

# Community Advisory Council (CAC) Meeting Attendance

Date: August 27, 2018

Location: [ ] MCMC – MOB A [ X ] FISH FoodBank Hood River

	Aug 28	Jun 25	May 21	Apr 23	Mar 19	Feb 26	Jan 22	Dec 18	Nov 27	Oct 23
<b>VOTING MEMBERS</b>										
Carol S. Olvera, Consumer	X		X	X						X
Connie Armour, Consumer									X	
Heather Thompson, Consumer	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	X
Karen Polehn, 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			X	X	X	P	
Christa Rude, Early Learning Hub	X	X		X	X		X			
Lori McCanna, DHS					X		X			
Paul Lindberg, Chair, Collective Impact Health Specialist	X	X	X	X	X	^	X	X	X	X
<b>LIAISONS</b>										
Dustin Zimmerman, OHA	X	X	X	X	X	X	X		X	X
Trish Elliott, CAP liaison	X	X	X	X	X	P	X	X	X	
Trudy Townsend, PacificSource	X	X	X	X	X	X	X	X	X	X
<b>EXTENDED MEMBERS</b>										
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
Community Member, Laura Ferrara	X	X	X		X	X	X			
DHS, Nadja McConneville	X	X		X	X	X		X		X
Gorge Grown, Liz Oberhausen	X		X			X	X			
HAVEN, Becca Simmons		X		X	X		P		X	X
Helping Hands Oregon, Stephanie Irving								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
Klickitat County, Megan Winn								X		
MCCFL, Claire Ranit			P			X				X
MCEDD, Kathy Fitzpatrick	X	X		X	X	X	X	X		X
MCMC, Celeste Hill-Thomas	X	X		X	X		X	X	X	X
Mid-Columbia Action Council, Jim Slusher										X
Mid-Columbia Housing Authority, Karen Long			X		X		X	X		
NCPHD, Judy Bankman		X				X	X			

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NCPHD, Kirah Doerr		X	X	X	X	X				
NCPHD, Shellie Campbell	X	X			X	X	X	X		X
OCDC, Sandy Pulido										X
One Community Health, Kristine Mier			X	X	X	X		X	X	X
PacificSource, Elke Towey	X	X	X	X	X	X	X	X	X	X
Providence, Mark W. Thomas	X	X	X					X		
Providence, Gladys Rivera		X				X	X	X	X	X
Reliance eHealth Collaborative, Dan O'Donoghue			X	X	X	X		X		X
Sherman Co. Commissioner, Tom McCoy									X	
Skyline Hospital, Debi Budnick	X					X	X			
The Next Door, Janet Hamada	X	X		X						
The Next Door, Martha Zapien	X	X	X	X	X	X	X			
United Way, Jarrod Holmes	X		X	X	X	X	X	X	X	X
YouthThink, Debby Jones	X	X	X				X		X	X

(P) Partial attendance

**Email Distribution List (bold means they attended this meeting):**

211Info: Lorena Herrera, Cara Kangas  
 Advantage Dental: Ashley Danielson; Molly Johnson  
 Aging in the Gorge Alliance: Tina Castanares; Bonnie New; Becki Rawson  
 AOC: Jessy Rose  
 Blue Zones Project Oregon: Dillon Melady; Taylor Smith  
 COIPA: Kim Bangerter, MBA  
 Columbia Gorge Community College: Michael Krimmel  
 Columbia Gorge ESD: **Jonathan Foster**  
 Community Members: Roelina Dempsey; Anna Williams, Luz Oropeza  
 GOBHI: Kris Boler  
 Gorge Grown: Gale Arnold; Sarah Sullivan  
 Gorge Owned: Lindsay Miller  
 HAVEN: Tara Koch  
 Hood River Cares: Laura Westmeyer  
 HR County Prevention Dept: **Nadia Busekrus**; Nubia Contreras; Jane Palmer; **Heidi Venture**  
 HR High School: **Michael Freysinger**  
 Iteration Evaluation: Becca Sanders, PhD  
 Klickitat County: Kevin Barry; Rita Pinchot  
 Klickitat Valley Health: Leslie Hiebert, Charis Weis

