



Patient-Centered Primary Care Home Program Update

October 2019

PCPCH Spotlight: Klamath Health Partnership

As spoken by leadership at the Institute for Healthcare Improvement, the most meaningful and sustainable improvements in health care are made "when people at every level feel a shared desire to make processes and outcomes better every day, in bold and even imperceptible ways." Oregon's very own **Klamath Health Partnership (KHP)** serves as a perfect example for what can be achieved with a culture of improvement and passion for whole-person care.

Klamath Health Partnership has a long history of developing innovative solutions to the unique problems facing their patient populations. They have integrated several specialty services into their clinics including *x-ray, pharmacy, dental, and behavioral health*—which began as a single provider but has since grown into a full department with several behavioral health providers who are often capable of accepting warm handoffs from the medical team.



Image: Klamath Health Partnership's Health Team with "Flossing: Just Do It" Shirts

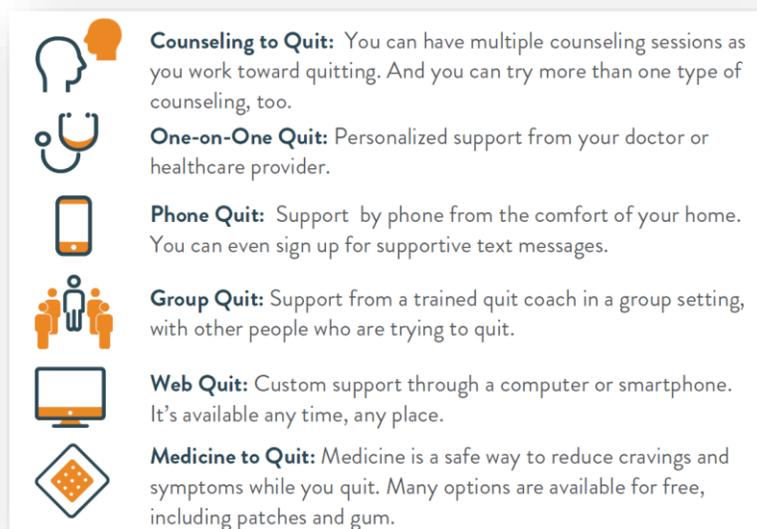
Beyond clinical care, the Klamath Health Partnership's dedication to their patient population has resulted in the inclusion of:

- Health-related services
- A Patient Resources team made up of registered assistants for the Oregon Health Plan who not only work with patients directly, but engage community members to address social determinants of health
- Participation in the [Advancing Health Equity and Data \(AHEAD\) Collaborative](#)
- The development of a flowsheet in their EHR to record patient responses to the PRAPARE form. With this and other information stored in the EHR, KHP empowers their data team to find and highlight barriers to care.

KHP attributes much of their progress and current workflows to the joint efforts of their staff and patients. They have worked hard to foster a culture of problem-solving and collaboration, encouraging all employees and patients to share ideas for improvement. ***“By involving everyone in improvement, KHP takes every opportunity it can to better the experience of our patients and it shows.”*** – KHP Quality Officer

Vaping: Resources & Reporting

The Oregon Health Authority has issued a public health warning for all individuals to stop using vaping products immediately until federal and state officials have determined the cause of serious lung injuries and deaths linked to the use of both cannabis and nicotine vaping products. The sale of all flavored vaping products is banned in Oregon effective October 15, 2019 for a six-month period.



Counseling to Quit: You can have multiple counseling sessions as you work toward quitting. And you can try more than one type of counseling, too.

One-on-One Quit: Personalized support from your doctor or healthcare provider.

Phone Quit: Support by phone from the comfort of your home. You can even sign up for supportive text messages.

Group Quit: Support from a trained quit coach in a group setting, with other people who are trying to quit.

Web Quit: Custom support through a computer or smartphone. It's available any time, any place.

Medicine to Quit: Medicine is a safe way to reduce cravings and symptoms while you quit. Many options are available for free, including patches and gum.

Effective October 9, 2019, a [temporary emergency disease reporting rule](#) was put in place for 180 days. Clinicians must report within **one working day** any patient who has been hospitalized or who died from radiographically or histologically demonstrated lung injury following a history of e-cigarette use or vaping in the preceding 90 days. As a health care provider, you are likely to see more patients who need help quitting vaping products. A combination of counseling and medication can increase the chances of successfully quitting. Please advise both youth and adults on their options for quitting including counseling, FDA-approved Nicotine Replacement Therapy and other FDA-approved medications.

