

**InterCommunity Health Plans  
Board of Directors Meeting – Public**

April 21, 2021; 1:00-3:00 pm

Microsoft *Teams* Meeting

**MINUTES**

**Attendees:**

**Board Members**

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> Doug Boysen – Chair  | <input checked="" type="checkbox"/> Kárun Virtue                 | <input checked="" type="checkbox"/> Roger Nyquist |
| <input checked="" type="checkbox"/> Bruce Madsen, MD     | <input checked="" type="checkbox"/> Kristy Jessop-Shankowski, MD | <input checked="" type="checkbox"/> Tyra Jansson  |
| <input checked="" type="checkbox"/> Claire Hall          | <input checked="" type="checkbox"/> Lara Gamelin, MD             | <input type="checkbox"/> William McCarthy, Rev.   |
| <input checked="" type="checkbox"/> Courtney Miller, DMD | <input checked="" type="checkbox"/> Lisa Pierson                 | <input checked="" type="checkbox"/> Xan Augerot   |

**Quorum:** Met

**Presenters**

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Bill Bouska   | <input checked="" type="checkbox"/> Holly Jo Hodges, MD | <input checked="" type="checkbox"/> Sheryl Fisher |
| <input checked="" type="checkbox"/> Bruce Butler  | <input checked="" type="checkbox"/> Linda Lang          | <input checked="" type="checkbox"/> Trent Began   |
| <input checked="" type="checkbox"/> Dan Smith     | <input checked="" type="checkbox"/> Logan Garner – KPMG |   |
| <input checked="" type="checkbox"/> Gabriel Parra | <input checked="" type="checkbox"/> Sarah Opfer – KPMG  |   |

**Invited Attendees**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Annette Fowler                  | <input checked="" type="checkbox"/> Dotha Canning      | <input checked="" type="checkbox"/> Kelsey Reynolds – KPMG |
| <input type="checkbox"/> Bridgett Quest                  | <input checked="" type="checkbox"/> Drew Krieg         | <input checked="" type="checkbox"/> Kevin Ewanchyna, MD    |
| <input checked="" type="checkbox"/> Carla Jones          | <input type="checkbox"/> Erick Edtl                    | <input type="checkbox"/> Mike Blythe                       |
| <input checked="" type="checkbox"/> Charissa Young-White | <input checked="" type="checkbox"/> Florence Pourtal   | <input checked="" type="checkbox"/> Nancy Fry              |
| <input checked="" type="checkbox"/> Dana Pham            | <input checked="" type="checkbox"/> Janice Crayk       | <input checked="" type="checkbox"/> Rebekah Fowler, PhD    |
| <input type="checkbox"/> Denise Severson                 | <input checked="" type="checkbox"/> Jeannette Campbell | <input checked="" type="checkbox"/> Suzanne Hoffman        |
| <input checked="" type="checkbox"/> Dick Knowles         | <input checked="" type="checkbox"/> Joell Archibald    | <input checked="" type="checkbox"/> Todd Noble             |

**Agenda Items/Discussion**

**Action**

**1. Welcome & Introductions**

Mr. Boysen called the meeting to order at 1:03 pm.

Dr. Ewanchyna is receiving the “2021 Trillium Family Services Mental Health Hero Award” on May 15. He was nominated and selected for his commitment to improve the mental health and wellbeing of Oregon residents.

**2. Safety Moment**

Mr. Parra provided a Safety Moment related to an IHN grievance. The grievance will assist the CCO in making a process improvement.

**3. Public Comments**

Mr. Boysen called for public comments. No comments were made, and no comments were received via email or telephone.