MCEDD: Amanda Hoey  
 Mid-Columbia Housing Authority: **Joel Madsen**  
 MCMC: **Stephanie Bowen**; Blanca Flores; Alida Raynor  
 NCPHD: Stephanie Buell; Jeremy Hawkins; Teri Thalhofer  
 OCADSV: Meagan Schorr  
 OHSU: Kim Brown; Melinda Davis; **Erin Howland**; Robyn Pham; Chelsea Ruder  
 One Community Health: Brooke Nichols; Shannon-Marie O'Brien; Tracy Welker  
 Oregon Healthiest State: Sarah Foster  
 ORPRN: Emily Chirnside  
 OSU Extension: **Lauren Kraemer**  
 PacificSource: Heather Simmons, MPH; Kate Wells; Lindsey Hopper, JD; Kristen Dillon, MD  
 Revel Coy Insurance: Abby Rudder, Shanon Saldivar  
 Skyline: Elizabeth Vaivoda  
 The Next Door: **Lindsey Freysinger**  
 Youth Empowerment Shelter: Linda Casady  
 Zion Lutheran Church: Tyler Beane Kelly

*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.*

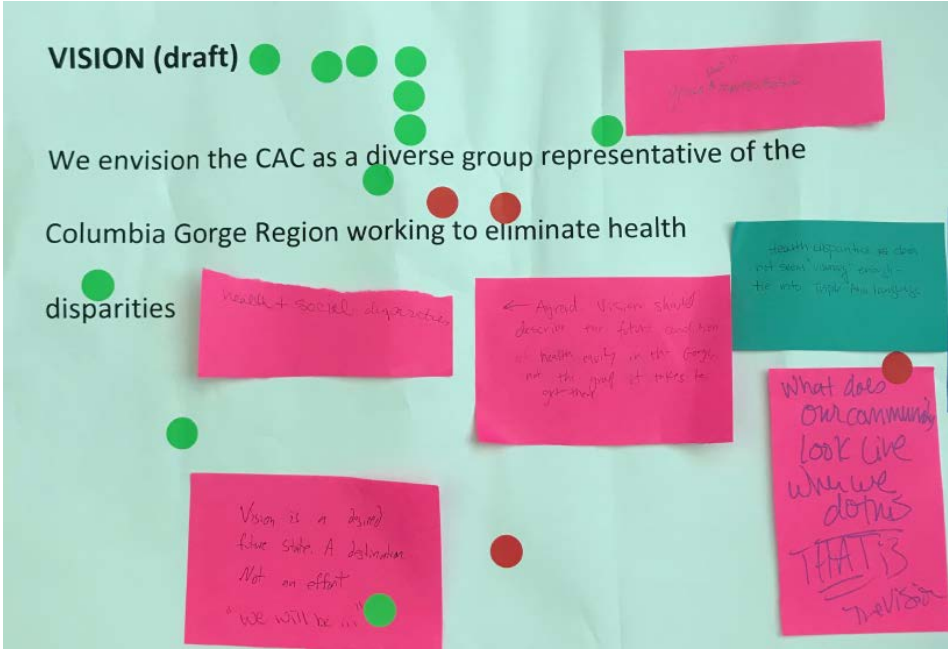
# Community Advisory Council (CAC) Meeting Minutes

Date: August 27, 2018 Time: 3pm-5pm Location: [ ] MCMC - MOB A [ X ] FISH FoodBank HR

