



Onsite Visits Are Back: Supporting Quality Improvement Face-to-Face

The COVID-19 public health emergency put a long-standing hold on the ability for Partnership to Advance Tribal Health (PATH) team members to travel to Indian Health Service (IHS) hospitals and area offices for site visits. While any necessary precautions are still in place, quality improvement advisors (QIAs) are excited to once again get to work with IHS partners face-to-face.

For example, two PATH QIAs traveled to meet with a hospital partner this past summer. Four different meetings with different subsets of teams happened, getting the most out of the time spent on site and supporting the facility's efforts toward patient-centered medical home (PCMH) recertification. On-site meetings included:

- An all-staff meeting to [review PCMH](#), its importance and steps the facility can take to focus on improved patient outcomes
- A meeting with clinical staff to review patient goal setting within the hospital's electronic health record (EHR) system and to introduce staff to the [PATH PCMH gap analysis tool](#)
- A leadership team meeting to review PCMH and patient goal setting at the leadership level
- A Q&A session with the behavioral health team about how the PATH team can provide technical assistance for patient assessments

The facility's PCMH team is preparing for PCMH recertification, using the above-mentioned gap analysis tool to help drive process improvements. The team meets monthly and documents their progress toward patient-centered process development. **The team has reached 100% on the implementation of processes for each of The Joint Commission (TJC) standards** listed within the gap analysis tool and now are awaiting their survey. The team says working through each standard has helped them feel prepared.

As with most journeys, the team had to focus on a few other standards that took a little longer to address. One standard in particular was access to the patient portal for IHS. The team worked to develop a document with a QR code and instructions for patients on how to access their EHR.

A significant amount of work has taken place over the last several months since the on-site meetings, from development of brochures for patients to learn about their providers to a new patient portal educational handout. The PCMH team documented all their tools and resources within their gap analysis tool, so any team member can reference it for the upcoming PCMH survey.

Is there a project you would like to launch that could benefit from the support of an on-site visit?
Or are you interested in pursuing PCMH certification?

Contact your PATH QIA.