

## Patient-Centered Primary Care Home Site Visit Kick-off Session

### What to anticipate for the KICK-OFF SESSION

During the kick-off session, we will ask participating members of the clinic staff to introduce themselves with their names, roles, and how long they have been working at the clinic. The site visit team will also introduce ourselves and explain our roles, personal and professional backgrounds, and motivations for working in the PCPCH program. Following the introductions, a designated member or members of clinic staff will be asked to share the clinic's story of transformation and what primary care looks like at this practice "yesterday, today, and tomorrow".

We recommend considering the following questions when preparing to share your clinic's story.

#### Yesterday (clinic history)

- When, how, and why was this clinic established?
- When and why did the clinic start implementing a patient-centered care model?
- Who has been the champion of innovation in this clinic?
- What major changes has the clinic undergone and what are its biggest accomplishments?

#### Today (current operations)

- Whom does the clinic serve? (number, age range, demographic makeup, insurance status of patient population, etc.)
- What services does the clinic offer?
- Who makes up the "care team" at this clinic? (clinicians, MAs, nurses, care coordinators, etc.)
- How do various members of the care team and clinic staff communicate and work together?
- What are your top priorities? What is your mission?

#### Tomorrow (future goals)

- Where do you see yourself in 1 year? 5 years? 10 years?
- What goals do you have for the future?
- What do you anticipate as the biggest barriers to reaching those goals?
- How does participation in the PCPCH program fit with your goals?