



## Patient-Centered Primary Care Home Program Update

April 2019

### PCPCH Spotlight: Virginia Garcia Cornelius Wellness Center

Back in 2010, leaders at the Cornelius clinic knew that something needed to be done to bridge the gap between the exam room and the neighborhoods where their patients lived and played. Their solution—the Virginia Garcia Cornelius Wellness Center—was built to meet that need by providing local patients as well as the general community with the means to take charge of their health and wellbeing. From kids activity camps, to informational sessions, to resources, to activities for adults, the integrated Wellness Center goes the extra mile to keep the community engaged.



The kids activity camps at the Cornelius Wellness Center focus on education and creativity in a fun, safe environment. The sessions align closely with the local school holiday breaks so that children in the community can participate. The sessions are separated by age groups and include engaging activities such as birdhouse making with local volunteers, arts and crafts, or learning to cook healthy recipes. The walls in the center are decorated with the previous session projects and artistic creations. The Portland Timbers have even taken a time-out at the center to spend time with the children.

For adults, the Wellness Center offers many information sessions led by local experts on topics that are important to them. A recent visit from an attorney helped answer questions about the proposed change to the Public Charge law, a hot topic with very real consequences for immigrant families. The daily Zumba classes are also busy with local participants engaging in rhythmic movement to lively music. The Center's longstanding relationship with the Oregon Food Bank brings vegetables, fruits, and other foods to community members each month. A new partnership with Urban Gleaners has also helped provide ready-to-eat food on a weekly basis to visitors every Monday afternoon.

One of the main reasons that many visit the facility is to take advantage of the medical resources that Virginia Garcia offers. The Wellness Center provides an inviting atmosphere that is welcoming to all and encourages patients to take control of their health and engage in living. "With the many challenges our patients face each day, the Virginia Garcia Cornelius Wellness Center will continue to be a resource that the community can count on both in and out of the exam room."

## Survey: CCOs, Providers, & Community Partners

The Metrics and Scoring Committee is conducting a stakeholder survey to hear input from CCOs, providers, and community partners about the 2020 CCO incentive measures set, which the Committee will select this summer.

The survey is available online at: <https://www.surveymonkey.com/r/MS-Stakeholder-Survey> and will be open until Monday, May 6<sup>th</sup> at 9 am.

A summary of the results will be presented at the Committee's May meeting. Please feel free to distribute the survey to other partners who might be interested in providing feedback.

If you have questions, please contact [metrics.questions@state.or.us](mailto:metrics.questions@state.or.us)

## Extra Guidance: Meeting Standard 1.C. as a small clinic

Access to clinical advice outside of in-person office visits is an important primary care home function associated with decreased emergency and urgent care utilization. This is one of the main reasons that all Patient-Centered Primary Care Homes are required to provide continuous access to clinical advice by telephone via Standard 1.C. (a must-pass measure).



Though many clinics have an answering machine that refers patients to the emergency room or an urgent care practice after business hours, this standard requires more in that patients be able to access a live person to receive clinical advice at any time. A single provider leaving their cell phone on after hours also falls short of the intent, since it is unlikely that one person can be available at all times (a patient may need advice while this provider is sleeping, traveling, or simply out of cell service).

While larger clinics have met this standard of quality by alternating on-call phone shifts, solo-providers and smaller clinics have come up with alternative approaches that better align with their resources such as:

- contracting with a third-party answering systems such as FoneMed
- partnering with other clinics to share the cost of such services (such as the [Eastern Oregon Call Share Cooperative](#))
- partnering with providers from other clinics in the area to create an on-call pool of providers that all share call rotation

More information about Standard 1.C. can be found on pages 20-21 of the [PCPCH Technical Assistance Guide](#). Questions can also be emailed to the PCPCH program at [PCPCH@state.or.us](mailto:PCPCH@state.or.us).

## New in Research: Primary care and life expectancy in the U.S.

A recent epidemiological study on more than 3,000 U.S. counties, 7,000 primary care service areas, and 300 hospital referral regions between sought to understand the extent to which improving primary care physician supply can improve population health, independent of other health care and socioeconomic factors.



The study found that every 10 additional primary care physicians per 100,000 population was associated with...