<p><b>4. IHP Board Minutes of December 9, 2020</b></p> <p>Mr. Boysen called for a motion to approve the minutes. There being no changes, corrections or questions, Tyra Jansson moved to approve the Minutes; the motion was seconded by Lisa Pierson.</p> <p>Mr. Boysen called for a vote.</p>	<p><b>ACTION:</b> 12/09/20 IHP Board minutes approved by aye vote, none opposed.</p>
<p><b>5. KPMG Year-End Audit</b></p> <p>The KPMG report was presented.</p> <p>Mr. Boysen called for a motion to approve the KPMG report, as presented. Xan Augerot moved to approve the Minutes; the motion was seconded by Lisa Pierson.</p> <p>Mr. Boysen called for a vote.</p> <p>Kelsey Reynolds will replace Sarah Opfer as managing director of the NW area. Sarah will ensure a smooth transition.</p>	<p><b>ACTION:</b> The KPMG report was approved by aye vote, none opposed.</p>
<p><b>6. IHN-CCO Operations Management Reports</b></p>	
<p><b>Chief Executive Officer Report – Bruce Butler</b></p> <ul style="list-style-type: none"> <li>Annette Fowler will be joining Health Plans as the new COO, starting April 26th. She is coming from a CCO in rural, southern Oregon. She has a strong background, including previous roles in large health plans, healthcare operations management and working for medical device companies.</li> <li>Customer Service metrics and claims performance are stable.</li> </ul>	<p><b>ACTION:</b> None</p>
<p><b>Chief Medical Officer Report – Dr. Hodges, Sheryl Fisher and Linda Lang (sub for Dr. Ewanchyna)</b></p> <p><b>CMO Report – Care Coordination Update – Dr. Hodges</b></p> <ul style="list-style-type: none"> <li>Aligning processes with their policies.</li> <li>Exploring new platforms and technical enhancements.</li> <li>Developing a productivity dashboard.</li> <li>The medical coverage policy and IIBHT (Intensive In-Home Behavioral Health Therapy) is set up in CCA (Clinical Care Advance).</li> <li>Training and mentorship development for staff.</li> <li>Continue to work with Axis Point on a referral process.</li> <li>Developing a case management transition project.</li> </ul> <p>There was board discussion and excitement about care coordination activities.</p>	<p><b>ACTION:</b> None</p>
<p><b>CMO Report – Pharmacy Update – Dr. Hodges</b></p> <ul style="list-style-type: none"> <li>2020 successes (Implementation of the Prior Authorization Hub (PAHub) for medications, completing reviewing drug utilization reviews, updating Appeals process and letters, COVID-19 support and updating the IHN formulary relating to opioids).</li> </ul>	<p><b>ACTION:</b> None</p>

<ul style="list-style-type: none"> <li>• 2021 opportunities (Targeted clinical analytics, safety management, gaps in care, behavioral health, Diabetes Management Program and others).</li> <li>• \$94.93 was the average drug cost per prescription. We will be looking at ways to reduce cost.</li> </ul>	
<p><b>CMO Report – Behavioral Health Update – Sheryl Fisher</b></p> <ul style="list-style-type: none"> <li>• State hospital crisis – There is not a lot of alternative placement for high level of care across the state. Coordinating and finding appropriate care for members who need it is imperative and has forced the CCOs to look for alternatives. We have requested OHA and the governor to look at the issue. We are asking for more hospital beds and also the ability to individualize community supports.</li> <li>• IIBHT – This is an alternative to residential treatment and inpatient hospitalization that includes 4 hours per week for various services. Three entities have applied to become certified providers. If all are approved, there will be a network that will fully cover our service areas.</li> <li>• Pathfinder Clubhouse – An agreement to support the Pathfinder Clubhouse has been formalized. Members can receive non-clinical services to address barriers. COVID-19 has delayed staff receiving certification.</li> <li>• Leadership &amp; Organizational Change for Implementation (LOCI) – This is a grant funded project through UC San Diego, Department of Psychiatry. The goal is to implement and sustain evidence-based practices through partnerships. It would provide assessment, leadership training, coaching and strategy meetings targeting supervisors and managers.</li> <li>• Measure 110 – We continue to support the tri-county work group related to Measure 110 implementation. We will work together to submit a regional funding proposal.</li> <li>• Youth Era – Working with Youth Era to formalize an agreement for additional youth peer services in our region.</li> <li>• System of Care             <ul style="list-style-type: none"> <li>- The expansion grant would provide a crisis worker for each county and 24 hours, 7 days a week services for emergency situations.</li> <li>- OSU will hear about their SAMHSA grant in August for mental health awareness training. Mental health needs are going to be bigger due to COVID isolation.</li> <li>- OHA released funds for community-based support services for our region.</li> </ul> </li> </ul>	<p><b>ACTION:</b> None</p>
<p><b>CMO Report – Quality &amp; Population Health Program Update – Linda Lang</b></p>	<p><b>ACTION:</b> None</p>

