

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

Date: 01/08/15

<b>ATTENDANCE:</b>					
<b>Community Advisory Committee</b>		<b>Consumer Members</b>		<b>Agency Representative Members</b>	
<b>X</b>	Betty Albertson, CAC Chair, District Manager for Coos and Curry Counties - Newmark Center <a href="mailto:betty.albertson@state.or.us">betty.albertson@state.or.us</a>		Sharon Daymond <a href="mailto:sharondaymond@yahoo.com">sharondaymond@yahoo.com</a>	<b>X</b>	Linda J. Furman Grile, Executive Director South Coast Hospice <a href="mailto:lfq@schospice.org">lfq@schospice.org</a>
	, Vice Chair		Linda Hanson <a href="mailto:derlinder@live.com">derlinder@live.com</a>	<b>X</b>	David Geels, Director Coos County Mental Health <a href="mailto:david.geels@mh.co.coos.or.us">david.geels@mh.co.coos.or.us</a>
	Dane Smith, DDS PC Advantage Dental CAC Secretary Agency Representative Members <a href="mailto:dane@epuerto.org">dane@epuerto.org</a>	<b>X</b>	Margi Lehman, Consumer <a href="mailto:margilehman@frontier.com">margilehman@frontier.com</a>		Kathy Laird, RN MN CEO Waterfall Community Health Center <a href="mailto:klaird@wfall.org">klaird@wfall.org</a>
<b>X</b>	Linda Morris, Consumer Representative to the Board		Jenny Prichard <a href="mailto:jenny_prichard@yahoo.com">jenny_prichard@yahoo.com</a>	<b>X</b>	Bob Lieberman, CEO Kairos <a href="mailto:rlieberman@kairosnw.org">rlieberman@kairosnw.org</a>
	John Sweet, Commissioner Representative to the Board <a href="mailto:jsweet@co.coos.or.us">jsweet@co.coos.or.us</a>	<b>X</b>	Anna-Marie Slate <a href="mailto:annamarie_singincricket@yahoo.com">annamarie_singincricket@yahoo.com</a>		Kelle Little, Health Administrator Coquille Indian Tribe <a href="mailto:kellelittle@coquilletribe.org">kellelittle@coquilletribe.org</a>
	Melissa Cribbins, Commissioner Representative to the Board <a href="mailto:mcribbins@co.coos.or.us">mcribbins@co.coos.or.us</a>				Michael Marchant, District Manager Aging & People with Disabilities <a href="mailto:michael.m.marchant@state.or.us">michael.m.marchant@state.or.us</a>
					Tracy Muday, MD Western Oregon Advanced Health <a href="mailto:tmuday@docshp.com">tmuday@docshp.com</a>
				<b>X</b>	Florence Pourtal-Stevens, Public Health Administrator Coos County Health and Human Services <a href="mailto:fpourtal-stevens@co.coos.or.us">fpourtal-stevens@co.coos.or.us</a>
				<b>X</b>	Corey Wampler, Health Coordinator South Coast Head Start <a href="mailto:Cwampler.schs@orcca.us">Cwampler.schs@orcca.us</a>
<b>Guest</b>					
<b>X</b>	Christy Shipman, Aging and People with Disabilities <a href="mailto:christy.r.shipman@state.or.us">christy.r.shipman@state.or.us</a>	<b>X</b>	Renee Menken <a href="mailto:renee.menkens@gmail.com">renee.menkens@gmail.com</a>	<b>X</b>	Cecilee Shull, South Coast Regional Manager - Advantage Dental <a href="mailto:cecilees@advantagedental.com">cecilees@advantagedental.com</a>
<b>X</b>	Shannon Durkee, Health Educator Coos County Health and Human Resources <a href="mailto:sdurkee@co.coos.or.us">sdurkee@co.coos.or.us</a>	<b>X</b>	Kay Metzger, Innovator Agent OHA <a href="mailto:kay.m.metzger@state.or.us">kay.m.metzger@state.or.us</a>	<b>X</b>	Laura Williams, Customer Service Director/Provider Relations Western Oregon Advanced Health <a href="mailto:lauraw@docshp.com">lauraw@docshp.com</a>
	Lena Hawtin RN, PHN – Clinic Supervisor Coos County Public Health <a href="mailto:lhawtin@co.coos.or.us">lhawtin@co.coos.or.us</a>	<b>X</b>	Patty Savage, RN MSN, CPNP - Curry Health Administrator Curry Community Health <a href="mailto:savagep@co.curry.or.us">savagep@co.curry.or.us</a>	<b>X</b>	Nancy Spray, Billing & Claims Specialist Confederated Tribes of Coos, Lower Umpqua & Siuslaw Indians <a href="mailto:nspray@ctclusi.org">nspray@ctclusi.org</a>
<b>X</b>	Liz Bardon, Long Term Care Innovator Agent Senior and Disability Services <a href="mailto:lbardon@rvcog.org">lbardon@rvcog.org</a>	<b>X</b>	Darla Moorman, Administrative Assistant Western Oregon Advanced Health <a href="mailto:dmoorman@docshp.com">dmoorman@docshp.com</a>	<b>X</b>	Kristen Davis, Curry Community Health

