

# Community Advisory Council (CAC) Meeting Attendance

Date: June 26, 2017

Location:  Mid-Columbia Fire & Rescue  
 Providence

	Jun 26	May 22	Apr 24	Mar 20	Feb 27	Jan 23	Dec 19	Nov 28 Mbr Only	Oct 24	Sep 26
<b>VOTING MEMBERS</b>										
Carol S. Olvera, Consumer	X	X	X	X	X	X	P	X	P	X
Connie Armour, Consumer	X		X							
Heather Thompson, Consumer	X	X	X	X	X	X	P	X	X	X
Jack Miller, Consumer	X	X	X	X	X	X	P	X	X	X
Joel Pelayo, Consumer	X		X	X	X	X	P	X		
Karen Polehn, Consumer	X	X	X	X	X	X	P	X	X	X
Luz Oropeza, Consumer	X		X	X	X	X	P		X	X
Mayra Ulloa, Consumer	X	X	X		X	X		X		X
Sharon Parsons, Consumer										
Susan Lowe, Consumer	X	X	X		X	X	P	X	X	X
Barb Seatter, Mid-Columbia Center for Living		X	X	X			P	X	P	X
Christa Rude, Early Learning Hub			X		X			X		X
Ellen Larsen, Chair, HRC Health Department		X	X	X	X			X	X	X
Lori McCanna, DHS		X	X	X	X	X	P	X	X	
<b>LIAISONS</b>										
Dustin Zimmerman, OHA	X	X	X	X	X	X	P		X	X
Trish Elliott, CAP liaison	X	X	X	X	X	X			X	X
Trudy Townsend, PacificSource		X	X	X	X	X	P	X	X	X
<b>EXTENDED MEMBERS</b>										
211Info, Lorena Herrera		X	X			X				
Advantage Dental, Ashley Danielson					X	X				
Aging in the Gorge Alliance	X	X	X	X	X		X			
CGHC, Coco Yackley	X	X	X	X	X	X	P	X	X	
CGHC, Claire Ranit	X		X		X					
CGHC, Katy Williams	X	X	X	X	X	X				
CGHC, Leslie Stegeman	X	X	X	X	X	X	P	X	X	
CGHC, Suzanne Cross	X	X	X	X	X	X	X	X	X	
Community Impact Specialist, Paul Lindberg	X	X	X		X	X			X	
Gorge Grown, Sarah Sullivan				X						
HAVEN, Becca Simmons	X		X	X	X					
HAVEN, Tara Koch							P		X	
HR Co. Prevention Dept., Belinda Ballah			X		X		P		X	
HR Co. Prevention Dept., Jane Palmer		X			X				X	
HR Shelter Services, Andy Wade	X	X	X							
Klickitat County, Megan Winn	X	X				X			X	X

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Klickitat Valley Health, Jeff Teal		X		X		X			X	X
MCEDD, Dan Hoyt	X			X	X					
Mid-Columbia Action Council, Jim Slusher				X		X	P		X	
Mid-Columbia Housing Authority, Joel Madsen			X	X	X		P			
Mid-Columbia Housing Authority, Karen Long	X	X				X			X	
NCPHD, Hayli Eisland				X					X	
NCPHD, Judy Bankman	X			X					X	X
NCPHD, Shellie Campbell		X		X		X			X	X
OCDC, Sandy Pulido			X	X	X					
One Community Health, Alicia Swift					X					
Oregon State Extension, Lauren Kraemer	X	X	X	X	X	X			X	
ORPRN, Emily Chirnside		X	X	X	X	X	X			
PacificSource, Elke Towey	X	X	X	X	X					
Providence, Mark W. Thomas	X	X	X	X	X	X	X		X	
Providence, Gladys Rivera	X	X	X		X	X	P		X	
Revell Coy Insurance, Shanon Saldivar		X		X		X				X
Sherman Co. Commissioner, Tom McCoy		X				X				
Skyline Hospital, Debi Budnick		X	X	X	X				X	X
The Next Door, April Abernethy	X		X	X	X					
The Next Door, Janet Hamada		X	X			X				
United Way, Jarrod Holmes	X	X								
YouthThink, Debby Jones						X	P			X

