

Project Title: Home Owner's Insurance: Strengthening the  
Foundation of the Medical Home (Oregon Medical  
Home Project)

Project Number: 93.110F

Project Director: Robert E. Nickel, MD

Grantee Organization: Child Development and Rehabilitation  
Center, Oregon Health & Science  
University

Address: P.O. Box 574,  
Portland, Oregon 97207

Phone number: 503-494-6961

E-mail Address: [Nickelr@ohsu.edu](mailto:Nickelr@ohsu.edu)

Home Page: [www.oregonmedicalhome.org](http://www.oregonmedicalhome.org)

Project Period: 3/31/01 to 9/30/04

Total Amount of Grant Awarded: \$468,763

PURPOSE OF THE PROJECT AND RELATIONSHIP TO TITLE V MATERNAL  
AND CHILD HEALTH (MCH) PROGRAMS:

Our purpose for the Oregon Medical Home Project was to improve comprehensive care for children with special health needs (CSHN) through a Medical Home approach by building partnerships among Community professionals and parents, facilitating a process of continuous quality improvement (CQI) and providing education on medical home

improvement to primary care offices throughout Oregon. Our project has been administered through the OHSU/CDRC Title V Program for Children with Special Health needs.

Goals and Objectives: The goal of our project was to improve comprehensive services for CSHN by creating a statewide network of parent and professional Teams (RT's) that will provide direct support to office staff and families and will facilitate a process of continuous quality improvement. The following objectives were identified:

- Establish Resource Teams.

- Provide support and facilitate continuous quality improvement.

- Identify CSHN

- Improve Integration of services

- Ensure fiscal/agency support for care coordination within primary care offices.

Methodology: Resource teams of two parents of CSHN, a CaCoon nurse, office staff and a consulting physician from 6 primary care offices throughout Oregon were established. Teams identified the local resources for each primary care office and developed a parent-to-parent resource service. All team members received information from the Every Child Deserves Medical Home Training and the Medical Home Improvement Training. With the assistance of office staff, each team developed CQI goals and implemented the goals using the Plan/Do/Study/Act process. Each practice presented information on the medical home approach to members of the whole practice, and 50 % presented to local medical groups. Project staff presented to medical groups in Portland and Eugene. A medical

home website was created to promote the medical home approach in Oregon. Members of the advisory group met to develop tools to identify CSCHN in primary care offices and to study the feasibility of obtaining re-imbursement for care coordination and the coding practices of primary care offices.

**EVALUATION:** The project evaluation plan was designed to allow tracking and monitoring of key project activities and the achievement of specified outcomes. Health care system, family and child health status outcomes were assessed through the use of family and physician self-ratings relative to medical home practices and child health. A sample of families from each practice completed the Medical Home Index each spring of the project to measure changes in family experiences of the practices' implementation of "medical home" practices.

**Results / Outcomes:** Improvements in comprehensive care of children with special health needs as measured by yearly surveys of all families with CSCHN in each practices, suggests that parents experienced an increase in key medical home practices relative to being able to get needed health care, knowledge and respect for the child and family, communication with the child and family, care planning and care coordination.

**Publications and Products:** Brochures, posters and resource guides were created to expand knowledge of the medical home approach within each practice. A website, video, articles and news releases were developed to expand knowledge of the medical home approach throughout Oregon.

Dissemination / Utilization of Results: Presentations on the results of the medical home project have been provided to CDRC grand rounds, Oregon Pediatric Society, the Washington Medical Home Project, the Multnomah County LICC, and State Childhood Planning project. We have sent our video in CD format to all Community Connections consulting physicians, advisory group members and members of each participating practice.

Future Plans / Follow-up: Medical home improvement and supports to primary care offices are now a part of the CDRC Title V CSCHN Program. Title V supports include a physician referral service, Telehealth consultation, maintenance of the Oregon Medical Home Website and yearly trainings.

Type / Amount of Support and Resources needed to Replicate: We would recommend a community based approach to replication and development of the medical home approach in Oregon. We found that comprehensive care for CSHN that includes the components of the medical home approach to be a community responsibility with families at the center.