



# **The Patient- Centered Primary Care Home**

Thursday, December 5 2013

# Patient-Centered Primary Care Home Program



## HB 2009 established the PCPCH Program:

***Create access to patient-centered, high quality care and reduce costs by supporting practice transformation***

### Key PCPCH Program Functions:

- PCPCH recognition and verification
- Refinement and evaluation of the PCPCH Standards over time
- Technical assistance development
- Communication and provider engagement

### Goals:

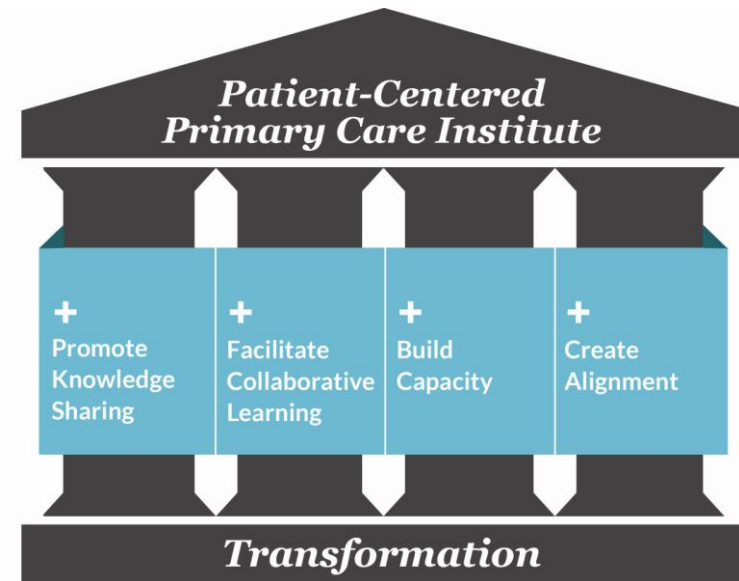
- All OHA covered lives receive care through a PCPCH
- 75% of all Oregonians have access to quality care through a PCPCH by 2015
- Align primary care transformation efforts by spreading the model to payers outside the OHA

# Patient-Centered Primary Care Institute

## History and Development



- Launched in 2012
- Public-private partnership
- Broad array of technical assistance for practices at all stages of transformation
  - Learning Collaboratives
  - Website ([www.pcpci.org](http://www.pcpci.org))
  - Webinars & Online Learning
- Ongoing mechanism to support practice transformation and quality improvement in Oregon



# What We Do

## **The Institute helps primary care practices and their staff...**

- Connect to technical assistance resources and providers
- Find the practical tools and solutions they need to develop as primary care homes
- Achieve recognition by the Oregon Health Authority and advance to higher tiers

## **The Institute also accelerates overall health system change by...**

- Facilitating linkages among providers, payers, and policymakers
- Coordinating diverse public-private initiatives supporting primary care transformation
- Assuring that perspectives of patients and families are taken into account

# Highlights to Date



- Launched website – [www.pcpci.org](http://www.pcpci.org)
- 16 live webinars to more than 1,100 participants
- Sponsored four Learning Collaboratives that included a total of 25 primary care practices.
- Gathered more than 40 quality improvement professionals and other transformation champions to kick-off the Technical Assistance (TA) Expert Learning Network

# Next Up in 2014



- Continued support for the 25 practices currently participating in our learning collaborative
- New learning collaboratives for additional primary care practices
- Updates to our extensive website and webinar library – and 15 new live webinars
- Additional TA Expert Learning Network sessions and online communities for quality improvement professionals, clinician champions and practice facilitation coaches



# Today's Panel

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- Robert L. Dannenhoffer, MD
- Jennifer Johnstun
- Lonnie Scarborough
- Mindy Stadtlander, MPH
- Lyle J. (L.J.) Fagnan, MD
- Elissa Schuler Adair, PhD





# *Patient-Centered Primary Care Institute*

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Promote  
Knowledge  
Sharing

+

Facilitate  
Collaborative  
Learning

+

Build  
Capacity

+

Create  
Alignment

## *Transformation*



# Belonging, Behaving and Believing

# Learning Collaborative



## Learning Areas

- Team-Based Care
- Access – Empanelment, Panel Management
- Quality Improvement & Using Data
- Patient and Family Engagement
- Care Management, Coordination and Integration
- Leadership and Culture Change
- Screening and Referral

# Building a Community Infrastructure



How might practice linkages with community programs and resources be encouraged and supported?

How might CCOs help defray the costs – time, money, new staff – of practice redesign?

What strategies and policies could CCOs adopt that will build practice capacity and readiness for change?