



Patient-Centered Primary Care Home Program Update

December 2020

Wishing you a happy and safe holidays!

As 2020 comes to a close, we reflect back on what a year this has been for our PCPCHs. Primary care practices and health professionals across the state have faced novel situations, hardships, and stressors that seemed unimaginable but one year ago. In the face of all of these challenges, our practices have demonstrated a new level of determination to maintain and improve the health of Oregonians that can only be described as inspiring. We want to thank our practices for the continued bravery, resilience, creativity, and innovative thinking demonstrated by their staff.

We know that this holiday season will look a little different than other years, and urge everyone to stay safe. Just as importantly, we encourage you all to take time for some well-deserved self-care and decompression. For those interested in fostering a healing environment within their practice, please see the sections of this update titled "Best practices for trauma-based burnout and healing in the health care workplace" and "ECHO: Trauma-informed care for health and allied professionals." We look forward to supporting our PCPCHs in the coming year and will continue to serve as a partner to practices as they work to rebuild, evolve, and transform.



Important updates to 2020 TA Guide

The PCPCH Program recently updated some of the specifications in the [2020 Recognition Criteria Technical Assistance and Reporting Guide](#) to improve clarity around certain measures. The measures included in this update are listed below. We encourage any practices that printed the 2020 TA Guide to re-print these specific measures/pages to ensure that they have the most up-to-date specifications.

- **Measure 3.C.1** (pages 69 & 70)
- **Measure 3.C.3** (pages 71 & 72)
- **Measure 5.C.3** (pages 111 - 113)
- **Measure 6.C.3** (pages 136 - 138)
- **Standard 2.A Pediatric Quality Measure #19** (pages 141 & 160)

Questions can be emailed to PCPCH@dhsosha.state.or.us

Best practices for trauma-based burnout and healing in the health care workplace



Healthcare workers are no stranger to personal trauma. In fact, they are more likely than the general population to have experienced at least one episode of violence, abuse, or neglect. And when compared to their colleagues in other industries, they are more likely to experience workplace violence. Beyond their direct experiences, health care professionals can often develop vicarious traumatization through exposure to their patients' stories of violence and trauma. [Moving Towards Healing-Centered Engagement: What Trauma-Informed Care Can Teach us About Burnout and Healing in the Workplace](#) is a recently published resource that contains best practices around applying trauma-informed principles in clinical care to support the well-being of both health care professionals and their patients. It includes:

- a summary of the "4Cs" framework
- a toolkit for fostering resilience in patients and the health care workforce
- the importance of self-efficacy and a healing-centered approach

Full Publication: Barnhill, J., Fisher, J., Gerber, M., Weil, A. (2019). [Moving Towards Healing-Centered Engagement: What Trauma-Informed Care Can Teach us About Burnout and Healing in the Workplace](#). *SGIM Forum* (V42, No.9).

COVID-19 information sessions for providers

Thank you for your leadership and partnership in helping to slow the spread and address the health impacts of COVID-19 in Oregon. With this rapidly changing situation, we want to get information out to healthcare providers across the state as quickly and clearly as possible. To provide a consistent venue for COVID-19 information sharing, OHA's Chief Medical Officer, Dana Hargunani, M.D., will host regular information sessions for Oregon health care providers. Recordings of past sessions are available here: <https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/COVID-19.aspx>

Informational sessions for all health care providers: January 7 (12-1 pm)

- [January 7 Webinar](#)
- [Meeting recordings](#) (scroll down to "OHA COVID-19 Healthcare Provider Webinars")

COVID-19 response ECHO for Oregon clinicians: 2nd & 4th Thursdays (12-1:15 pm)

All Oregon clinicians are encouraged to register for these weekly interactive sessions to learn the latest information on best practices in clinical management, clinical practice safety, testing, and the community public health response.

