



Patient-Centered Primary Care Home Program Update

January 2021

Happy New Year to our PCPCHs



Having just said goodbye to one of the most challenging, heartbreaking, and stress-inducing years for many of our practices and health professionals, the record-breaking development of COVID-19 vaccines comes with the hope that this year will bring with it more positive experiences than the last. Please see the section of this update titled "COVID-19 Vaccines Information and Updates" for further details on the implementation plan in Oregon.

With the relief that the end of this pandemic is within sight, we also acknowledge that many of our practices are still in crisis and managing the worst spike in cases we've had yet. As we move forward into this new year, we'd like to provide solidarity to our practices and remind them that we are here to offer support and guidance as we work together to rebuild and reshape healthcare in Oregon.

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>

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](#)

COVID-19 vaccine information & updates

OHA's Oregon Immunization Program has released a [COVID-19 Vaccine Information for Providers](#) webpage which contains resources to support providers in COVID-19 vaccination efforts to achieve community immunity. It includes information about Oregon's vaccination plan, the vaccines available, myths & misconceptions about COVID-19 vaccines, training programs, reference materials for healthcare professionals, funding opportunities, and other valuable topics.

The Immunization Program is also offering office hours for providers with questions about administering the vaccine. Interested practices can contact the VFC Help Desk at vfc.help@dhsosha.state.or.us with the name of attendee and clinic/organization for login information for these office hours. Upcoming sessions include:

- Jan 25, 2021 (12:00pm - 1:00pm)
- Jan 27, 2021 (7:00am - 8:00am)



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.](#)

REALD Technical Assistance

OHA REALD Office Hours for Phase 1 Organizations

January 26, 12 - 1pm

Starting in January 2021, OHA will be hosting office hours for Phase 1 providers to ask REALD questions. REALD is an effort to increase and standardize Race, Ethnicity, Language, and Disability (REALD) data collection across the Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA). REALD (sometimes referred to as REAL+D, as the original effort focused on race, ethnicity and language) was advanced through the passage of [House Bill 2134](#) passed by the Oregon legislature in 2013.

Phase 1 providers are:

- Hospitals except for licensed psychiatric hospitals
- Health care providers within a health system
- Health care providers working in a federally qualified health center
- [Click here to register here](#)
- Details on additional office hours will be shared on the OHA [REALD webpage](#)
- **Contact:** Belle Shepherd (belle.shepherd@dhsoha.state.or.us)

REALD Learning Series

The OHA Transformation Center and Division of Equity and Inclusion hosted a webinar series focused on the use of REALD (race, ethnicity, language and disability) for CCOs, clinics and other health care leaders. REALD is an effort to increase and standardize race, ethnicity, language and disability data collection across DHS and OHA. Recordings of all webinars in the series are [available here](#).

Contact: Tom Cogswell (thomas.cogswell@dhsoha.state.or.us) or Marjorie McGee (MARJORIE.G.MCGEE@dhsoha.state.or.us)

Support for reporting of 2020 electronic clinical quality metrics

OHA and the Care Management Plus team at OHSU are offering technical assistance to Oregon clinics for electronic clinical quality metric (eCQM) reporting. EHR-based user groups focused around clinical quality metric reporting and the QRDA III standard will be launched in February. These user groups will support the reporting requirements for the Oregon CCO EHR-based quality metrics, as well as other programs, including the Medicare EHR Incentive Program, CPC+, and MIPS. Groups will be created for the following commonly used EHR systems: AllScripts, Athena, eClinicalWorks, and NextGen.

Each user group will consist of 3 facilitated, biweekly webinars. Groups will be encouraged to meet independently once the 3 facilitated sessions have concluded, and additional 1:1 technical support will also be available.

To sign up for the user groups, the link below will take you to a short survey.

https://ohsu.ca1.qualtrics.com/jfe/form/SV_egoSCIXRXAhvUID

If you have additional questions about the groups, please email Michelle Bobo bobom@ohsu.edu.

Technical assistance: diabetes control and dental care for patients with diabetes

January 28th or March 11th, 12 - 4 pm

Join ORPRN for a 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.



• **Register here:**

https://ohsu.ca1.qualtrics.com/jfe/form/SV_51QPh3AQbLSaxLv

• **Flier:** <https://www.oregon.gov/oha/HPA/dsi-tc/Documents/Diabetes-TA-Recruitment-Flier.pdf>

• **Audience:** RNs, lead MAs, clinic managers, quality improvement staff and others interested in quality improvement for type II diabetes patient management/improving HBA1C poor control

• **Contact:** Laura Ferrara at Ferrara@ohsu.edu or (971) 413-9585

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.