

# Community Advisory Council (CAC) Meeting Attendance

Date: February 26, 2018

Location: [ ] MCMC – MOB A

[ X ] Providence

	Feb 26	Jan 22	Dec 18	Nov 27	Oct 23	Sep 25	Aug 28	Jul 24 w/ Board	Jun 26	May 22
<b>VOTING MEMBERS</b>										
Carol S. Olvera, Consumer					X	X	X	X	X	X
Connie Armour, Consumer				X					X	
Heather Thompson, Consumer	X	X	X	X	X	X	X	X	X	X
Jack Miller, Consumer	X		X	X	X	X	X	X	X	X
Joel Pelayo, Consumer	X	X		X	X	X	X	X	X	
Karen Polehn, Consumer				X				X	X	X
Luz Oropeza, Consumer		X				X	X	X	X	
Mayra Ulloa, Consumer			X	X	X		X		X	X
Susan Lowe, Consumer	X		X	X	X	X	X	X	X	X
Barb Seatter, Mid-Columbia Center for Living	X	X	X	P		X		X		X
Christa Rude, Early Learning Hub		X						X		
Ellen Larsen, Chair, HRC Health Department	X	X	X	X	X	X		X		X
Lori McCanna, DHS		X				X	X			X
<b>LIAISONS</b>										
Dustin Zimmerman, OHA	X	X		X	X	X	X	X	X	X
Trish Elliott, CAP liaison	P	X	X	X		X		X	X	X
Trudy Townsend, PacificSource	X	X	X	X	X		X	X		X
<b>EXTENDED MEMBERS</b>										
211Info, Lorena Herrera							X			X
Blue Zones, Leticia Valle		X								
CGHC, Coco Yackley	X	X	X	X	X	X	X	X	X	X
CGHC, Katy Williams	X	X	X	X	X	X	X	X	X	X
CGHC, Suzanne Cross	X	X	X	X	X	X	X	X	X	X
Community Impact Specialist, Paul Lindberg	^	X	X	X	X	X	X		X	X
DHS, Nadja McConneville	X	X								
Gorge Grown, Liz Oberhausen	X	X								
Gorge Owned, Lindsay Miller						X			X	
HAVEN, Becca Simmons		P		X	X		X	X	X	
Helping Hands Oregon, Stephanie Irving			X		X	X				
HR Co. Prevention Dept., Belinda Ballah	X	X	X		X			X		
HR Co. Prevention Dept., Ilea Bouse				X						
HR Shelter Services, Andy Wade			X		X				X	X
Klickitat County, Megan Winn			X			X		X	X	X
Klickitat Valley Health, Jeff Teal				X	X	X	X			X
MCCFL, Claire Ranit	X				X		X		X	
MCEDD, Kathy Fitzpatrick	X	X	X		X	X				

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MCMC, Celeste Hill-Thomas		X		X	X	X		X		
Mid-Columbia Action Council, Jim Slusher					X					
Mid-Columbia Housing Authority, Joel Madsen						X		X		
Mid-Columbia Housing Authority, Karen Long		X	X				X		X	X
NCPHD, Judy Bankman	X	X							X	
NCPHD, Shellie Campbell	X	X	X		X	X	X	X		X
OCDC, Sandy Pulido					X					
One Community Health, Kristine Mier	X		X	X	X	X	X	X		
Oregon State Extension, Lauren Kraemer									X	X
PacificSource, Elke Towey	X	X	X	X	X	X	X		X	X
Providence, Mark W. Thomas			X			X	X		X	X
Providence, Gladys Rivera	X	X	X	X	X	X	X		X	X
Providence, Anna Williams			X		X		X		X	
Revell Coy Insurance, Shanon Saldivar								X		X
Reliance eHealth Collaborative, Dan Donoghue	X		X		X	X	X			
Sherman Co. Commissioner, Tom McCoy				X						X
Skyline Hospital, Debi Budnick	X	X				X		X		X
The Next Door, April Abernethy								X	X	
The Next Door, Janet Hamada								X		X
The Next Door, Martha Zapien	X	X								
United Way, Jarrod Holmes	X	X	X	X	X	X	X		X	X
University of Washington, Laura Ferrara	X	X				X			X	
YouthThink, Debby Jones		X		X	X	X	X			

