

## Frequently Asked Questions about Your Patient-Centered Primary Care Home Site Visit

### **Why is our clinic receiving a site visit?**

Patient-Centered Primary Care Home (PCPCH) recognition is attestation-based, and the fidelity of the program depends on the site visit process. During the site visit PCPCH program staff will verify your clinic is meeting the measures attested to on the PCPCH recognition application. If needed, staff can provide technical assistance, support clinics in achieving PCPCH-related goals, and facilitate primary care transformation. Further, we are looking to share your good work and best practices with other clinics across the state!

### **Are we being audited?**

No. The emphasis of the site visit is on providing technical assistance and support to your clinic! The goals of the site visit are:

- 1. Assessment** of the care delivery and team transformation process in the clinic to understand how the intent of the patient-centered model of care is integrated into the services the primary care home provides.
- 2. Collaboration** to identify clinic needs, barriers to implementation and areas of improvement needed to help practices successfully implement PCPCH standards. The site visit team helps practices establish improvement plans, and connects practices with technical assistance through resources.
- 3. Verification** that the clinic practice and patient experience accurately reflects what your clinic attested to when it was recognized as a PCPCH.

### **Do we have to close the clinic for the day?**

No. We know that having a site visit requires pulling some of your clinic staff away from routine duties, and we strive to be as unobtrusive as possible. We schedule brief meetings with different dyads or teams, staggered at different times, to minimize the impact of the interviews.

### **Is there flexibility with the visit agenda?**

Yes. Our visits typically start at 8:15 in the morning and we're acutely aware that you still need to provide patient care during the site visit. We will be flexible with our schedule but we want to make sure we have plenty of time to interview appropriate staff and verify documentation.

### **Do we need to recruit patients?**

Yes. We conduct a patient focus group around noon and need you to reach out to 6-8 patients whom you think would be interested in participating. We like to have 4-6 patients to speak with during that time. One of our practice enhancement specialists will ask the patients questions related to some of the core attributes of the PCPCH model. This can be one of the most valuable parts of the day. We give the feedback to your leadership team during our report-out at the end of the day, and we also put the patient feedback in the written report.

### **Do the clinicians *really* need to participate?**

Yes. We will be speaking with representatives from all the staff at the site, as all are a part of the medical home. We'll be meeting with folks from registration, behavioral health, and referral coordination in addition to the clinicians.

### **Is our clinic required to have a site visit?**

Yes. Participation in the PCPCH program is completely voluntary; however, Oregon law states that a site visit is a condition of PCPCH recognition.

### **Will our clinic receive a site visit report?**

Yes. You will receive a comprehensive written report within four weeks of the site visit. The report includes a summary of the site visit, including an overview of the patient interviews, areas that require further verification and recommendations for improving upon clinic goals from the clinical transformation consultant. The report is only shared with Oregon Health Authority and clinic staff.

### **If our clinic is not meeting some of the measures, will our tier level drop?**

It is not uncommon for a site to need to submit an improvement plan after a site visit. If your clinic is not meeting some of the measures that you attested to on your application, your clinic will have 90 days after you receive your report to draft and submit an improvement plan and to start to implement those changes. PCPCH program staff will be available to support and help you with your improvement plan following the site visit. If you choose to not implement an improvement plan then it is possible your tier level could drop. Additional information will be available in your clinic's site visit report.

### **How are PCPCHs selected for a visit?**

PCPCH program staff conduct site visits on a certain percentage of PCPCHs each year. PCPCHs are randomly selected using criteria such as geographic location, clinic type, clinic size, clinic affiliation, tier level, and number of years recognized as a PCPCH.

### **How often will we get a site visit?**

PCPCHs can expect a site visit every 3-5 years, on average.

### **How much notice do we get before a site visit?**

Our intent is to notify your clinic at least 4-6 weeks before an upcoming visit. We email the person who completed the application to notify your clinic of an upcoming site visit. If there have been personnel changes at your clinic and the person who originally attested to the measures is no longer at your site, please email the program at [PCPCH@state.or.us](mailto:PCPCH@state.or.us) so we can update our master list.