

Council

- Linda McCoy, Chair,
Consumer Representative
- Bruce Abernethy, Bend
La Pine Schools
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Larry Kogosvek
Consumer Representative
- Mylum O’Shinn
Consumer Representative
- Nicole Rodrigues
St. Charles Health System
- Julie Rychard
High Desert Full Access
- Elizabeth Schmitt
Consumer Representative
- Jeffrey White
Consumer Representative
- Ken Wilhelm
United Way
- Cris Woodard
Consumer Representative

Ex-officio Members

- Tom Kuhn
Deschutes County
- Vicki Ryan
Crook County Health
Department
- Emily Wegener
Jefferson County Health
Department



St. Charles Prineville (Ochoco Room)

384 SE Combs Flat Rd.
Prineville, OR 97754
October 11, 2018

Remote Zoom Video-In Option

Join from PC, Mac, Linux, iOS or Android: <https://zoom.us/j/361125968>

Or iPhone one-tap :

US: +16465588656,,361125968# or +16699006833,,361125968#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 646 558 8656 or +1 669 900 6833

Meeting ID: 361 125 968

International numbers available: <https://zoom.us/j/361125968>

Welcome – Elaine Knobbs-Seasholtz

9:30 – 9:35 Public Comment – Elaine Knobbs-Seasholtz

9:35 – 10:05 RHA Topics – Rebeckah Berry & Channa Lindsay

10:05 – 11:05 RHA Focus Group – All

11:05 – 11:20 CCO 2.0 & OHA Update – Cyndi Kallstrom

11:20 – 11:30 Upcoming Agenda Topics – MaCayla Arsenault

Central Oregon Community Advisory Committee OHA Update– October 2018

Submitted by Cyndi Kallstrom
Cyndi.kallstrom@state.or.us
503 312 4725

1. CCO 2.0 updates:
 - The Oregon Health Policy Board (OHPB) will meet next on **October 15th** and will adopt final policy recommendations for improvements to OHP and CCOs for 2.0 contracting. Agenda and materials can be found at:
<https://www.oregon.gov/oha/OHPB/Pages/OHPB-Meetings.aspx>
 - CCO 2.0 website: <https://www.oregon.gov/oha/OHPB/Pages/CCO-2-0.aspx>
 - See back of report for overview of an OHP member phone survey conducted in August. Results by CCO may be available for review in the future.
 - The timeline for the Request for Application (RFA) process for CCO 2.0 contracts has been released. Note: only current CCOs and companies with an existing Oregon “footprint” can apply. New applicants can apply for designated regions. Returning applicants can apply for designated regions or their current footprint.
 - October 2018: RFA development begins. OHA will develop legislative concepts, amend rules, develop rates, and hold pre-RFA release conferences.
 - January 2019: RFA released
 - February 2019: Letters of intent due
 - April to June 2019: Evaluation, CCO selection, and negotiations
 - June 2019: Award CCO contracts
 - September to December 2019: Readiness review
 - January 2020: New CCO contracts implemented

OHP member phone survey, conducted by DHM Research 2018

- Survey was conducted of 401 OHP members, 348 in English, 14 Spanish, 14 Vietnamese and 28 Russian
- Conducted August 22-27, 2018
- Margin of error +/- 4.9%

Key takeaways:

- **Satisfaction with OHP:** 90 percent of Oregon Health Plan members were satisfied with OHP and the care they receive through the plan. (Sixty-three percent were very satisfied.)
- **Satisfaction with CCOs:** 78 percent of OHP members who were familiar with coordinated care organizations were satisfied with CCOs. (Fifty-five percent were very satisfied.) However, 35 percent of OHP members were unfamiliar with CCOs.
- **Ways to improve care:** When asked what they would change, one-third of OHP members would not change OHP. However, for those who offered responses, the top changes were: expand coverage (23 percent), reduce wait times for care and customer service (12 percent) and improve access to and choice of providers (10 percent).

OHP members showed support for the major proposals to change CCO contracts:

- **Improve access to behavioral health services:** 76 percent of OHP members supported proposals that would do "more to get doctors and other providers to work together to help members who need mental health care and addiction services," even if these proposals could "be expensive and the changes may take a long time to improve care." Only 16 percent opposed.
- **Address social factors that affect health:** 83 percent of OHP members supported proposals to "help members with other parts of their life, like housing, food, and other services, because having a home, food, and transportation helps people be healthy." Twelve percent opposed.
- **Contain costs:** 50 percent of OHP members supported the proposal to "Find ways to save money on health care. This could ensure OHP members continue to have health coverage and benefits, but it may mean providers get paid less, and some OHP members have fewer providers to choose from." Thirty-four percent opposed.
- **Pay providers to improve member health:** 48 percent supported proposals to "pay providers based on how well your doctors take care of you, instead of how many times you visit them," even if that may mean "there will be fewer providers for OHP members to choose from." Forty-two percent opposed this idea.
- **Transparency and representation:** 63 percent of OHP members agreed "having more members help make decisions about OHP would improve your health care experience."



