



Patient-Centered Primary Care Home Program Update

June 2022

Patient education and self-management resources for Standard 6.B


While access to care is a major contributor to health, it’s what patients do and experience outside of clinic walls that often has the biggest impact on their wellbeing. One of the best things that a primary care practice can do for its patients is to empower them to manage their own health and wellness, which is exactly what **Standard 6.B – Education & Self-Management Support** is all about.

Patient-specific education refers to information about a patient’s specific health status and needs. Educational materials will vary based on the patient but will typically include an overview of the their condition(s), causes, symptoms, progression, treatment, and other relevant information. This [Type 2 Diabetes education](#) from the Spina Bifida Association is one such example. It’s always best to design or select materials that use plain language and include helpful visuals such as diagrams and charts.

Self-management support refers to materials or activities that train patients on how to effectively manage their own health such as monitoring of their condition and symptoms, a contingency plan for exacerbations, and support with lifestyle changes that can improve their health status. This support can come in various forms such as [templates](#), [action plans](#), [home monitoring flowsheets](#), [care plans](#), behavior change readiness or self-management readiness assessment tools, support groups (such as [CDSMPs](#)), workshops/classes, and other chronic pain or stress management strategies.

Zone Tool

Diabetes



All Clear Zone..... This is the safety zone if you have:

Green Zone Means:

- Your blood sugars are under control
- Continue taking your medications as ordered
- Continue routine blood glucose monitoring
- Follow healthy eating habits
- Keep all physician appointments

- A1c under 7%
- Fasting blood sugar 90-130
- Blood sugar less than 180 (1-2 hours after eating)
- Blood pressure less than 130/80
- LDL cholesterol target less than 100mg/dL if no cardiovascular disease
- LDL less than 70mg/dL for those with a history of cardiovascular disease (e.g., ischemia, angina, stroke, heart attack)

Warning Zone..... This is the watch zone if you have:

The specifications for this standard can be found on pages 126-130 of the [PCPCH Technical Assistance Guide](#), and the new PCPCH Resource Library tool located on the [Resources and Technical Assistance webpage](#) includes extra resources and guidance around this standard such as a recorded webinar hosted by the PCPCH team and examples of tools that practices can provide to their patients.

Confidentiality toolkit for behavioral health providers



As a growing number of primary care clinics across Oregon take steps to integrate behavioral health services into their practice, the [OHA Confidentiality Tool Kit for Providers](#) offers guidance on behavioral health information sharing and the intersection of state and federal law, particularly around information sharing of substance use diagnoses and treatment.

The toolkit is intended for behavioral health service providers and designed to support integrated care, provide an overview of confidentiality issues and perceived obstacles, and provide links to additional information. It features resources and examples to help navigate some of the confidentiality laws that protect a patient's behavioral health information while allowing appropriate information sharing to coordinate care. It includes consent sample templates, chart of relevant statutes, FAQs, and use cases.

Please note that this tool kit is not legal advice, and not a substitute for reviewing the law or consulting an attorney. Regulations for confidentiality of health records are subject to change, and this toolkit does not include the revisions initiated by the CARES Act of 2021. Be sure to use this resource in conjunction with review of current statutes. Please reference the related [Health Systems Division memo](#) for additional details.

Customizable brochure for PCPCH patients

Practices interested in providing information to their patients about their status as a Patient-Centered Primary Care Home can download the brochure available on the [Materials for PCPCH Patients webpage](#). The brochure is available in several languages and can be customized with your practice's name and contact information.

WHAT YOU CAN EXPECT

A Patient-Centered Primary Care Home is a health clinic that is recognized for their commitment to patient-centered care. And just as it sounds, patient-centered care is all about you and your health!

Primary care homes are:

- **Accessible:** Care is available when you need it, including someone you can talk to after hours if you have health concerns
- **Accountable:** Your primary care home is responsible for providing the highest quality care to you and the community they serve
- **Comprehensive:** You get all the care, information and services you need to stay healthy



The Patient-Centered Primary Care Home Program recognizes clinics as primary care homes and makes sure they meet the standards of care. The program is part of the Oregon Health Authority whose goal is to improve the health and care of all Oregonians.

www.PrimaryCareHome.oregon.gov

Type Clinic name

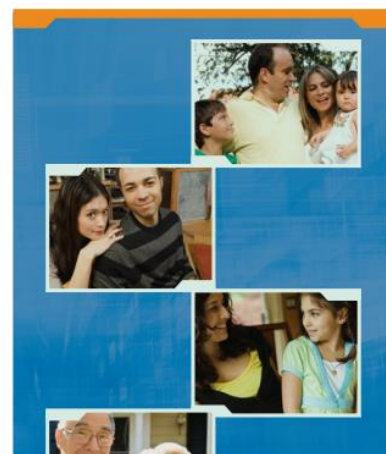
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WE ARE A RECOGNIZED

PATIENT-CENTERED
PRIMARY CARE HOME



Pediatric COVID-19 vaccine learning series (6 month to 5 year olds)

OHA is hosting a new learning series in support of the COVID-19 vaccine rollout for the 6-month to 5-year old populations. Two sessions are still available. Please see below for upcoming session dates and registration details:

Immunizing Young Children - vaccine administration techniques and considerations for the 6-months through 5 year-old age groups:

- [Thursday June 23 \(12:00 - 1:00 pm\)](#)

Continuation of topics to support pediatric COVID-19 vaccination efforts:

- [Thursday July 7 \(12:00 - 1:00 pm\)](#)
- [Thursday July 21 \(9:00 -10:00 am\)](#)

Recorded webinar: COVID-19 therapeutics for providers

In March the Oregon Health Authority hosted a provider webinar focused on COVID-19 therapeutics. It covered the available medications and their indications and included a panel discussion featuring medical professionals from multiple health systems across Oregon. Panelists shared their respective experiences on best practices, strategies on patient qualifications, timely testing methods, and outreach efforts. Practices can [click here to watch the webinar recording](#). Questions can be directed to Gregory.Desrosiers@dhsoha.state.or.us

BRB - We're on vacation!

There will be no PCPCH Program Update for the month of July due to program staff being out of office. These emailed updates will resume in August.



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.