Oregon Health Authority | PATIENT CENTERED PRIMARY CARE HOME PROGRAM

PCPCH Program Newsletter – April 2015

Meeting PCPCH Standards 4A and 4B

One of the most common questions fielded by PCPCH Program staff relates to provider continuity standards. PCPCH Site Visitor Megan Bowen explains what it takes to meet these two must-pass standards. Read more >>>

Apply Now to Become an NHSC-approved Site!

From March 31 through June 2 the National Health Service Corps (NHSC) will be accepting applications from new sites.

NHSC-approved sites are outpatient facilities providing primary care medical, dental, and/or mental and behavioral health services. All are located in a Federally-designated Health Professional Shortage Area (HPSA) and serve the population of that HPSA.

Becoming a NHSC-approved site enhances your primary care transformation efforts by improving access to care for people in communities with limited access to health care. The loan repayment programs offered through NHSC help practices in primary care shortage areas recruit qualified providers who want to work where their skills are needed most.

Visit the National Health Service Corps website to read about the eligibility requirements and review the 2015 NHSC Site Reference Guide

For more information contact Marc Overbeck at the Oregon Primary Care Office at marc.overbeck@state.or.us

Promoting Your PCPCH Recognition to Patients and the Community

Congratulations, your clinic is a recognized PCPCH! So how do you spread the news? Below are a few ideas and resources for educating your patients about what it means to be PCPCH and promoting your practice to the community.

Stock your waiting rooms with PCPCH brochures. Patient brochures can be customized with a clinic's name, contact information, hours and more. They are available in six languages. Downloaded and print them for free at www.PrimaryCareHome.oregon.gov

Add the PCPCH logo to your website. Email PCPCH@state.or.us for an electronic copy of the PCPCH logo.

Create a PCPCH webpage. Describe the PCPCH model (use the language from the PCPCH brochure), add testimonials from your patients, and explain why being a PCPCH is important to your practice.

Distribute PCPCH Patient Fact Sheets. Include these in new patient packets or with intake paperwork. They can even be emailed! Download and print them for free [here.](#)

Decorate with posters and window clings. Email PCPCH@state.or.us to request PCPCH posters and window clings for your clinic.

Create your own PCPCH brochure. Use the language in the PCPCH brochure, and add your clinic programs, culturally specific content and more.

Use social media. Connect with the PCPCH Program on [Facebook](#) and encourage your patients to do the same.

Send out a press release. Let local media know when your clinic becomes a recognized PCPCH (or reapplies for recognition), hires a behavioral health therapist, implements a new process to improve patient care, or other newsworthy events.

Put it in a newsletter. Include information about the PCPCH program in your patient newsletter.

Do you have other ideas that have worked in your practice? Email your comments to [PCPCH@state.or.us.](mailto:PCPCH@state.or.us)

Free Upcoming Webinars
Medication Assisted Treatment of Substance Use Disorders
April 8, 2015 | 8:00AM PST
Join this webinar to learn about the variety of medications used to treat Substance Use Disorders (SUDs), how those medications work, and, most importantly, how the use of medications fits into a recovery plan.
[Register now »](#)

Shifting Towards Trauma-Informed Care: From Understanding to Collaboration
April 28, 2015 | 8:00AM PST
This webinar will orient participants to trauma theory and the health consequences of trauma, introduce the concept of Trauma-Informed Care, and describe its benefits for improving patient experience, quality of care and health outcomes.
[Register now »](#)