(P) Partial attendance

#### EMAIL DISTRIBUTION ONLY

Jessy Rose, AOC; 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; Aaron Patnode, Blue Zones Project Oregon; Dillon Melady, Blue Zones Project; Kim Bangerter, MBA, COIPA; Michael Krimmel, PhD, Columbia Gorge Community College; Kris Boler, GOBHI; Gale Arnold, Gorge Grown; Sarah Sullivan, Gorge Grown; Tara Koch, HAVEN; Laura Westmeyer, Hood River Cares; Jane Palmer, HR County Prevention Dept; Nubia Contreras, Hood River County Prevention Dept; Becca Sanders, PhD, Iteration Evaluation; Kevin Barry, Klickitat County Health Dept; Jim Daniel, Klickitat Valley Health; Leslie Hiebert, Klickitat Valley Health; Rita Pinchot, Klickitat County; Chelsea Ruder, Mid-Columbia Children's Council; Crystal Ross, MCCOG; Amanda Hoey, MCEDD; Dave Lapof, Mid-Columbia Fire & Rescue; Blanca Flores; MCMC; Alida Raynor, MCMC; Stephanie Buell, NCPHD; Jeremy Hawkins, NCPHD; Teri Thalsofer, NCPHD; Shannon-Marie O'Brien, OCH; Meagan Schorr, OCADSV; Kim Brown, OHSU; Melinda Davis, OHSU; Robyn Pham, OHSU; Kristine Mier, One Community Health; Brooke Nichols, One Community Health; Tracy Welker, One Community Health, Sarah Foster, Oregon Healthiest State; Emily Chirnside, ORPRN; Heather Simmons, MPH, PacificSource; Kate Wells, PacificSource; Lindsey Hopper, JD, PacificSource; Don O'Donoghue, Reliance HIE; Abby Rudder, Revell Coy Insurance; Elizabeth Vaivoda, Skyline; Yesenia Castro, The Next Door; Roelina Dempsey, Veggie Rx; Linda Casady, Youth Empowerment Shelter; Tyler Beane Kelly, Zion Lutheran Church

\*\*Due to food sensitives, please remember no peanuts or peaches are allowed in the room. Other nuts can be in the room but should be clearly marked if they are for the group consumption.

# Community Advisory Council (CAC) Meeting Minutes

Date: February 26, 2018

Location: [ ] MCMC - MOB A

[ X ] Providence

Agenda Item	Duration, Presenter and CAC Actions
<p><b>Welcome &amp; Introductions</b></p>	<p>Guest included: Nubia Contreras, Hood River County Prevention Department; Kirah Doerr, NCPHD; Dan Schwanz, GOBHI; Nadja McConneville, DHS</p> <p>Shellie Campbell welcomed Kirah Doerr and spoke more about her new position as the Tobacco Cessation Specialist.</p>
<p><b>Announcements</b></p>	<ul style="list-style-type: none"> <li>• The next CAC meeting will be on March 19<sup>th</sup> (the 3<sup>rd</sup> Monday due to Spring Break) at MCMC MOB A.</li> <li>• Ellen reminded the group she will be retiring and leaving the CAC Chair position soon.</li> <li>• Claire shared that free Trauma-Informed Care training at the Fort Dalles Readiness Center in The Dalles will be happening on May 1<sup>st</sup> 8:30-12.</li> <li>• Joel shared that The Next Door is working with Oregon Health &amp; Science University (OHSU) on a focus group related to cancer. The focus group was facilitated in English and Spanish and was well attended.</li> <li>• Trudy shared she was able to work with the PacificSource (PS) IT department to make improvements to the website and mobile app.</li> </ul>
<p><b>Approve January CAC meeting minutes</b></p>	<p>On a motion made and seconded the CAC January minutes were unanimously approved.</p>
<p><b>Recent CGHC Board Meeting topics</b></p>	<p>Ellen shared that the Board welcomed two new members: Dr. Bruce Burton as the dental representative and Dennis Knox as the MCMC representative. Also, the Board reviewed and approved the Community Grant proposals. The Board is also working with the Clinical Advisory Panel (CAP) on some specific projects that the CAP has set as a priority.</p>
<p><b>Non-Emergency Medical Transportation (NEMT)</b></p>	<p>Dan Schwanz from Greater Oregon Behavioral Health Inc (GOBHI) presented on Non-Emergency Medical Transportation. Mid-Columbia Council of Governments (MCCOG) is in the process of dissolving and GOBHI has taken over the medical transportation for Hood River and Wasco County. GOBHI is already providing transportation for Eastern Oregon CCO. Dan is also working with Mid-Columbia Economic Development District (MCEDD) to help with LINK management temporarily. The transition from MCCOG to GOBHI happened Feb 1<sup>st</sup> and so far the biggest change has been with the software. Nothing should have changed from the Medicaid user perspective. GOBHI is training some new staff to assist during the peak times.</p> <p>Dan reviewed that the brokerage works with Oregon Health Authority (OHA) to provide transportation assistance for people who are with the Coordinated Care Organization (CCO) and also for those not in the CCO for a fee. According to Dan, the transportation benefit doesn't come with some of the dual eligible benefits (Medicaid and Medicare). The brokerage confirms eligibility of the member, takes ride requests Monday-Friday from 7am-5pm. Information needed: name, pickup</p>