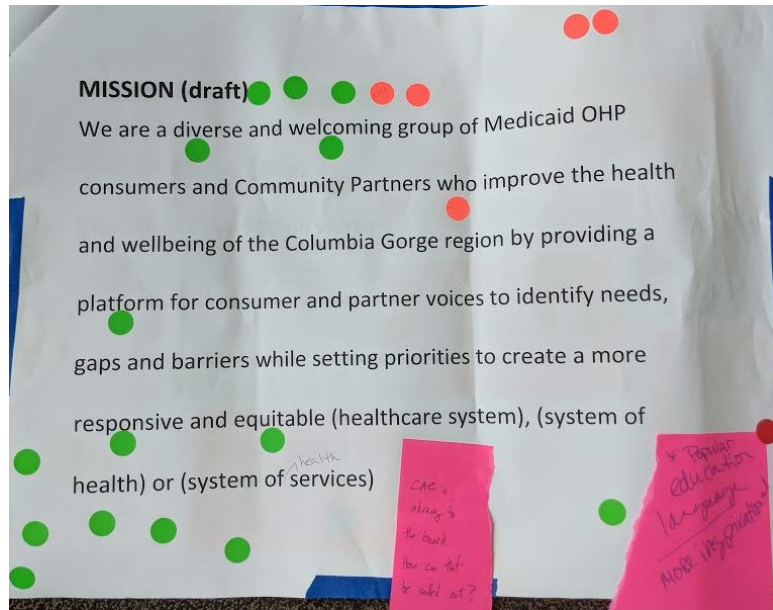
Agenda Item	Duration, Presenter, Action Type
<p><b>I. Welcome &amp; Introductions</b></p>	<p>Welcome to the guests from the Southwest District Health of the state of Idaho. They were attending the CAC and meeting with others in the community to learn about our work. Attendees included: Brian Crawford, Division Administrator; Amber Aberasturi, Health Education Specialist; Raquel Nunez, Health Education Specialist; Claudia Ornelas, Health Education Specialist; Ana Vidales, Health Education Specialist; Mitch Kiester, Program Manager</p> <p>Welcome to Stephanie Bowen, MCMC Intern; Erin Howland, OHSU Intern; Nadia Busekrus, JV at the Hood River County Prevention Department</p> <p>Additional Guests included: Heidi Venture; Lindsey Freysinger, The Next Door; Michael Freysinger, Hood River Valley High School; Dr. Jonathon Fost, Migrant Education Program Director at Columbia Gorge ESD</p>
<p><b>II. Announcements/ Bragging</b></p>	<p><b>The entire CAC honored Jack Miller</b>, a CAC member since the beginning, as Jack prepares his transition to Utah. Jack’s generous contribution of his time, his experiences and his wisdom will be missed by all. Jack shared that his brother knows the mayor and he expects he will be engaged in local activities in short order. A loss for our region will be a gain for his new community. Best of luck, Jack!</p> <p><b>Wed August 29<sup>th</sup> 7pm-9pm</b> - Share the Health – Open Swim at The Dalles Pool. Free swim, Bring a friend!</p> <p>YouthThink is hosting the award-winning documentary film ‘The Ripple Effect’ on <b>Monday, Sept 10<sup>th</sup></b> 6pm- 8pm @ The Dalles High School. This film is part of a global mission to help reduce the number of suicides and suicide attempts around the world. Through sharing stories of survival and recovery, we are creating significant awareness of this health crisis while helping people find the support they need to stay alive, heal and #BeHereTomorrow. Contact Debby Jones <a href="mailto:debbyj@co.wasco.or.us">debbyj@co.wasco.or.us</a> with any questions.</p> <p><b>Tuesday, September 11 at 3 PM - 7 PM</b> - ‘It Takes a Village’ – White Salmon Bingen Rotary youth exchange fundraiser – spreading a message of Peace by celebrating diversity in our community. Located at Rheingarten Park, White Salmon. This happens with the last White Salmon Farmers Market. The group is looking for vendors, kids activities and folks to make items for pot luck tent. Contact Debi Budnick <a href="mailto:debibudnick@skylinehospital.org">debibudnick@skylinehospital.org</a> . More info at <a href="https://www.facebook.com/events/2177526452288447/">https://www.facebook.com/events/2177526452288447/</a></p>

