhancing the work life of our primary care providers.

CAPC represents an important collaboration across the departments of family medicine, geriatrics, general internal medicine and general pediatrics. CAPC is committed to working with others across the clinical system and the Medical School in a more coordinated fashion to strengthen and enhance the valuable primary care network that already exists throughout the UMass Memorial system.

Introduction
CAPC Special Survey Summer (May 2013)

- Brief 5-question survey emailed to the UMass Memorial Health Care Network of primary care providers to explore their interest in practice improvement best practices
- 89 out of 250 primary care providers responded (35% response rate)
- Some survey results are presented below

Comment from survey respondent: "Idea-sharing is really important. It feels like it’s currently lacking. I would definitely advocate to have more of it.”

Q: When you are considering whether to implement a practice improvement intervention in your practice, how important are the following aspects?

<table>
<thead>
<tr>
<th>Decision Criteria</th>
<th>Level of Importance*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improves Clinical Quality</td>
<td>100</td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>97</td>
</tr>
<tr>
<td>Improves efficiency/value</td>
<td>93</td>
</tr>
<tr>
<td>Improves patient experience</td>
<td>83</td>
</tr>
<tr>
<td>Improves quality of work-life</td>
<td>82</td>
</tr>
</tbody>
</table>

Q: Please rate your level of interest in learning more about each best practice in the list below:

*results abridged

<table>
<thead>
<tr>
<th>Best Practice</th>
<th>Potential Customers</th>
<th>Overall Perceived Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community resource info and referral protocols</td>
<td>43</td>
<td>60</td>
</tr>
<tr>
<td>Patient education strategies</td>
<td>43</td>
<td>60</td>
</tr>
<tr>
<td>Standing orders</td>
<td>45</td>
<td>73</td>
</tr>
<tr>
<td>Eliciting pt feedback through surveys and focus groups</td>
<td>41</td>
<td>53</td>
</tr>
<tr>
<td>Standing orders</td>
<td>41</td>
<td>64</td>
</tr>
<tr>
<td>Managing acute conditions outside office visits</td>
<td>45</td>
<td>60</td>
</tr>
</tbody>
</table>

Standing Orders for Immunizations
- Enhance reliability for providing evidence-based care
- Enhance efficiency for patients, staff, and PCPs
- Reduces PCP workload and allows clinical staff members to work at the tops of their licenses
- Model standing orders are developed by the Massachusetts Department of Public Health

Letters of Medical Necessity
- Twelve boilerplate letters of medical necessity for frequently requested goods/services save time, include approval requirements, and allow modification for specific patient needs
- Available in low-tech (MS Word) or high-tech (Adobe) versions for easy completion by hand or electronically

Health Insurance Case Management, Community and Mental Health Resource List and Referral Protocols
- Readily accessible lists make it easier to refer patients to case management services, community resources and mental health providers in a timely manner
- Easy and timely access to high-quality resources can improve your patients’ quality of life
- Empowers patients to engage in self-care

UTI Telephone Management
- Telephone management using evidence-based algorithm provides care equal to that received in office
- Helps manage larger panel of patients, enables multiple clinical staff to provide care, and saves money by cutting direct costs
- Telephone management reduces barriers to care and requires one less trip to the doctor’s office

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How to Use Resource Materials
All the tools and resources developed by the CAPC can be downloaded from the CAPC Website on the UMass Memorial Intranet:

Check back to this website frequently for new resources and updates to current resources as they become available.

For additional guidance on utilization of these tools and resources in your practice, refer to our comprehensive implementation guides (also available on CAPC website). The guides include implementation guidelines, sample workflows, and other tips to enhance your use of these materials.

Practice Improvement Facilitators can also support your practice in implementing these tools and new protocols as well.

Sample content from CAPC Implementation Guides

Center for the Advancement of Primary Care

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