WESTERN OREGON ADVANCED HEALTH, LLC
COMMUNITY ADVISORY COMMITTEE (CAC)
August 7, 2014

In Attendance:

X Betty Albertson, Chairman
X Rosemary Bean, Guest
X Anna- Marie Slate, Consumer
X Melissa Shrum, WOAH
X Patty Savage, Curry Community Health
X Linda Morris, Consumer
X Christy Shipman, DHS/APD
X Darla Moorman, WOAH
X Debbie Webb, WOAH
X Linda Hanson, Parent of Consumer
X Cecilee Shull, Advantage Dental
X Kay Metzger, OHA
X Tracy Muday, WOAH
X Bob Lieberman, Kairos
X Jenny Prichard, Consumer
X Margi Lehman, Consumer
X Sharon Daymond, Guest
X Dori Statton, Peer Recovery Advocate – Curry
X Renee Menken, RN OHSU/BAH
X Laura Williams, WOAH
X Colette Gillies, OHA – OCCS
X David Geels, CCMH
X Lena Hawtin, CCPH
X Florence Pourtal-Stevens, CCPH
X Ginger Swan, CCMH
X Dayna Steringer - WOAH

Chairman, Betty Albertson called the meeting to order as 12:03 p.m.

Meeting Minutes from July 10, 2014.

- ❖ **MOTION**: Motion made by Jenny Prichard to accept the meeting minutes from July 10th, 2014 as presented and the motion was seconded by David Geels.
- ❖ **VOTE**: Unanimous approval.

- Darla Moorman introduced Laura Williams as the new Customer Service Director/Providers Relations manager at WOAH.
- Laura Williams reviewed the 2013 Consumer Advisory Committee (CAC) Member Survey Results with the committee.

Access to Care:

- o 58% of the respondents said they have no problems getting in to see their provider. Of the 42% that reported problems:
  - 39% said it was due to Transportation issues. The committee discussed whether members know that there is transportation available; issues with elderly members, single parent family or members with disabilities.

        - 38% said the appointment offered was not soon enough.
    - The number one reason that members reported they went to the Emergency Room instead of seeing their PCP was because they felt they needed to be seen immediately and the PCP appointment offered was not soon enough, or the PCP office was closed (weekend).
    - The highest percentage on the survey was age group 51-64 years of age. The CAC would like to see a broader range of members of different age groups when the next survey is mailed out.
    - It was discussed to update our current survey, mail it out to a variety of members and have an online link to take the survey.
- Darla Moorman spoke about having a WOAH member come and speak about their Weight Management program and be the inspiration for all Weight Management members.
- Kay Metzger reported on the follow up of the engagement request from last month. The request was to receive some assistance on CAC membership, CAC meetings, working effectively with the CCO and CAC recruitment.
    - She will coordinate with Betty Albertson, Anna-Marie Slate, Cecilee Shull and Jenny Prichard to set up a 1 hour free consultation via teleconference with Vanessa Becker, consultant for Southern Oregon.
- Kay Metzer discussed the possibility of a future presentation on the DVD about Unnatural Causes.
- Colette Gillies discussed her role at OHA and the application enrollment groups throughout her district of Coos, Curry, Lane, Douglas, Jackson and Josephine Counties.
    - Colette organizes monthly meetings in Coos and Curry County the 3rd Tuesday of each month. All are welcome to attend.
    - Waterfall Clinic is working with the Coos County DHS office to help assist with new member application on Tuesday and Thursday's.
- Debbie Webb distributed Certificates of Appreciation from OHA Transformation Center to the members present.
- Betty Albertson opened up items/topics to discuss to next month's CAC meeting.
    - Florence Pourtal-Stevens discussed her role at Coos County Public Health.
    - Lena Hawtins discussed that CCPH was currently hiring a new WIC person and is working on sending out a new survey to community members and all other services provided.
    - Ginger Swan discussed the new development of the Health Education Program.
    - Linda Morris thanked everyone for all the hard work on the WOAH survey. In a future meeting CAC can work on updating the survey to get another one out sometime this winter. Linda also reminded everyone about the Farmer's Market each Wednesday and that they're now able to use EBT cards.
    - Anna-Marie Slate discussed the FEAST program. This program is volunteers working to get people healthy foods and places to warehouse excess food so it does not go to waste.

- Sharon Daymond discussed the transportation issues and would like to be involved when the time comes.
- Dr. Muday discussed Dayna Steringer was looking for consumers to advise the State on the Medicaid program. Let Dr. Muday know if anyone is interested.
- Margi Lehman discussed transportation issues, i.e; people that cannot get to the grocery store or the Farmer's Market.
- Florence Pourtal-Stevens discussed SNAP vouchers on eating healthy for $4. Debbie Webb will forward CAC members the free online cookbook.
- Linda Morris would like to see WOAH come up with a plan for transportation vouchers for members to use in order to make it to the Farmer's Market.
- Jenny Prichard would like to see more walking groups for people. She reported on the transportation issue that Dial-A-Ride is charging $1.50 in Coos Bay and $3.00 from Myrtle Point round trip. Maybe WOAH can purchase vouchers for members.
- Cecilee Shull discussed the Dental ER visits comparative from last year. Numbers are down, but membership is up at WOAH. Dr. Muday will follow up with the correct percentage.
- Renee Menken discussed how CHIP is reviewing and updating the program and will have updates to review with CAC at a later date.
- Bob Lieberman advised that Grants Pass is opening a Crisis Center for kids with the help of WOAH and BAH that will serve all of Southern Oregon.
- Laura Williams discussed the reconstruction of the WOAH website. She would like the consumer's interest and feedback. If interested please contact Debbie Webb, Melissa Shrum or Laura Williams.
- David Geels discussed the positive benefits of the Affordable Care Act.
- Rosemary Bean announced the dates and times of the upcoming classes for the Walk with Ease Foundation and The Fire Within on diet, chronic inflammation and disease.
- Margi Lehmann discussed WOAH having a facebook page to give out updated information to members.
- Linda Hanson reported that Grocery Outlet has a booklet at each check stand on how to feed your family for $4. The World Newspaper has a walking group section in the Go Section of the newspaper.

With no further business to be discussed, the meeting was adjourned at 1:37 p.m.

Respectfully submitted,

Dane Smith, DDS
Secretary

DS/mls 08/07/14