

WESTERN OREGON ADVANCED HEALTH, LLC
COMMUNITY ADVISORY COMMITTEE (CAC)
March 6, 2014

In Attendance:

- X Betty Albertson, Chairman
- X Darla Moorman, WOAHA
- X Rosemary Bean, Guest
- X Renee Menkens, Guest
- X Debbie Webb, WOAHA
- X Lonnie Scarborough, WOAHA
- X Kay Metzger, OHA
- X Glenn Olson, guest, WOAHA member
- X Stephanie Brouse, Advantage Dental
- X Anna Marie Slate, guest, WOAHA member
- X Jenny Prichard, Guest
- X Christy Shipman, APD
- X David Geels, Coos County Mental Health
- X Linda Hanson, Guest
- X Bob Lieberman, Kairos
- X Kelle Little, CITHD
- X Linda Grile, Hospice
- X Lena Hawtin, Coos County Public Health
- X Melissa Shrum, WOAHA
- X Patty Savage, Curry Community Health

Chairman, Betty Albertson called the meeting to order as 12:02 p.m.

Meeting Minutes from March 6, 2014.

❖ **MOTION:** Motion made by Anna Marie Slate to accept the meeting minutes from March 6th, 2014 as presented and the motion was seconded by Jenny Prichard.

❖ **VOTE:** Unanimous approval.

- Lonnie Scarborough, Director of Quality Improvement.
 - Advised the CAC that membership in WOAHA has increased from a little over 12,000 at the end of 2013 to 18,219 as of today. That is over a 50% increase of new members.
 - Presentation slide show from Mathematica provided and accepted as presented.
- Guest, Glenn Olson, WOAHA new member, visited WOAHA customer service in early January and did not have a very good experience.
 - Glenn had a number of issues that he briefly addressed.
 - Further discussion happened after the meeting with Darla, HR Manager and Lonnie Scarborough, Customer Service Director.
 - He was thanked again for being here and addressing the CAC.

- Bob Lieberman was concerned about the staffing of WOAHA with the 54% increase.
 - Would WOAHA benefit in adding more staff? He feels they are doing a wonderful job with all of the new members but feels staff may be overly burned.
 - ❖ **MOTION:** Motion made to approve hiring of additional support staff by Bob Lieberman and seconded by Anna Marie Slate to recommend to the WOAHA Board.
 - ❖ **VOTE:** Unanimous approval.
- David Geels discussed the concern with all of the new members and how the providers are handling all the new members.
 - Lonnie informed committee that all providers have stepped up to help and discussed that Bay Clinic is opening up their Immediate Care next week.
 - Providers have been wonderful and have called and said they will take 100, 200, 400 or more patients.
- Kay Metzger, Innovator Agent for OHA
 - Screen print of the Quality Account sheet website of the internal mid-point evaluation, reviewed.
 - 33 performance measures as of August 2013. 17 have incentive money connected to them also known as the Incentive Measures.
 - Quarterly progress report, reviewed.
 - Performance Metrics of adult patients who had a hospital stay and were readmitted for any reason within 30 days of discharge were reviewed.
 - Kay asked the committee to think about what WOAHA should be reviewing regarding the social impact of these measures?
- Bob Lieberman suggested hiring someone to coach/support members. Kay asked how someone would have one on one support begin this discussion between kids mental health, youths and emergency room issues.
 - Bob discussed how his wife started a support group, as an example, of a MS group.
 - After 5pm is when people are in trouble and go to the emergency room.
 - Having an on-call person, ask a nurse program, online nurse, etc.
 - David Geels personally having a high ER deductible keeps him from the ER but with OHP there are no deductibles so why wouldn't a member not go to the ER since there is no deductible?
 - Kay asked how do we impact since we can't charge a co-pay?
- Lonnie Scarborough thanked Kay Metzger for all of her hard work.
- Darla announced that Lonnie Scarborough is retiring and her last day will be March 14, 2014. We appreciated everything she had done and she will be greatly missed by all.
- Lena Hawtin Coos County Public Health will be replacing Nikki Zogg. Nikki Zogg has resigned and her last day will be March 21, 2014.
- Betty Albertson discussed a new Early Learning Hub and how the CCO's relate.

- Renee Menkens is working recruiting younger people to join the CAC meeting.
- Lonnie spoke about Non Emergent Transportation being taken over by the CCO July 1st 2014 and WOAHA will have more information to come in upcoming meetings.

With no further business to be discussed, the meeting was adjourned at 1:33 p.m.

Respectfully submitted,

Dane Smith, DDS
Secretary

DS/dm 03/06/14