

Community Advisory Council (CAC)

MINUTES

Date: Monday, September 14, 2015

Location: Linn County Expo, Albany

Council Representatives and others at the table:

CAC Chair: Lawrence Eby;

Benton: Hilary Harrison, Lauren Zimbelman, Michael Volpe, Richard “Stretch” McCain, Sr.;

Lincoln: Ellen Franklin (Liaison), Patricia Neal;

Linn: Catherine Skiens, Frank Moore, George Matland, Miao Zhao (Liaison), Paul Virtue;

Absent: Richard Sherlock, Joe Zaerr

Local Chairs: Dick Knowles (Linn), Ellen Franklin (Liaison; Vice-chair), Sam Sappington (Benton)

Presenters: **Kelley Kaiser**, IHN-CCO CEO; **Rebekah Fowler**, CAC Coordinator; **Bill Bouska**, OHA Innovator Agent

CALL TO ORDER

Larry Eby, CAC Chair, called the meeting to order at 2:06.

INTRODUCTIONS, ANNOUNCEMENTS, & APPROVAL OF AGENDA & MINUTES

- Introductions and Welcome to the newly appointed Representative, George Matland.
 - Chair & Representative announcements:
 - Lauren Zimbelman leaving Regional Health Assessment team in October and plans to have next coordinator hired and available for the next CAC meeting.
 - Behavioral Health Town Hall meeting in Linn, November 9. They want OHP member input. To accommodate this, the CAC voted to move the next CAC meeting to Linn County. CASA will host.
 - Coordinator announcements
 - Follow-up to a July public comment – Lisa Pierson of Benton County made a public comment at the last meeting regarding difficulties she’s had with the Council of Government’s mileage reimbursement program. Rebekah Fowler and Kelley Kaiser were able to connect Lisa with Phil Warnock of the COG and are working to improve the program.
 - Hilary will email Rebekah with information about someone else who has had problems.
 - October 26 is the CAC Strategic Planning Retreat
 - **ACTIONS:** Council approved *Agenda* and *Meeting Minutes* from previous May and July CAC meetings (**Attachment:** previous CAC meeting minutes).
 - Both meeting minutes were approved.
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PUBLIC COMMENTS

Vice-chair Ellen Franklin began chairing the meeting. Eight members of the public were present. No public comments.

IHN-CCO UPDATE

Kelley Kaiser, IHN-CCO CEO, presented the IHN-CCO August Operations Update.

Discussion Summary (See Attachment for details, what follows are discussion comments):

- The State's reassessment of billing rates impact was a 2.5 to 3% reduction in rates for IHN-CCO. The CCO knew the range would be 2-8%, so this was not as bad as it could have been. There will be no impact on members. The CCO has been preparing for this and is ready to handle it smoothly.
 - Larry Eby said that an IHN-CCO pilot project application is in the works for training and employing scribes to assist physicians in documentation and with meeting the quality metrics.
 - The IHN-CCO has been working hard on meeting the 2015 quality metrics in collaboration with many partners. Only four months are left in this year for these metrics.
 - Transformation dollars: IHN-CCO is currently determining how to use the funds. They need to spend this year's dollars by the end of the year, according to the auditors.
 - Early Learning Hub: Someone asked how is IHN working with the ELH? IHN is supporting them financially. It was suggested to bring in an ELH speaker to a CAC meeting. Rebekah will pursue.
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OREGON HEALTH AUTHORITY UPDATE (OHA) BY BILL BOUSKA, OHA INNOVATOR AGENT

The annual Coordinated Care Model summit is November 17 and a Health Equity conference will be held the day before. CAC members' participation will be paid for. Registration information will be out soon and forwarded by the CAC Coordinator.

The OHA technical assistance bank is available again October – June. Each CCO is offered 35 hours of technical assistance. The CCO has the option to use these dollars to assist the CAC.

OHA reorganization continues with the creation of seven different divisions. The "Health Systems Division" combines many of the health service functions that support the CCO.

LIAISON LOCAL ADVISORY COMMITTEE UPDATES

Sam Sappington (Benton County) The Benton Local Advisory Committee (BLAC) finalized Outcomes and Indicators recommendations in July. The August meeting focused on updating the BLAC charter. Commissioner Ann Schuster requested that the BLAC look at outreach to the homeless.

- Kelley Kaiser has a meeting set up with the mayor of Corvallis, Biff Anderson, and Commissioner Anne Schuster. Bill Hall and someone from Linn may be involved in the first meeting.
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Ellen Franklin (Lincoln County) Valerie Fulleton, IHN-CCO Communications Coordinator, came to speak about “Community Conversations” formerly known as the IHN-CCO public meetings. Gary Lahman gave the Lincoln committee a report on some community outreach at the Lincoln County Fair where they asked members for pro and con comments. (SEE HANDOUT) Tim Malone came to talk about a Senior mental health initiative. Many said positive things about their benefits. The cons highlighted the need for doctors in that county as well as a misunderstanding of dental benefits by some IHN members, namely they don’t realize they have a dental benefit.

