

## AAMC Project CORE: OVERVIEW OF BENEFITS AND SERVICES

The following describes the benefits and services associated with participation in the AAMC's Project CORE. For questions and more information on how to join, email [projectcore@aamc.org](mailto:projectcore@aamc.org).

### Overview of the AAMC's Project CORE

Project CORE was launched in 2014 and is now active at over 35 AMCs and children's hospitals. Through the CORE model, initially developed and piloted at the University of California, San Francisco:

- Patients have improved access to specialty care and fewer unnecessary tests and visits.
- Through eConsults, primary care physicians (PCPs) receive timely input and expertise from specialists, supporting more comprehensive care.
- PCPs and specialists work from the same set of expectations before and after a referral has been made.
- Specialists receive clear clinical questions and related documentation that enables more-efficient referrals.

The CORE model uses tools embedded in the electronic medical record (EMR), known as Enhanced Referrals and eConsults, that provide point-of-care decision support. Along with a robust implementation strategy, these decision-support tools enhance clinical workflows, improve communication and coordination at the interface of primary care and specialty care, and enhance quality and efficiency of care. Analyses have shown timelier access to specialty input, a reduction in unnecessary utilization and costs, and positive patient and provider experience.

### Overview of the Benefits & Services

Participating AMCs have access to a suite of resources and subject matter expertise to successfully implement this model across their institutions.

### CORE Modules & Resources

The AAMC provides a suite of modules detailing the key aspects of program implementation, including:

- CORE Specialty Engagement & Template Development
- Primary Care Provider & Specialist Outreach Strategies
- 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, including:

- Specialty and condition-specific templates
- "eConsults in Action" book of sample eConsults across 18 medical and surgical 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.)
- Specialty-specific eConsult data reports

## Consultation on Program Implementation

Through in-person meetings and virtual consultations, the AAMC team and other CORE AMC leaders provide implementation and program support, including:

- **Prelaunch of the CORE Model.** Through the application process, the AAMC will help guide the necessary preparatory efforts at your AMC to support a successful implementation, including a focus on baseline referral and access metrics to inform program planning, the formation of your project team, and alignment of institutional resources to enable successful program rollout.
- **Program Orientation Meeting:** Your team will participate in an orientation meeting that 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, this meeting is an opportunity to network with leaders from other CORE AMCs.
- **Team Calls & Communications.** The AAMC will hold individual calls with the AMC project team throughout the engagement to help troubleshoot local challenges and provide implementation guidance, including program planning and IT build support. The AAMC team is also available for ad hoc calls and email inquiries as questions or challenges arise.
- **Site Visit.** The AAMC team and a CORE physician lead, will conduct a 1- to 2-day personalized visit to provide on-site technical assistance 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 team based on local priorities and needs.

## Access to the CORE Network Community

- **Learning Collaborative Activities.** The CORE Network includes over 35 AMCs and children's hospitals that have implemented the model. Teams have access to ongoing CORE Network collaborative activities, including regular webinars and ad hoc workgroup calls, related advocacy efforts, and in-person meetings.
- **Benchmarking Data.** Teams will receive regular benchmarking reports to gain insights on program uptake at their institution versus other CORE AMCs and to identify opportunities for improvement.
- **Virtual Community.** Clinical leads and program managers will participate in the CORE Network virtual community, which promotes resource sharing, discussions across teams and regular program updates.

## For More Information

With a commitment to further scale this innovation and improve the quality of ambulatory care, the AAMC continues to work with academic medical centers, health systems, and health care organizations to implement the CORE model. Several options are available for consultation. Please contact [projectcore@aamc.org](mailto:projectcore@aamc.org) for more details on participating in the program.