	<p><b>Thurs. Sept. 20<sup>th</sup> 10:00am -2:00pm</b> is Senior Resource Day at the Klickitat Community Center. Free informational event for senior citizens who have questions about Healthcare, Transportation, Resources, Legal &amp; more! Door prizes, Snacks, Beverages, and Handouts! Senior Meal available at 12:00 Sponsored by Community Enrichment for Klickitat and Skamania County (CEKC) and partners. More info at <a href="http://www.cekcwa.org">www.cekcwa.org</a></p> <p><b>Sunday, September 30<sup>th</sup> 10am – 3pm</b>, Streets Alive! / Fiesta En La Calle! In the Heights / Los Altos. More information at <a href="http://www.streetsalivehr.com">www.streetsalivehr.com</a></p> <p>BlueZones is looking for 8 chaperones <b>each Wednesday</b> to help walk kids to school – <b>starting October 1<sup>st</sup></b>; runs weekly for all elementary schools in The Dalles – 7am – 8am. Contact Leticia Valle <a href="mailto:leticia.valle@sharecare.com">leticia.valle@sharecare.com</a></p> <p>OSU Extension will be rolling out new classroom Physical Activity Program across Hood River and N. Wasco County School Districts – in elementary school classrooms.</p> <p><b>Drive Less Connect Challenge – Oct 1- 15,2018.</b> <a href="http://www.Drivelessconnect.com">www.Drivelessconnect.com</a> Win prizes by walking, biking, transit, carpooling to work, play, shopping, etc.</p> <p>Hood River Valley High School Healthcare Career pathway program is intended to create opportunities for our students to advance themselves towards careers in healthcare. Classes offered at the High School need to offer dual credit opportunities and/or certifications towards healthcare career goals. Contact Michael Freysinger at (<a href="mailto:michael.glane@hoodriver.k12.or.us">michael.glane@hoodriver.k12.or.us</a> ). Needs include: ongoing funding, training and lecture volunteers, internships and job shadow opportunities, supplies and equipment for training students, etc.</p> <p><b>Poverty Simulation</b> is being planned for the region (led by Heidi Venture). Agencies and individuals will be asked to participate in a 4-hour simulation to address barriers within our systems.</p> <p><b>Hood River Prevention Department</b> received a Strategies for Policy And enviRonmental Change (SPARC) grant through Oregon Health Authority (OHA) to expand Indoor Clean Air Act work in the county.</p>
<p><b>III. Approve June CAC meeting minutes</b></p>	<p>On a motion made by <u>Susan Lowe</u> and seconded by <u>Karen Polehn</u>, the CAC unanimously approved the June CAC minutes.</p>
<p><b>IV. Reports</b></p> <ul style="list-style-type: none"> <li>• CAP</li> <li>• Board</li> <li>• CAC Chair</li> </ul>	<p>Trish Elliott reported on the <b>Clinical Advisory Panel (CAP)</b> progress including status on the 2018 measures. Currently, the Gorge CCO region is behind on performance for: Timeliness of prenatal care, Dental sealants, Hypertension in control and Diabetes poor control. Trish shared that the CAP meeting is open to anyone.</p> <p><u>Susan Lowe</u> shared that she believes there should be a joint CAC / CAP meeting as well.</p> <p>Paul Lindberg reported that the <b>Columbia Gorge Health Council Board</b> really appreciated the sociodramas from the June Joint CAC/Board meeting and suggested that debriefs after sociodramas be included in the future. He also</p>

	<p>shared that the Board has started a mission, vision and values process to clarify what it does, what it should do, what the Board wants to do. Prioritizing activities happens at the September meeting. If anyone from the CAC wants Paul to share something with the Board, please write on the notecards and give to Paul.</p> <p>Paul Lindberg reported as the <b>CAC Chair</b> that the first CAC Steering Committee meeting was held and the results of the meeting is on the agenda for today's discussion.</p>
<p><b>V. Old Business</b>  <b>Parking lot question</b>  <b>response from June CAC</b></p>	<p>Suzanne Cross shared the responses to two open Bike Parking Lot questions from the last CAC meeting:</p> <ul style="list-style-type: none"> <li>✓ <i>Are long-term care costs included in the \$14B of Oregon's total Medicaid healthcare costs?</i> Some are included, and some are not. Long term care (better known as Title XIX Waiver), is specific to APD, Long term care is the cost for paying for nursing home, assisted living, adult foster care, in home for older &amp; disabled adults who qualify. Dustin Zimmerman, indicated that long term Systems and Supports funding is carved out of the global budget.</li> <li>✓ <i>For the Community Health Assessment (CHA)/Community Health Improvement Plan (CHIP), what are the client satisfaction measures?</i> To date, client satisfaction measures are a requirement of healthcare and part of the Coordinate Care Organization (CCO) measures, but the results are not included in the CHA or CHIP. Client satisfaction measures are gathered by a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey. CAHPS surveys asks consumers to report on and evaluate their health care experiences (including their health plan). The two CAHPS survey questions that are used for the Quality Incentive Metrics from the surveys sent by Oregon Health Authority (OHA) include: <ul style="list-style-type: none"> <li>○ CAHPS- Access to Care <ul style="list-style-type: none"> <li>▪ Got care right away for illness / injury / condition as soon as you / child needed.</li> <li>▪ Got an appointment for routine care as soon as you / child needed</li> </ul> </li> <li>○ CAHPS- Satisfaction with Care <ul style="list-style-type: none"> <li>▪ Health Plan's customer service gave needed information or help</li> <li>▪ Treated with courtesy and respect by Health Plan's customer service staff.</li> </ul> </li> </ul> </li> </ul> <p>Barb Seatter shared that providers contracted with PacificSource also send out CAHPS surveys directly to their patients and suggested that the provider-sent surveys could be requested to be included in the future CHA.</p> <p><u>Karen Polehn</u> shared that the survey for behavioral health is different from the CAHPS survey which focuses on physical health.</p> <p>Additional comments included: approximately 20% of the CAHPS surveys are returned and that some of the questions are confusing because it assumes clients are very familiar with the difference between the "provider" and the "health plan" and can respond to satisfaction questions about one or the other.</p>

