

# Documentation of a Promising Practice

## Redwood Community Health Coalition Promising Practice

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### PROMISING PRACTICE OVERVIEW

A promising practice (PP) refers to an activity, approach, protocol, or policy that our health centers have tried and found to be successful, resulting in improvements to clinical quality outcomes, staff and provider satisfaction, and/or patient engagement. These could be new workflows or tools, internal staff education and trainings, EHR improvements, or outreach/in-reach techniques. RCHC documents such practices on a standardized template unique to each health center and publishes them on our [website](#). When possible, these practices are presented on a QI Chat Room episode.

### AIM

To document promising practices identified at health centers to share with other health centers.

### Topics of Practices Documented

Cervical Cancer Screening	Hypertension	Team Based Care
Child Health	Infectious Disease	Technology and Operations
Colorectal Cancer Screening	Nutrition and Physical Activity	Tobacco and BMI Screenings
Dental Sealants for Children 6-9	Quality Improvement and Panel Management	COVID-19 Adjustments
Diabetes	Social Determinants of Health	Use EMR Tools (Patient Portal)

### ACTIONS TAKEN

- Developed standardized template for documenting (PP)
- Created PP webpage with templates and previously documented PP available
- Published and promoted PP to engage health centers
- Received funding from HRSA to continue documentation
- Documented at least one PP per member health center and displayed posters in RCHC's office
- Integrated PP presentations into QI Chat Room Podcast
- Developed "Bridge to Promising Practice" document (to recommend PP to other health centers) and "Building the Evidence" document (to build evidence around a PP)
- Maintain ongoing list of documented PP and Bridge to PP recommendation documents

### RESULTS TO DATE

RCHC has documented 47 promising practices, with at least one from each of our member health centers. Published promising practices are available on our website for public access. Health centers may use these documents as supplements to grant applications, showcasing work internally to care teams, and more.

RCHC has printed several promising practices that hang in RCHC's training room. These documents are of frequent conversation by health centers when they participate in onsite meetings. As part of a QI Peer Network Meeting, RCHC facilitated a gallery walk for health centers to explore the many practices hanging around the room.

### LESSONS LEARNED

Don't wait for health centers to come to you to share promising practices. Identify positive trends in data or glean insight from conversations, and reach out to the health center to learn more.

### IMPLEMENTATION

