

**CLINICAL DIRECTORS NETWORK, INC.  
MEDSTAR HEALTH RESEARCH INSTITUTE**

***GUIDE TO IMPROVING PATIENT SAFETY IN PRIMARY CARE SETTINGS BY ENGAGING  
PATIENTS AND FAMILIES (ACTION III)***

This AHRQ-funded initiative seeks to build a robust, scalable, and influential Guide for patients, families, caregivers, primary care providers and practices to improve patient safety. Four evidence based interventions aimed at improving communication and flow of information between patients/families and their primary care teams will be field tested, refined and then incorporated into the Guide. These interventions include, "Teach-Back", "Be Prepared to Be Engaged", "Medication Management", and "Warm Handoff". The completed Guide will then be disseminated for use in primary care practices.

This is an AGREEMENT (prepared in two originals) between Clinical Directors Network, Inc. (CDN) located at 5 West 37th Street, 10th Floor, New York, NY 10018 and \_\_\_\_\_ located at \_\_\_\_\_ for participation in the project entitled Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families (Action III) (Grant# HHSP233201500022I). This agreement is subject to the underlying subcontract between CDN and MedStar Research Institute, which runs from 9/24/16 to 11/24/18.

**RESPONSIBILITIES OF PARTICIPATING HEALTH CENTERS**

**Health centers, once they commit to participate, agree to the following:**

- 1. Designate staff for project activities.**
  - a. Identify a practice champion who will coordinate site activities with CDN staff and will be responsible for ensuring implementation of the interventions. The practice champion will also facilitate collection of evaluation data.
- 2. Participate in project meetings/calls.**
  - a. Participate in monthly technical assistance calls. Information on challenges and barriers to implementation will be discussed on the monthly call with the practice champion. Strategies to overcome challenges will be discussed.
- 3. Select and implement two interventions from the Guide.**
  - a. CDN team members will work with the participating sites to select and implement two of the targeted interventions over a 6-month demonstration period.
- 4. Participate in data collection activities aimed at evaluating the usability and feasibility of the interventions, as well as the satisfaction with these interventions.**
  - a. **Baseline practice assessment.** Pen and paper survey will be used to determine non-identifying demographic information about the practice.
  - b. **Baseline practice readiness assessment.** Information on change readiness will be assessed through a telephone interview with the practice champion.
  - c. **Two site visits to your practice** (one at 3-months and one at 6-months post-implementation). CDN and MedStar team members will interview practice staff and other key stakeholders, observe implementation of Guide tools, and collect documentation related to implementation.

d. **Post-implementation focus groups with practice staff, clinicians and patients.**  
We will conduct focus groups with practice staff, clinicians and patients to gain feedback on the usability and satisfaction with the interventions.

### **RESPONSIBILITIES OF CLINICAL DIRECTORS NETWORK, INC.**

#### **Participating Community Health Centers (CHCs) will receive the following:**

1. CDN staff members will work with the practice champion and designated site liaison to ensure implementation of project activities. CDN staff will plan, coordinate and conduct all focus groups with practice staff, clinicians and patients.
2. CDN has produced a series of webcasts on the four targeted interventions. Continuing Medical Education (CME) Credits will be provided to clinicians and staff who view the archived sessions of these webcasts that are available at [www.CDNetwork.org](http://www.CDNetwork.org).
3. Focus group participants will be provided a stipend for their time and effort.
4. Each CHC will be compensated for participation in this project. Each site will receive a total of \$4,500. Payment will be provided as follows:
  - a. \$1500 upon completion of the first 3-months of implementation activities.
  - b. \$1500 upon completion of the final 3-months of implementation activities.
  - c. \$250 for each focus group. 3 focus groups x \$250 per focus group  
at the first site visit = \$750
  - d. \$250 for each focus group. 3 focus groups x \$250 per focus group  
at the second site visit = \$750

Health Center: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

AS ATTESTED BY OUR SIGNATURES BELOW, WE AGREE TO THE TERMS OF PARTICIPATION AS DESCRIBED ABOVE FOR OUR HEALTH CENTER.

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Medical Director

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Executive Director/CEO

Jonathan N. Tobin, PhD  
President/CEO - CDN

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Signature - Medical Director

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Signature -Executive Director/CEO

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Signature – President/CEO - CDN

Please sign and return this form to:

Andrea Cassells, MPH  
Vice President for Clinical Affairs  
Clinical Directors Network, Inc.

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