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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 12:00 PM by Betty Albertson.			
2.0 Past Meeting Minutes	Motion made by Linda Morris to accept the meeting minutes from December 11, 2014 as presented and the motion was seconded by Corey Wampler.	Vote: Unanimous approval.		
3.0 CAC Steering Committee	Betty Albertson asked if anyone is interested in representing our CAC on the CAC Steering Committee. Cecilee Shull has been on the committee in the past and will again. Anna-Marie Slate is be Cecilee's back up if she is unable to attend meeting.			
4.0 Vanessa Becker	<p>Kay Metzger introduced Vanessa Becker, OHA Technical Assistant.</p> <p>WOAH CAC Meeting Discussion Notes: In November 2013 meeting it was discussed about how to make the CAC better. Below is the information that was discussed:</p> <p><i>What motivated you to stay engaged as a CAC member?</i></p> <ol style="list-style-type: none"> <li>1. I have begun to see the parts of the healthcare system and its partners pull together. I want to see if this works to deliver more effective care with improving health for individuals</li> <li>2. Ensuring excellent customer service for families</li> <li>3. Learning about coos county's health care landscape and the consumers perspectives</li> <li>4. When I see that changes are made to help consumer issues and obstacles</li> <li>5. Learning about what is going on with consumers, agencies etc. and being a resource from my agency</li> <li>6. I have a strong desire to help affect change in the lives of those that reside and/or visit our communities, especially in regards to health</li> <li>7. I want to make a difference in the community</li> <li>8. A hope for a more complete health care package. Such as better access when needed and a more useful form of dental coverage for adults. This one has not worked for over 20 years.</li> <li>9. I feel my being here makes a difference. I connect w/CCO, get to know who to talk to regarding various issues and</li> </ol>			

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	<p>what resources are available. It's my chance to voice my observations and suggestions. I feel valued and that I have a voice and an opportunity to influence important decisions.</p> <ol style="list-style-type: none"><li>10. I have the ability to participate with other concerned individuals the needs of our consumers are heard and action plans developed to streamline, navigate and educate providers and consumers to enhance the delivery of care and services to persons receiving care from WOAHA in our community today and in the future.</li><li>11. It's important that consumers have a voice about their healthcare</li><li>12. Being a CAC member allows me to understand our community healthcare system better. Allows us to collaborate and share resources</li><li>13. When my time and input make a difference. When my input is listened to and when I see positive change.</li><li>14. Open communications, follow through on topics discussed and clear roles and expectations of members.</li><li>15. Making sure the public can utilize their healthcare efficiently and get their care without too many complicated/confusing boundaries.</li><li>16. Stay informed about health care issues in this area and hear from consumers and services representatives about health/social services for the CCO clients.</li><li>17. To be part of making a difference in the ability of the community to achieve transformation of the healthcare system</li><li>18. I am required to attend as part of my job. BUT....that doesn't motivate me. I have a servant's heart and helping kids in any situation is important to me, that's why I am involved.</li><li>19. Members!</li><li>20. I want to help create positive changes in the health care system for others and myself. I want to see a whole/person</li></ol>			
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centered health care system with mental, emotional and physical health.

