

Western Oregon Advanced Health, LLC
Community Advisory Committee (CAC)

Date: 2/04/16

ATTENDANCE:

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Community Advisory Committee		Consumer Members		Agency Representative Members	
	Betty Albertson, Chair CAC Member District Manager for Coos and Curry Counties - Newmark Center betty.albertson@state.or.us		Linda Morris, Consumer CAC Member Representative to the Board		Linda J. Furman Grile CAC Member Executive Director South Coast Hospice lfg@schospice.org
	Dane Smith, DDS PC, Vice Chair CAC Member Advantage Dental Agency Representative Member dane@epuerto.org		Jenny Prichard, Consumer CAC Member jenny_prichard@yahoo.com	X	David Geels, LPC CAC Member Behavioral Health Director Coos Health & Wellness David.Geels@chw.coos.or.us
	John Sweet, Commissioner CAC Member Representative to the Board jsweet@co.coos.or.us	X	Anna-Marie Slate, Consumer CAC Member annamarie_singingcricket@yahoo.com		Kathy Laird, RN MN CAC Member CEO Waterfall Community Health Center klaird@wfall.org
	Melissa Cribbins, Commissioner CAC Member Representative to the Board mcribbins@co.coos.or.us	X	Ruby Phillips, Consumer CAC Member Boomerang61e@yahoo.com		Bob Lieberman CAC Member CEO, Kairos rlieberman@kairosnw.org
					Christy Shipman/Michael Marchant CAC Member District Manager Aging & People with Disabilities michael.m.marchant@state.or.us Christy.r.shipman@state.or.us
				X	Tracy Muday, MD CAC Member Medical Director, Western Oregon Advanced Health tracym@woahcco.com
					Florence Pourtal-Stevens CAC Member Public Health Administrator Coos Health & Wellness fpourtal-stevens@co.coos.or.us
				X	Corey Wampler CAC Member Health Coordinator, South Coast Head Start Cwampler.schs@orcca.us

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Guests					
	Christy Wright Guest Provider Services Representative Western Oregon Advanced Health christyw@woahcco.com	X	Renee Menkens, RN Guest OHSU renee.menkens@gmail.com	X	Cindy Shirtcliff Guest South Coast Regional Manager, Advantage Dental cindys@advantagedental.com
	Liz Bardon Guest Long Term Care Innovator Agent Senior and Disability Services lbardon@rvcog.org	X	Belle Shepherd Guest Innovator Agent, Oregon Health Authority Belle.shepherd@state.or.us	X	Laura Williams Guest Director of Customer & Provider Services Western Oregon Advanced Health lauraw@woahcco.com
	Rosemary Bean, RN Guest Community Based Care Nurse rosemaryrn@frontier.com		Veronica Delmoral Guest Lead Customer Service Representative/Grievance Coordinator Western Oregon Advanced Health veronicad@woahcco.com		Anna Warner Guest Quality Improvement Coordinator Western Oregon Advanced Health annaw@woahcco.com
	Shannon Durkee Prevention Services Coordinator Coos Health & Wellness sdurkee@co.coos.or.us		Colette Gillies Regional Outreach Coordinator Oregon Health Authority Colette.gillies@state.or.us		Phil Greenhill, CEO Guest Western Oregon Advanced Health philg@woahcco.com
	Ben Messner Guest Director of Medical Management & Quality Western Oregon Advanced Health benm@woahcco.com	X	Monica Alexander Guest Community Health Outreach Worker Coast Community Health Center monicaa@coastcommunityhealth.org	X	Erica Evans Guest Advantage Dental
X	Shannon Hunter Guest APD		Caryn Mickelson, PharmD Guest Pharmacy Director Western Oregon Advanced Health carynm@woahcco.com		Eric Gleason Guest Chair, Suicide Prevention CHIP Subcommittee Coos Health & Wellness

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TOPIC	DISCUSSION/INFORMATION	ACTION REQUIRED	Person Responsible	By When
1.0 Call to Order	The meeting was called to order at 12:00pm by Laura Williams.			
2.0 Past Meeting Minutes	The CAC meeting minutes of December 3, 2015 were reviewed. However, approval was deferred until the next meeting as a quorum of voting members was not present.	Vote: Deferred until March meeting		
3.0 Follow up agenda items from December meeting	<p><u>Recruitment Committee Update:</u> Laura shared an email from Adrienne Mullock, Transformation Analyst, Transformation Center, regarding CAC Strategic Planning for 2016. In Adrienne's email it states that the Transformation Center will not be convening a CAC Summit or CCM Summit in 2016 as they have done in the past years. Instead, the Transformation Center is supporting a one-day training for CAC Coordinators and CCO staff on Recruitment, Engagement, and Retention.</p> <p><u>Trauma-informed Care Training:</u> As follow up from the CCM Summit in December 2015 and discussion at the December CAC meeting, we are exploring the interest in bringing Trauma-informed training to Coos County. Discussion was had regarding who we wanted to provide training to: Providers, provider staff, CCO and CCO partner staff, community entities, etc.</p>	Laura to participate on the OHA planning committee for the 1-day event	Laura Williams	
	Anna Marie suggested that Laura contact Laurie Potts at SWOCC who is arranging a Trauma-informed Conference on April 29 th in Coos Bay.	Laura to contact Laurie Potts to inquire about conference she is planning		3/3/16
	David also suggested that we look at "toolkits" that establish benchmarks for providers and care organizations. David will share information about this at the next meeting.	David to share information on toolkits		3/3/16
4.0 2016 Officers	<p>Laura reported that the Nominating Committee nominated Dane Smith for Chair and Anna Marie Slate for Vice-Chair. We do not have a quorum at today's meeting so voting will be deferred.</p> <p>Discussion was had regarding the need to move the date of the CAC meetings if Dane is Chair as Dane has a continuous conflict with the 1st</p>	Vote for 2016 officers deferred to March meeting		3/3/16

