



## PATIENT-CENTERED MEDICAL HOME

### New Care Models

**Skill: Manage change among the clinical staff as the health center moves into new care models (e.g., the Patient Centered Medical Home model)**

#### **5-Expert**

- Break new ground via “disruptive innovation” to create new approaches to clinical issues
- Lead the execution of changes resulting from scenario planning and brainstorming sessions
- Seek to find new and innovative ways to manage change and share those techniques with others
- Demonstrate Skilled behaviors

#### **4-Skilled**

- Anticipate change by identifying and analyzing potential changes on the horizon
- Identify and initiate new opportunities to pursue as a result of the changing health care model
- Lead scenario planning sessions to identify possible changes and approaches
- Lead brainstorming sessions for new ways to overcome the obstacles of changing circumstances
- Coach others on how to align their work to meet changing circumstances
- Demonstrate Applied behaviors

#### **3-Applied**

- Communicate the reason for changes in health center operations and how those changes impact the work of each staff member
- Create new/modified health center organizational designs to meet mandates/initiatives and optimize clinical effectiveness/efficiency
- Focus on the upside to changing situations as opposed to dwelling on the difficulties associated with them
- Consistently realign work efforts to meet changing circumstances and priorities
- Demonstrate Basic behaviors

## **2-Basic**

- Understand the concepts of organizational culture and how these apply within the health center
- Know basic planning concepts, as well as the health center's current Strategic Plan

## **1-Learning**

- Aware that clinical operations need to change as the center moves into new care models, but not sure how to implement changes without disrupting the culture of the center
- View change as an obstacle to productivity at times

## Competencies

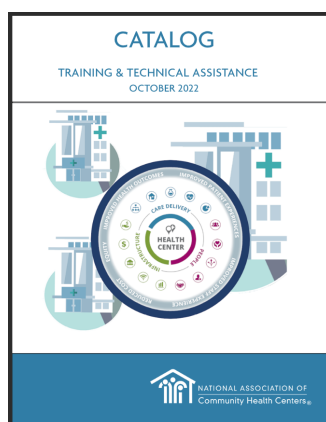
This document is designed for health center staff, leaders, and members of health center governing boards, as well as health center program stakeholders and those seeking to learn the nuances of the FQHC operating environment and model.

NACHC has developed competencies for a number of different job roles in health centers and in PCAs. You can find the complete descriptions of these competencies in these NACHC publications:

- [Chief Executive Officer \(CEO\) Competencies Domains and Skills/Tasks: CEO Core Competencies](#)
- [Chief Financial Officer \(CFO\) Competencies and Professional Development Tool](#)
- [Clinical Leadership Core Competencies: Domains, Skills, Tasks](#)
- [Primary Care Association \(PCA\) Chief Executive Officer \(CEO\) Core Competencies](#)

NACHC utilizes its Value-Transformation Framework (VTF) to organize its training materials. The VTF, developed by NACHC's Quality Center, is a conceptual model to guide systems change by translating research and promising practices into manageable steps health centers can apply to improve care and outcomes. The Framework identifies 15 change areas across three domains: Infrastructure, Care Delivery, and People. You can learn more about the VTF at <https://www.nachc.org/clinical-matters/value-transformation-framework/>.

Within these Change Areas, we have arranged our resources based on identified leadership competencies. NACHC “maps” our training materials to these competencies to direct you to our most targeted resources. We will continue to build out our competency model to include other key roles in health centers.



These competency descriptions are designed to be used in tandem with the **NACHC Training and Technical Assistance Catalog**, which organizes materials using the VTF and the competencies framework. The Catalog provides only the description of the competency, while these documents provide a full description of the skill levels.