



## PCPCH Program Newsletter – February 2015

### 3 STAR Designation

#### Background

The Patient-Centered Primary Care Home Program (PCPCH) was launched in 2011 and is part of Oregon's efforts to fulfill a vision of better health, better care and lower costs for all Oregonians. By recognizing clinics that offer high-quality, patient-centered care, we can begin breaking down the barriers that stand between patients and good health. The PCPCH Program administers the application, recognition, and verification process for practices applying for PCPCH recognition.

The PCPCH Program implemented revised standards for recognition in January 2014, and at that time also announced the Program would be developing a 3 STAR designation.

#### About 3 STAR Designation

To date, more than 535 practices are recognized by the Oregon Health Authority (OHA) as Patient-Centered Primary Care Homes. A majority of these clinics are recognized at the highest level of the model, Tier 3. These figures represent significant achievement in primary care transformation work in our state over the past two years. In an effort to recognize leaders in practice change and encourage continued progress, the PCPCH program developed a special designation for clinics who are trailblazers in practice transformation – **3 STAR**. This designation was created to distinguish practices that have implemented truly transformative processes into their workflow using the PCPCH model framework and recommended best practices.

The 3 STAR designation does not adversely affect currently recognized PCPCH practices. This designation will not cause any clinic to lose or lower current PCPCH status; nor does the designation require clinics to do anything new or different to maintain their current PCPCH status.

#### 3 STAR Designation Criteria

Beginning February 1, 2015, practices that meet the following criteria will be eligible for 3 STAR recognition:

- Recognized as a PCPCH Tier 3 under the 2014 PCPCH Standards
- Attest to 255 points or more on the clinic's most recently submitted PCPCH application
- Meet 11 or more of the 13 specified measures listed in the table below.

- Receive a site visit to verify all of the PCPCH standards attested to are met. The designation will not be awarded on attestation only.

<b>Practices must meet 11 or more of these 13 measures to be eligible for 3 STAR designation</b>
1.B.1 – After Hours Access
2.D.3 – Quality Improvement
3.C.2 – Referral Process with Mental Health, Substance Abuse or Developmental Providers
3.C.3 – Co-Location with Specialty Mental Health, Substance Abuse or Developmental Providers
4.B.3 – Personal Clinician Continuity
5.C.1 – Responsibility for Care Coordination
5.C.2 – Coordination of Care
5.C.3 – Individualized Care Plan
5.E.1 – Referral Tracking For Specialty Care
5.E.2 – Coordination with Specialty Care
5.E.3 – Cooperation with Community Service Providers
6.A.1 - Language/Cultural Interpretation
6.C.2 or 6.C.3 - Experience of Care

For further detail and specifications for each measure, please refer to the [2014 PCPCH Technical Assistance and Reporting Guidelines](#).

### **3 STAR Designation Process**

3 STAR designation will be granted based on a practice’s most recently submitted PCPCH application and a verification site visit.

- A practice must inform the PCPCH Program of its interest in the 3 STAR designation by submitting a “3 STAR Designation Interest Form” available at [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov) .
- After receiving an interest form, PCPCH Program staff will review the most recently submitted PCPCH application from that practice. Staff will contact the practice within two weeks of receiving the interest form to notify the practice of their eligibility. If the practice meets the eligibility criteria, staff will work with the practice to schedule a verification site visit.
- Practices that do not currently meet the eligibility criteria but would like to submit another PCPCH application must wait six months from their most recent recognition date to re-attest.

- Once granted a 3 STAR designation, the status will be valid for the duration of the practice's most recent PCPCH recognition.

Moving forward, the PCPCH application will be updated to allow for a practice to indicate interest in being considered for 3 STAR designation when applying or reapplying for PCPCH recognition.

### **3 STAR Designation Benefits**

Practices designated as a 3 STAR will receive the following:

- Acknowledgement as a 3 STAR designated practice on the list of recognized PCPCH clinics available online.
- A certificate of recognition that differs from the standard PCPCH recognition certificate.
- 3 STAR window decals and posters to promote the designation to patients and the community.

### **We are here to help!**

Contact [PCPCH@state.or.us](mailto:PCPCH@state.or.us) if you have questions about the 3 STAR designation.