*Describe an ENGAGED CAC*

1. Addresses concerns
2. Able to listen and give feedback to CCO
3. Not afraid to ask questions
4. Open to public, can bring guests without prior notification
5. Consistent attendance
6. Balance between super meeting management and discussing topics that come up
7. Creates an atmosphere where everyone has a voice
8. All members are working on a project, sharing work and having enough people to do the work needed
9. Engages the community too
10. Listens to make a difference for others
11. Influences health services and represent consumers
12. Promotes an environment for consumers to make a difference
13. Engages their members in using their benefits
14. Ensures best practices and research gets to decision makers of CCO

*How would you describe your role as a CAC member to somebody who doesn't know about CCO's? (in addition to these 5 roles)*

Primary Roles of the CAC:

- **Bridge:** be the bridge between the CCO and the community
- **Connector:** connect people in the community to answers about the CCO
- **Ambassador:** of the CCO and health transformation in the community
- **Ask Questions:** powerful questions that progress the work of the CAC and CCO
- **Projects:** CHA, CHIP and projects supporting the CHIP

1. Educate about the big picture of health transformation, CCOs and our CAC

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2. Everyone has a role and is motivated to be part of group
3. We advocate for change
4. Focuses on integration
5. A CAC that praises its successes
6. Helper for others to better navigate the system
7. Educates consumers, providers and pharmacies to improve care
8. Improves communications between providers and consumers
9. Conduit to the CCO board

What barriers are keeping your CAC from being/staying high-impact;

1. Our orientation process: needs improvement, include process and materials for orienting new CAC members and guests, include 1:1 time/face to face time before first meeting
2. We need more consumer voice, not less
3. Transformation in state is very new and evolving so constant change is a challenge sometimes
4. We need a calendar for the CAC including calendaring out our meetings, presentations and trainings
5. By-laws need to be updated
6. Move involvement of the CAC in the CHA and CHIP
7. More updates from board, maybe matrix or dashboard of common tracked performance
8. Sometimes we move slowly
9. Meetings are too short to get what we need done
10. Need more follow-up about CCO metrics
11. Need more direction on projects-and a plan to accomplish projects
12. Community needs to be more engaged
13. Community doesn't know enough about what we do
14. Everyone on CAC needs to be involved in at least one CAC related project outside regular meetings

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	<p>What is one change that the CAC could do to have more impact? (Projects to Focus On)</p> <ol style="list-style-type: none"> <li>1. <b>Orientation process:</b> <ul style="list-style-type: none"> <li>o Written materials (binder etc.)</li> <li>o Face to face/1:1 training time with new members</li> </ul> </li> <li>2. <b>Calendar for CAC</b> <ol style="list-style-type: none"> <li>a. Meetings</li> <li>b. Presentations and trainings of interest, list from CAC</li> <li>c. Explore some meetings that are longer, such as a retreat or longer training meetings on quarterly basis</li> <li>d. Add CCO report topics to calendar, such as reports on transformation plan and/or metrics</li> </ol> </li> <li>3. <b>CAC Work plan</b> <ol style="list-style-type: none"> <li>e. CHIP projects that CAC members can be part of</li> <li>f. Include opportunities for CAC members to participate in outreach to recruit new members and share what CCO is doing in community</li> <li>g. Present other projects that CAC could participate or champion</li> <li>h. Work plan should include champions, timelines, activities and output goals. Regular updates on progress at CAC meetings</li> </ol> </li> </ol>			
<p><b>13.0 Next meeting</b></p>	<p><b>Date:</b> February 5, 2015  <b>Location:</b> Oregon Coast Community Action Building          1855 Thomas St. Room 215          Coos Bay, OR 97420  <b>Time:</b> 12:00-1:30pm</p>			
<p><b>14.0 Meeting adjourn</b></p>	<p>The meeting was adjourned at 2:00pm.</p>			

Melissa L. Shrum  
Secretary

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