



Patient-Centered Primary Care Home Program Update

October 2020

New technical assistance for the 2020 PCPCH Recognition Standards

The Patient Centered Primary Care Home Program (PCPCH) is providing technical assistance (TA) to PCPCHs and other interested stakeholders for the 2020 PCPCH Recognition Standards.

Twice a month the PCPCH program will publish recorded webinars detailing the requirements for identified standards and measures in the 2020 PCPCH Recognition Standards. Following each webinar, PCPCH program staff will host a live question and answer session via phone or video which will give practices and others an opportunity to ask specific questions about the standards and measures described in the webinar for that week. We invite all PCPCHs and interested stakeholders to join us for these TA opportunities.

Below are the webinars that are available and upcoming. Future webinars will be announced soon! All webinars will be available on the PCPCH website on the [Resources and Technical Assistance](#) webpage.

PCPCH 2020 Recognition Standards Overview

- Webinar recording published: September 18, 2020
- <https://attendee.gotowebinar.com/recording/8192150386418796547>

PCPCH Standard 1.A – In-Person Access

- Webinar recording published: September 28, 2020
- <https://attendee.gotowebinar.com/recording/1073381044232902406>

PCPCH Standard 1.G – Alternative Access (new standard)

- Webinar recording published: October 12, 2020
- <https://register.gotowebinar.com/recording/5614837956843535619>

PCPCH Standard 2.A – Performance and Clinical Quality & PCPCH Standard 2.E – Ambulatory Sensitive Utilization

- Webinar recording to be published: October 26, 2020
- *Link forthcoming*
- Live Q&A Session: October 30, 2020 at 11:00 AM
- <https://www.zoomgov.com/j/1609902361?pwd=a2Q4Wkp2VGExSnYraGJ4L3gvNEhFZz09>
- Meeting ID: 160 990 2361
- Passcode: 578549

PCPCH Standard 3.C – Behavioral Health Services

- Webinar recording to be published: November 23, 2020
- *Link forthcoming*
- Live Q&A Session: December 4, 2020 at 11:00 AM
- *Virtual session details forthcoming*

New in research: PCPCH impact on children with medical complexity



Children with Medical Complexity (CMC) are a particularly vulnerable group of patients who typically require more health and related care than other children and experience more health care disparities. The Oregon Center for Children and Youth with Special Health Needs (OCCYSHN) recently collaborated with Dr. Neal Wallace, OHSU-PSU School of Public Health, to explore cost and service utilization patterns for children with medical complexity served in PCPCHs during the first three years of the PCPCH program.

Children with medical complexity accounted for a substantial portion of costs for this population. The analyses showed reductions in per person expenditures and in inpatient care expenditures per user for CMC served in a PCPCH as compared to those served in a non-PCPCH.

A brief summary of the study is available at <https://www.ohsu.edu/occyshn/assessment-and-evaluation> (click “Children with Medical Complexity in Oregon’s Patient-Centered Primary Care Home Program”).

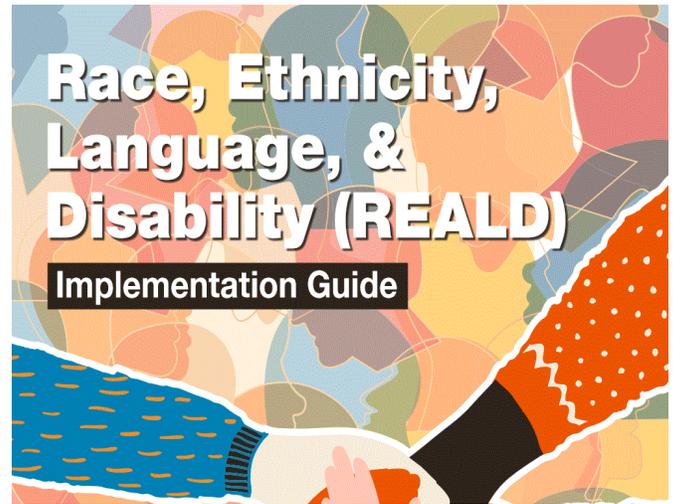
Full Publication: Martin, A., Roy, S., Hoffman, B., Wallace, N. (August 2020) *Children with Medical Complexity in Oregon’s Patient-Centered Primary Care Home Program: Cost and Utilization in the First Three Program Years*. Oregon Health & Science University: Oregon Center for Children and Youth with Special Needs.