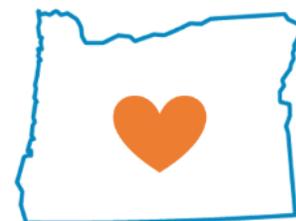
The Oregon Health Authority has resources for you and your clinic to help patients quit vaping.

Please visit healthoregon.org/vaping and click on **“For Providers”** for information on how to help your patient quit vaping, including posters, strategies, and how to bill for cessation support. This link also includes a flyer with resources for providers that work directly with youth. Additional resources will be added as they are available.

Immunizations in Oregon

Despite recent progress, Oregon ranks low compared to other U.S. states in many immunization rates according to the [United Health Foundation's 2018 America Health Rankings](#). Only 70% of children ages 19-35 months receive all recommended vaccines and there are significant disparities between children based on background—such as those above poverty experiencing a higher rate of vaccinations than those below poverty (77% vs. 58%) and white children higher than Hispanic (73% vs. 66%). Adolescents do not fair better, with Oregon currently ranking 33 and 41 out of 50 in two of the main recommended vaccines for this age group. Pregnant women and their infants are at particular risk as only 69% receive the two vaccines that prevent complications related to the flu and pertussis.

In response to these trends, more and more primary clinics are taking responsibility for the preventive health of their patients by either offering or coordinating immunization access for their patients. The Oregon Health Authority's [Immunization Resources](#) page provides an overview of the immunization schedules for infants/children, adolescents, and adults. Below are some resources that might be useful to clinics trying to coordinate vaccines for their patients:



- **Local Health Department:** Many of Oregon's county Health Departments offer or coordinate vaccines. Visit your county's website for guidance on how to connect your patients with these services.
- **Pharmacies:** Many pharmacies offer immunizations to adults, adolescents, and children (7 and older).
- **Vaccines for Children Program (VFC):** Children (0-18 years) whose health insurance policies do not cover some or all vaccines, or only cover vaccines until a child reaches a certain age (i.e. considered "underinsured"), may receive no cost immunizations at public sites such as county health department clinics and clinics that are designated as a Federally Qualified Health Center (FQHC) or a Rural Health Clinic (RHC). Visit the [VFC webpage](#) for a map of clinics in Oregon that Provide VFC Vaccines.
- **211info:** 211 is a nonprofit that connects people with health and social service organizations. They can be reached at the [211 info website](#) or by dialing 2-1-1.

Coming Up: Events and Trainings

Treating Parkinson Disease: ECHO Program

Clinicians and health professionals who work in primary care, skilled nursing facilities, community-based mental health, and rehabilitation settings are cordially invited to participate in the [Parkinson ECHO](#) program, funded by the Parkinson's Foundation.

This 6 session ECHO series will build the capacity of clinicians and their teams to diagnose and treat Parkinson Disease (PD) and address common issues that occur because of a Parkinson diagnosis, with the ultimate goal of **creating community-level treatment teams** that are better prepared to support patients and their caregivers to treat PD. Topics may include:

- Differential **diagnosis** of PD and related conditions
- **Treating motor and non-motor symptoms** of PD
- **Cognitive effects** of PD, including depression and anxiety

- **Safety concerns and improving team-based care**, including fall risks, safety at home, and driving
- **Hospitalization and PD**
- **Advanced stage PD** medication management and palliative care

This program will meet every other Wednesday from 12:00-1:00 p.m. between January 22 and April 1st 2019. Further details and registration can be found at <https://connect.oregonechonetWORK.org/Series/Registration/178>.

Webinar: Clinic Strategies for Diabetes Management

The Transformation Center invites clinical staff to a **webinar focused on the Diabetes: HbA1c poor control incentive metric**. The webinar features representatives from Winding Waters Clinic and Old Town Clinic, who will share how they create workflows, address social determinants of health, offer team-based care and involve pharmacists, among other best practices for diabetes care.

When: October 30, 2019, noon to 1 p.m.

Webinar registration: <https://attendee.gotowebinar.com/register/4881099753763970829>

Questions?

We are here to help! Contact us at PCPCH@dhsOha.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 trans formative, whole-person, and evidence-based care.