

# Community Advisory Council (CAC)

## Minutes

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**Date:** Monday, March 12, 2018

**Location:** Center for Health Education, Newport, Oregon

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***Council representatives and others at the table:***

**CAC Chair:** Ellen Franklin; **Past Chair:** Larry Eby

**Benton:** Deborah Morera, Lisa Pierson, Michael Volpe, Tyra Jansson;

**Lincoln:** Paul Virtue, Patricia Neal;

**Linn:** Amelia Wyckhuyse, George Matland (Liaison), Judy Rinkin, Todd Noble;

**Local Chairs:** Tyra Jansson (Benton), Dick Knowles (Linn), & Paul Virtue (Lincoln);

**Presenters:** **Kelley Kaiser**, IHN-CCO CEO; **Rebekah Fowler**, CAC Coordinator; **Joell Archibald**, OHA Innovator Agent; **Bill Bouska**, IHN-CCO Governmental Affairs & Community Solutions Director;

**Beth Crane**, 211 Info Director of Partnerships.

Absent: Catherine Skiens, Richard Sherlock

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### CALL TO ORDER

Ellen Franklin, CAC Chair, called the meeting to order at 1:07.

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### INTRODUCTIONS, ANNOUNCEMENTS, & APPROVAL OF AGENDA & MINUTES

- Meeting purpose & participation and Local Meeting invitation
  - Introductions & Welcome Deborah Morera
  - Coordinator announcements
    - Lincoln County update: Rebecca Austen is taking a 6-month leave of absence from the CAC to attend to her duties as Interim Health Administrator for Lincoln County Health and Human Services
  - **ACTIONS:** Council approved present *Agenda* and *Meeting Minutes* from previous meeting.
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### PUBLIC COMMENTS

Eight members of the public were present. No one signed up to comment.

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### IHN-CCO UPDATE

Kelley Kaiser, IHN-CCO CEO, provided an IHN-CCO update (See attached IHN-CCO Operations report).

Lisa Pierson asked about coverage for gym memberships using flexible funds. Kelley Kaiser said she will look into it and report back.

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## OREGON HEALTH AUTHORITY (OHA) UPDATE

Joell Archibald, OHA Innovator Agent, provided a state update (See attached Innovator report)

In addition to the Innovator report, Joell said that OHA released a mid-year performance update for all the CCOs and that IHN-CCO is the only CCO that had improved on all 8 metrics included in that report.

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## LIAISON UPDATES

The CAC Liaisons reported on Local Advisory Committee activities since the previous CAC meeting.

Benton County – Tyra Jansson the committee has been focused on the CHIP recommendations.

Lincoln County – Paul Virtue, since Gary Lahman and Rebecca Austen are taking a leave of absence. Rebecca Austen, as new interim Health Director, has been working on making stipends available to local committee members.

Linn County – Dick Sherman, Linn has discussed the IHN-CCO Provider Directory and he encourages all the local committees to test it and provide feedback to IHN. The directory is a great improvement, with a few glitches, and Dick thinks feedback to the CCO would be useful to them.

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## LOCAL ADVISORY COMMITTEE CHIP WORKGROUP RECOMMENDATIONS

Rebekah Fowler, CAC Coordinator, presented the Local Committees' CHIP workgroup recommendations and discussed next steps (See Local Advisory Committee CHIP Workgroup Recommendations Crosswalk document)

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## 211 INFO AND SOCIAL DETERMINANTS OF HEALTH

Beth Crane, 211 Info Director of Partnerships, presented an overview of the types of data 211 Info collects from this region and statewide. 211 Info has four capabilities:

1. A Contact Center for information. Contact center last year fielded over 17,000 calls, emails, texts, etc. They have an app that the Health Navigators like to use.
  - Benton County 2516 calls in 2017
  - Lincoln County 1849 calls in 2017
  - Linn County 4746 calls in 2017

Most common needs called in about are housing and assistance, energy assistance, food & meal assistance, & healthcare.

