



Central Oregon Diversity Equity and Inclusion (CODEI) Committee

October 25, 2021; 11:15 am - 12:45 pm

Join by computer: <https://us02web.zoom.us/j/87938002036?pwd=eHNkbllnTFREa0JweW5qdJiSTVkuUT09>

Join by phone: 1-253-215-8782 or 1-669-900-6833

Meeting ID: 879 3800 2036

Passcode: 061565

11:15am - 11:45 am Welcome, Guiding Principles, Introductions, Current Events, Reading

- The Daily Show: Sub Minimum Wage for Disabled Employees
<https://www.youtube.com/watch?v=wAtjGY9vQRA>

11:45am - 12:20 pm PacificSource Health Equity Plan Update – Miguel Angel Herrada

12:20 pm - 12:40 pm CODEI Action Plan

- Introducing a new, publicly-sharable format
- DEIJ Commitment Statement Update
- Key Concepts Resource – review and ‘tagging’ of terms

12:40 pm - 12:45 pm November/December Meeting Scheduling Change
And Closing

Links to Shared Documents

Key Concepts:

https://docs.google.com/spreadsheets/d/1Nu9zLsZC9tnriWCVvgoLPIC9DfL2_j0z/edit?usp=sharing&oid=113495420022257340442&rtpof=true&sd=true

Student Reflections on Key Concepts:

https://docs.google.com/document/d/1pxiw8be1c-9dH4tZMJYPG3_01YkQ_N97/edit?usp=sharing&oid=113495420022257340442&rtpof=true&sd=true

Community DEIJ Training and Learning Survey:

https://docs.google.com/document/d/1VUG01NSBN6m7mR66YIcHYdt_sEXppPtNK51RuaGdTmg/edit?usp=sharing

Shared Google Drive: (holds all the documents above, and many others)

<https://drive.google.com/drive/folders/1Y3-hzNmUV9aZ5rxh9iORVtA4jPp87U2N?usp=sharing>

Next Meeting – December 6th

Land Acknowledgement

We recognize and acknowledge the indigenous land of which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land where we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: “This land is for you to know and live upon and pass on to the children.”



As the Central Oregon Diversity, Inclusion and Equity Committee we collectively and individually practice and believe in:

- Solidarity
 - We move toward action in solidarity with our neighbors to actively and positively impact our agencies and communities.

- Humility
 - We carry the burden of history and a better future together, responsible to each other and ourselves for the space and energy we give and take.

- Curiosity
 - The direction we seek is bigger than any one of ourselves or agencies. We actively work to see a broader perspective, gain deeper insight, self-reflect and work towards equitable representation of diverse identities.

- Courage
 - This is courageous work. We choose to lean into the discomfort we experience knowing we grow in understanding and relationships.

- Transformation
 - Our lived experiences and need for safety are as true and diverse as we are. It is through invitation, curiosity, and listening that we reach our greatest shared understanding and commitment to transformative action.



Understanding Appeals and Grievances

Traditional Health Worker Training



Agenda

- Purpose
- Defining Traditional Health Workers
- Definition of Terms
- Training Objective
- Your Feedback



Purpose

- Community feedback
 - Goal: Develop a training for Traditional Health Workers on grievance (complaints) and appeals
- We want to hear from you!

Defining Traditional Health Workers



Who and what are THWs?

- The OHA recognizes 5 types of THWs: Birth Doulas, Community Health Workers, Peer Wellness Specialists, Peer Support Specialists, and Patient/Personal Health Navigators
- Typically, THWs are trusted individuals from their local communities who may also share lived experience and socioeconomic ties with health plan members, and who have been trained in one or more of the five worker types.
- THWs provide person- and community-centered care by helping people:
 - Navigate/connect to health systems;
 - Advocate for their rights;
 - Adhere to care and treatment; and
 - Be agents in improving their health.

Benefits of Using Traditional Health Workers

- **Reduce health inequities** by engaging culturally specific, community-based approaches to healthcare
- **Help build trust** between individuals, families, communities, and the healthcare system
- **Improve access to care and health outcomes** based on current and emerging studies
- **Advance the Quadruple Aim** of better health, better care, lower cost, and increase provider satisfaction



Definition of Terms



Appeal

Can be expression of dissatisfaction about a member's experience with PacificSource coverage; or a provider

Grievance
(complaint)

A written or verbal request to PacificSource from a member or provider asking the plan to change a coverage decision that we have already made.

An Appeal is a Member or Provider Disagreement of a PacificSource Coverage Decision

An appeal helps PacificSource see:

- An opportunity to a re-review our decision.
- A chance for PacificSource to identify and correct plan errors.
- A way to improve both our coverage and services.



A Grievance is a Member Complaint; An Expression of Member Dissatisfaction

A grievance helps PacificSource have:

- An opportunity to investigate and look into member's concerns.
- A chance for PacificSource to identify and correct plan errors.
- A way to improve both our coverage and services.



Training Objective

We want our members to be able to easily understand and use both the Appeal and Grievance Process



Overview Grievance and Appeals THW Training

Understanding the Process and Application

- Information about Appeals and Grievances
- Member's rights and how to help members use them
- Practical Application of Appeal and Grievance Education

Providing Support and Taking Action

- How to Contact PacificSource for help
- Overcoming difficulties advocating for members about Appeals and Grievances
- Recognizing an Appeal and Grievance from a member
- How to support a member while working with privacy rules
- How to take action

Is there a training topic we missed?

We want to hear from you



Feedback

- Who in your community needs to know about this training?
- What are other ways we can increase member confidence in submitting a grievance and appeal?



Questions?

Miguel Angel Herrada, Health Equity and Diversity Strategist
miguel.herrada@pacificsource.com

Iris Bicksler, Traditional Health Worker Liaison
iris.bicksler@pacificsource.com

