



OPCA

Oregon Primary
Care Association



Oregon QI Collective

Patient Experience Reporting Q&A Session

May 2019

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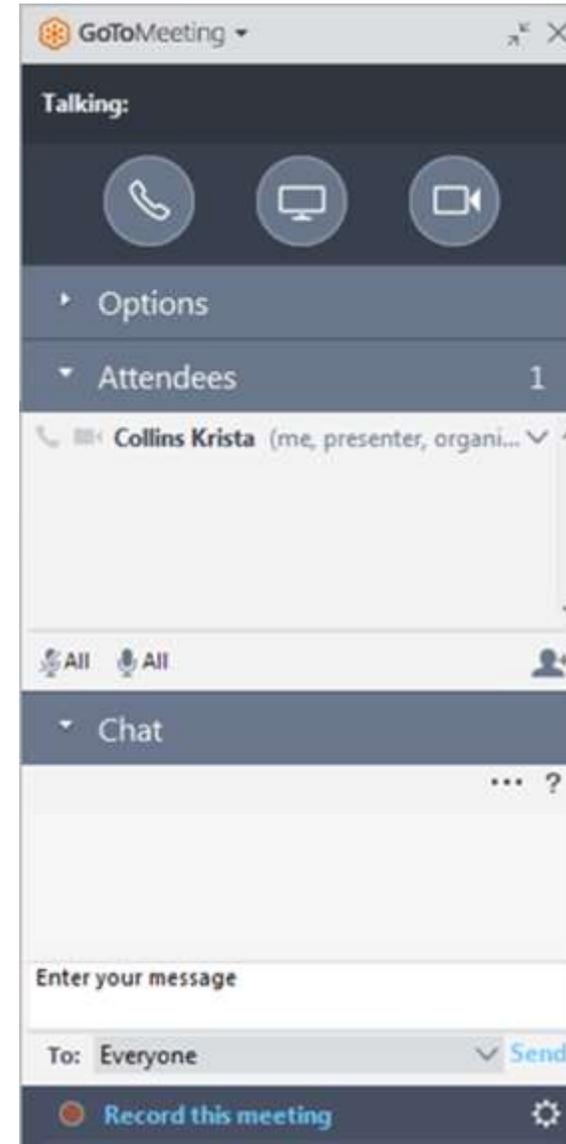
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- 25 minutes for Q&A and group discussion at the end



Objectives for Today's Call

- Learn about what we're doing with patient experience and why we're doing it in the broader context of OPCA's QI work
- Understand what will be encouraged of health centers from a reporting standpoint
- Have dedicated time to get your questions answered

Patient Experience: The Growing Tree

Facilitator: Akira Templeton



OPCA's Strategic Plan

5-Year Goal

- By 2024, OPCA will engage 95% of CHCs in technical assistance and training that promotes patient-centered, comprehensive services that improve patient experience and establish CHCs as leaders in care model transformation in Oregon

Short-term Goal

- By December 31, 2019, CHCs will use a standardized question set to measure pt. experience and at least 50% of CHCs are reporting this data to OPCA

Where it all Began: Timeline Recap

APCM Year 1: 2017-2018

Selected core question set from CAHPS 3.0 Adult Survey (8 questions)

First data collection effort by OPCA + quarterly data reviews

APCM Year 2: 2018-2019

Refined reporting and data collection strategy with APCM (2 questions)

Discussions of how to continue work outside of APCM

Today

Integrating into Oregon Quality Improvement (QI) Collective (*formerly known as Data Transparency Project*)

Current State: Branches of Patient Experience Reporting

Branch one:

APM Accountability

- 2 questions
- Using a combined Quality Quadrant template
- Reported to OHA and OPCA
- Contact: Amy Vasereno, avasereno@orpca.org



Branch two:

Quality

Improvement

- 10 questions (*previous 8 + 2 APM questions*)
- Using the template developed for/by this workgroup
- Reported to OPCA only
- Integrated into quality programming

Patient Experience Questions by Domain:

ACCESS

- **CAHPS Q8** - In the last 6 months, when you made an appointment for a *check-up or routine care* with this provider, how often did you get an appointment as soon as you needed?
- **CAHPS Q6** – In the last 6 months, when you contacted this provider’s office to get an appointment for *care you needed right away*, how often did you get an appointment as soon as you needed.
- **CAHPS Q 10** In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?