2. Resource Database from 2650 agencies. They have a Community Health Improvement Plan for Benton, Lincoln, and Linn Counties.
3. Community Engagement & outreach
  - a. Specialty programs can provide follow-up after referral is made, provide one-on-one advocacy to resolve barriers, & create an action plan with caller a service provider.
    - i. Childcare program
    - ii. Foster parent support
    - iii. SNAP/Food access specialist
    - iv. Maternal & Child health
    - v. Screenwise: Breast & cervical cancer program
    - vi. Seasonal programs to assist with setting people up with the following:
      1. School supplies
      2. Holiday assistance
      3. Severe weather shelter
      4. Summer meal sites
      5. Farmer's Market SNAP sites
      6. Register for kindergarten.
4. Data analysis and reporting. There is a quarterly report on the 211info.org website. If you want a deeper dive, then give Beth Crane a call.
  - a. Demographic info available (optional)
    - i. Zip code, city
    - ii. Age & gender identity
    - iii. Race/ethnicity
    - iv. Number in household
    - v. Pregnancy
    - vi. Gross household income
    - vii. Military service
    - viii. Currently experiencing homelessness

Specialty reports available upon request are:

- Health or social services that Oregonians need
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- Potential service gaps
  - Quarterly reports by county are available online
  - Zip code is the most granular unit
  - Specialty reports, including Geographic Information System (GIS) mapping available.
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## LEGISLATIVE UPDATE

Bill Bouska, IHN-CCO Governmental Affairs and Community Solutions Director updated the CAC on health related legislation (See attached 2018 Legislative Session Health System Impacts document)

Note: Senate and house bills with numbers ending in the letter E passed.

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## NEXT CAC MEETING AGENDA ITEMS

Ellen Franklin & Rebekah Fowler requested agenda items for the future CAC meetings to be scheduled as time permits. Future presentations include:

- Oral health update
  - IHN-CCO Quality Metrics presentation
  - Social Determinants of Health, Sherlyn Dahl
  - IHN-CCO Flexible funds
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## MEETING ADJOURNMENT

- Ellen Franklin adjourned the meeting at 3:37.
  - Next CAC: May 14, 1:00-4:00; Willamette Health Center, 2730 Pacific Blvd SE, Public Health Conference Room
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# Acronyms and Definitions

## Acronyms

**APM** – Alternative Payment Methodology

**BLAC** – Benton Local Advisory Committee

**CAC** – Community Advisory Council

**CCC** – Communication Coordination Committee (subcommittee of the CAC)

**CCO** – Coordinated Care Organization (Medicaid services)

**CEAP** – Community Engagement Action Plan

**CEO** – Chief Executive Officer

**CHA** – Community Health Assessment

**CHAC** – Lincoln County Coordinated Healthcare Advisory Committee

**CHIP** – Community Health Improvement Plan

**CMS** – Center for Medicaid/Medicare Services (Federal)

**DCO** – Dental Care Organization

**DST** – Delivery System Transformation Steering Committee, IHN-CCO, tasked with overseeing the IHN-CCO Transformation Plan & pilot projects

**FQHC** – Federally Qualified Health Center

**HB** – House bill  
**HIA** – Health Impact Area (in the CHIP)  
**IHN-CCO** – InterCommunity Health Network CCO  
**LLAC** – Linn Local Advisory Committee  
**OHA** – Oregon Health Authority (State of Oregon, oversees Medicaid)  
**OHP** – Oregon Health Plan (Medicaid)  
**O&I** – Outcomes & Indicators (in the CHIP Addendum)  
**PCPCH** – Patient Centered Primary Care Home or a Medical Home  
**SB** – Senate bill  
**SDoH** – Social Determinants of Health  
**SHS** – Samaritan Health Services

## Definitions

- **Addendum:** something added; *especially* a section added to the original document
- **Alternative Payment Models** are a form of payment based, at least in part, on achieving good outcomes rather than just being paid for providing a service (fee-for-service)
- **Determinants of health** are “the range of personal, social, economic, and environmental factors that influence health status.
- **Epidemiologist:** a person who studies the patterns, causes, and effects of health and disease conditions in defined populations. It is the cornerstone of public health, and shapes policy decisions and evidence-based practice by identifying risk factors for disease and targets for preventive healthcare.
- **Health disparities:** Differences in access to, or availability of, services is a health disparity. **Health status disparities** refer to the differences in rates of disease and disabilities between different groups of people, such as those living in poverty and those who are not.
- **Indicators:** measurements or data that provide evidence that a certain condition exists or certain results have or have not been achieved. They can be used to track progress.
- **Liaison:** a person who helps groups to work together and provide information to each other. CAC liaisons share information between the CAC and a local advisory committee.
- **Oregon Health Authority:** The state agency tasked with reforming healthcare. It holds contracts with the Coordinated Care Organizations and with Public Health Agencies.
- **Outcomes:** results or changes, including changes in knowledge, awareness, skills opinions, motivation, behavior, decision-making, condition, or status.
- **Social Determinants of Health:** the conditions in which people are born, grow, live, work, & age. Examples include availability of resources to meet daily needs (e.g., safe housing and local food markets; access to educational, economic, and job opportunities; healthcare services; quality of education and job training.) Some of these the CCO or its partners have the ability to impact.