**SHOW AND TELL**

**Things to Know**
Every practice excels at different things. Sharing your story about how you overcame challenges can help inspire other clinicians. Think about what your practice has done to improve your immunization and well-child visit rates. What has worked well and what hasn’t?

**Remember:**
- Your practice facilitator can connect you with other practices that are doing well on measures you want to improve on or with practices that you may be able to help.
- Your practice facilitator can schedule a 30-minute call to provide space to share stories.
Frequently Asked Questions:

How do I know what clinics to connect with?

Your practice facilitator will help you to make those connections.

What if I don’t have time for one more meeting?

A meeting can be as short as a 10-minute brainstorming phone call. The idea is to add value to your clinic, not take up more time.

What if there is nothing to say?

Your practice facilitator will talk to your clinic and the clinic you are meeting with and have a clear plan about how to guide the conversation.

Resources

For more information about the importance of connecting with clinicians in your community, check out the Association for Healthcare Research and Quality’s (AHRQ) page, Community-Clinical Linkages, [https://www.ahrq.gov/professionals/prevention-chronic-care/improve/community/index.html](https://www.ahrq.gov/professionals/prevention-chronic-care/improve/community/index.html).
I WAS SO SICK, I WENT TO THE ER

**Things to Know**
Some patients have the perception that they will receive better care in the ER and are unaware that they can reach their primary care provider after hours. Unfortunately, many patients who go to the ER for care experience diagnostic errors (see the Atlantic article in the resources for more information).

**Frequently Asked Questions:**
**How do I know how many of my patients utilize the ER?**
Your practice facilitator will provide a print out of your clinics ER utilization. You will be able to see who goes to the ER and when.

**What can I do about the amount of patients overutilizing the ER?**
You and your practice facilitator can figure out how you want to decrease unnecessary ER utilization, such as changing your hours, refrigerator magnets for patients with directions on when to go to the ER, and general education for your patients.

**Resources**