(P) Partial attendance

#### EMAIL DISTRIBUTION ONLY

Cara Kangas, 211Info; Ashley Danielson, Advantage Dental; Molly Johnson, Advantage Dental; Tina Castanares, Aging in the Gorge Alliance; Bonnie New, Aging in the Gorge Alliance; Becki Rawson, Aging in the Gorge Alliance; Ana Williams, Aging in the Gorge Alliance; Aaron Patnode, Blue Zones Project Oregon; James McCormack, Columbia Gorge Family Medicine; Kim Bangerter, MBA, COIPA; Kris Boler, GOBHI; Gale Arnold, Gorge Grown; Todd Dierker, Gorge Grown; Liz Oberhausen, Gorge Grown; Lindsey Miller, Gorge Owned; Gwen Paulson, HAVEN; Jenna Cohan, HAVEN; Stephanie Irving, Helping Hands Against Violence; Cassie Whitmire, Hood River County School District; Ilea Bouse, Hood River County Prevention Department; Jane Palmer, Hood River Prevention Department; Becca Sanders, PhD, Iteration Evaluation; Kevin Barry, Klickitat County Health Dept; Renee Wuollet, Klickitat County; Jim Daniel, Klickitat Valley Health; Leslie Hiebert, Klickitat Valley Health; Rita Pinchot, Klickitat County; Chelsea Ruder, Mid-Columbia Children's Council; Crystal Ross, MCCOG; Rich Eberle, MCCOG; Julie Reynolds, MCCOG – Area Agency on the Aging; Amanda Hoey, MCEDD; Dan Hoyt, MCEDD; Dave Lapof, Mid-Columbia Fire & Rescue; Blanca Flores; MCMC; Alida Raynor, MCMC; Stephanie Buell, NCPHD; Jeremy Hawkins, NCPHD; Dillon Melady, NCPHD; Teri Thalhofer, NCPHD; Shannon-Marie O'Brien, OCH; Marina Cassandra, OHA; Kim Brown, OHSU; Melinda Davis, OHSU; Robyn Pham, OHSU; Kitsy Stanley, OHSU; Kristine Mier, One Community Health; Brooke Nichols, One Community Health; Tracy Welker, One Community Health, Ben Zimmerman, One Community Health; Sarah Foster, Oregon Healthiest State; Heather Simmons, MPH, PacificSource; Kate Wells, PacificSource; Lindsey Hopper, JD, PacificSource; Anna Williams, Providence; Elizabeth Vaivoda, Skyline; Alison Church, United Way; Jarrod Holmes, United Way; Roelina Dempsey, Veggie Rx; Tyler Beane Kelly, Zion Lutheran Church

# Community Advisory Council (CAC) Meeting Minutes

Date: June 26, 2017

Location: [ ] Mid-Columbia Fire & Rescue  
[ X ] Providence

Agenda Item	Duration, Presenter and CAC Actions
<b>Welcome &amp; Introductions</b>	Guests included: David Edwards, One Community Health; Kristen Dillon, PacificSource; Laura Ferrara, University of Washington; Nadja McConville, DHS; Anna Williams, Aging in the Gorge Alliance; Lindsay Miller, Gorge Owned.
<b>Announcements</b>	Joel Pelayo announced the food drive in The Dalles had over 300 families attend and was supported by multiple organizations. Mark Thomas shared there is a lot going on related to housing, particularly in Hood River. He urged the CAC to pay attention to all that is going on. Karen P. added that The Dalles is also investigating an expansion plan. Lindsey Miller shared there is a Powerdale trail meeting tomorrow June 27 from 6-8 PM at the Hood River library.
<b>Approve May CAC meeting minutes</b>	On a motion made and seconded the May minutes were approved unanimously.
<b>Recent CGHC Board Meeting topics</b>	Coco reviewed the Board agenda items from May.
<b>PacificSource 24-hour Nurse Line and PacificSource Oregon Health Plan (OHP) Phone App</b>	Elke Towe discussed the PacificSource nurse line, which is an advice line for members to call and ask about symptoms, medications, etc. She asked about what modes people like. Suggestions were: <ul style="list-style-type: none"> <li>• The magnets would work at The Cottage.</li> <li>• The nurse line number be added to the back of the membership card</li> <li>• A key chain idea</li> <li>• For youth, add the information to the app and a light box to the website and add to google search.</li> <li>• Give the nurses in the clinic the phone number so they could share it</li> </ul>

