

Partner *for* Quality Care



Information for a Healthy Oregon

A project of the Oregon Health Care Quality Corporation

WORKING IN CONCERT: 2011 ANNUAL CONFERENCE

November 11, 2011



Tips for Your Care >>

Compare Doctors' Offices >>

Compare Hospitals >>

What Patients Say >>

Quality health care. Be informed. Be involved.

What are the quality scores for my doctor's office?

What are good questions to ask my doctor?

How do I know if I'm getting really good health care?



What's New

New Guidelines Ensure Women Receive Preventive Services
Aug 02, 2011: Historic new guidelines that will ensure women receive preventive health services at no additional cost were announced by the U.S....

Patients and Families as Leaders
Jul 26, 2011: Providence Medical Group's Patient & Family Advisory Council is featured in our second story about our Patients and Families as...

Information for Health Care Professionals

The Oregon Health Care Quality Corporation has released the February 2011 "Information for a Healthy Oregon: Statewide Report on Health Care Quality"



Click to download >>

Are you a practitioner looking for your data reports?

Click here to visit the reporting site >>

TIPS FOR YOUR CARE

What is care that “works the best”?

Care that “works the best” is care that gets the **best results** for your health and is as **safe** as possible.



How do we know which kinds of care work best?

Good question. Doctors and medical scientists do many research studies to find out:

- What works best to catch health problems early.
 - What tests are best for finding out what's wrong.
 - Which treatments help the most and have the fewest side effects.
- Every year, more medical research studies are done. These studies can provide new information on which kinds of care work best and are the safest.

People don't always get the care that works the best

It's surprising but true: Many people do not get the care that has been shown to work best for their condition. Instead, they are given other kinds of care that don't work as well – or no care at all.

A study in 12 large U.S. communities checked to see whether children were getting the care that is known to work the best. The results weren't good. For example:

- Only 19% of seriously ill infants with fevers had the right lab tests done.
- Only 46% of children with asthma were on the right medications.

The problem isn't limited to kids. Other research studies have shown that many adults are not getting the care that works best. For example, many people with diabetes do not get certain tests and exams that they should be getting to stay healthy with diabetes.

Getting the kind of care that works the best

For some conditions, we don't know which care works best because there hasn't been enough medical research.

But for many conditions, research has shown which kinds of care tend to help the most and are the safest. This research can help you and your doctor choose care that works best and stay away from care that doesn't help.

For tips on things you can do to get the kind of care that works best, keep reading.

4 tips for getting the care that works the best

1 Use a consumer guide

The federal Agency on Health Care Research and Quality has produced a series of helpful consumer guides that tell which kinds of care work best for certain health conditions.

These guides are based on medical research. They are written for patients, not for doctors.

Topics include blood pressure medicine, pills for Type 2 diabetes, medicine for osteoarthritis and for rheumatoid arthritis, prostate cancer treatment, and treatment of GERD (gastroesophageal reflux disease).

2 Do your own search to find out which kinds of care work best

For practical advice and recommended sources for reliable health information, read this government guide: *Next steps after diagnosis: finding information and support*. You can find it at www.ahrq.gov/consumer/diaginfo.htm.

If you are looking for health information on the internet, be very careful about which websites you use. For tips, look for our handout *How can you find trustworthy health information on the web?* (www.PartnerForQualityCare.org).

To get these guides, visit the website www.effectivehealthcare.ahrq.gov or call (800) 358-2295 for a printed copy.



To stay active, I needed something for arthritis pain. To help me understand the choices, my doctor gave me a guide that compares arthritis medicines. It explains the risks and benefits of each one. It even tells how much they cost.



I had questions and concerns about my cancer diagnosis and I wanted to learn more. A government guide helped me find a website that told about my type of cancer and the research on which treatments work the best.

I took this information to my next appointment and talked about it with my doctor.

3 Check to see if care you are getting meets the quality standards

A huge amount of research has been done to find out what care works best for keeping people healthy when they have an ongoing condition such as asthma, diabetes, or heart disease.

Doctors who are national experts have looked at this research very carefully and used it to develop quality standards or “guidelines” for best patient care.

If your care follows these guidelines, then you know you're getting the care that works the best to keep you healthy.



