

# Patient-Centered Primary Care Home Program

**Patient-Centered Primary Care Homes** are health care clinics that have been recognized by the Oregon Health Authority for their commitment to providing high quality, patient-centered care. At its heart, this model of care fosters strong relationships with patients and their families to better treat the whole person. Primary care homes reduce costs and improve care by catching problems early, focusing on prevention, wellness and management of chronic conditions.

## Be part of the solution

Right now, primary care clinics across Oregon can apply to be recognized for providing patient-centered, high quality care. As a recognized Patient-Centered Primary Care Home, your practice can be part of Oregon's vision for better health and lower costs for all Oregonians. Recognized primary care homes have additional support to focus on prevention, as well as patients with chronic disease, to keep patients healthier and out of the hospital. Over 95% of recognized PCPCHs choose to continue their participation in the program when the time comes to renew their application.

## Become a recognized Patient-Centered Primary Care Home

Any health care clinic can apply to be a recognized primary care home. Clinics must meet certain criteria to qualify. Clinics can achieve five different levels of recognition – or tiers - depending on the criteria they meet. There is no cost to apply for recognition, and many clinics find they already qualify as a primary care home. Becoming a recognized PCPCH gives your clinic the opportunity to receive additional support and recognition in your community. To apply for recognition, please visit [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov).

## PCPCHs and coordinated care organizations

PCPCHs are foundational to Oregon's health system transformation efforts. Medicaid coordinated care organizations (CCOs) are required to include PCPCHs in their networks of care to the greatest extent possible. Expanding the availability of primary care homes provides better access to care and strengthens primary care networks. **Over 900,000 CCO members (87% of the total CCO population) receive care at a PCPCH.**

## Core Attributes for Recognition

**Accessible:** Care is available when patients need it.

**Accountable:** Clinics take responsibility for the population and community they serve and provide quality, evidence-based care.

**Comprehensive:** Patients get the care, information and services they need to stay healthy.

**Continuous:** Providers know their patients and work with them to improve their health over time.

**Coordinated:** Care is integrated and clinics help patients navigate the health care system to get the care they need in a safe and timely way.

**Patient & Family Centered:** Individuals and families are the most important part of a patient's health care. Care should draw on a patient's strengths to set goals and communication should be culturally competent and understandable for all.

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## PCPCHs and the Triple Aim

Oregon implemented the PCPCH program as part of the state's strategy to achieve the Triple Aim of improving the individual experience of care, improving population health management and decreasing the cost of care. A [2016 study](#) found that for a clinic that has been a PCPCH for three years, the total cost of care per member, per month is lowered by \$28. This is double the overall average savings of \$14 per member, per month for a PCPCH in the first year of recognition. In addition, significantly lower rates for specialty office visits, radiology, and emergency department use were demonstrated by PCPCH patients as compared to those seeking care in non-recognized clinics. Please visit the [Reports and Evaluation](#) page at [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov) for more information.

## Is my practice eligible to be recognized?

Any health care practice that provides comprehensive primary care and meets the key attributes can become a recognized Patient-Centered Primary Care Home. Recognized PCPCH clinics include physical health providers, behavioral, addictions and mental health care providers, solo practitioners, group practices, community mental health centers, tribal clinics, rural health clinics, federally qualified health centers, and school-based health centers.

More than **635 primary care clinics** are recognized as PCPCHs in Oregon - about 2/3 of all primary care clinics in the state. There are recognized PCPCHs in 35 out of 36 counties in Oregon. PCPCHs range in size from clinics with one provider to clinics with over 200 providers and clinical staff.

## What are the ongoing requirements?

Recognized clinics attest to meeting the program requirements and must renew their recognition every two years. This allows clinics and the program to assess their progress and accomplishments, and gradually build on that success to achieve higher tier recognition to provide the best possible care for patients.

The Oregon Health Authority will conduct verification site visits on a select percentage of recognized primary care homes. The practices will be notified no less than 30 days prior to the scheduled visit, and should be prepared to provide documentation to support its attestation.

## What assistance is available for applicants and recognized clinics?

If you are interested in primary care home recognition for your clinic, please visit the [Become Recognized](#) page at [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov) for detailed information on the standards for recognition. Program staff is also available to answer any questions by emailing [PCPCH@state.or.us](mailto:PCPCH@state.or.us).

The PCPCH Program and its partner organization, the [Patient-Centered Primary Care Institute](#), develop and **provide technical assistance for PCPCHs at no cost to the clinic**. Technical assistance services are designed to help practices implement care changes and improvements effectively. Please visit [www.pccpi.org](http://www.pccpi.org) for more information.

## What payment incentives are available for recognized primary care homes?

The Oregon Health Authority is working with public and private payers across Oregon to pursue innovative payment methods that move us toward a health care system that rewards quality, patient-centered care. Please visit the [Payment Incentives](#) page at [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov) for more information.