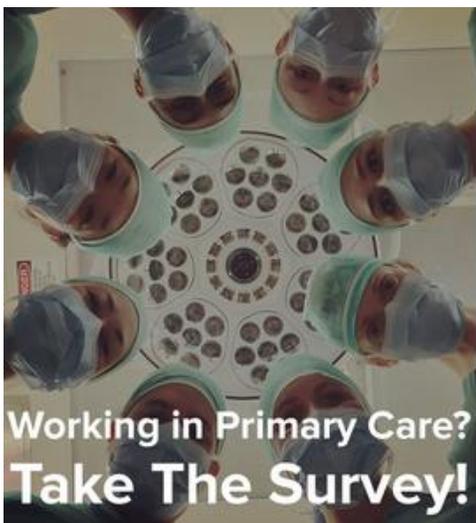




Patient-Centered Primary Care Home Program Update

May 22, 2020

COVID-19 Survey: Are you a physician, nurse practitioner, or PA working in primary care?



The Larry A. Green Center, in partnership with the Primary Care Collaborative, is conducting a quick clinician survey to better understand response and capacity of US primary care practices to COVID-19. Last week, over 1,000 providers completed the survey. [Results](#) are published each week and shared with senior CMS and HHS staff and leaders. Oregon-specific results are posted as well on the [ORPRN webpage](#).

Please help by completing their brief weekly survey, which only takes 3 minutes to complete. The focus this week relates to financial loss and sustainability.

[Click here to take the survey](#). Responses are required by **Monday, 5/25, 11:59 PM PST**

You can read more at the [Primary Care Collaborative website](#).

Clinic stress peer support

The Oregon Psychiatric Access Line (OPAL) would like to announce a new service for its callers: OPAL-C (COVID-19 Clinician Stress Peer Support).

In addition to offering psychiatric curbside consultations about adult and child patients, OPAL is now offering confidential peer support for primary care clinicians experiencing stress in response to the COVID-19 crisis for the next 12 months. OPAL consultants will provide a listening ear and suggestions for managing the stress that comes from this national emergency. In addition, OPAL consultants can provide information regarding available community-based resources for practitioners seeking to establish care with a mental health professional.

If you are interested in talking about COVID-19 practice stress, feel free to call the regular OPAL number: **(503) 346-1000** or toll free **(855) 966-7255** for out of Portland Metro. Please let call receptionist know your desire to talk about COVID-19 related stress issues.

National publication recognizes PCPCH: One Community Health's approach to virtual care

In addition to being on the front-lines of the COVID-19 pandemic, practices across the country have had to adapt their workflows and organizational structure to rapidly changing circumstances. One Community Health, a PCPCH here in Oregon, was recently featured in [The Playbook](#) for their transformation of their health care delivery services. The article can be found [here](#) and details their challenges and success in navigating the world of virtual care.



Behavioral health care providers at One Community Health now complete all of their patient visits virtually, enabling continuity of care and additional support for patients during the COVID-19 pandemic. (Photo credit: One Community Health)

Virtual trainings: Patient-centered counseling (no-cost CME available)

Registration is open for full-day virtual trainings focused on motivational interviewing and other patient-centered counseling skills.

- **Who:** Primary care, behavioral health and dental care providers; clinic staff; and traditional health workers serving Oregon Health Plan (Medicaid) members.
- **What:** Dana Sturtevant, MS, RD, will lead sessions focused on increasing your confidence and skills to facilitate conversations with patients about sensitive topics. Examples will draw from tobacco use, diabetes management, adolescent immunization, well visits, and other priority topics related to CCO metrics and COVID-19. Evidence-based health communication models will include motivational interviewing, the FRAMES model and Five A's for tobacco cessation counseling.
- **When:** 10 dates to choose from, August–December 2020
- **Where:** Live Zoom videoconferencing
- **Details and registration:** <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Patient-Centered-Counseling.aspx>
- **Questions:** Contact Laura Kreger at Laura.E.Kreger@dhsola.state.or.us

Learning series: clinical innovations in telehealth

Clinical Innovations in Telehealth Learning Series is a weekly online series targeting high-priority clinical issues for providers using telehealth. Experts in clinical care and telehealth devote the first segment of each hour-long session to a specific topic, then address questions submitted by registrants.

The 1-hour learning sessions take place on Tuesdays at 10am PT until June 9th.

Interested parties can register [here](#).

Fundamentals of telemental health

Join the Northwest ATTC for a 6-week online series, **Fundamentals of Telemental Health**, presented by Sara Smucker Barnwell, PhD, Clinical Psychologist.

The series will feature weekly 2-hour webinars (5-7pm PT every Tuesday). Register once, then attend any of the remaining sessions that interest you!

- **May 26:** Client Selection, Intake, and Assessment in Telemental Health
- **June 2:** Clinical Engagement in Telemental Health
- **June 9:** Emergencies, Disruptions, and Pitfalls in Telemental Health
- **June 16:** Risk Management in Telemental Health

Register: [here](#).

Questions?

We are here to help! Contact us at 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.

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.