

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

Date: 06/11/15

ATTENDANCE:					
Community Advisory Committee		Consumer Members		Agency Representative Members	
X	Betty Albertson, Chair District Manager for Coos and Curry Counties - Newmark Center betty.albertson@state.or.us	X	Margi Lehman, Consumer margilehman@frontier.com	X	Linda J. Furman Grile, Executive Director South Coast Hospice lfg@schospice.org
	Dane Smith, DDS PC, Vice Chair Advantage Dental Agency Representative Members dane@epuerto.org	X	Linda Morris, Consumer Representative to the Board	X	David Geels, Director Coos County Mental Health david.geels@mh.co.coos.or.us
X	John Sweet, Commissioner Representative to the Board jsweet@co.coos.or.us		Jenny Prichard jenny_prichard@yahoo.com		Kathy Laird, RN MN CEO Waterfall Community Health Center klaird@wfall.org
	Melissa Cribbins, Commissioner Representative to the Board mcribbins@co.coos.or.us	X	Anna-Marie Slate annamarie_singincricket@yahoo.com		Bob Lieberman, CEO Kairos rlieberman@kairosnw.org
					Kelle Little, Health Administrator Coquille Indian Tribe kellelittle@coquilletribe.org
				X	Christy Shipman/Michael Marchant, District Manager Aging & People with Disabilities michael.m.marchant@state.or.us
					Tracy Muday, MD Western Oregon Advanced Health tmuday@docshp.com
					Florence Pourtal-Stevens, Public Health Administrator Coos County Health and Human Services fpourtal-stevens@co.coos.or.us
					Corey Wampler, Health Coordinator South Coast Head Start Cwampler.schs@orcca.us
Guest					
X	Christy Wright, Provider Relations Representative Western Oregon Advanced Health cwright@docshp.com	X	Renee Menkens renee.menkens@gmail.com	X	Cecilee Shull, South Coast Regional Manager - Advantage Dental cecilees@advantagedental.com
X	Liz Bardon, Long Term Care Innovator Agent Senior and Disability Services lbardon@rvcog.org	X	Kay Metzger, Innovator Agent OHA kay.m.metzger@state.or.us	X	Laura Williams, Director of Customer Service & Provider Relations Western Oregon Advanced Health lauraw@woahcco.com
	Rosemary Bean, RN Community Based Care Nurse rosemaryrn@frontier.com	X	Bailey Richards, AmeriCorps VISTA Coos County Health and Human Services brichards@co.coos.or.us	X	Shanna Sheaffer, CAC Coordinator Customer Service, Western Oregon Advanced Health ssheaffer@woahcco.com
X	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	X	Suzanne Arrington, AmeriCorps VISTA Coos County Health and Human Services sarrington@co.coos.or.us

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X	Ben Messner, Director of Quality and Accountability Western Oregon Advanced Health bmessner@woahcco.com			

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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, Chairperson.			
2.0 Past Meeting Minutes	Motion made by Florence Pourtal-Stevens to accept the meeting minutes from April 2, 2015 as presented. The motion was seconded by Margi Lehman and passed unanimously.	Vote: Unanimous approval.		
3.0 Follow up agenda items from June meeting	<p>New Member Handbook: Laura reported that the WOAHA Member Handbook has been finalized and is now available on our website, www.woahcco.com.</p> <p>Medical Transportation Survey for WOAHA Oregon Health Plan Members: Laura reviewed the results of the transportation survey with the committee. 82 members completed the survey. Discussion was had around the following questions and responses:</p> <p>Q2: Did you know that transportation assistance is part of your health plan benefits?</p> <p>Yes: 41.5% No: 58.5%</p> <p>It was noted that the majority of the members surveyed did not know that they have a transportation benefit available to them. The committee felt that WOAHA could look at ways to improve communication to members regarding their benefit, such as posting information on the WOAHA website and in Member Information Sessions.</p> <p>Q8: On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate Translink's service?</p> <p>1: 9.68% 2: 9.68% 3: 12.9% 4: 19.35% 5: 48.39%</p> <p>The committee felt that this was positive feedback from our members regarding Translink's services. The majority of the members who have used Translink rated them high with almost half of them scoring them as excellent.</p>	Include information about the transportation benefit on the WOAHA website and at Member Information Sessions.	WOAHA Customer Service Team	6-30-15

