

The PCPCH Program in Rural Oregon:



Best Practices, Collaborative Problem Solving
and Innovative Solutions

October 3, 2019





Introductions



Lorelee Trocio

PCPCH Improvement Specialist
Patient-Centered Primary Care
Home Program



Amber Anderson

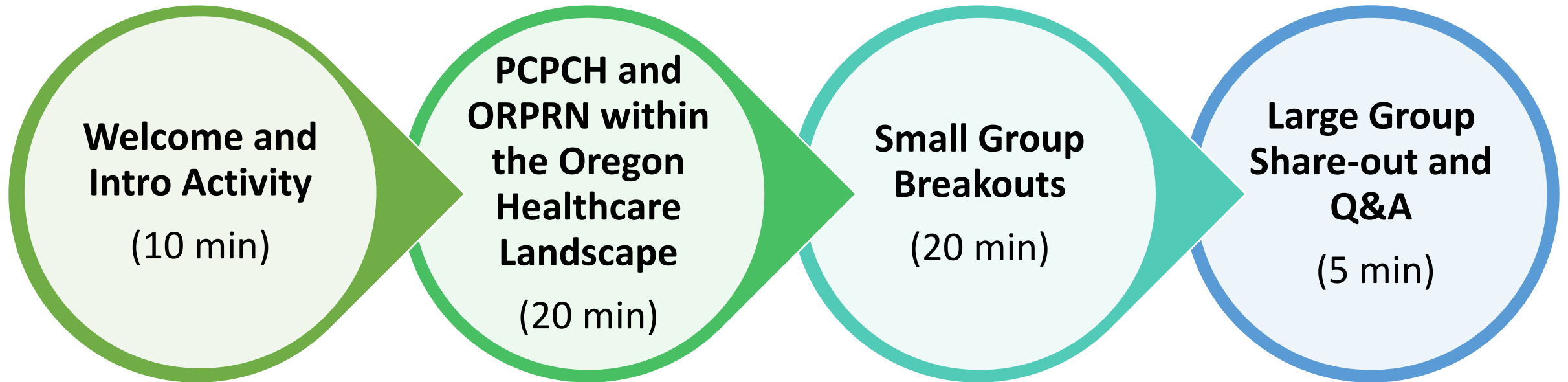
PCPCH Verification Specialist
Patient-Centered Primary
Care Home Program



Sara Crowell

Practice Facilitator
Oregon Rural Practice-
based Research Network

Outline of Session





Introduction Activity

What kind of organization do you represent?

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What is your role at your organization?

