



Patient-Centered Primary Care Home Program Update

October 2022

Clinic Spotlight: Valley Ridge Family Medicine

This month’s spotlight focuses on a Patient-Centered Primary Care Home that has made integration a fundamental part of their practice in every way! Valley Ridge Family Medicine is a Tier 4 PCPCH made up of a team of four providers and 24 employees that work together to serve Douglas County. With their motto “Patients, Privacy, and Processes” (the “Three P’s”) guiding their day-to-day workflows, they work hard to understand and collaborate with their patients and larger community through feedback groups, participation in CCO activities, volunteerism, and professional collaborations.

When a patient walks through the doors, Valley Ridge Family Medicine aims to meet their health needs under one roof. They regularly screen for dental needs and partner with local dental organizations to provide exams, tele-dentistry, and services for children. They have a collaborative agreement with Quest Diagnostics to provide in-house laboratory services. They have invested in onsite point-of-care testing for same-day care decisions, offer onsite vaccine services, and opened a COVID vaccination clinic to meet community demand. ***“We strive to offer our patients convenient and affordable healthcare by making their primary care visit a one-stop-shop.”***



In addition to integrating services, Valley Ridge Family Medicine has taken steps to integrate themselves into their wider community. They offer support through multiple sponsorship programs spanning the county including sports teams, Boys and Girls Club, and Roseburg Mission — providing finances, equipment, and manpower. For example they sponsored a swim block and automatic water dispenser at the YMCA, an organization that the clinic Vice President (who grew up in Roseburg and is a swim coach for the local high school and RYST) can attest to first-hand as having a positive impact on local youth. They have also partnered with their local Veteran Affairs Community Care Program to assist with the overflow of veterans in their area needing a primary care provider.

Finally, Valley Ridge Family Medicine works to integrate Oregon’s future health care leaders into their practice by rotating PA students, high school students, and medical residents throughout the year – doing their part to train the next round of health care workers and helping to grow new talent. ***“As a private medical practice we do not necessarily have the resources that are available to larger corporations, but we have been able to find opportunities to make a positive footprint in the lives of our patients and our community.”***

PCPCHs, are you ready for a site visit?

As a condition of attesting to the PCPCH program, practices agree to participate in a site visit should they be selected, during which program staff verify that they are meeting the PCPCH standards they attested to and offer one-on-one technical assistance on clinic goals. In order to advance its mission and provide equitable opportunities for technical assistance, the PCPCH program will be prioritizing site visits with practices that have not yet received one.

Site visits are conducted either onsite or virtually and involve both a documentation review and interviews with clinic staff. They are scheduled at least 30 days in advance to allow practices to prepare. Given the extent of the documentation required though, we highly encourage practices to begin compiling this documentation as soon as they attest. If your practice has never received a site visit before, below are the steps you can take now to prepare. Our [PCPCH Site Visit webpage](#) has more details on these steps as well as some helpful information and videos to get you familiar with the process!

1. Review [your practice's most recent PCPCH application](#)
2. Review the current [PCPCH Recognition Criteria and Technical Assistance Guide](#), which lists out the documentation required for each standard
3. Gather the required data and documentation for the standards your practice attested to
4. Watch the "[What to Expect at Your Site Visit](#)" video
5. Watch the "[How to Prepare your Documentation for a Site Visit](#)" video

