

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

Date: 06/02/2016

**ATTENDANCE:**

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

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**Guests**

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X	Kelli Piburn Guest CAC Coordinator Western Oregon Advanced Health <a href="mailto:kellip@woahcco.com">kellip@woahcco.com</a>		Renee Menkens, RN Guest OHSU <a href="mailto:renee.menkens@gmail.com">renee.menkens@gmail.com</a>	X	Cindy Shirtcliff Guest South Coast Regional Manager, Advantage Dental <a href="mailto:cindys@advantagedental.com">cindys@advantagedental.com</a>
X	Liz Bardon Guest Long Term Care Innovator Agent Senior and Disability Services <a href="mailto:lbardon@vcog.org">lbardon@vcog.org</a>	X	Belle Shepherd Guest Innovator Agent, Oregon Health Authority <a href="mailto:Belle.shepherd@state.or.us">Belle.shepherd@state.or.us</a>	X	Laura Williams Guest Director of Customer & Provider Services Western Oregon Advanced Health <a href="mailto:lauraw@woahcco.com">lauraw@woahcco.com</a>
	Rosemary Bean, RN Guest Community Based Care Nurse <a href="mailto:rosemaryrn@frontier.com">rosemaryrn@frontier.com</a>	X	Lisa Hendricks Guest Director of Community & Resource Development Western Oregon Advanced Health <a href="mailto:lhendricks@woahcco.com">lhendricks@woahcco.com</a>		Phil Greenhill, CEO Guest Western Oregon Advanced Health <a href="mailto:philg@woahcco.com">philg@woahcco.com</a>
	Shannon Durkee Prevention Services Coordinator Coos Health & Wellness <a href="mailto:sdurkee@co.coos.or.us">sdurkee@co.coos.or.us</a>				

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TOPIC	DISCUSSION/INFORMATION	ACTION REQUIRED	Person Responsible	By When
1.0 Call to Order	The meeting was called to order by Anna Marie Slate at 12:04 PM			
2.0 Past Meeting Minutes	The CAC meeting minutes of June 2, 2016 were reviewed and corrections were made. Betty Albertson moved to approve the minutes with the corrections, Ruby Phillips seconded and the motion passed unanimously.	Action : Approval		
3.0 Follow up from May Meeting	Anna-Marie reported that the CHIP progress report would go before the WOAHA Board on June 6, 2016.			
4.0 OHA CAC Conference – Report from Attendees	<p><u>OHA CAC Member Recruitment &amp; Engagement Conference, May 24, 2016</u></p> <p>Anna-Marie Slate, Kelli Piburn, Laura Williams, and Belle Shephard attended the CAC Conference in Eugene. The attendees reported that one of the ways we could recruit new CAC members is to have the provider offices help with the screening. Kelli reported that other CACs do a teleconference or skype for their outlying members. It was suggested we could do this with Coquille, Myrtle Point and Powers. Dr. Muday indicated that one reason we decided to meet at ORCCA was because of the ability to conference call. Laura shared a recruitment flyer and some business cards that were shared at the conference. Discussion was had about ideas for recruiting, such as People at Noon, possible press coverage, newspaper. The Wednesday Farmers market was brought up to attend. Kelli will check into signing up for this. Ruby volunteered to man the table. Social Media was also discussed.</p>	Check into getting booth supplies, give-aways, signing up with the Farmers Market.	Kelli	7/7/17
5.0 Dental Benefit Update	<p>Dr. Muday explained that the legislature has committed more money to the dental program that allows for expansion of the dental benefits. WOAHA recently mailed out a letter to approximately 12,500 WOAHA members who are non-pregnant adults (21 and over) explaining the expanded dental benefits, effective July 1, 2016. The benefits will now cover:</p> <ul style="list-style-type: none"> <li>• Stainless steel crowns for molars;</li> </ul>			

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	<ul style="list-style-type: none"> <li>• Full dentures every 10 years and partial dentures every 5 years no matter how long ago your teeth were removed, even if you were denied dentures in the past;</li> <li>• Routine care for gum disease every 6 months;</li> <li>• Deep cleaning for gum disease every 2 years.</li> </ul> <p>Cindy Shirtcliff shared that Advantage Dental has been communicating with their providers about this change to prepare providers for the expanded benefits. Advantage Dental is proactively identifying recent denials of services that will now be covered effective July 1, 2016, reversing decisions to now approve these services and scheduling the patients.</p>			
<p><b>6.0 OHA Update</b></p>	<p>Belle Shephard gave an update for the OHA.</p> <ul style="list-style-type: none"> <li>• The state's application for a 2<sup>nd</sup> waiver (1115) is still under review.</li> <li>• The results of the 2015 quality incentive measures are out. There are 17 measures to be met, 12.6 need to be met to get the full quality payment back. WOAAH is at 14.9 and has a chance to receive unearned monies from other CCO's.</li> <li>• The CAHPS survey was administered to about 900 WOAAH members. Approximately 300 members completed the survey. The results of the questions on access to care were shared. The questions ask about:             <ol style="list-style-type: none"> <li>1. Care right away</li> <li>2. Routine care</li> </ol> </li> </ul> <p>Children are having an easy time accessing care, adults are having a harder time. Emergency Department use was up for adults. The pros and cons of urgent care clinics were discussed.</p>			
<p><b>7.0 Woah Grievance Report</b></p>	<p>The first quarter 2016 WOAAH Grievance Report was reviewed and explained by Laura Williams and Dr. Muday. Laura explained that the complaints regarding Non-Emergent Medical Transportation declined by</p>			

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	<p>36% from the previous quarter. This is mainly due to the expansion of ambulatory care transportation providers. Our transportation brokerage, Translink, is now working with Bay Cities Ambulance to add a couple of wheelchair transportation vans as this is another area of identified need.</p> <p>David Geels wondered if individual providers received information on complaints about them. Dr. Muday explained that WOAAH shares individual reports with providers on a quarterly basis. The reports show the provider where they are at (with regard to number of complaints) in comparison with their peers.</p>			
<p><b>8.0 Consumer Input &amp; Public Comment</b></p>	<p>Linda Furman-Grile wondered if WOAAH has data on hospice specifically regarding communication to patients about hospice and the timeliness of hospice involvement. Linda felt that if hospice were to be involved earlier, they would be able to help patients and their families more.</p> <p>Evelyn Perkins shared that the WOAAH Weight Management Program has been of great value to her and she would like to thank WOAAH and WOAAH staff for their work with this program.</p>			
<p><b>9.0 Next Meeting</b></p>	<p>Next meeting :</p> <p>Oregon Coast Community Action Building 1855 Thomas St., Room 215 Coos Bay, Oregon 97420</p> <p>July 7, 2016, 12:00 pm - 1:30 pm</p>			
<p><b>10.0 Meeting adjournment</b></p>	<p>This meeting was adjourned at 1:35 pm.</p>			

Kelli Piburn  
CAC Coordinator  
06/09/16