Miao Zhao (Linn County) Three meetings, much of the work has been on Outcomes & Indicators and finalizing their work

Improving outreach is the next focus. Linn is interested in involving the Latino community and invited Helen Eby of Woodburn. Her main points were to meet people where they are already meeting, have incentives for speaking out at the meeting, present information of interest to the Latino community and meet with them regularly to build relationships and grow the number of people who attend. Vice-chair Malinda Moore has moved to Portland, so the Linn group is looking for a new Vice-chair and a Secretary. Malinda’s contribution to the work has been tremendous.

OUTCOMES AND INDICATORS

Rebekah Fowler outlined the local committees’ community health improvement plan (CHIP) “Outcomes & Indicators” work, to date, and the next steps in the process. The next step included a request for volunteers for an Outcome & Indicator workgroup. Three are needed from each county, at least one being a CAC Representative. They will meet 4-5 times between late September and early January. People should let Rebekah know by Friday, September 21. She’ll pass them to Larry who will announce appointments September 21.

The workgroup’s task is to prioritize the 32 outcomes and over 100 indicators and bring back a recommendation to the CAC at the January meeting. These will be used by the CCO to prioritize pilot projects. They will work with the Regional Health Assessment team, which will include Jessica Deas, Peter Banswarth, and Lauren Zimbelman/her replacement. Cynthia Solie has been hired to facilitate these workgroups.

MOTION: Larry Eby (Ellen Franklin was chairing) motioned to accept the proposal to have the soon to be appointed Outcomes & Indicators Workgroup take the Local Outcomes and Indicators Recommendation document and use their discretion as to the exact procedure for prioritization and bring to the next meeting a progress report. Pat Neal seconded. The motion passed with Stretch McCain abstaining.

There was much discussion about what process should be used to prioritize the outcomes and Indicators. Paul Virtue stated that he wants, at some point, an on-line survey requesting local committees to prioritize the list.

Frank Moore called the question to stop debate and hold the vote on the previous motion, Pat seconded, and it was approved with Paul Virtue opposing.

MOTION PASSED: Larry Eby (Ellen Franklin was chairing) motioned to accept the proposal to have an Outcomes & Indicators Workgroup take the Local Outcomes and Indicators Recommendation document and use their discretion as to the exact procedure for prioritization and bring to the next meeting a progress report. Pat Neal seconded. The motion passed with Stretch McCain abstaining.

CAC CHARTER

Larry Eby resumed chairing the meeting.

MOTION: The CAC discussed proposed amendments to the charter surrounding specific term ending and beginning dates and the addition of a “Past Chair” position. The Motion passed to adopt the updated Charter with the following changes:

Under Chair and Liaison terms, September 30 changed to October 31. One change to the section on Liaisons clarified that there are no term limits for Liaisons who are actively serving CAC Representatives. Also, the R in representative should be consistently upper or lower case, not both throughout the document.

CAC REPRESENTATIVE COMMENTS

Hilary Harrison brought forward a flier her teenage daughter received in the mail. It is titled, “Would you like to become pregnant in the next year?”

- The CAC would like to see this handled more carefully.
- This wording is hurtful and confusing to people who can’t become pregnant, for example.
- It’s encouraging people to get pregnant.
- It excludes men from the equation.
- It was suggested that this issue should be handled in person rather than via mail. The CAC supports the One Key Question, but considers this flier to be poorly executed.
- Larry suggested that he and Rebekah bring this up at their next meeting with Kelley Kaiser. The council agreed.

Sam Sappington brought forward an issue that he and Hilary were asked to looking into for Karen Stephenson. Dr. Stephenson had explained in an email that when a primary care doctor leaves a practice, the patient is required to have another new patient visit. This creates delays of weeks or months. This can be dangerous for people with severe health issues. There was good discussion about this and agreement that this issue should also be brought to Kelley Kaiser at their meeting next week.

Frank Moore said that Sweet Home is getting a Federally Qualified Health Center. Linn and Benton Counties are collaborating on this effort, which must be up and running in November.

MEETING ADJOURNMENT

Larry Eby adjourned the meeting at 5:03

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- **CAC Strategic Planning Meeting:** Monday, October 26, 8:30-4:00 for CAC and official Local Committee members.
 - **Next CAC:** Nov 9: moved to 1:00-4:00 in Linn County to accommodate scheduling conflict.
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Approved November 8, 2015

Acronyms

CAC – Community Advisory Council

CCC – Communication Coordination Committee (subcommittee of the CAC)

CCO – Coordinated Care Organization (Medicaid services)

CHA – Community Health Assessment

CHIP – Community Health Improvement Plan

CMS – Center for Medicaid/Medicare Services (Federal)

DCO – Dental Care Organization

FQHC – Federally Qualified Health Center

HIA – Health Impact Area (in the CHIP)

IHN-CCO – InterCommunity Health Network CCO

OHA – Oregon Health Authority (State of Oregon)

OHP – Oregon Health Plan (Medicaid)

PCPCH – Patient Centered Primary Care Home