

Examples from the Oregon Experience

*Colleen Reuland, MS
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Oregon Pediatric
Improvement Partnership

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#QualityNet14

“Teamness” and Importance Varied Roles to Support Meaningful Measurement and Improvement



Multi-Stakeholder Engagement & Cross State-Learning Community



Medical Home Learning Collaborative: Multi-Stakeholder Engagement at the Start and End

- **Oregon Health Authority**
 - Office for Health Policy and Research
 - Division of Medical Assistance
 - Health Analytics
- **ECHO Learning Collaborative**
 - OPIP & the public and private stakeholders in the OPIP Partners Committee
 - ORPRN
 - OCCYSHN
 - Parents as key note speakers
 - Community-based experts
- **ECHO Practices**
 - 8 urban and rural practices
 - Direct care to 100,000 + children across Oregon

Oregon Pediatric
Improvement Partnership



Engagement of Policy Makers to Identify Opportunities to Spread Innovation & Address Barriers



Enhancing Child Health in Oregon (ECHO) Medical Home Learning Collaborative Project Policy Meeting

Thursday, November 6th @ 8am-12pm

Portland State University - Smith Memorial Student Union (SMSU Room 238)
1825 SW Broadway Portland OR 97201



Attendees:

Oregon State Legislators

- Representative Mitch Greenlick – District 33: Portland
- Representative Alissa Keny-Guyer – District 46: Portland
- Senator Elizabeth Steiner Hayward – District 17: NW Portland/Beaverton

Oregon Health Policy Board (OHPB)

- Zeke Smith – Chair
- Carla McKelvey – Vice Chair; Secretary-Treasurer of the Oregon Pediatric Society

Oregon Health Care Quality Corporation (Q-Corp) / Patient Centered Primary Care Institute (PCPCI)

- Mylia Christensen – Executive Director

Oregon Academy of Family Physicians (OAFP)

- Kerry Gonzales – Director
- Evan Saulino – OAFP President ('13-'14); Clinical Advisor for the Oregon PCPCH Program; Physician at Providence Medical Group

Center for Evidence-based Policy (CEbP)

- Susan Carson

Oregon Center for Children & Youth with Special Health Needs (OCCYSHN)

- Marilyn Hartzell – Director

Institute on Development & Disability (IDD)

- Michael Harris – Director of Pediatric Psychology, OHSU

Oregon Department of Education: Early Learning Division

- David Mandell – Director of Policy & Research

Oregon Health Authority (OHA)

- Leslie Clement – Chief of Policy
- Jeanene Smith – Chief Medical Officer; Administrator, Oregon Health Policy & Research
- Lori Coyner – Director of Health Analytics
- Dana Hargunani – Director of Child Health; Staff, Joint Committee for the Early Learning Council & Oregon Health Policy Board

OHA Transformation Center

- Chris DeMars – Director of System Innovation
- Ron Stock – Director of Clinical Innovation

OHA Patient-Centered Primary Care Home Program (PCPCH)

- Nicole Merrithew – Director
- Jill Boyd – Practice Enhancement Specialist

OHA Center for Prevention & Health Promotion: Adolescent Health

- Bob Nystrom – Interim Center Administrator; Adolescent, Genetic and Reproductive Health Section Manager
- Liz Thorne – Adolescent Health Policy & Assessment Specialist