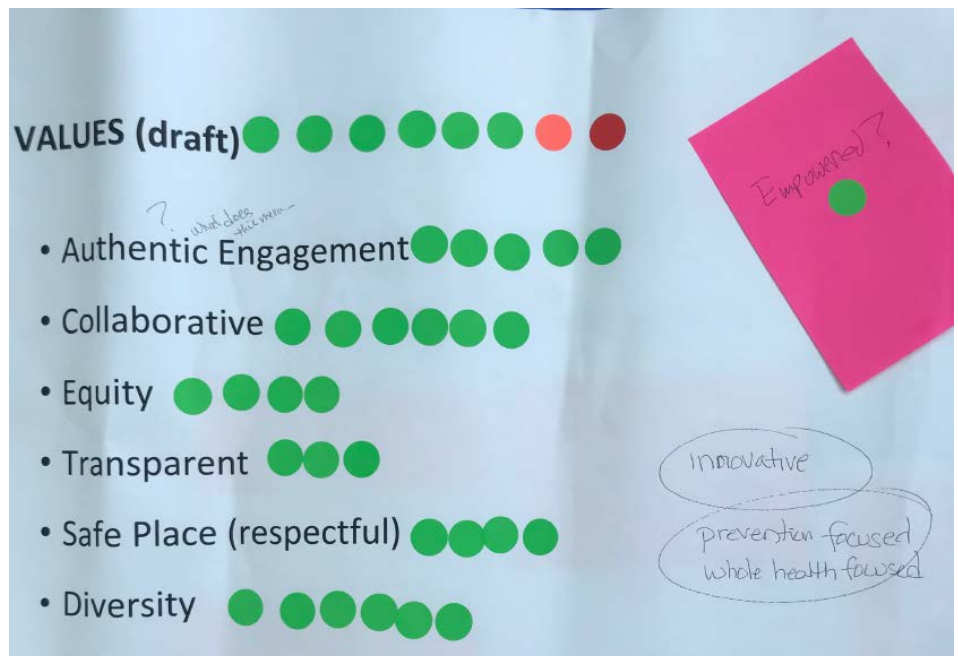
	<p><b>New Bike Parking Lot items are:</b></p> <ul style="list-style-type: none"> <li>• Joint CAC/CAP meeting</li> <li>• A presentation on transportation/public transit</li> </ul>
<p><b>VI. New Business</b></p> <ul style="list-style-type: none"> <li>• CAC Draft Mission/Vision</li> <li>• Membership</li> <li>• CHA Update</li> </ul>	<p>Suzanne Cross introduced Shellie Campbell and Belinda Ballah to present the <b>CAC Draft Mission/Vision topic.</b></p> <p>Shellie Campbell and Belinda Ballah reviewed the process from the Steering Committee which included: Belinda Ballah, Shellie Campbell, Suzanne Cross, Susan Lowe, Paul Lindberg, Jack Miller, Trudy Townsend, and Dustin Zimmerman (Joel Pelayo was absent). The group activity was to read and review the 3 posters on the wall which had:</p> <ol style="list-style-type: none"> <li>1. Mission</li> <li>2. Vision</li> <li>3. Values</li> </ol> <p>Everyone was given colored dots to use as voting:</p> <ul style="list-style-type: none"> <li>• Green: I approve</li> <li>• Orange: I have concerns but I can live with it</li> <li>• Red: STOP- I don't approve, I have a change (fill out sticky note to explain any RED)</li> </ul> <p>After the voting concluded, a group discussion was held to review the voting and capture any additional comments.</p>  <p>Comments on <b>Vision</b> included:</p> <ul style="list-style-type: none"> <li>• A great start</li> <li>• Debby Jones: Do more than just eliminate health disparities. Eliminate is a negative word. Improving overall health or possible tie in with Triple Aim goals.</li> </ul>