Webinar: Using REALD data to advance health equity

November 20th, 12:00pm - 1:00pm

The OHA Transformation Center and Division of Equity and Inclusion has been hosting a webinar series focused on the use of REALD (race, ethnicity, language and disability) for CCOs and clinics. REALD is an effort to increase and standardize race, ethnicity, language and disability data collection across DHS and OHA.

The first two webinars provided an introduction to REALD, impact on health equity work, and strategies for asking REALD questions. The final webinar will discuss how to use REALD data to advance health equity. This will include guidance on how to prepare the 'raw' REALD data for analyses, strategies for identifying language access needs, and inequities that may exist between groups as well as within groups. See details below:



- **Presenter:** Marjorie McGee (REALD Equity & Inclusion Policy Data Analyst)
- [Click here to register.](#)
- **Zoom Information:** <https://www.zoomgov.com/j/1616981455?pwd=K3Z1T3NHdkFsSFFVZmRTWEk0ZktOQT09>
- Meeting ID: 161 698 1455; Passcode: 446021
- Phone option: +1-669-254-5252
- **Contact:** Tom Cogswell (thomas.cogswell@dhsoha.state.or.us) or Marjorie McGee (MARJORIE.G.MCGEE@dhsoha.state.or.us)

Meeting accommodations: Everyone has a right to know about and use Oregon Health Authority (OHA) programs and services. OHA provides free help. Some examples of the free help OHA can provide are: sign language and spoken language interpreters, written materials in other languages, Braille large print, audio and other formats. If you need help or have questions, please contact Tom Cogswell (thomas.cogswell@dhsoha.state.or.us, 971-304-9642) at least three days before the meeting.

REALD Implementation Guide can be found at <https://www.oregon.gov/oha/OEI/Pages/REALD.aspx>

Webinar: COVID-19 and substance use

October 21st, 12:00pm - 1:00pm

Join the Oregon Rural Practice-based Research Network and Oregon Health Authority for a free, interactive webinar to discuss the impact of COVID-19 on substance use and pain management. The COVID-19 pandemic has disrupted delivery of treatment and resources for people with opioid and alcohol use disorders and people on long-term opioid therapy. During this webinar, we will discuss the impact this disruption may be having on patients and clinics and interventions for primary care facilities moving forward. The webinar is open to all interested, but the content is most relevant to providers, quality improvement staff, and clinic administrators.

[Click here to register](#)

Webinar series: chronic disease prevention and management

6-part webinar series beginning on November 5th, 12:00pm - 1:00pm



Your primary care clinic is invited to participate in a free ORPRN project to support prevention and management of chronic conditions, sponsored by the Oregon Health Authority. The series includes 6 tailored webinars for 50 primary care practices across Oregon beginning on November 5th of 2020.

The webinars will involve instruction from subject matter experts, facilitated interaction with other clinics, 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 1-1 technical assistance with a Practice Enhancement Research Coordinator throughout the series. Interested clinics can [click here to register](#).

Virtual trainings: diabetes control and dental care for patients with diabetes

November 12, 12:00pm - 1:00pm

Clinic managers, RNs, lead MAs, quality improvement staff, and other health care specialists are invited to join this half-day virtual training plus an additional five hours per clinic team for individually tailored improvement support targeting poor HbA1C and oral health evaluation. Technical assistance will be provided by the Oregon Rural Practice-based Network and is sponsored by the OHA Transformation Center.

- [Click here to register](#)
- [Click here to view the virtual training flyer](#)
- **Contact:** Laura Ferrara at Ferralar@ohsu.edu or (971) 413-9585

Free TA to address increasing prevalence of unhealthy alcohol (SBIRT TA) and opioid use

The OHA Transformation Center is partnering with the Oregon Rural Practice-based Research Network (ORPRN) to support clinic technical assistance related to SBIRT for unhealthy alcohol and drug use. Concerns about a rise in unhealthy alcohol and drug use concurrent with the physical distancing needed to suppress COVID-19 morbidity and mortality amplifies the need for supportive efforts related to SBIRT and behavioral health integration. This collaborative project, ANTECEDENT, can provide primary care clinics with 12 months of tailored support to implement changes to address unhealthy alcohol use. Additionally, ORPRN is offering a complementary technical assistance opportunity regarding chronic pain management and opioid prescribing (aka PINPOINT). Clinics across Oregon are invited to participate in these free technical assistance opportunities to respond to ramifications COVID-19 may have on SBIRT workflows for alcohol use and opioid management.

- [Click here to view flyer](#)
- **Contact:** Alissa Robbins (Alissa.Robbins@dhsosha.state.or.us) or contact the program directly at ANTECEDENT@ohsu.edu

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.