OHA Center for Prevention & Health Promotion: Maternal & Child Health / Title V

- Cate Wilcox – Title V Director, Maternal & Child Health Section Manager

OHA Addictions and Mental Health Division

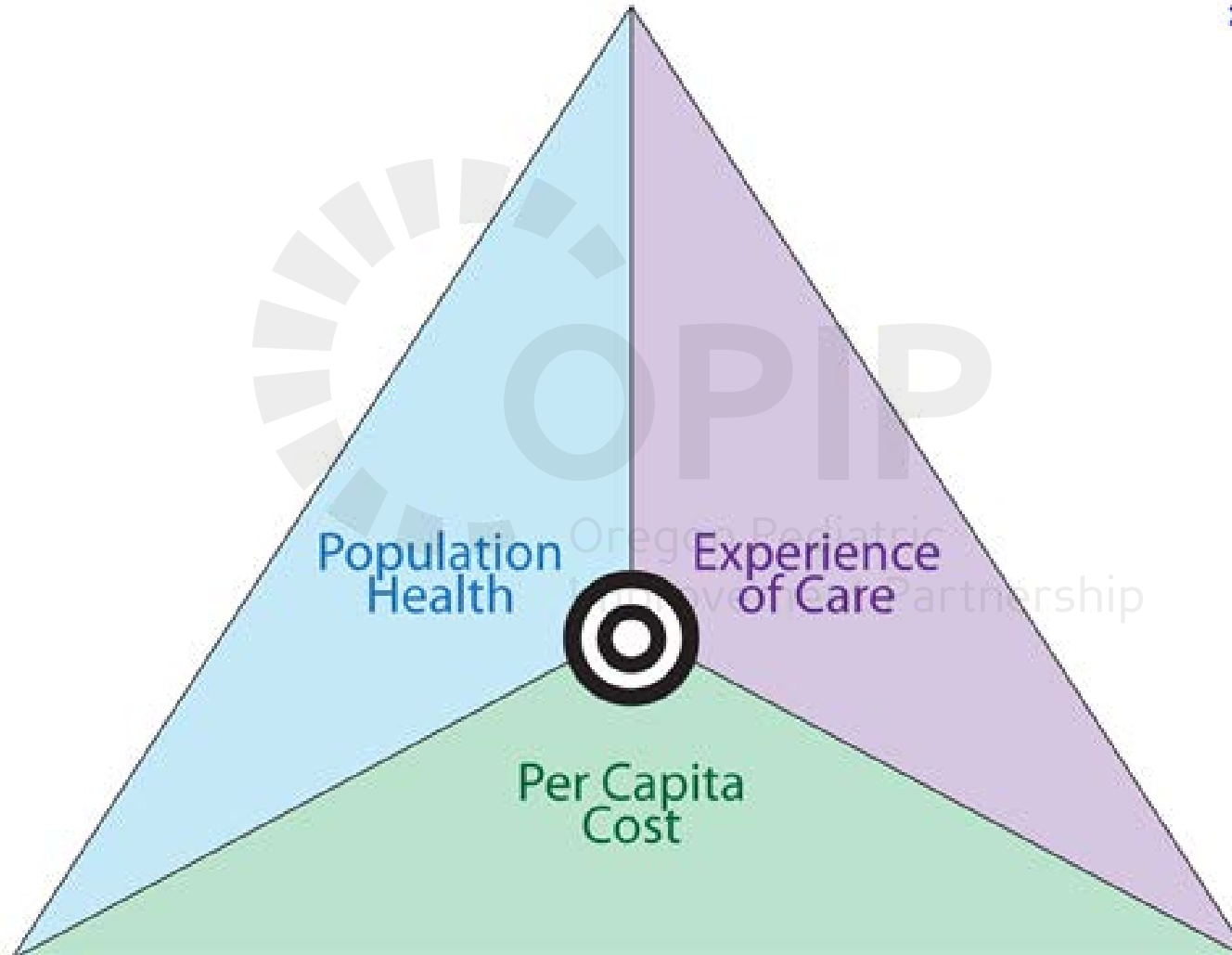
- Pam Martin – Director
- Brooke Rizer - Program and Policy Development Specialist

OHA Medical Assistance Programs

- Jay Yedziniak – Senior Policy Advisor



Putting the Patient-Centered in Patient-Centered Improvement



Putting the Patient-Centered in Patient-Centered Improvement

1. Parents as keynote speakers at every Learning Session
2. Parents on the project team
3. Emphasis in the ECHO Learning Curriculum - Trainings and Coaching on:
 - Parents on QI teams
 - Parental input on specific change strategies & tools
 - *Examples:* Medical home agreements, shared care plans, and referral tracking processes
 - Focus groups – episodic
 - Parent advisory groups or having a parent role on medical home advisory groups
 - Meaningful use of patient experience of care surveys



Genuine Partnership with Patients

POSTERS to Educate Patients about the Survey:



Childhood Health Associates of Salem values your feedback and wants to hear from you!

We are working with a company in Michigan named DataStat to help us collect feedback from parents like you. Your feedback will help us improve our care.



Winding Waters Clinic values your feedback and wants to hear from you!

We are working with a company in Michigan named DataStat to help us collect feedback from patients like you. Your feedback will help us improve our care.

1 JULY - OCT 2014 PARENTS Give Us Your Feedback by Mail or by Phone! This summer, DataStat will give you a <i>confidential</i> survey or phone call. Your feedback will be kept private and will not be linked to your child or your child's doctor.	2 NOV 2014 - JAN 2015 Childhood Health Associates of Salem Hear Your Feedback! DataStat's survey results will help Childhood Health Associates of Salem learn what is working well and where we can improve.	3 EARLY 2015 Childhood Health Associates of Salem & PARENTS Use Your Feedback! Your feedback is important. We will share what we learn from your feedback, and work to improve our services.
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Thank you for partnering with us!

1 JULY - OCT 2014 PATIENTS Give Us Your Feedback by Mail or by Phone! This summer, DataStat will give you a <i>confidential</i> survey or phone call. Your feedback will be kept private and will not be linked to you or your doctor.	2 NOV 2014 - JAN 2015 Winding Waters Clinic Hear Your Feedback! DataStat's survey results will help Winding Waters Clinic learn what is working well and where we can improve.	3 EARLY 2015 Winding Waters Clinic & PATIENTS Use Your Feedback! Your feedback is important. We will share what we learn from your feedback, and work to improve our services.
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Thank you for partnering with us!



Contact Information

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