	<p>Elke shared the “Where To Go For Care” brochure which is about what to do for after-hour, non-emergency care and asked the group for feedback. Suggestions included:</p> <ul style="list-style-type: none"> <li>• Simplify language on “when to call your doctor” and “when to call 911”</li> <li>• Write “if you’re not established care” in simpler language</li> <li>• Add a nurse line exists for most health plans</li> <li>• Magnetizing the insert piece.</li> <li>• Add you can call your dentist in an emergency and they can get you into emergency dental care.</li> <li>• Add a scan bar to the insert piece</li> <li>• Joel asked to review the translation once it is completed.</li> </ul> <p>Joel shared that it was useful when Oregon Child Development Coalition (OCDC) provided orientation for families about when to see the doctor. OCDC used the PacificSource videos. Heather suggested clinics writing down the contact information on the pamphlets.</p>
<p><b>Finalize CHIP topics &amp; measures</b></p>	<p>Coco lead the group through approving the measures of collaboration.</p> <p><b>1.2 Sense of Community</b></p> <p>The most popular measure was “Clients indicate organizations have knowledge of community resources and able to refer appropriately.” This would also mean social services and healthcare “act as a community” and are aware of what each other offers and would refer clients to each other to facilitate what is in the best interest of the client’s needs. A motion was made and seconded to approve this measure unanimously.</p> <p><b>4.1 Access</b></p> <p>The most popular measure was “Reduction in the number of times a consumer/patient has to repeat their information across organizations (primary care, mental health, dental, social service organizations etc.)” Comments included:</p> <ul style="list-style-type: none"> <li>• Adding “social service organizations” to the parenthesis.</li> <li>• Sometimes it’s important to repeat questions as food and housing security changes. The measurement should explain repeat asks.</li> <li>• Leave out the examples all together because some other sectors might be included in the future.</li> </ul> <p>There was a motion made to adopt this measure in concept but there will be a re-wording of the measure specifically. A motion was made and seconded to approve this measure unanimously.</p> <p><b>3.1 Built Environment</b></p> <p>The measure didn’t really have 1 specific measure that stood out. Coco proposed adding 2 measures:</p> <ul style="list-style-type: none"> <li>• Transportation by any means is not a barrier for community members to live, work, play, learn or get healthcare.</li> <li>• Use of the built environment services (schools, parks, walking paths, community kitchens, etc.) are representative of the entire community.</li> </ul> <p>Comments included:</p> <ul style="list-style-type: none"> <li>• Add affordable housing</li> <li>• Remove “transportation” and add “accessibility”</li> </ul>

	The measure was changed to “built environment is physically accessible to all community members to safely live, work, play, learn, get services, and be well”. Coco has added a few additions to the measure on the PowerPoint reviewed. The group agreed to combine some of the options, add some clarification that food and housing measures are already included and send out another SurveyMonkey for vote.
<b>Prepare for Joint Board/CAC Meeting</b>	Coco shared the next meeting will be a joint meeting between the Board and the CAC. She asked that members present the 3 measures and explain why these measures are the Top 3 at the joint meeting. Teams agreed to work together for each of the 3 measures. <ul style="list-style-type: none"> <li>• Sense of Community - Karen P &amp; Connie &amp; Gladys &amp; Anna W</li> <li>• Built Environment – TBD</li> <li>• Access – Carol O &amp; Becca S</li> </ul>
<b>Additional Agenda Item: Community Health Improvement Plan (CHIP) draft</b>	Coco then reviewed the CHIP document draft. Lauren shared that she is concerned about the political climate and what is happening with the healthcare debate. Claire offered to host conversations on Resiliency discussions through the MARC grant.
<b>Next CAC Meetings</b>	July 24, 2017 @ Mid-Columbia Fire & Rescue, 3 – 5 pm <i>Combined with CGHC Board</i> Agenda: <ul style="list-style-type: none"> <li>• CAC Presentation of CHIP topics to Board</li> </ul> August 28, 2017 @ Providence Boardroom, 3 – 5pm Agenda: <ul style="list-style-type: none"> <li>• Raices – Share Information.</li> <li>• Status on Flex Funds – Share Information</li> <li>• PacificSource phone app – Share Information/Obtain Feedback.</li> </ul>