Patient Experience Questions by Domain:

FRONT OFFICE

- **CAHPS Q 21** - In the last 6 months, how often were the clerks and receptionists at this provider's office as helpful as you thought they should be?
- **CAHPS Q 22** - In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Patient Experience Questions by Domain:

PROVIDER COMMUNICATION/CARE

- **CAHPS Q 12** - In the last 6 months, how often did this provider listen carefully to you?
- **CAHPS Q 14** - In the last 6 months, how often did this provider show respect for what you had to say?
- **CAHPS Q18** – Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Patient Experience Questions by Domain: PCMH SUPPLEMENTAL

- **CAHPS PCMH5** - In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?
- **CAHPS PCMH6** – In the last 6 months did someone from this provider's office talk about things in your life that worry you or cause you stress.

Branch Three

Pilot with Crossroads Group, Inc.

- A group of health centers has opted to test out a new survey vendor for at least one year of surveying and reporting
- \$ incentives for participation have ended
 - » Participation opt-in is open until May 1st
- Pilot period is July 1, 2019 to June 30, 2020
- OPCA Contact: Claire Tranchese, ctranchese@orpca.org



Branch Four

CareOregon Data Sharing (*coming soon*)

- OPCA will be asking clinics for permission to share with CareOregon specific types of data, including patient experience data
 - » One quarter of patient experience data, specifically Q3 2018 and/or Q3 2019.
 - » Data will be used for the purpose of targeting performance improvement support for health centers
- OPCA Contact: Krista Collins, kcollins@orpca.org
- For members interested in sharing data with CO *and* participating in the Crossroads Pilot, there may be a further opportunity to share member level data directly with CO



Reporting Process

Facilitator: Brandon Lane

Process Review

- Using same contact list for quality metric reporting templates, updated to include patient experience reporting leads where needed
- Following already established quarterly reporting schedule
 - » First request already made for Q1 2019 (Jan-Mar)
 - » Second request for Q2 2019 (Apr-June) to come in July 2019
- Requesting to report at least once annually, quarterly if possible

Template Review

Q&A and Group Discussion

Wrap-up

QI Collective and Reporting Timeline

Please note: This does not change what's required for APM Accountability!

Date	Activity	Participant Considerations
June 2019	Diabetes Learning Collaborative Pre-Webinar	Collaborative will incorporate lens of patient experience in diabetes care
July 2019	Diabetes Learning Collaborative Kick-Off Event	
July 2019	Second round of data collection Q2 2019 (Apr-Jun)	
September 2019	Quarterly Pt. Experience Reporting: Webinar #1	Data review and discussion of integration into quality program
October 2019	Third round of data collection Q3 2019 (Jul-Sept)	
December 2019	Quarterly Pt. Experience Reporting Webinar #2	Data review and discussion of integration into quality program



Next Steps

- Keep an eye out for the next data request from Brandon
- Mark your calendars for the Diabetes Learning Collaborative Kick-off Face-to-Face Event on July 15th!
- Join our Diabetes Learning Collaborative Pre-Webinar
 - » **When:** June 13 from 1:00-2:00 PM
 - » **Purpose:** To learn more about objectives, activities and participation expectations of the collaborative
 - » ***Not the right person to attend?*** Invite your colleagues!

Summary of Supplemental Material

- Reporting Template
- QI Collective
 - » Overview
 - » Flyer
- Diabetes Learning Collaborative
 - » Kick-off Save the Date
 - » Pre-Webinar invite

Thank you!



OPCA Contacts:

- Akira Templeton, atempleton@orpca.org
- Brandon Lane, blane@orpca.org