

Person and Family Engagement in the TCPI

Resources and Assistance Available from Support and Alignment Networks (SANs) on Person and Family Engagement

Several SANs offer training and technical assistance services to PTNs on the issue of person and family engagement (PFE), and the TCPI PFE measures. The SANs here offer specialized resources on PFE. These SANs will work with PTNs to recommend a package of remote on onsite services and resources that draws from resources available from multiple SANs, PTNs, TCPI Faculty and Contractors, and National Organizations.

- American College of Physicians (ACP)
- American Medical Association (AMA)
- HCD International (HCDI)
- National Nurse-lead Care Consortium (NNCC)
- Network for Regional Healthcare Improvement (NRHI)
- Patient Centered Primary Care Collaborative (PCPCC)

SAN Name	What We Specialize in	PFE Specific Offerings*
American College of Physicians (ACP) Contact: Cheryl Rusten crusten@mail.acponline.org	ACP offers access to the ACP Practice Advisor® tool, an online CME education program that includes modules on a variety of PFE topics, and can also offer PFE training through our Center for Patient Partnership in Healthcare.	<ul style="list-style-type: none"> • Provides access to CME Practice Advisor modules on topics such as person and family engagement and medication management (Free to TCPI participants) • Customizes training workshops to PTN needs
American Medical Association (AMA) Contact: Lance Mueller lance.mueller@ama-assn.org	AMA offers the STEPS Forward, a self-directed online CME education series and delivers training programs in collaboration with PTNs	<ul style="list-style-type: none"> • AMA Steps Forward provides access to CME modules on topics such as person and family engagement and medication management • Customizes training workshops to PTN needs
HCD International (HCDI) Contact: Donald Simpson DSimpson@hcdi.com	HCDI SAN is a non-membership organization that focuses on developing delivery systems needed by all professions to effectively reach and serve underserved populations. We partner with national physician associations largely comprised of minority physicians largely serving underserved	<ul style="list-style-type: none"> • Offers mini-webinars and short videos to address sustainable business operations, culturally and linguistically appropriate approaches to care, utilizing EHRs to capture patient data, and addressing social determinates of health to achieve better patient outcomes.

	populations, provide exceptional health related, technology enabled and customized solutions to clinicians, and strategically focus on healthy equity.	<ul style="list-style-type: none"> • Provides information to PTNs on social determinants affecting their enrolled clinician’s population and offers a social determinants tool to build a risk severity case • Identifies interventions to address social determinants • Provide training on Z coding and building a risk severity case
National Nurse-led Care Consortium (NNCC) Contact: Tiffanie Depew tdepew@nncc.us	NNCC has developed an innovative model of care lead by nurse practitioners, and offers online CE education on team based care and engagement techniques such as motivational interviewing	<ul style="list-style-type: none"> • In-Person didactic and skills development trainings: Care Team Formation & Optimization and Optimizing Care Coordination • Online continuing education modules: Patient, Family, & Staff Engagement Across the Care Continuum • Hosts a library of PFE-related Continuing Education tools, trainings, resources.
Network for Regional Healthcare Improvement (NRHI) Contact: Stacy Donohue SDonohue@nrhi.org	NRHI leverages the expertise and successes of regional collaboratives to offer technical assistance and training in high-value care topic areas through interactive webinars, easy to access resources, and PTN specific Practice Coach Learning Labs.	<ul style="list-style-type: none"> • Offers training for PTNs, providers, Quality Improvement Advisors / Practice Coaches on point of care techniques for engaging patients and families, including using Patient Experience results to drive practice improvement, using motivational interviewing and shared decision techniques to facilitate change, and working with practice care teams to increase patient engagement. • PFE training on the changing field of advance care planning and how to support your community • All resources can be found in the NRHI SAN online community: https://nrhisn.healthdoers.org/home
Patient Centered Primary Care Collaborative (PCPCC) Contact: Liza Greenberg liza@pcpcc.net	PCPCC offers technical assistance and training on person and family engagement, and hosts a PFE resource library. PCPCC subject matter experts will work with PTNs to develop training workshops or programs for clinicians or coaches, with an emphasis on changing culture to embrace PFE.	<ul style="list-style-type: none"> • Provides customized onsite or distance training to TCPI participants on implementation of measures and culture change that promotes PFE • Webinars and individualized coaching calls on PFE measures • Learning network on PFE measures in pediatric practices • Hosts a resource library with tools and guides for implementing the PFE metrics, PFE webinar and a PFE learning network

Contact SANs directly or visit Healthcare Communities to see our compilation of [PFE Training, Continuing Education, Materials for Practice Transformation Networks](#)

SANs may have other resources in addition to their work on PFE. We encourage PTNs to visit SAN websites for more details.