#### Acronyms

A1C. Specific test for monitoring diabetes	HIT. Health Information Technology
ACA. Affordable Care Act	HRCHD. Hood River County Health Department
ACE. Adverse Childhood Experience	HRCPD. Hood River County Prevention Department
ADHD. Attention Deficit Hyperactivity Disorder	HTN. Hypertension
AGA, Aging in the Gorge Alliance	IIS. Immunization Information System
APD. Adults & Peoples with Disabilities	IMMS. Immunizations
AWCV. Adolescent Well Child Visit	LARC. Long-acting Reversible Contraceptive
BMI. Body Mass Index	MA. Medical Assistant
CAHPS. Consumer Assessment of Healthcare Providers and Systems	MARC. Mobilizing Action for Resilient Communities
CAWEM, Citizen Alien Waived Emergent Medical	MCCFL. Mid-Columbia Center For Living
CCO. Coordinated Care Organization	MCEDD. Mid-Columbia Economic Development District
CGFM. Columbia Gorge Family Medicine	MCHA. Mid-Columbia Housing Authority
CGHC. Columbia Gorge Health Council	MLR. Medical Loss Ratio
CHA. Community Health Assessment	NCPHD. North Central Public Health District
CHARA. Community Health Advocacy & Research Alliance	NEMT. Non-Emergency Medical Transportation
CHIP. Children’s Health Insurance Programs	NICH. Novel Interventions in Children’s Healthcare
CHIP. Community Health Improvement Plan	OCDC. Oregon Child Development Coalition
CME. Continuing Medical Education	OCH. One Community Health
CMS. Center of Medicaid Services	OHA. Oregon Health Authority
	OHP. Oregon Health Plan

COIPA. Central Oregon Independent Practice Assoc.	OHPB. Oregon Health Policy Board
CRAFFT. (Adolescent Screening Technique) Car, Relax, Alone, Forget, Friends, Trouble	OHSU. Oregon Health and Science University
CRC. Colorectal Cancer	OKQ. One Key Question
DCO. Dental Care Organization	ONE. Oregon Eligibility
DHS. Department of Human Services	ORPRN. Oregon Rural Practice-Based Research Network
DNR. Do Not Resuscitate	OSAA. Oregon School Activities Association
DTAP. Vaccine for Diphtheria, Tetanus and Pertussis	PCP. Primary Care Provider
eCQM. Electronic Clinical Quality Measure	PCPCH. Patient-Centered Primary Care Home
ECU. Effective Contraceptive Use	POLST. Physician Orders for Life-Sustaining Treatment
ED. Emergency Department	POTA. Pain and Opiate Treatment Advisory
EHR. Electronic Health Record	QHOC. Quality & Health Outcome Committee
EMR. Electronic Medical Record	QIM. Quality Incentive Measure
FIT. Fecal Immunochemical Test	RWJF. Robert Wood Johnson Foundation
GGFN. Gorge Grown Food Network	SBHC. School-based Health Center
GOBHI. Greater Oregon Behavioral Health Inc.	SBIRT. Screening, Brief Intervention and Referral for Treatment
HERC. Health Evidence Review Committee	SBST. STarT Back Screening Tool
HIE. Health Information Exchange	SNAP. Supplemental Nutrition Assistance Program
	TANF. Temporary Assistance for Needy Families