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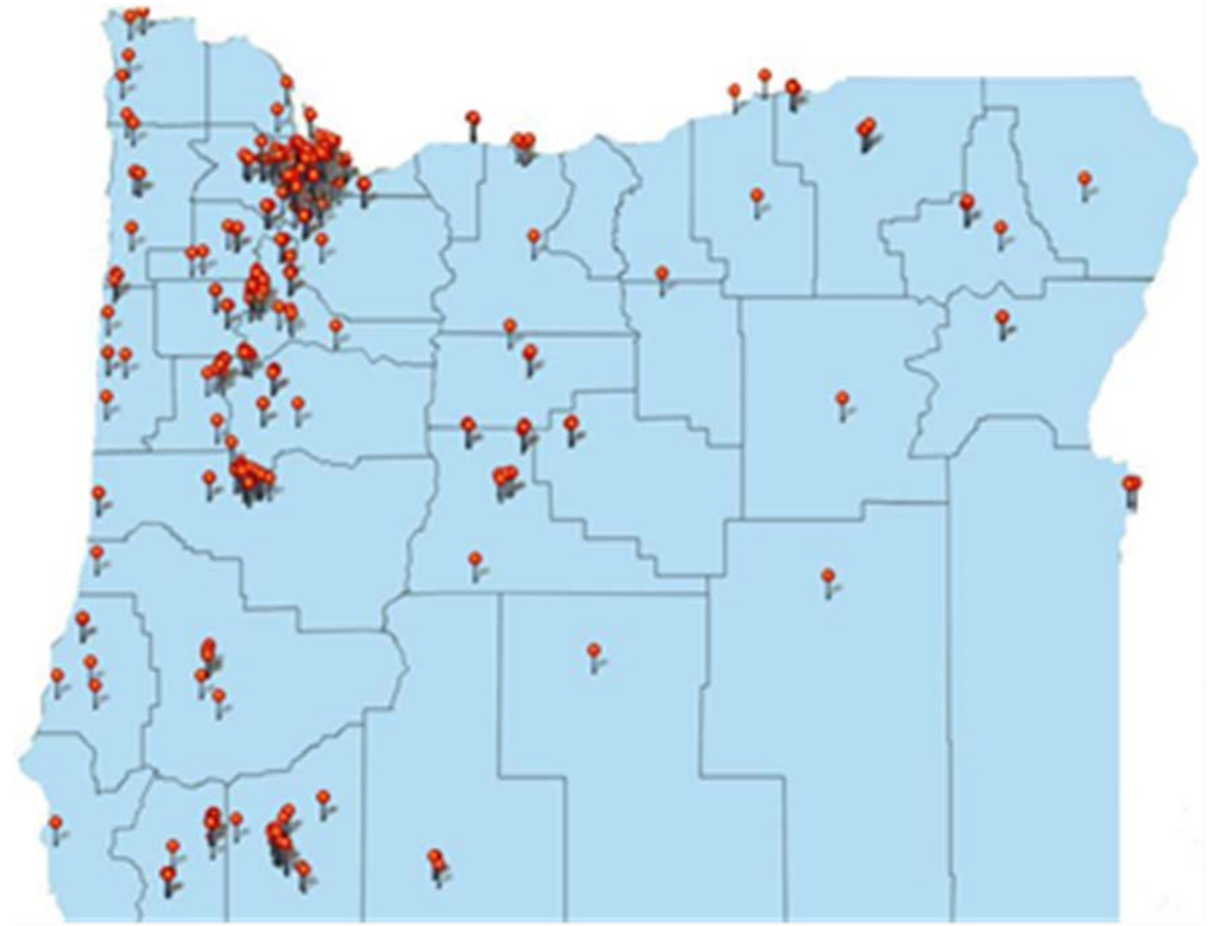
What is your role at your organization?

Why did you come to this session?