	<p>address (actual physical address), drop off address, date and time of appointment, expected appointment end time and the purpose of the visit.</p> <p>GOBHI can also provide:</p> <ul style="list-style-type: none"> <li>-non-emergency ambulance transportation</li> <li>-mileage reimbursement at \$.25 a mile</li> <li>- overnight stay (\$40) reimbursement</li> </ul> <p>GOBHI provides transportation but the person has to be able to negotiate details for the appointment. Someone with severe dementia might not be suitable for the service.</p> <p>Also note:</p> <ul style="list-style-type: none"> <li>-12 and older can travel to appointments alone</li> <li>-GOBHI does have 4 bilingual staff</li> </ul> <p>Complaints or concerns about service should be directed to the brokerage, PS or OHA.</p> <p>Jack shared about an instance when his wife had to wait outside for a ride for over an hour and a half in January when it was bitter cold. It was suggested Jack should call and complain when this happens.</p> <p>Jack also asked if transportation could be available on Sundays and Dan shared that the transportation is available 5 days a week. Dan shared that a planning process will be in place shortly for extended transportation services. The planning process should start within 3-6 months.</p> <p>Dan will have a Rider’s Guide to share with the group as soon as it is approved by OHA. In the meantime, the website (<a href="http://gobhi.org/programs/nemt">http://gobhi.org/programs/nemt</a>) has more information. More written material will be available in the future.</p> <p>Liz asked about transportation for the Veggie Rx program and Dan indicated it was a possibility. Dan stated that WIC appointments are now a covered service. Also, all kids covered on “Cover All Kids” (formerly kids on Citizen Alien Waived Emergent Medical (CAWEM) up through the age of 18) will also now be eligible for transportation benefits.</p> <ul style="list-style-type: none"> <li>❖ Trudy and Dan will provide clarity around the dual eligible recipients and who is excluded from the benefit.</li> </ul>
<p><b>Transformation &amp; Quality Strategy (TQS) Report</b></p>	<p>Trudy Townsend presented on the Transformation &amp; Quality Strategy (TQS) Report formerly the Transformation Plan. Project plans including: Integration of Care, CHA/CHIP, Health Information Exchange, Communication Outreach and member engagement, Alternative Payment Methods and Cultural Diversity and Health Disparities.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• PS Customer Service calling new members to check-in and explain benefits (an idea that came from the CAC).</li> <li>• Training for 30 people to become qualified healthcare interpreters (60-hour training) which are not “certified” (which is noted as a different qualification for reimbursement).</li> </ul>

