

WESTERN OREGON ADVANCED HEALTH, LLC  
COMMUNITY ADVISORY COMMITTEE (CAC)  
April 3, 2014

**In Attendance:**

- X Betty Albertson, Chairman
- X Rosemary Bean, Guest
- X Renee Menkens, Guest
- X Debbie Webb, WOAHA
- X Kay Metzger, OHA
- X Glenn Olson, Guest
- X Anna Marie Slate, Consumer
- X David Geels, Coos County Mental Health
- X Linda Hanson, Parent of Consumer
- X Bob Lieberman, Kairos
- X Lena Hawtin, Coos County Public Health
- X Melissa Shrum, WOAHA
- X Patty Savage, Curry Community Health
- X Angelique Bacon, Consumer
- X LizBardor, RVGOG – LTC Innovator Agent
- X Margi Lehman, Consumer
- X Patt Barley, ORRCA
- X Lisa Williams, Coos County Mental Health
- X Stephen Brown, Coos County Public Health
- X Linda Morris, Consumer
- X Tracy Muday, WOAHA Medical Director
- X Michael Marchant, APD
- X Dane Smith, Advantage Dental
- X Jenny Prichard, Consumer

Chairman, Betty Albertson called the meeting to order as 12:05 p.m.

Meeting Minutes from March 6, 2014.

❖ **MOTION:** Motion made by Linda Morris to accept the meeting minutes from March 6<sup>th</sup>, 2014 as presented and the motion was seconded by Dane Smith.

❖ **VOTE:** Unanimous approval.

- Debbie Webb presented WOAHA's CAC acronym Glossary handout.
- Bob Lieberman presented Children's System Advisory Council Issue Brief handout.
  - Dane Smith and Linda Morris will review issues of the CAC and present to the WOAHA Board using the format presented by Bob Lieberman's handout.
  - It was presented by David Geels to ensure that items that we have discussed in the CAC meeting are presented to the WOAHA Board.

The main item to present to the board is to add more support staff so members feel like they can speak to a live person. Dr. Muday discussed how we are hiring new staff and how WOAHA is working on getting a different location since we do not have much more room to expand.

- Dane Smith will ask the WOAHA Board if CAC can be added to the agenda at the next board meeting. Once approved for CAC to be added to the agenda, Dane Smith and Linda Morris will attend the board meetings representing the CAC.
- Dr. Muday advised the CAC the new member increase to 19,023 as of today.
  - About 99% of providers precipitate with WOAHA in our areas.
  - The workflow of nurse practitioners. Dr. Muday wants to know about the urgent needs that are not being met. Dr. Muday, Dane Smith and Melissa Shrum will meet after the CAC meeting with Margi Lehman and Glenn Olson to discuss some issues/concerns with the medical and dental needs.
- Linda Morris wanted to know what members are to do if they cannot get into their provider for 2-3 months. Discussion of having an online resource/advocate.
  - Immediate Care at Bay Clinic and North Bend Walk in Clinic, Nurse Hotline phone number
  - Discussion of having a better workflow for members to have resources.
- Member talked about not being able to see her RA in Portland and the issues she has had with getting her prescriptions and her referral approved along with the frustration of not being able to get into her new doctor for 3 months and still waiting on a referral.
- Member discussed the dental issues he is having. Dane Smith will meet with him after the meeting of his concerns.
- Dr. Muday talked about the goals of a CCO.
- It was suggested to have a work group created to help members more 1 on 1 approach with their concerns. Melissa Shrum has volunteered to get this started and will work with Dr. Muday and Debbie Webb along with the consumers to get in the works.
- Kay Metzger discussed the CAC Learning Community Meeting and the CAC Summit coming up next month in Eugene. Hand outs were provided.

With no further business to be discussed, the meeting was adjourned at 1:44 p.m.

Respectfully submitted,

Dane Smith, DDS  
Secretary

DS/dm 04/03/14