



Pittsburgh Regional
Health Initiative

PCMH

PATIENT-CENTERED MEDICAL HOME

Learning Network



HEALTH FEDERATION
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HealthChoices PCMH Learning Network Pediatric Nursing Care (PNC) Team Sprint

[Wednesday, March 5 at 10:00 – 11:30 a.m. via Zoom](#)

Learning Objectives:

- Describe examples of roles and standard work for PCMH-PNC Case Managers
- Discuss effective strategies to supervise and support the Case Manager role

Agenda:

10:00 a.m. to 10:15 a.m. – **Welcome & Review of Baseline Sprint Survey Results** – Robert Ferguson, MPH, Chief Policy Officer, Pittsburgh Regional Health Initiative (PRHI)

10:15 a.m. to 11:00 a.m. – **PCMH-PNC Case Management Role: Standard Work, Workflows and Effective Supervision**

- Heather Goshorn, RN, Director of Enabling Services, and Tracy Shoop, RN, Care Manager, Keystone Health Center
- Tonya Kemp, MSN, RN, MPH, Care Manager, Valley Health Partner's Children's Clinic

11:00 a.m. to 11:25 a.m. – **PCMH Peer-to-Peer Learning Discussion: PNC Case Management Role** – Facilitated by Carol Frazer, MEd, LPC, Behavioral Health Specialist, PRHI

- How similar or different is your PCMH-PNC case manager role and supervision model?
- In your experience, what has worked well for PCMH-PNC case management and effective supervision?
- What are your planned next steps for the PCMH-PNC key interventions that your team has prioritized?
- To support your next steps, what would you like to learn about at the next PCMH-PNC Team sprint on [Thursday, May 5 from 10:00 a.m. to 11:30 a.m.?](#)

11:25 a.m. to 11:30 a.m. – **Next Steps & Wrap Up** – Lisa Boyd, Program Specialist, PRHI