

OVERVIEW OF SERVICES AND BENEFITS

Throughout the period of engagement, the AAMC CORE team and its expert project leaders from other CORE AMCs will actively support program participants. At the end of the engagement, it is anticipated that participating AMCs will have implemented the model across their medical and select surgical specialties (average of 10-15 specialties) and will have developed the internal capacity, expertise, and resources to support future scale and sustainability of the model.

AMC participants will receive direct support in the following ways:

- **Prelaunch of the CORE Model.** The AAMC team will provide detailed information on preparing for successful implementation. A readiness assessment conducted by the AAMC will help guide the necessary preparatory efforts at your AMC, including a focus on baseline referral and access metrics to inform model implementation, the formation of your project team, and alignment of institutional resources to enable successful program rollout.
- **Collaborative Kickoff Meeting.** Teams from each participating AMC will participate in a 1.5-day in-person meeting at the AAMC offices in Washington, D.C. The meeting will be a deep dive into program details, team roles and responsibilities, and planning for successful implementation. In addition to providing an intensive onboarding experience to participants, this meeting will establish the collaborative among the participating AMCs and their team members.
- **Individual AMC Technical Assistance**
 - **Site Visit:** The AAMC team, together with CORE physician leads from AMCs that have implemented the model, will conduct a 1- to 2-day personalized visit to provide on-site technical assistance to the project team and to help identify solutions to early implementation barriers. Visits typically include meetings with leadership and key stakeholders from participating primary care and specialty departments, IT build focused discussions, and broader presentations to raise program awareness. The agenda is developed with the teams based on local priorities and needs.
 - **Team Calls & Communications:** The AAMC will hold individual calls with the AMC project team one to two times per month throughout the engagement to help troubleshoot local challenges and provide implementation guidance. The AAMC team is also available for ad hoc calls and email inquiries as questions or challenges arise.
- **Learning Collaborative Activities.** The collaborative will enable AMCs to learn from each other and to share best practices and strategies for implementation. Activities will include:
 - **Monthly Webinars:** Designed to focus on key aspects of implementation and to share lessons learned and troubleshoot challenges across teams.

To learn more about Project CORE or to request additional information,

visit www.aamc.org/projectcore or email projectcore@aamc.org.

- **IT Conference Calls:** Collaborative-wide call for local IT builders to discuss the build and optimization of the eConsult and enhanced referral workflows, with input from clinician super users and IT staff from peer AMCs that have implemented the model.
- **CORE Clips:** A regular program newsletter that features program updates, comparative data, and best practices.
- **Peer-to-Peer Online Platform:** An online resource to foster peer-to-peer discussions across teams and collaboratives and to share resources and program updates.
- **CORE Network Activities:** Regular calls and communications to disseminate key program updates and to support local priorities, such as payer engagement efforts, that are timely and relevant to all CORE AMCs.
- **CORE Resources:** The AAMC will provide a suite of modules and resources that support all key aspects of program planning, implementation, data collection, program evaluation, and sustainability planning. These modules cover the following topics:
 - Primary Care Provider Outreach Strategies
 - Specialist Outreach Strategies
 - CORE Specialty Engagement & Template Development
 - eConsult & Enhanced Referral IT Build Resources
 - Establishing an Effective Quality Assurance Program
 - Planning & Facilitating Effective Co-Management Conferences
 - Overview of Program Data & Evaluation Metrics and Tools

In addition to the modules, a host of additional AAMC and CORE AMC resources are available to the collaborative, including:

- Templates and specialty-specific comparison matrices
- “eConsults in Action” book of sample eConsults across a wide range of specialties
- Specialty-focused CORE newsletters
- Sample communication and implementation resources from other CORE AMCs (e.g. eConsult newsletters, provider outreach communications, quality assurance tools, etc.)