- Reduced cardiovascular mortality
- Reduced cancer mortality
- Reduced respiratory mortality
- An approximate 52 -day increase in life expectancy

“Greater supply of primary care physicians appeared to increase the chances that a person would be treated for cardiovascular disease risk factors like high blood pressure or high cholesterol, or caught early for major cancers like breast cancer or colon cancer,” said lead study author.

Despite these positive outcomes associated with primary care, the study also found a per-capita decrease in the supply of primary care physicians between 2005 and 2015 from about 47 to 41 per 100,000--indicating a need for more resources and policies aimed at increasing our supply of primary care physicians.

**Full Research Publication:** Basu, S., Berkowitz, S., Phillips, R., et al. (February 2019). Association of Primary Care Physician Supply With Population Mortality in the United States, 2005-2015. *JAMA Internal Medicine*, 179 (4): 506-514. doi:10.1001/jamainternmed.2018.7624

**Additional Resource:** <https://www.reuters.com/article/us-health-primary-care/supply-of-primary-care-doctors-linked-with-mortality-rates-idUSKCN1Q71NC>

## Coming Up: Events and Trainings

### Innovation Cafe - Strategies for Addressing the Social Determinants of Health

The Oregon Health Authority Transformation Center is excited to announce the 2019 Innovation Café: Strategies for Addressing the Social Determinants of Health. This FREE one-day event will engage health system leaders and key partners in peer-to-peer learning and networking to spread innovation, with the aim of addressing key social determinants of health. Best practices in health system innovation and collaboration with community-based organizations will be discussed through café-style project presentations and plenary sessions.

- When: June 5, 2019, 8 a.m.– 4 p.m.
- Where: Oregon Convention Center (tentative), Portland
- Registration: Registration will open in March. Please visit the Innovation Café website for additional information: <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Innovation-Cafe.aspx>
- Contact: Reach out to Tom Cogswell at [thomas.cogswell@state.or.us](mailto:thomas.cogswell@state.or.us) with any questions

### Call for Project Presentations (Due March 22)

Much of the day will be spent in small-group table discussions, with informal 20–25 minute small-group table discussions with 15-25 participants. Presenters will share a short project overview using a one-page handout and will then facilitate a discussion with table participants (PowerPoint presentations not required). Project presentations should focus on linkages between the social determinants of health and health outcomes, health care costs, and/or partnerships with health organizations or health care providers. If you'd like to present a project, please make sure that it addresses either housing, trauma, early learning/early childhood education, or food insecurity/diaper insecurity and that it focuses on the Medicaid population.

Project presenters do not need to be employed by a health care organization and can submit a project on behalf of a non-health partner organization. Submissions of collaborative projects involving multiple organizations are encouraged. Please submit your brief project proposal at the following link: <https://www.surveymonkey.com/r/RVVJNZS>.

### Upcoming Postpartum Care Training Opportunities

**(April 18) *Understanding and addressing barriers to postpartum care: Systems- and clinic-level strategies.*** [Details and registration](#)

**(May 2) *Postpartum Care Online Learning Community Series: Central Oregon Perinatal Continuum of Care model*** - This session will highlight a unique model for engaging women in perinatal care in Deschutes, Jefferson and Crook Counties. [Details and registration](#)

**(May 16) *Postpartum Care Online Learning Community Series: Jackson Care Connect's Starting Strong*** - This session will highlight an incentive-based program for engaging women in perinatal care and resource navigation. [Details and registration](#)

**(June 6) *Postpartum Care Online Learning Community Series: First Steps and Start Smart*** - This session will highlight innovative programs from Columbia Pacific CCO and Trillium Community Health Plan for perinatal care coordination and case management. [Details and registration](#)

## Questions?

We are here to help! Contact us at [PCPCH@state.or.us](mailto:PCPCH@state.or.us).

## About the Patient-Centered Primary Care Home Program

Patient-Centered Primary Care Homes (PCPCH) are health care clinics that have been recognized by the Oregon Health Authority (OHA) for their commitment to providing high quality, patient-centered care. The PCPCH Program administers the application, recognition, and verification process for practices applying to become Patient-Centered Primary Care Homes. The program is also working with stakeholders across Oregon to support adoption of the primary care home model. For more information visit [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov).

*The mission of the PCPCH Program is to be a trusted partner in primary care, collaborating with stakeholders to set the standard for transformative, whole-person, and evidence-based care.*