	<p>Trudy reviewed the upcoming PS projects for the TQS report and feedback was requested as to whether the group disagreed with any of these projects or had any ideas for future consideration. The projects include:</p> <ul style="list-style-type: none"> <li>• Appeals and Grievances</li> <li>• Oral Health care for Adults with Diabetes,</li> <li>• Patient-Centered Primary Care Home (PCPCH) Technical Assistance</li> <li>• Integration of Care</li> <li>• Bridges to Health Pathways Project and Accountable Health Communities</li> <li>• Fraud Waste and Abuse</li> <li>• Access to 2<sup>nd</sup> opinions</li> <li>• Health Equity</li> </ul> <p>Barb asked about the process and who develops the components. Trudy shared that it was the quality team, the Medicaid team and others working in PS. This group started by looking at projects already in progress.</p> <p>Gladys asked about the provider trainings on Culturally and Linguistically Appropriate Services (CLAS) standards and what was involved. Trudy shared that PS would be doing provider education training and get a baseline of where the CLAS standards are and then look at contract standards for meeting the requirements.</p> <p>Dustin added that OHA is setting up a group to review these proposals and provide feedback to the CCO's on the TQS reports.</p>
<p><b>CAC Chair Position</b></p> <ul style="list-style-type: none"> <li>• <b>Voting results</b></li> <li>• <b>Final discussion</b></li> </ul>	<p>Ellen Larsen reviewed the process of the CAC Chair application, nomination and acceptance. Results of the SurveyMonkey voting were shared. Nominee Paul Lindberg addressed concerns about potential conflicts of interest. He shared that he is not paid based on his grant writing work. He also shared that in terms of the Community Grant process, he would help to determine which proposals would be funded and would not help write grants going to the Columbia Gorge Health Council.</p> <p>A motion was made and seconded for Paul's nomination. The following discussion occurred. Barb expressed disappointment in the lack of applicants. She also shared that she felt only CAC voting members should be able to vote for the CAC Chair. Coco shared that she spoke with a few consumer members to learn of any concerns the consumers may have with the single Chair candidate. Feedback from the consumers was that they believe they get to act as Subject Matter Experts and have impact with the CAC because their voice is heard and respected and do not feel a need to be at the Board to be heard.</p> <p>Following a robust discussion, the motion was called for a vote. The CAC approved Paul Lindberg as the next CAC Chair. Barb Seatter voted against the motion due to a feeling that the process was a bit fast and that there needs to be more input into the process.</p> <p>In general, the CAC would like to see more applications in the future. Joel felt that in the future there should be a nominating committee to brainstorm strategies in finding more applicants.</p>

<b>Agenda setting workgroup</b>	<p>Ellen asked for interested members to sit on a workgroup that could set the agenda for the upcoming year. Ideas were shared in the January CAC meeting regarding future agenda topics:</p> <p>The following expressed interest in the workgroup: Susan, Belinda, Dustin, Trudy, Shellie, Joel, Jack</p> <p>Anyone interested in the CAC Agenda planning workgroup, please let Suzanne know prior to the next CAC.</p>
<b>Next CAC Meetings</b>	<p>March 19, 2018 @ MCMC MOB A</p> <ul style="list-style-type: none"> <li>• Community Health Improvement Plan (CHIP) <ul style="list-style-type: none"> <li>○ Cross-referenced with projects funded</li> <li>○ Overall evaluation</li> </ul> </li> </ul> <p>April 23, 2018 @ Providence</p> <ul style="list-style-type: none"> <li>• TBD</li> </ul>