Verification Site Visit Process for Patient-Centered Primary Care Homes



Upcoming Standards Advisory Committee meeting

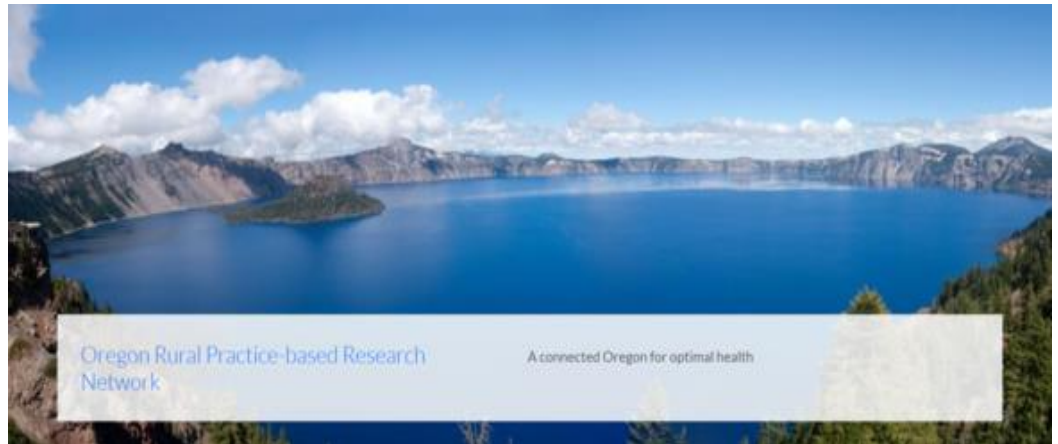
Wednesday October 19 (9:00 am - 12:00 pm)

The 2022 Patient-Centered Primary Care Home Program Standards Advisory Committee will be meeting periodically until January 2023 to discuss potential changes, additions, and improvements to the current PCPCH standards and overall model! Meetings will be held virtually and will focus mainly on improving health equity within the model. Agendas and associated materials will be posted on the [PCPCH Standards Advisory Committee webpage](#) ahead of each meeting. This webpage also contains instructions on how to provide public comment for the committee or PCPCH program staff to consider. We look forward to hearing your feedback as we work to improve the Patient-Centered Primary Care Home program and standards!

Free technical assistance for social needs data collection

Are you interested in support around social needs?

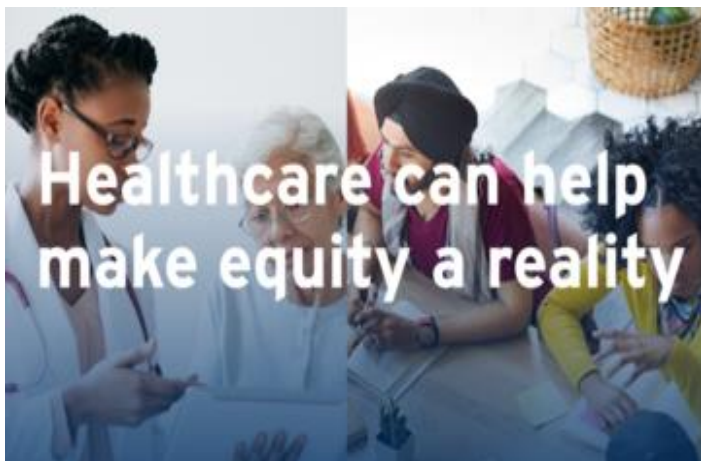
The [Oregon Rural Practice-based Research Network \(ORPRN\)](#) is currently recruiting 25 clinics in Oregon to participate in a free support opportunity! ORPRN will provide support with collecting and using social needs data to inform clinical decision-making and develop population-based approaches to prevention of chronic diseases.



The 9-month program involves 2 webinars and up to 12 hours of one-on-one technical assistance, including free EHR specialist support. Each clinic will work with ORPRN to develop and implement a quality improvement intervention of their choosing related to social needs and chronic disease prevention. To get involved please contact Sara Wild, Project Manager, at wilsa@ohsu.edu or call (971) 229-9303.

Free webinars with strategies for improving health equity

Monday, October 24 from 12:00 - 1:00 pm



Supported by the Robert Wood Johnson Foundation, [Raising the Bar](#) provides an actionable framework for how to embed equity and excellence in the health care system. This fall, they have been hosting a series of webinars with practical strategies for leveraging community input and partnerships, implementing health equity principles, tracking success, and cultivating an equitable culture and workforce. [Click here](#) to register for the next topic ***Informing Workplace Practices and Policies to Advance Equity*** or to view the recordings of these previous webinars:

- Engaging CEO & Board Leadership in Health Equity Strategies
- Advancing Equity in Healthcare Systems
- How Advocates Can Influence Healthcare to Advance Equity
- Models for Strategic Planning to Coordinate Equity Efforts

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.