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	<p>Thursday of the month. Laura indicated that Dane suggested Mondays as a possible alternative meeting day. Most members present today stated they would not be able to attend on Mondays. Dr. Muday suggested that Laura send out a Doodle poll to see when the majority of the CAC members are available.</p> <p>Corey indicated that if we change the date/time of the meeting, we would need to check to see if the ORCCA room would be available and reschedule the 2016 meetings.</p>	<p>Laura to send out Doodle Poll to determine alternative meeting day options</p> <p>Laura and Corey to plan meeting place if the meetings get rescheduled</p>		2/16
5.0 Update from Oregon Health Authority (OHA)	<p>Belle introduced herself a bit more to the CAC members sharing that she is also the Innovator Agent for Jackson Care Connect and PrimaryHealth of Josephine County. Belle is replacing Kay Metzger as our Innovator Agent.</p> <p>Belle reminded the CAC that WOAHA has 35 technical assistance hours available to use by September 2016. They could be used to help with trauma-informed care training, CHIP implementation, health equity training, etc. David wondered if technical assistance hours could be used for strategic planning around Community Health Workers and peer support (we have family/youth, but not adults). Dr. Muday stated that WOAHA envisions our Care Managers having Community Health Workers to work with them. Unfortunately, SWOCC was unable to get their CHW curriculum approved by OHA, so people in this area are having to travel to Eugene and Medford for the training and certification. This is a barrier for us.</p> <p>Belle stated that she shared "CAC 101" training material with Laura and that CAC members may be interested in looking at it.</p> <p>Belle indicated that Kenny LaPoint, Housing Integrator, is interested in coming to our next meeting to share information about housing and possible state funding.</p>	<p>Check to see if WOAHA is interested in using Tech Assistance Hrs for strategic planning around CHW</p> <p>Let Laura know if you are interested in seeing CAC 101 material</p> <p>Plan for Kenny LaPoint to have some time on our next meeting agenda</p>	<p>Dr. Muday, Laura Williams</p> <p>CAC members</p> <p>Laura Williams</p>	<p>March</p> <p>3/2/16</p>
6.0 CHIP Support	Community Health Improvement Program (CHIP) Support:			

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	<p>WOAH Staff Person (OHA grant) Laura shared that WOA plans to hire a staff person to help with CHIP planning, implementation, reports, etc. This position will be partially funded by the OHA grant.</p> <p><u>Mini-grants to support CHIP implementation</u> Laura shared the WOA CAC Mini-Grant application and shared with the CAC that WOA is providing \$15K grant for Coos CHIP. The application has been shared with the Steering Committee members and the Chairs of each sub-committee.</p> <p><u>Update from CHIP Sub-committees:</u></p> <p><u>Access to Care Providers</u> Renee provided an update on the on the Access to Care Providers sub-committee indicating that the OHSU students have administered the survey assessing provider and provider staff attitudes about access. The survey went to PCPs and dentists in Coos County and their staff.</p> <p><u>Healthy Eating Active Living (HEAL)</u> Renee reported that the sub-committee is applying for a grant through OHSU to support the development of a walking program. She also stated that starting in March they will hold focus groups to gather information on an individual level as well as policy level.</p>	<p>Applications are being accepted for the WOA CAC Mini-Grant Program</p>	<p>Chairs of each CHIP sub-committee to submit applications for grant funds to WOA</p>	
<p>7.0 WOA Grievance & Appeals Report, 4th Quarter 2015</p>	<p>Dr. Muday and Laura shared the 4th Quarter Grievance and Appeals Report, 2015. Laura indicated that the report includes all complaints and appeals received by WOA and WOA's delegated partners (Coos Health & Wellness, Curry Community Health, ADAPT, and Advantage Dental).</p> <p>Dr. Muday reported that OHA is planning to host a training, specifically for Customer Service Representatives, on identifying and categorizing complaints. This will promote consistency among CCOs in how they identify, track, and report on grievances.</p> <p>Dr. Muday discussed the increase in appeals and hearings. Renee noted the number of grievances that are</p>			

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	from members requesting to change their mid-level PCP to a physician PCP. Dr. Muday indicated that WOA is considering hiring a nurse to assist with grievances, appeals, and hearings to help us be better at being pro-active and strengthen our program.			
8.0 Consumer Input & Public Comment	<p>Anna-Marie discussed fear and lack of transportation as being barriers to care for the elderly.</p> <p>Shannon Hunter stated that she is interested in housing issues, transportation and the trauma-informed care training.</p> <p>Cindy Shirtcliff announced that Advantage Dental is hosting Terie Drussi-Smith in may for "Bridges out of Poverty". She also stated that Advantage Dental is interested in tobacco free work and asked that Laura have the CHIP sub-committee Interim Chair, Veronical Delmoral, contact her.</p> <p>Monica shared that Coast Community Health Center has put in place a transportation program for its patients via a grant that was received. Coast can provide transportation for things such as grocery trips and can provide gas cards to patients. These are items that are not covered under the OHP non-emergent medical transportation benefit.</p>	CHIP tobacco cessation subcommittee to connect with Advantage Dental	Laura will ask Veronica to contact Cindy	3/3/16
9.0 Next Meeting	<p>Date: April 7, 2015</p> <p>Location: Oregon Coast Community Action Building 1855 Thomas St. Room 215 Coos Bay, OR 97420</p> <p>Time: 12:00-1:30pm</p>			
10.0 Meeting Adjournment	The meeting was adjourned at 1:40pm.			

Laura Williams
Interim CAC Coordinator
02/29/16