- Liz Oberhausen: Vision should be about the condition you hope to achieve, not about the group
- Paul Lindberg: The Vision is made up by us and can be changed by us.



Comments on **Mission** included:

- Jack Miller: Informative and answered a few questions
- Elke Towey: it would be good to be shorter
- Trish Elliott: Not a well-structured sentence. It's difficult to say out loud.



Comments on **Values**:

	<ul style="list-style-type: none"> <li>• Mark Thomas: What about the authority of the CAC to inform and influence the Board?</li> </ul> <p>On the <b>Membership topic</b>, Paul Lindberg described the goals for the membership committee, the current definition of a consumer member and current bylaws for voting membership. The goals for the committee are to clarify who gets to vote, when do they get to vote and what is the weighting of those votes. Consumer members are currently defined as on Oregon Health Plan (OHP) or a guardian of someone on OHP within the last 2 years. The regulations and bylaws state that 51% of the voting membership is to be consumer members and the maximum number of voting members currently is 18 in total. Lindsey Freysinger shared that she is on Medicare via disability but not Medicaid. <u>Karen Polehn</u> asked who in the room was currently on OHP specifically - one person raised their hand. Several others shared that they were on Medicare through a disability designation.</p> <p>The intention is to form a Membership committee to:</p> <ul style="list-style-type: none"> <li>• Review the current member list</li> <li>• Determine additional needed membership spots</li> <li>• Define a process for adding members</li> </ul> <p>The people who volunteered for the membership committee include:</p> <ul style="list-style-type: none"> <li>• Debby Jones</li> <li>• Heather Thompson</li> <li>• Jarrod Holmes</li> <li>• Barb Seatter</li> <li>• Coco Yackley</li> </ul> <p>Suzanne Cross shared during the <b>CHA Update</b> that the first meeting for the next revision of the CHA (Community Health Assessment) will happen in September. This initial meeting is with the “cohort” - the organizations who have a regulatory requirement for a Community Health Assessment. Suzanne clarified that the Community Health Assessment has 4 sources of data:</p> <ul style="list-style-type: none"> <li>• The Consumer Survey – the CAC has been very involved with the consumer survey and will continue to do so</li> <li>• Agency and Partner input - the organizations will have a chance to provide input</li> <li>• Additional data sources – the CHA uses data from other institutions; sometimes at the state or national level</li> <li>• Cohort input – ensuring that the CHA includes the regulatory items</li> </ul>
<p><b>VII. Meeting Evaluation</b></p>	<p>Paul Lindberg led a ‘debrief’ of the overall meeting seeking participant feedback on positives and negatives of the meeting itself. This ‘debrief’ comes from the Popular Education model of meeting and learning. The positives and negatives for the Joint meeting and future meetings included the following:</p> <p><b>Highlights:</b></p>



	<ul style="list-style-type: none"> <li>• Opportunity for feedback</li> <li>• Clarifications</li> <li>• Tamales</li> <li>• Honoring Jack</li> <li>• CAC Chair with a green stickie</li> <li>• Welcoming to new people</li> <li>• Guest from Idaho</li> <li>• Voice direct to the Board</li> <li>• Written announcements</li> </ul> <p><b>Negatives/Suggestions:</b></p> <ul style="list-style-type: none"> <li>• Announcement too long</li> <li>• No song from Joel Pelayo; no Dinamica</li> </ul>
<p><b>VIII. Next CAC Meetings</b></p>	<p>September 24, 2018 @ MCMC MOB A  Agenda:  TBD</p> <p>October 22, 2018 @ FISH Food Bank  Agenda:  TBD</p>