



**Patient-Centered Care Project**

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## Overview

The purpose of this two-year project is to examine patient-centered, primary care innovation occurring in Washington State, using five provider organizations to capture variations in culture, organizational structure, and environment that are related to the implementation and impact of patient-centered innovation. The focus is on three forms of innovation: the patient-centered medical home; shared patient-provider decision-making and use of decision aids; and new forms of payment for primary care by purchasers. The research team will track patient, provider, and staff experience and health services utilization and cost at two practice sites within each of the five organizations. Data collection methods include surveys, interviews, and analyses of health services utilization.

The five provider organizations participating in this project are the following: MultiCare Health System, Northwest Physicians Network, Swedish Medical Center, The Everett Clinic, and Virginia Mason Medical Center.

Analysis of health services utilization will be based on data provided by the following health plans: Molina Healthcare, Premera Blue Cross, Regence Blue Shield, Uniform Medical Plan (Washington State Health Care Authority), and Washington State Medicaid.

## Methods

- Patient experience surveys: brief written surveys completed by patients at each of the ten clinic sites at the beginning of the project and approximately 12 months later.
- Key informant interviews with the following individuals at the beginning of the project and approximately 12 months later:
  - Health plan leadership
  - Provider organization leadership
  - Administrative, medical, and quality improvement leaders and providers at the practice sites
- A short questionnaire about selected characteristics of each practice site.
- Analysis of health services utilization at each practice site and its relationship to the organizational innovations of interest.