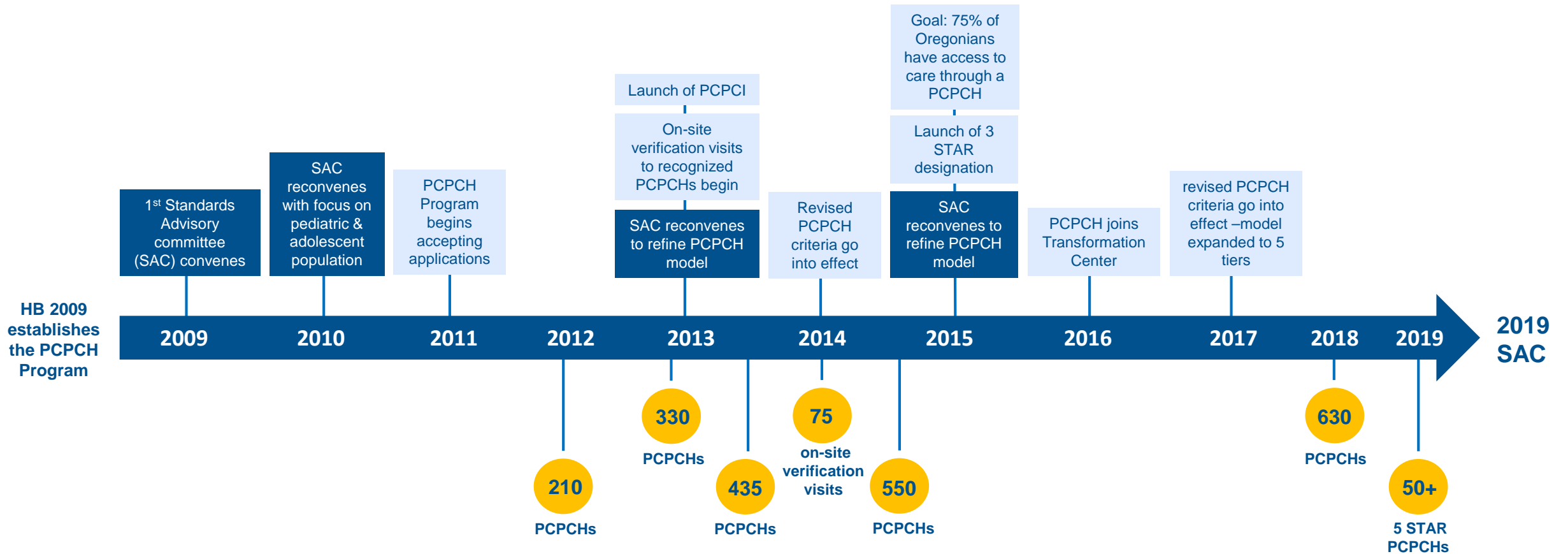


Patient-Centered Primary Care Home (PCPCH) Program

- Established in 2009 by the Oregon Legislature to support the Triple Aim
- PCPCH standards are developed by a volunteer multi-stakeholder Standards Advisory Committee
- Over 620 PCPCH clinics
(Approximately $\frac{3}{4}$ of all Oregonians get their care at a PCPCH!)

