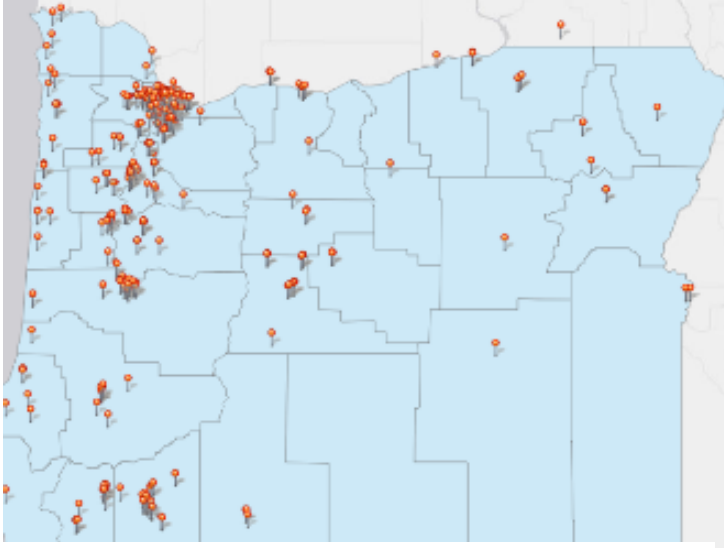


# Patient-Centered Primary Care Home Program

**Patient-Centered Primary Care Homes (PCPCHs)** are health care clinics that have been recognized by the Oregon Health Authority for their commitment to providing high quality, patient-centered care. At its heart, this model of care fosters strong relationships with patients and their families to better treat the whole person. Primary care homes reduce costs and improve care by catching problems early, focusing on prevention, wellness and management of chronic conditions.



Map of Recognized PCPCHs (as of June 2014)

## PCPCH Program Facts

- More than 500 clinics across Oregon have been recognized by the Oregon Health Authority as primary care homes. There are recognized PCPCHs in 34 out of 36 counties in Oregon.
  - Through our partnership with Quality Corporation, the Patient-Centered Primary Care Institute is advancing practice transformation state-wide through technical assistance opportunities and resources.
  - Over 50 PCPCHs have received on-site verification visits. The site visits create an opportunity to collaborate with clinics and identify needs, barriers and areas of improvement.
- **Accessible:** Care is available when patients need it.
  - **Accountable:** Clinics take responsibility for the population and community they serve and provide quality, evidence-based care.
  - **Comprehensive:** Patients get the care, information and services they need to stay healthy.
  - **Continuity:** Providers know their patients and work with them to improve their health over time.
  - **Coordinated:** Care is integrated and clinics help patients navigate the health care system to get the care they need in a safe and timely way.
  - **Patient & Family Centered:** Individuals and families are the most important part of a patient's health care. Care should draw on a patient's strengths to set goals and communication should be culturally competent and understandable for all.



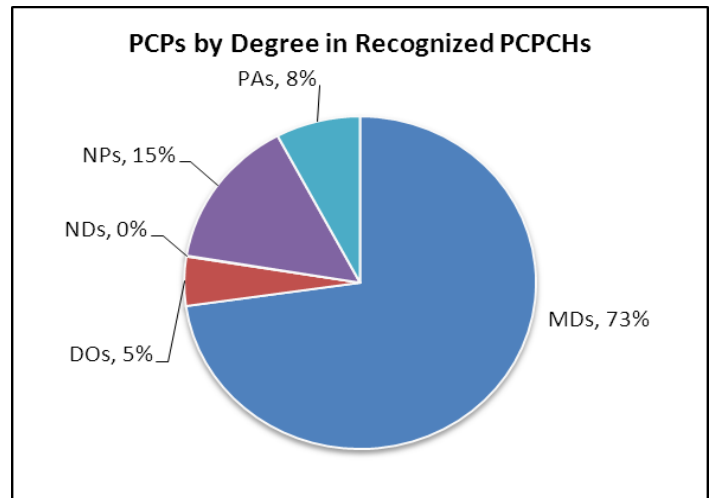
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# Patient-Centered Primary Care Home Program

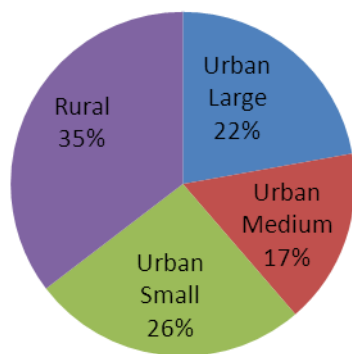
## Characteristics of PCPCHs

- Over 2,500 primary care providers serve patients at PCPCHs
- Average number of providers = 5.1 FTEs
- Average number of other clinic staff = 9.4 FTEs
- The majority of practices serve adult and pediatric populations
- Less than 20% of practices offer complementary and alternative medicine
- Over 80% of PCPCHs surveyed initiated a new service or program directly related to the implementation of the PCPCH model



Source: Oregon Health Care Quality Corporation Provider Directory (Jan 2013)

## PCPCHs by Geographic Type



Source: PCPCH Supplemental Survey (June 2013)

## PCPCHs and CCOs

PCPCHs are at the heart of Oregon's health system transformation efforts. Coordinated Care Organizations (CCOs) are required to include PCPCHs in their networks of care to the extent possible. Expanding the availability of primary care homes will provide better access to care now and strengthen the primary care networks as CCOs emerge. Over 500,000 CCO members (over 75% of the total CCO population) already receive care at a primary care home. This number is expected to grow over time.

## PCPCHs and the Triple Aim

Oregon implemented the PCPCH program as part of the state's strategy to achieve the Triple Aim of improving the individual experience of care, improving population health management and decreasing the cost of care.

- Significantly lower rates for specialty office visits, radiology, and emergency department use as well as lower total expenditures were demonstrated by PCPCH patients as compared to those seeking care in non-recognized clinics.
- 85% of practices surveyed report that PCPCH implementation is helping them improve individual experience of care.
- 82% of practices report that PCPCH implementation is helping them improve population health management.
- 85% of practices report that PCPCH implementation is helping them increase the quality of care provided.

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