



Patient-Centered Primary Care Home Program Update

March 2019

New in Research: Health Outcomes of Care Continuity

A recent retrospective cohort study of over 500,000 patient admissions examined the effects of care continuity by observing the extent to which the type of generalist physician caring for a hospitalized patient (the patient's primary care physician, a hospitalist, or another covering outpatient generalist) impacted their use of health care resources and health outcomes for the 20 most common medical diagnoses among elderly fee-for-service Medicare patients.



The study found that patients cared for by their primary care physicians during their stay experienced:

- Lower 30- day mortality
- Longer length of stay
- Higher likelihood of being discharged home

“Our results suggest that longitudinal contact with a patient may translate into meaningful differences in care patterns and patient outcomes. Novel models of care that integrate PCPs who care for patients in the ambulatory setting with their patients’ hospital care may yield substantial benefits in outcomes that are meaningful to patients.”

Full Research Publication: Stevens, J., Nyweide, D., Maresh, S., Hatfield, L., Howell, M., Landon, B. (December 2017). Comparison of Hospital Resource Use and Outcomes Among Hospitalists, Primary Care Physicians, and Other Generalists. *JAMA Internal Medicine*, 177(12): 1781-1787. [10.1001/jamainternmed.2017.5824](https://doi.org/10.1001/jamainternmed.2017.5824).

Stories Behind Standards: After Hours Access

The Commonwealth Fund recently began a [“Listening to Low-Income Patients”](#) series which draws on the qualitative research gathered from focus groups to shed light on common challenges faced by low-income patients in obtaining health care. One of the main obstacles called out was the inability to visit a doctor due to time restraints during traditional business hours.

Working low-income people often do not get paid sick leave and therefore must choose between their health and their income when it comes to primary care. This decision comes with added stress when patients working under hourly rates anticipate having to wait to see a provider when they arrive. Others have difficulty getting time off approved by supervisors or coordinating this time with appointment availability. One woman gave the example “I had two weeks of

vacation so I said I am going to get a checkup. I called and they gave me an appointment in a month-and-a-half to two months. I did not get it because I had to work.”

Beyond low-income workers, people of all walks of life have responsibilities during traditional business hours that limit their access to care, ranging from domestic tasks to jobs that require some form of continuity. An elementary school teacher, for instance, may have difficulty scheduling an afternoon appointment if substitutes are unavailable.

Stories and trends such as these are one of the reasons that Standard 1.B. (pages 18-19 of the [TA Guide](#)) urges clinics to offer access to in-person care at least 4 hours per week outside of traditional business hours. As with most of the PCPCH standards, we encourage our clinics to consider the unique conditions of their own communities to best meet the needs of their patients.



Evidence-based Care for Adults with Complex Needs

The Commonwealth Fund’s [Quick Reference Guide](#) summarizes the target populations, key features and evidence of impact for 28 promising care models for adults with complex needs. Models were included if they targeted adults with complex needs, provided at least one element of person-centered care, and had strong, moderate or promising evidence on at least one outcome related to quality, utilization or cost. Full details available here: <https://www.commonwealthfund.org/publications/2019/feb/care-models-patients-complex-needs>

Become Involved

Rural Adolescent Vaccine Enterprise (RAVE) study

The Oregon Rural Practice-based Research Network (ORPRN) is recruiting rural clinics to participate in a study about increasing HPV immunization rates.

Benefits of participation:

- Practices will get 18 months of support from an ORPRN practice enhancement research coordinator to:
 - Develop a quality improvement (QI) process for improving care and outcomes.
 - Promote patient and family engagement strategies.
 - Partner with community organizations to educate the public about HPV vaccination and cancer risk.
 - Increase adolescent and well-child visits, improving adolescent health beyond vaccinations.
 - Identify clinic care gaps for adolescents.
- Practices will receive \$2000 for full participation, including engaging with a community partner
- Fulfill MOC part 4 requirements for Board certification
- Practices will contribute to advancing national research knowledge of HPV vaccination

[Click here for further details and contact information.](#)

Innovation Café - 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 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>.

Coming Up: Events and Trainings

Webinar series: Treating tobacco dependence in behavioral health settings

The OHA Transformation Center and Health Promotion and Chronic Disease Section are offering a series of webinars focused on treating tobacco dependence in behavioral health settings. Presenters are from the University of Colorado, School of Medicine, Behavioral Health and Wellness Program:

Preparing and supporting clients to maximize effectiveness of tobacco cessation medications (March 19, noon-1 p.m.):

The gold standard of care for nicotine dependence is medication-assisted treatment, which is a combination of FDA-approved medications and counseling. In this webinar we will move beyond basic knowledge and discuss how to maximize pharmacotherapy and counseling options tailored to persons with mental illnesses and substance use disorders. Details and registration at https://ucdenver.zoom.us/webinar/register/WN_4yM3Byv4RiCVKnAzyMAK6A

Emerging issue in nicotine dependence treatment: the rise of ENDS (April 23, noon-1 p.m.): Since their introduction to US audiences around 2006, electronic cigarettes have altered the tobacco use landscape. E-cigarette use is taking up an increasing share of overall tobacco use. This is especially true in youth populations. Join us as we explore the patterns of current tobacco use, a frank discussion of the pros and cons of ENDS use, and how public health and health care providers might effectively respond to END's growing prominence among tobacco users. Details and registration: https://ucdenver.zoom.us/webinar/register/WN_kS4KkNjRVuyZZqv9Nhiwg

Be the Change: Strategies for Health Care Transformation

HealthInsight's Fourth Annual Quality Conference is being held on **Tuesday - May 21, 2019 in Salem.**

Learn from local leaders and national experts about practical solutions to the challenges you face and collaborate with other health care professionals to identify actions for engaging patients and improving quality, safety and value in health care. Register at <https://healthinsight.org/changeagents/details>.

In addition, the "Pitch Your Change" Competition is back with a \$1,000 prize! Click here for details (idea submissions due March 15): <https://healthinsight.org/tools-and-resources/send/118-in-person-events/1848-pitch-your-change-flier-oregon-2019-aqc>

Questions?

We are here to help! Contact us at 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.

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.