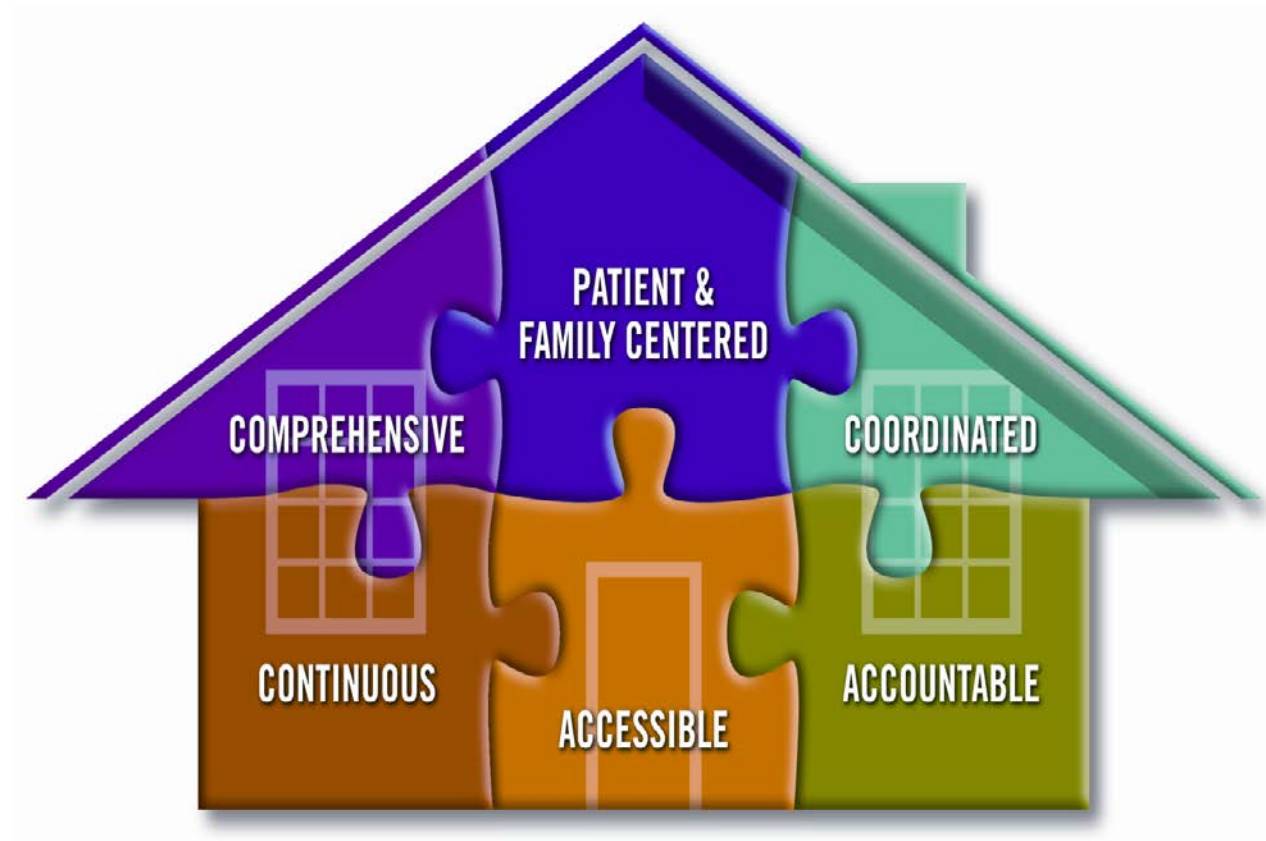


PCPCH Program Timeline



Oregon's PCPCH Model

- Participation is voluntary and attestation-based
- Six core attributes, each with specific standards and measures
- Eleven “Must-Pass” measures all clinics must meet
- Five tiers of recognition based on which measures a clinic meets