- Hosted by the Oregon ECHO Network at OHSU, the sessions are staffed by Dr. Hargunani and Clackamas County Health Officer Sarah Present, M.D.
- A specialist panel, including other public health experts, clinicians, and epidemiologists, will share up-to-date knowledge, share COVID-19 clinical cases and answer questions.
- There will also be an opportunity for Oregon clinicians to present their own COVID-19 cases for discussion and recommendations.
- Participation takes place in a virtual meeting space — join from your own computer or cellphone.
- [Click here to register](#)

Chronic disease prevention and management webinar series



Your primary care clinic is invited to participate in a complimentary ORPRN project to support chronic disease prevention and management sponsored by the Oregon Health Authority. This series will include six tailored webinars for 50 primary care practices across Oregon in 2020 and 2021. Webinars will involve instruction from subject matter experts, facilitated discussion with other participants, and quality improvement training related to hypertension, diabetes, arthritis, and tobacco cessation. All practices are also eligible to participate in up to six hours of 1-on-1 technical assistance with a Practice Enhancement Research Coordinator throughout the series. Remaining topics and dates are listed below:

- **January 7 (12:00-1:00 PM)- Quality improvement part 2**
- **February 4 (12:00-1:00 PM)- Community-clinical linkages**
- **March 4 (12:00-1:00 PM)- Workflows & team-based approaches**
- **April 1 (12:00-1:00 PM)- Reminders & recall**

Please register your practice here: [Chronic Disease Prevention and Management Registration](#)

Contact the ORPRN TA team at ORPRN_TA@ohsu.edu if you have any questions!

ECHO: Trauma-informed care for health and allied professionals (no-cost CEUs available)

January 13 - March 31, 2021

This 12-session ECHO series seeks to build the capacity of primary care and allied health professionals to understand and address the impact of psychic trauma sustained by patients and health care systems. This program is designed to support clinicians and their team members to better understand and respond to the impact of trauma by emphasizing physical, psychological, and emotional safety for both providers and survivors. Session topics will include:

- Introduction to Trauma Theory
- The Relationship between Legal Problems and Health
- Strategies for Organizations to Promote Trauma-Informed Approaches
- Screening Tools to Assess Trauma in the Primary Care Setting
- Addressing Institutional Racism
- Approaches to Protect Vulnerable Foster Children
- Interventions to Support Survivors of Violence and Trauma and Promote Healing

[Click here to see more details about each session and sign up for this echo.](#)

Training & TA: diabetes control and dental care for patients with diabetes

January 28 or March 11, 2021 (12 - 4 pm)

Half-day virtual training plus an additional five hours per clinic team for individually tailored improvement support targeting poor HbA1C and oral health evaluation. TA will be provided by the Oregon Rural Practice-based Network and is sponsored by the OHA Transformation Center. Additional date TBD.

- [Click here to register](#)
- [Click here to view Flier](#)
- Contact: Laura Ferrara at Ferrara@ohsu.edu or (971) 413-9585

Smokefree Oregon: new cessation campaigns

Oregon Health Authority's Smokefree Oregon campaign is running dual statewide paid media (advertising) campaigns, in Spanish and English, from mid-December 2020 through April 2021 to help people in Oregon quit tobacco and nicotine addiction. Every year, many people are motivated to quit as a New Year's resolution. This year, helping people quit is more important than ever because:

- Cigarette, e-cigarette and cigar prices are increasing significantly on January 1. Smoking a pack a day will now cost close to \$3,000 per year.
- As the number of COVID-19 cases surges, quitting smoking and vaping is an important way for people to protect themselves from developing serious complications from COVID-19.

Primary care is a key setting for providing smoking cessation help. Patients are more likely to try and quit if a provider advises them and provides counseling and cessation medication. Practices with a high proportion of Oregon Health Plan members and pediatric practices are especially important because price-sensitive youth and people with lower incomes are most likely to try and quit with the tobacco price increase. Smokefree Oregon has updated resources for health care providers and people trying to quit tobacco here: <https://smokefreeoregon.com/oregonians/helping-people-quit-tobacco/>.

For additional questions, please contact Sarah Wylie at sarah.a.wylie@dhsosha.state.or.us

Free online tobacco cessation counseling training for providers (no-cost CMEs available)

- **What:** With cigarette smokers at higher risk for COVID-19, this short online course will improve your care team's ability to help patients quit tobacco. The course focuses on Brief Tobacco Intervention and Motivational Interviewing techniques.
- **Who:** All members of the care team committed to supporting their patients to quit tobacco.
- **When:** The course is self-paced and takes approximately 45 minutes. The course can be started, paused and resumed later as needed.
- **CMEs:** This training has been reviewed and is accepted for up to 1.0 prescribed credit from the American Academy of Family Physicians (AAFP). For other licensing boards that may not pre-approve continuing education credits (for example, the Board of Licensed Professional Counselors and Therapists), please submit the certificate of participation to your accrediting body.
- **Access the training:** <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/tobacco-cessation.aspx>

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 transformative, whole-person, and evidence-based care.