



## Patient-Centered Primary Care Home Program Update

April 2021

### COVID-19 vaccines for clinics: virtual learning collaborative

Every other Friday (12 - 1 pm), beginning on April 16th

The OHA Transformation Center, in partnership with the OHA Vaccine Planning Unit, is hosting a learning collaborative for clinics newer to COVID immunizations to learn from subject matter experts and health center peers. We'll cover topics such as operational workflows, allocations, targeting high risk populations, vaccine hesitancy and more. Please join us!

#### April 16th (12 - 1 pm) - Operation Workflows:

This session will focus on operation workflows such as key staffing, logistics of space, separate vaccine service lines, storage and management, etc. [Click here to register.](#)

#### Upcoming sessions:

- April 30, 12–1 pm: [Register here](#)
- May 14, 12–1 pm: [Register here](#)
- May 28, 12–1 pm: [Register here](#)
- June 11, 12–1 pm: [Register here](#)
- June 25, 12–1 pm: [Register here](#)

Questions? Contact: Bernadette Nativo  
([Bernadette.Nativo@dhsoha.state.or.us](mailto:Bernadette.Nativo@dhsoha.state.or.us))



### Support for reporting electronic clinical quality metrics

OHA and the Care Management Plus team at OHSU are offering free technical assistance to Oregon clinics for electronic clinical quality metric (eCQM) reporting. If your organization is struggling with requirements for quality reporting programs, this is an opportunity for direct technical assistance and support. The TA can include clarifying program requirements, addressing questions about the QRDA standard, and helping you work with your EHR vendor to resolve errors and issues with reports. Assistance will be in the form of email, phone, and teleconference communication options. If you are interested, please fill out the [registration survey](#). If you have additional questions, please contact Michelle Bobo at [bobom@ohsu.edu](mailto:bobom@ohsu.edu).

## Opportunities around improving staff well-being (PCPCH Standard 2.F)

With the incredible work and dedication that clinic staff have demonstrated this past year with regards to protecting the well-being of their patients, it is important to remember to extend this care and dedication inward as well. Staff satisfaction and engagement are the foundation of successful patient care and can directly impact services and outcomes which is why PCPCH Standard 2.F encourages practices to take steps to improve the overall well-being of their staff. Below are some upcoming and existing resources to help practices meet this standard.



### Webinar: Staff Wellness, Vicarious Trauma & Burnout: Is It Real? What are the Differences? (Tuesday 5/26, 9:00 - 10:30 am)

This webinar hosted by the Primary Care Development Corporation focuses on how to be trauma-informed internally for your team. It will include the difference between burnout, compassion fatigue and vicarious trauma, how to recognize the signs of burnout and vicarious trauma in staff, and how to cultivate and implement a culture of wellness and support within your health center/system. [Click here to register.](#)

### Extra Guidance

### Document: PCPCH Extra Guidance around Standard 2.F

This [one-page document](#) provides extra guidance around meeting PCPCH Standard 2.F, including examples of strategies to improve patient vitality.

### Staff Feedback Collection Tools



The first step in improving staff satisfaction and well-being is to collect feedback directly from clinic staff and let that feedback guide improvement strategies. Since practices face unique circumstances and challenges, the PCPCH Program encourages practices to collect feedback from their entire staff using a tool or method that is most relevant to them. Below are a couple examples of available tools. Practices may, however, choose other tools or design their own method of feedback collection.

[Healthcare Team Vitality Instrument](#) (Institute for Healthcare Improvement)

[Provider & Staff Satisfaction Survey](#) (Institute for Healthcare Improvement)

[Employee Satisfaction Guide](#) (National Rural Health Resource Center)

[Healthcare Employee Engagement Survey Templates](#) (Survey Monkey)

## Free online trauma-informed approach training modules

Trauma Informed Oregon has created four FREE self-directed online training modules on the foundations of a trauma informed approach. Each module includes a content video, an additional “Voices from the Community” video that highlights how trauma informed care is being implemented in a specific community, additional resources that you can read to further your learning, questions that can be used for personal reflection, and a content quiz followed by a certificate of completion. The four modules have a total run time of about 75 minutes and can be completed at your own pace.



### [Introduction to Trauma Informed Care Training Modules](#)

[Module 1: What is Trauma Informed Care?](#) walks you through the principles that serve as the foundation for trauma informed care. This module takes approximately 30 minutes to complete.

[Module 2: Why is Trauma Informed Care Important?](#) walks you through why trauma informed care should be incorporated into organizations and systems. This module takes approximately 15 minutes to complete.

[Module 3: Trauma Specific, Trauma Sensitive, Trauma Informed](#) walks you through the basic differences between trauma specific services and trauma informed care. This module takes approximately 15 minutes to complete.

[Module 4: A Brief Overview of NEAR Science](#) walks you through the collection of fields of study that include Neurobiology, Epigenetics, ACEs and Resilience. This module takes approximately 15 minutes to complete.

## Questions?

We are here to help! Contact us at [PCPCH@dhsosha.state.or.us](mailto:PCPCH@dhsosha.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 trans formative, whole-person, and evidence-based care.*