PCPCH verification site visits

- PCPCH program conducted more than 320 site visits since 2012
 - 1/3 of those visits (130+) have occurred in past 18 months (January 2018 – June 2019)
 - Each clinic will receive a site visit at least once every 5 years, per OAR
 - Team includes a Verification Specialist, Improvement Specialist, and a Clinical Transformation Consultant (provider) when available.
- During a site visit the team:
 - **Verifies** that the clinic practice and patient experience in the practice accurately reflects the measures attested to
 - **Assesses** the care delivery and team transformation process to understand how the intent of the patient-centered care model is integrated into the qualities and services of the PCPCH
 - **Collaborates** to identify areas of improvement and to connect clinics with colleagues and technical assistance

Impact of the PCPCH Program

- PCPCH program implementation has resulted in \$240 million in savings to Oregon's health system between 2012 and 2014.
- For every \$1 increase in primary care expenditures related to the PCPCH program, there is \$13 in savings in other services, such as specialty care, emergency department, and inpatient care.
- For a clinic that has been a PCPCH for three year, the total cost of care per-member, per-month is lowered by \$28. This is double the overall average savings of \$14 per-member, per-month for a PCPCH in the first year of recognition.

What's next for the PCPCH Program

- PCPCH Standards Advisory Committee to convene
 - Topics to address: oral health, social determinants of health, metrics, pain management, and others
 - July to December 2019
- Increase number of site visits and technical assistance support
 - Hope to double site-visit capacity – 2 teams to 4 teams
 - Technical assistance outside the context of a site visit
- Align with and support the work of the Primary Care Payment Reform Collaborative, CCO 2.0 another payment reform efforts

PCPCH Program team

Program operations

- Amy Harris, Program Manager
- Susan El-Mansy, Policy Analyst
- Rachel Palmer, Communications and Program Specialist

Site visitors

- Amber Anderson, Verification Specialist
- Kamar Haji-Mohamed, Improvement Specialist
- Allie Ryan, Verification Specialist
- Lorelee Trocio, Improvement Specialist

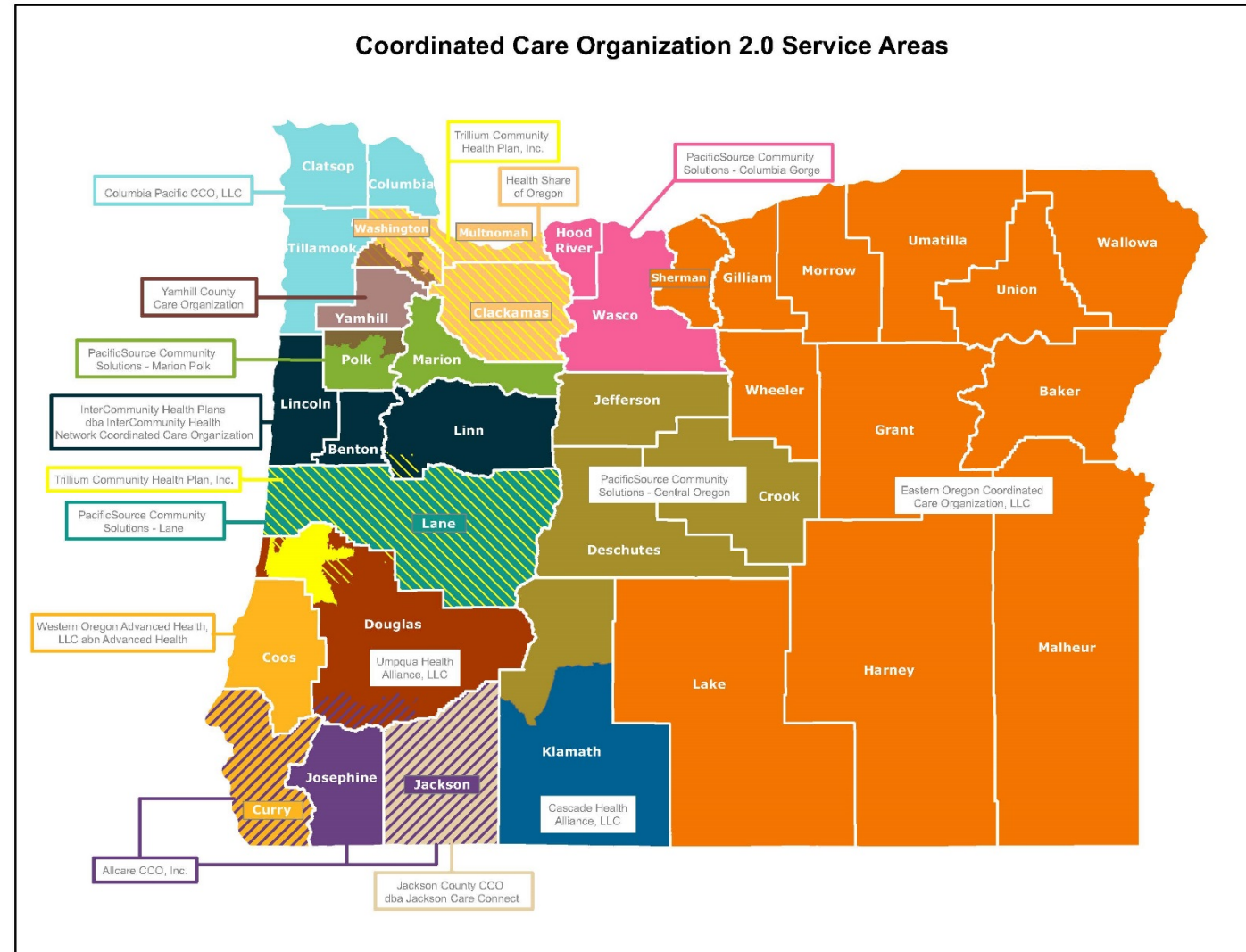
Stories from the field...