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	<p>Drug Take Back Sites: Laura reported that Kindra Kirchner/WOAH added the drug take back site information from Caryn Mickelson, PharmD to the WOA website. David Geels reported that he was able to gather additional information on how to become a site and it seems feasible for Coos Health and Wellness. Linda noted that there is a significant amount of drugs left in patients' houses that hospice comes across.</p> <p>Revised CHIP and Progress Report Approval by the WOA Board: Laura reported that Florence Pourtal-Stevens did an excellent job at presenting the Revised CHIP and Progress Report to the WOA Board and both documents were approved by the Board without modification. Laura plans to submit both documents to the Oregon Health Authority by June 30, 2015.</p>	<p>Submit final Progress Report and Revised CHIP to OHA</p>	<p>Laura Williams</p>	<p>6-30-15</p>
<p>4.0 CAC Summit – Report from Attendees</p>	<p>Betty Albertson asked those members who attended the CAC Summit on June 3-4, 2015, to give a report of the Summit.</p> <p>Linda Morris reported that she thought the break-out sessions were great. She especially liked the fact that all the food served was healthy and followed the national nutritional guidelines. Linda recommends that meetings held by WOA should provide food that follows the recommended nutritional guidelines.</p> <p>Anna-Marie Slate really enjoyed the Motivational Interviewing session. She also attended sessions on how to talk to patients, how to engage meeting members, and how to have good meetings. Anna-Marie shared that she watched the movies, "Unnatural Causes" and "Are We Crazy About Our Kids?" Kay has the "Unnatural Causes" DVD and the committee felt that we should watch it at one of our upcoming meetings. The movies are part of a documentary series that explores how a strong start for all our kids can lead to a healthier, safer, better educated and</p>	<p>Provide healthy meals at CAC meetings</p> <p>Plan to show "Unnatural Causes" at an upcoming CAC meeting</p>	<p>WOAH Staff</p> <p>Kay Metzger, Laura Williams</p>	

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	<p>more prosperous and equitable America.</p> <p>Cecilee Schull shared one lesson learned was to not always use acronyms. She attended a meeting at the Summit where many acronyms were used and realized it was not good for the members.</p> <p>Kay shared information and lessons learned on Health Equity and Health Disparity. Another CCO sent members who are in wheelchairs and they did not have positive experiences (venue could have been more handicapped accessible). OHA is working on improving the experiences for disabled members.</p>			
<p>5.0 Community Health Improvement Plan (CHIP) Implementation</p>	<p>Florence and Bailey reported that the Progress Report and revised CHIP were approved by the WOAHC Board in May. They are moving forward with restructuring, which includes:</p> <ul style="list-style-type: none"> • A Steering Committee that acts as the board of directors and meets once monthly; • The CHIP has 5 sub-committees working on the 5 goals of the CHIP; Chairs of the sub-committees make up the Steering Committee; Each sub-committee is working on developing a work plan. • We need to have a wide representation of our community at large involved in our CHIP. We currently have great representation from healthcare but need representation from education, business, government and city councils; • Would like representation from outside Coos Bay/North Bend area. <p>Florence wondered how the CAC would like to be involved in the implementation of the CHIP. Florence invited CAC members and guests to participate on</p>			

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	<p>CHIP sub-committees. Bailey will send Laura the sub-committee meeting schedule to share with the CAC group.</p> <p>It was decided that one priority area would be discussed at each of the upcoming CAC meetings so that the sub-committee can gather input from the CAC members.</p> <p>Florence also shared that we will need to complete another community health assessment by March of 2016.</p>	<p>Bailey to send Laura the sub-committee schedule; Laura to share with CAC group</p> <p>Schedule one priority area for each upcoming CAC meeting</p>	<p>Bailey Richards, Laura Williams</p> <p>Florence/Bailey, Shanna Sheaffer/Laura Williams</p>	
6.0 CAC Membership	<p>The committee reviewed a memo from Laura Williams regarding CAC membership (dated 6/11/15) indicating the need to recruit more consumer members. Laura indicated that WOA will begin to advertise and recruit and asked that other recruit as well.</p> <p>The committee felt that we need to be clear when recruiting consumers to ensure that they understand that "their voice counts".</p>	Recruit consumer members	WOAH staff, CAC members, and community participants	
7.0 Consumer Input & Public Comment	<p>Shannon Durkee shared that there is a new regulation, Indoor Clean Air Act, that is effective immediately.</p>			
8.0 Next meeting	<p>Date: July 2, 2015 Location: Oregon Coast Community Action Building 1855 Thomas St. Room 215 Coos Bay, OR 97420 Time: 12:00-1:30pm</p>			
9.0 Meeting adjourn	<p>The meeting was adjourned at 1:30 pm.</p>			

Laura Williams
Interim CAC Coordinator

06/18/15