Expectations for Bi-annual Technical Assistance Site Visits

Goals:
- Respond to the needs of individual practice-based quality improvement teams with resource support
- Share QTIP project information and goals with entire practice staff and review obligations
- Peer-based review of individual practice-based QI efforts
- Monitor practice progress and document compliance
- Gather data for use in evaluation of QTIP project

Site visits are scheduled twice a year and are envisioned to last 2 and a half hours each. Visiting team will include Dr. Rushton, in many cases a lead provider from another QTIP project, and other QTIP staff as deemed appropriate. All lead providers are asked to attend at least one outside practice site visit a year. Other practice QI team members are welcome to attend another practice technical visit. All practice member expenses associated with the technical assistance visits are the responsibility of the practice. Site visits can be scheduled between 7 a.m. and 8 p.m. on Wednesday and Thursdays. Other times will be considered upon request.

**Educational Session:** One hour of each visit is intended to be with the majority of the practice provider staff and all other staff members available and interested. The focus of the educational session will be on PDSA cycle techniques, American Board of Pediatrics requirements and content information concerning the CHIPRA QI indicators currently under consideration.

**Practice QI Team Session:** An hour and a half session with members of the practice quality improvement team will focus on progress to date, gathering of questionnaire data required for evaluating the QTIP project, compliance with project requirements, peer-based counseling as to the strengths and weaknesses of local QI efforts and feedback from practice teams to the state QTIP staff about the strengths and weaknesses of the state program. Practices that show no or limited effort on behalf of the QTIP program could be dropped from the program, either at their own request or at the request of the state QTIP program.

Visits will be scheduled at times convenient for the practice. If visits need to be rescheduled for any reason, please contact Dr. Rushton at frushton@aap.net

Additional visits from QTIP staff may include academic detailing visits from SCORE, and visits from QTIP health information technology consultants.