<ul style="list-style-type: none"> <li>• Accreditation and Standards – Developed reports and an oversight and monitoring plan, revised NCQA program policies, created educational materials for member campaign and developed content for HIT (Health Information Technology) roadmap.</li> <li>• Health Data and Analytics – Collected and validated data for metrics from multiple sources, using data and models to identify member’s needing care, developing a provider engagement strategy around metrics using Lunch and Learn.</li> <li>• Quality Improvement – Managing approximately 20 projects, 6 are related to members with diabetes. Developed the 2021 Transformational and Quality Strategy (TQS) that includes 10 projects.</li> <li>• Patient Safety – There are three areas of emphasis that include training (related to High Reliability Organization), monitoring and support Transitions of Care and Warm Handoffs.</li> <li>• CCO Metrics – OHA will publish updated dollar estimates of the quality pool in April. For 2020, final payment is based only on reporting.</li> </ul>	
<p><b>Chief Strategy Officer Report – Gabriel Parra</b></p> <ul style="list-style-type: none"> <li>• Some IHN-CCO members that have not been vaccinated have addresses outside of our region.</li> <li>• As of April 19th, 16 years and over are eligible for the vaccine.</li> <li>• Data shows 73% of all IHN members have not been vaccinated, and 18% have completed their vaccinations.</li> <li>• Almost 87% of IHN members on the OHA high risk list have not been vaccinated.</li> <li>• Data is showing that for the 80+ years old group, 75% have been vaccinated. As expected, as age groups get younger, less people have been vaccinated.</li> <li>• Data displayed shows the largest non-English speaking groups fall in a range between 55-70% for not having received a vaccination.</li> </ul> <p>Samaritan is looking for opportunities to capture current mobile contact information and immunization data from our members. This will help us implement strategies to improve health outcomes for our members and community. One idea is to collect vaccination status and provide resources through mobile devices, using incentives.</p>	<p><b>ACTION:</b> None</p>
<p><b>Government Affairs Director Report – Bill Bouska</b></p> <ul style="list-style-type: none"> <li>• Samaritan is supporting 6 legislative bills. Samaritan Health is working with area legislators to improve the delivery of healthcare and health information.</li> <li>• One of the legislative bills is SB781: Patient-centered Lab Results/Reporting. Lab reporting had to wait 7 days to release info.</li> <li>• There are 12 legislative bills of interest.</li> </ul>	<p><b>ACTION:</b> None</p>
<p><b>Chief Financial Officer Report – Dan Smith</b></p>	<p><b>ACTION:</b> None</p>

<ul style="list-style-type: none"> <li>• The March Income Statement shows we are doing well in the first quarter. The net operating margin is 3% which puts us ahead of budget. This is due to an increase in membership which is creating an increase in revenue.</li> <li>• The March Balance Sheet shows a little over \$32 million of liability for unpaid medical claims.</li> <li>• The total liabilities compared to the total assets gives us a cushion for any events later in the year.</li> </ul>	
<p><b>7. Enterprise Risk Management – Trent Began</b></p> <p>Two risks were highlighted:</p> <ul style="list-style-type: none"> <li>• Quality Measures – IHN did not meet 100% of the Quality Bonus in 2019 and was not a top 5 performer. We met 11 metrics out of the targeted 12. 2020 metrics were paid at 100%. <ul style="list-style-type: none"> <li>- It will be difficult to achieve 2021 metrics due to COVID-19.</li> </ul> </li> <li>• Human Resources – In 2020, the turnover rate was 16%, above the high threshold of 10%.</li> </ul>	<p><b>ACTION:</b> None</p>
<p><b>8. Annual Disclosure (Conflict of Interest Statement)</b></p> <p>The Conflict of Interest Statement will be sent to the board members via email.</p>	<p><b>ACTION:</b> Send Conflict of Interest Statement to board members</p>
<p><b>9. Other Business</b></p> <p>Doug Boysen confirmed there was no other business.</p>	<p><b>ACTION:</b> None</p>
<p><b>10. Meeting adjourned.</b></p> <p>Doug Boysen adjourned the meeting at 2:59 p.m.</p>	

Respectfully submitted,  
Gabriel Parra

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Doug Boysen, President and Chair,  
Samaritan Health Plans Board of Directors  
Minutes approved on June 16, 2021