

# PCTE EXTERNAL WEB RESOURCES

## ACCESS

### [Consumer Assessment of Healthcare Providers and Systems \(CAHPS\) surveys & tools](#)

- Modules specific to patient experience with providers and health care systems.
- Use for evaluating advanced practice students and residents during and post training.

### [Ambulatory Care Experience Survey](#) (PDF)

- Measures patient experience in clinical care.
- Provider-specific; use for evaluating advanced practice students and residents during and post training.

### [Critical synthesis package: cultural competence OSCE \(CCOSCE\)](#)

- A qualitatively validated performance-based assessment of medical students' ability to elicit and comprehend the sociocultural causes of health outcomes, which you can add to Objective Structured Clinical Examinations.
- Designed for medical students; also may be an opportunity for adaptation to other health profession student disciplines.

### [Cultural Competence Education](#) (PDF)

- An overview of the role and implementation of cultural competence education in medical education, the relevant domains and, evaluation.
- Focuses on medical profession; may also be adaptable to other health profession training and education programs.

## QUALITY

The Agency for Healthcare Research and Quality (AHRQ) provides many quality measurement-related resources targeting a broad array of professions and disciplines.

### [Comprehensive Quality & Patient Safety \(AHRQ\)](#)

- Tips for preventing medical errors and promoting patient safety.
- Also: measuring health care quality, consumer assessment of health plans, evaluation software, report tools, and case studies.

### [Quality Measure Tools & Resources \(AHRQ\)](#)

- Quality improvement measurement, tools, and information

### [Beacon Community Program: Learning Guides](#)

- Six guides focus on translating the 17 Beacon Communities health IT projects.
- Each offers strategies and actionable information to advance health care quality by leveraging IT infrastructure.



## QUALITY

*Continued*

[The Accreditation Council for Graduate Medical Education Clinical Learning Environment Review](#) (PDF)

- Expectations, indicators, and measures for quality of care in medical education.

[The National Committee for Quality Assurance Recognition - Practices](#)

- A searchable database of practices that promote quality in the delivery of care.
- You may use certification as a proxy indicator for quality of care until you obtain direct measures.

## COST

[Crane S, Collins L, Hall J, Rochester D, Patch S. Reducing utilization by uninsured frequent users of the emergency department: combining case management and drop-in group medical appointments. J Am Board Fam Med JABFM. 2012;25\(2\):184-191.](#)

- Discusses a rural-track family medicine resident and interprofessional team showing reduced emergency department use and hospital charges.

[Greene J, Rogers VW, Yedidia MJ. The impact of implementing a chronic care residency training initiative on asthma outcomes. Acad Med J Assoc Am Med Coll. 2007;82\(2\):161-167. \(PDF\)](#)

- Discusses pediatric, internal medicine and family medicine residents trained in the Chronic Care Model and showing reduction in emergency department use and charges related to pediatric and adult asthma.

## INTERDISCIPLINARY

The National Center for Interprofessional Practice and Education (NCIPE) provides the following resources to assist in the planning, implementation and evaluation of interprofessional care.

- [Searchable Resource Center](#)
- [Assessment and Evaluation](#)
- [Interprofessional Education Collaborative \(IPEC\) Competency Survey](#)
- [ITPS: Interdisciplinary Team Performance Scale](#)