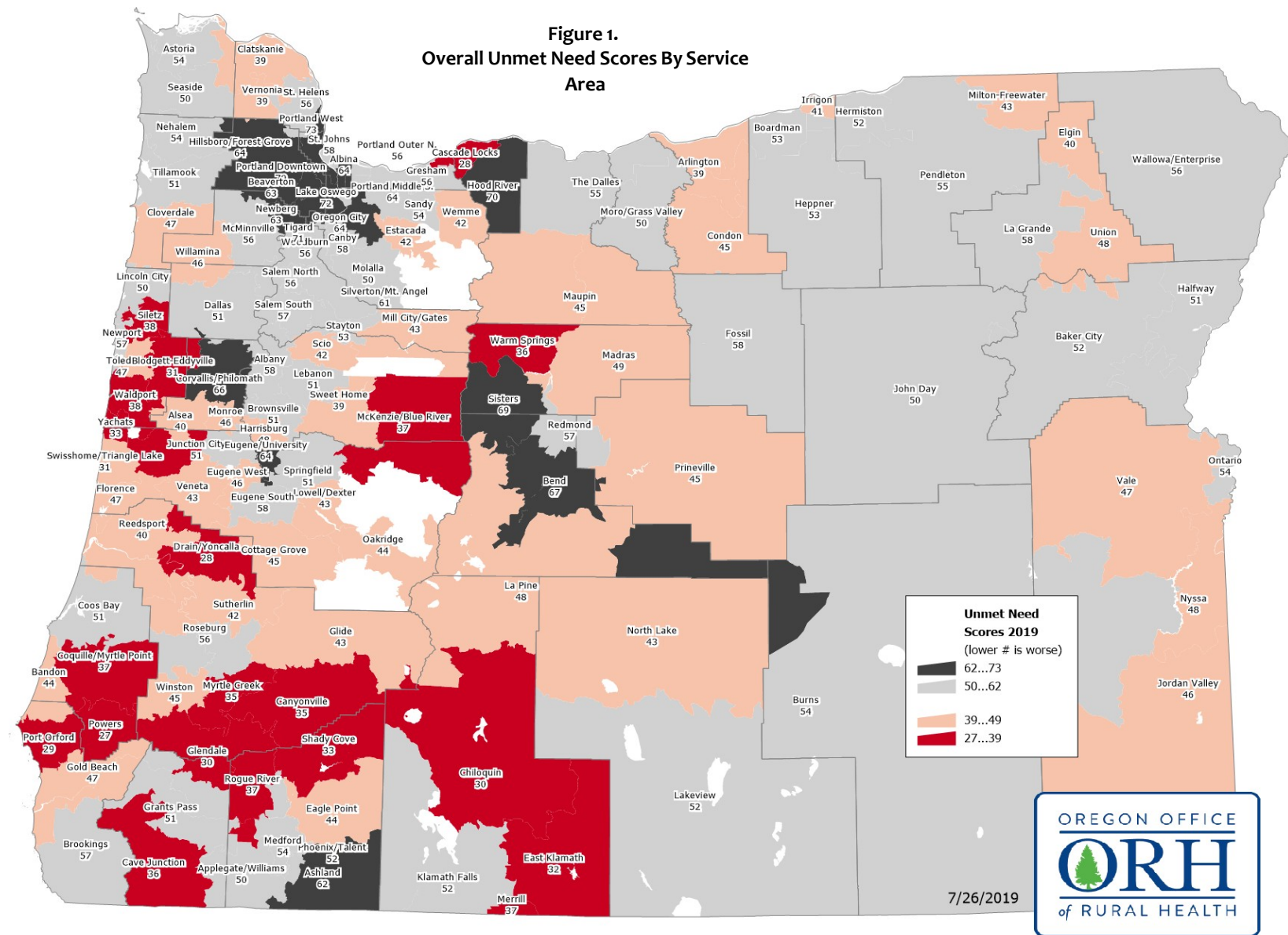
Photo by Megan Bowen

Healthcare Transformation in Oregon

- Senate Bill 231 (2015) and House Bill 4017 (2016)
- Primary Care Payment Reform Collaborative
- Senate Bill 934 (2017) requires health plans to allocate 12% of healthcare expenditures to primary care by 2023
- Coordinated Care Organizations (CCO 2.0)
- Comprehensive Primary Care Plus (CPC+)