I thought I was doing everything I should to stay healthy with diabetes. Then I read a handout and found out that I was getting only 6 of the 10 tests and exams I should be getting. I made an appointment right away. Now I'm up to date on everything.

You can get this handout (*Ten tests and exams everyone with diabetes should be getting*) and others at the Oregon Diabetes Resource Bank website (www.oregon.gov/DHS/ohd/diabetes/resourcebank/10tests.shtml).

4 Ask your doctor if there's been any research on what care works the best

When it's time to decide on tests and treatment, ask questions to help make sure that you and your family get the care that works the best.

For tips on asking questions, look for this handout on our website: *Making the most of your medical appointments*.



So you're saying there are two treatments we can choose from. Is there any research that compares how well they work?

QUALITY SCORES



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Doctors' Offices
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Diabetes care

Oregon is above the national average on these 4 types of recommended care for people with diabetes.

-  [Learn more about quality scores for diabetes](#)
-  [Diabetes basics and getting quality care](#)

Better Scored well above (better than) the average statewide score.

Average Scored in the middle.

Below Scored well below (worse than) the average statewide score.

Some doctors' offices are not included in quality scores on this page - [learn why](#).

[See details on data and scoring](#)

Results found for **195** doctors' offices in: *West Portland Metro, East Portland Metro, North Coast, South Coast, Willamette Valley, Southern Oregon, Central Oregon, Eastern Oregon* [Change your search selections](#)

Doctors' Offices	Dilated eye exam	Blood sugar test	Cholesterol test	Kidney disease test
Sort: <input checked="" type="radio"/> By score <input type="radio"/> Alphabetically	The "Dilated" eye exam checks for blood vessel damage in the eyes (what is this?)	The "A-1-C" blood sugar test measures level of blood sugar during past 3 months (what is this?)	A Cholesterol test checks the level of "bad" cholesterol (what is this?)	A kidney disease test samples urine for signs of kidney disease (what is this?)
Fall Creek Internal Medicine	Better	Better	Better	Better
NW Primary Care Sellwood/Moreland Clinic	Better	Better	Better	Better
PeaceHealth Medical Group Barger Medical Building - Senior Health and Wellness Center	Better	Better	Better	Better
PeaceHealth Medical Group-Siuslaw	Better	Better	Better	Better
Family Medical Group NE	Better	Better	Average	Better

FOR MORE INFORMATION:

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QUESTIONS?

Patient & Family Centered Care

Angela Mitchell - Program Coordinator,
Patient and Family Centered Care

Trisha Herber- Co-Chair,
Patient & Family Advisory Council

PMG Education Department

Patient & Family Centered Care

- Bringing the perspectives of patients and families directly into the planning, delivery, and evaluation of health care, and thereby improving its quality and safety.
- **Patient-Centered Medical Home**

- Institute for Patient- and Family-Centered Care

Patient & Family Centered Principles

- **Dignity and Respect** - Health care practitioners listen to and honor patient and family perspectives and choices.
- **Information Sharing** - Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful.
- **Participation** - Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration** - Patients, families, and health care practitioners collaborate in policy and program development, implementation, and evaluation.

- Institute for Patient- and Family-Centered Care

PMG Patient & Family Advisory Council

- We have 12 Advisors that are PMG patients and/or family members of patients, with more seats being filled.



Contributions to Patient & Family Centered Care

- Development of a successful PFAC
- Bringing patient and family perspectives to leadership meetings
- Improving patient clinic experience
- Patient education review
- PMG website review

Improving PMG's Healthcare Experience

- **Diabetes Education** course as “secret shoppers”.
- Developing **New Employee Training** on Patient & Family Centered Care.
- **Filming clinic experience interviews** directly following their clinic appointment on their experience during each phase of their visit. These videos will be incorporated into meetings, and used in employee training opportunities.
- **Attend leadership meetings**
- Standing seat on the **PMG Quality Improvement Committee**
- **Reviewing myProvidence.** – electronic medical portal
- Reviewed a **Heart Failure tool**. Changes included: language, visual design, and overall meaning and objective to the tools use.

Heart Zone Tool

A message from PMG CEO

[Interview with Dr. Joe Siemienczuk](#)

Trisha tells her story

Questions?