<b>Acronyms</b>	
<p>A1C. Specific test for monitoring diabetes</p> <p>ACA. Affordable Care Act</p> <p>ACE. Adverse Childhood Experience</p> <p>ADHD. Attention Deficit Hyperactivity Disorder</p> <p>AGA, Aging in the Gorge Alliance</p> <p>AOC. Association of Oregon Counties</p> <p>APD. Adults &amp; Peoples with Disabilities</p> <p>AWCV. Adolescent Well Child Visit</p> <p>BMI. Body Mass Index</p> <p>CAHPS. Consumer Assessment of Healthcare Providers and Systems</p> <p>CAT. Columbia Area Transit.</p> <p>CAWEM, Citizen Alien Waived Emergent Medical</p> <p>CCO. Coordinated Care Organization</p> <p>CGFM. Columbia Gorge Family Medicine</p> <p>CGHC. Columbia Gorge Health Council</p> <p>CHA. Community Health Assessment</p> <p>CHARA. Community Health Advocacy &amp; Research Alliance</p> <p>CHIP. Children’s Health Insurance Programs</p> <p>CHIP. Community Health Improvement Plan</p> <p>CLAS. Culturally &amp; Linguistically Appropriate Services</p> <p>CME. Continuing Medical Education</p> <p>CMS. Center of Medicaid Services</p> <p>COIPA. Central Oregon Independent Practice Assoc.</p> <p>CRAFFT. (Adolescent Screening Technique) Car, Relax, Alone, Forget, Friends, Trouble</p> <p>CRC. Colorectal Cancer</p> <p>DCO. Dental Care Organization</p> <p>DHS. Department of Human Services</p> <p>DNR. Do Not Resuscitate</p> <p>DTAP. Vaccine for Diphtheria, Tetanus and Pertussis</p> <p>eCQM. Electronic Clinical Quality Measure</p> <p>ECHO. Extension for Community Healthcare Outcomes</p> <p>ECU. Effective Contraceptive Use</p> <p>ED. Emergency Department</p>	<p>HTN. Hypertension</p> <p>IIS. Immunization Information System</p> <p>IMMS. Immunizations</p> <p>LARC. Long-acting Reversible Contraceptive</p> <p>LUBA. Land Use Board of Appeals</p> <p>MA. Medical Assistant</p> <p>MARC. Mobilizing Action for Resilient Communities</p> <p>MCCFL. Mid-Columbia Center For Living</p> <p>MCCOG. Mid-Columbia Council of Governments</p> <p>MCEDD. Mid-Columbia Economic Development District</p> <p>MCHA. Mid-Columbia Housing Authority</p> <p>MLR. Medical Loss Ratio</p> <p>NCPHD. North Central Public Health District</p> <p>NEMT. Non-Emergency Medical Transportation</p> <p>NICH. Novel Interventions in Children’s Healthcare</p> <p>OCADSV. Oregon Coalition Against Domestic &amp; Sexual Violence</p> <p>OCDC. Oregon Child Development Coalition</p> <p>OCH. One Community Health</p> <p>OHA. Oregon Health Authority</p> <p>OHP. Oregon Health Plan</p> <p>OHPB. Oregon Health Policy Board</p> <p>OHSU. Oregon Health and Science University</p> <p>OKQ. One Key Question</p> <p>ONE. Oregon Eligibility</p> <p>ORPRN. Oregon Rural Practice-Based Research Network</p> <p>OSAA. Oregon School Activities Association</p> <p>PCP. Primary Care Provider</p> <p>PCPCH. Patient-Centered Primary Care Home</p> <p>PDMP. Prescription Drug Monitoring Program</p> <p>POLST. Physician Orders for Life-Sustaining Treatment</p> <p>POTA. Pain and Opiate Treatment Advisory</p> <p>PS. PacificSource</p> <p>QHOC. Quality &amp; Health Outcome Committee</p> <p>QIM. Quality Incentive Measure</p> <p>RFP. Request for Proposal</p>

EHR. Electronic Health Record	ROI. Return on Investment
EMR. Electronic Medical Record	RWJF. Robert Wood Johnson Foundation
EOB. Explanation of Benefits	SBHC. School-based Health Center
FIT. Fecal Immunochemical Test	SBIRT. Screening, Brief Intervention and Referral for Treatment
GGFN. Gorge Grown Food Network	SBST. STarT Back Screening Tool
GOBHI. Greater Oregon Behavioral Health Inc.	SIT. Systems Integration Team
GRACE. Geriatric Resources for Assessment & Care of Elders	SNAP. Supplemental Nutrition Assistance Program
HERC. Health Evidence Review Committee	SPMI. Serious and Persistent Mental Illness
HIE. Health Information Exchange	SUD. Substance Abuse Disorder
HIT. Health Information Technology	TANF. Temporary Assistance for Needy Families
HRCHD. Hood River County Health Department	TQS. Transformation and Quality Strategy
HRCPD. Hood River County Prevention Department	WIC. Women, Infants & Children