2019 Oregon Areas of Unmet Health Care Need Report

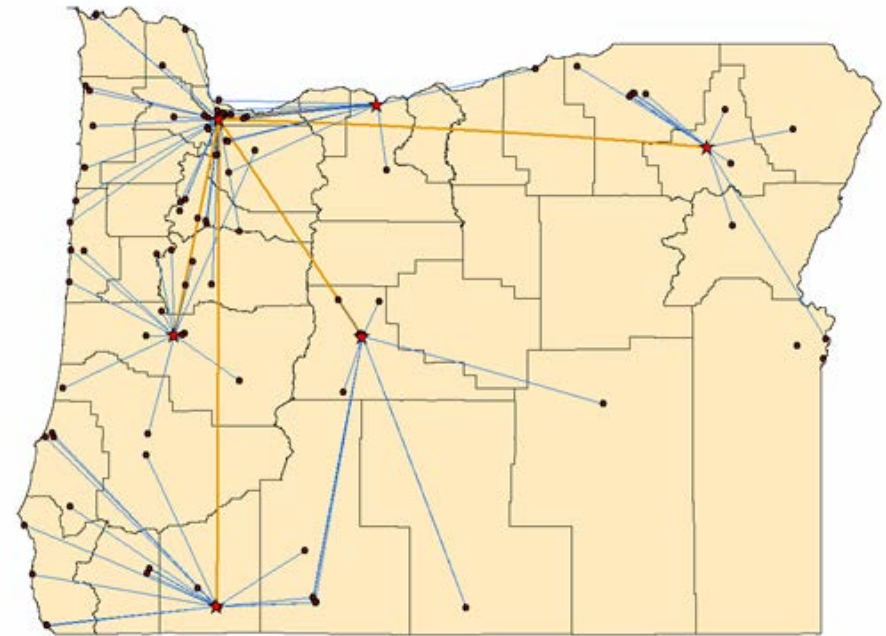


7/26/2019



The Oregon Rural Practice-based Research Network

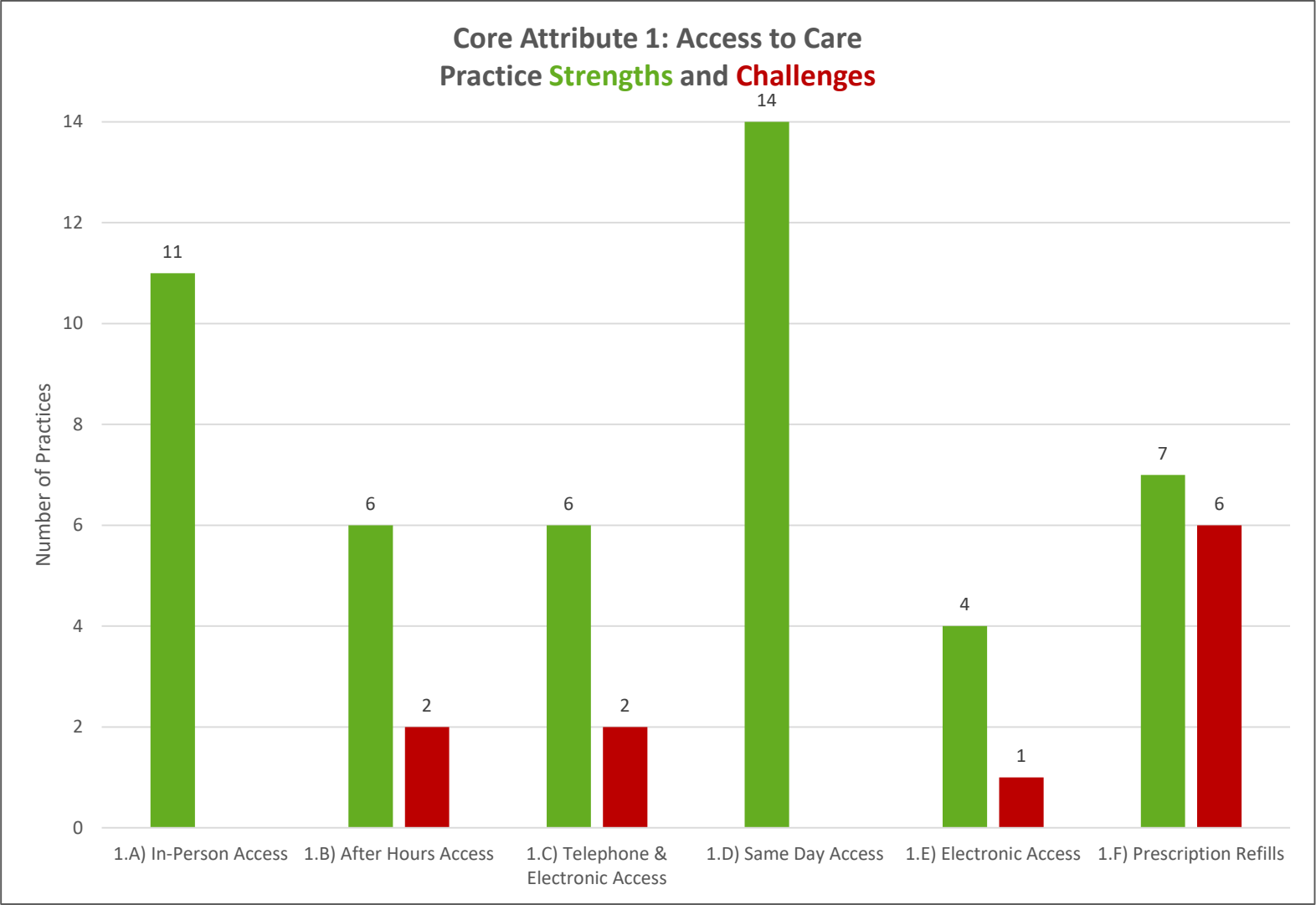
- Statewide network of primary care clinicians, community partners, and academicians dedicated to studying the delivery of health care, improving the health of Oregonians and reducing rural health disparities.
- Mission: To improve health outcomes and equity for all Oregonians through community partnered dialogue, research, coaching, and education.



PCPCH Learning Collaborative

- Partnership between the Oregon Rural Practice-based Research Network (ORPRN) at Oregon Health and Science University and the Oregon Health Authority's Transformation Center (OHA-TC)
- Six-module, webinar-based series aimed at supporting small, independent, and/or rural practices attesting to the PCPCH Program
- Goal to provide a platform to support peer-to-peer learning and networking, problem-solving, and the dissemination of resources and best practices

PCPCH Learning Collaborative: Strengths and Challenges



Small Group Breakout (20 min)

Large Group Share-out and Q&A (5 min)

Thank You!