COHC Community Advisory Council
Eagle Crest (Conference Room D)
Redmond, Oregon
September 13, 2018

Present:

Larry Kogovsek, Consumer Representative
Tom Kuhn, Deschutes County Health Services (Ex-Officio)
Julie Rychard, Full Access High Desert
Elizabeth Schmitt, Consumer Representative
Elaine Knobbs-Seasholtz, Mosaic Medical
Mylum O'Shinn, Consumer Representative
Emily Wegner, Jefferson County Health (Ex-Officio)
Jeffrey White, Consumer Representative
Ken Wilhelm, United Way of Deschutes County

Absent:

Linda McCoy, Chair, Consumer Representative
Bruce Abernethy, Bend-LaPine School District
Nicole Rodrigues, Community Representative
Vicky Ryan, Crook County Health Department (Ex-Officio)
Cris Woodard, Consumer Representative

Others Present:

Keshia Bigler, PacificSource
Mary Callison, Central Oregon Health Council
Angela Jensen, Central Oregon Health Council
Cyndi Kallstrom, Oregon Health Authority

Introductions

- Introductions were made and Elaine Knobbs-Seasholtz welcomed all attendees.
- Elaine welcomed public comment.
- Mylum O'Shinn shared that Pacific Northwest Audiology is holding a hearing technology expo event and asked COHC to share the event flyer with the CAC and local providers.
 - **ACTION:** MaCayla Arsenault will share the flyer with the CAC and local providers.

Resident Engagement Survey Development

- Keshia Bigler shared that OSU was asked to partner with the CAC for interviewing community members about ED Utilization. She noted that she is in favor of a focus group format and a payer-blind approach.
- Elizabeth Schmitt suggested approaching low-income housing complexes to interview their residents. The group suggested focus group events should be held in the evening and offer childcare, and bringing along the “Where to Go For Care” flyers as an example of an alternative to the ED.
- Larry Kogovsek offered to collaborate with COHC to include the voices of community members experiencing homelessness.
 - **ACTION**: COHC will work with Larry to ensure that the perspective of community members experiencing homelessness are included.
- Elizabeth offered to connect with Mike Dickerson from East Cascade Transit regarding transportation to the focus groups.
- The CAC asked Keshia to come back and continue this conversation, and to bring OSU to educate members about focus groups.
 - **ACTION**: Keshia will return to the CAC regarding focus groups.
 - **ACTION**: COHC will invite OSU to educate CAC members about OSU.

RHA Focus Groups

- Elaine explained that the Regional Health Assessment (RHA) is assembled every four years, and the next one is due in 2019. She shared that following the RHA will be the Regional Health Improvement Plan (RHIP) in 2020.
- Elaine noted that Channa Lindsay and Rebeckah Berry will be presenting to the CAC in October about the CAC’s role in the RHA. Jeff White volunteered to serve as a community representative on the RHA Steering Committee and the CAC voiced their support for his participation.
 - **ACTION**: Jeff will join the RHA Steering Committee.

Housing Workgroup Update

- Elaine shared the names of the projects and organizations the Housing workgroup has funded and noted that health care representation is lacking in the group.
- The CAC noted that CCOs in other parts of the State have successfully funded housing projects with Medicaid money and suggested that PacificSource do the same.
 - **ACTION**: COHC will look into getting Housing projects approved with Medicaid funds.
- Elaine shared that the Housing workgroup is searching out data and struggles with the lack of incentives currently available to providers for coding homelessness into electronic health records.
- The CAC asked what the definition of Social Determinants of Health (SDOH) is.
 - **ACTION**: COHC will clarify the definition of SDOH.
- Elizabeth shared that at most medical appointments she is asked “Are you suicidal and do you have any substance abuse issues?” and suggested that the question be added

regarding homeless status. It was also suggested that this opportunity be used to ask about TRACEs.

- The CAC expressed concern for providers not offering a patient resources when their SBIRT screening is positive. It was suggested that TRACEs resources should be offered in this instance as well.

OHA Update

- Cyndi Kallstrom shared that she has a CCO 2.0 Training powerpoint that she is able to share with the CAC; they responded that they are interested to see it.
- Elizabeth asked if Cyndi could help facilitate some education on value-based payment.
 - **ACTION:** Value-based payment education will be added to a future agenda.

Future Agenda Items

- Future agenda item suggestions included:
 - CCO 2.0 Training
 - Value Based Payment (Lindsey Hopper)
 - ED Utilization (Keshia Bigler)
 - Photo Voice (Rebeckah Berry)
 - Substance Use & Chronic Pain RHIP Workgroup report out (Larry)
 - Behavioral Health Identification & Awareness RHIP Workgroup report out
 - Diabetes Clinical Workgroup RHIP report out
 - TRACEs presentation (Katie McClure/Ken Wilhelm)
 - Oral Health RHIP Workgroup report out
 - Milestones RHIP Workgroup report out
 - CAC's Roles & Responsibilities defined