

Council Members

- Brad Porterfield, Chair,
Consumer Representative
Latino Community
Association
- Regina Sanchez, Vice-Chair
Crook County Health
Department
- Mayra Benitez
Consumer Representative
- Conor Carlsen
Consumer Representative
- Natalie Chavez
Jefferson County Health
Department
- Miranda Hill
Klamath County
Representative
- Linda Johnson
Community Representative
- Elaine Knobbs-Seasholtz
Mosaic Medical
- Tom Kuhn
Deschutes County Health
Services
- Theresa Olander
Consumer Representative
- Elizabeth Schmitt
Consumer Representative
- Mandee Seeley
Consumer Representative
- Stacy Shaw
Consumer Representative
- Ken Wilhelm
United Way of Deschutes Co.



COMMUNITY ADVISORY COUNCIL

**March 17, 2022
VIRTUAL**

Video Conference Link In Calendar Invite

Conference Line: 1.669.900.6833

Meeting ID: 852 966 546#

Passcode: 400494#

12:00-12:10	Welcome <ul style="list-style-type: none">• Land Acknowledgement• Objectives & Principles
12:10-12:20	Large Group Introductions
12:20-12:30	Small Group Breakout Room Session
12:30-1:00	Learning About Each Others Experiences & Work
1:00-1:45	Question & Answer Session
1:45-2:00	Closing Summary, Poll & Thank You

***See the CAC & DCO Conversation Document for a more detailed agenda.**

“The overarching purpose of the CAC is to ensure the COHC remains responsive to consumer and community health needs.”—COHC CAC Charter

Land Acknowledgement

We recognize and acknowledge the indigenous land on 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."



COMMUNITY ADVISORY COUNCIL (CAC) & DENTAL CARE ORGANIZATION (DCO) CONVERSATION

Who is the CAC?

The Community Advisory Council (CAC) recommends ways to improve health and health care and includes Oregon Health Plan (OHP) members, community representatives, Tribal members, and County government.

Responsibilities of the CAC

- Serve as a path for residents of each geographic area in the region to ask questions and raise concerns
- Identify opportunities to improve population health in Central Oregon
- Advocate for preventative care practices
- Provide advice to help COHC link the community's medical and non-medical services to overcome barriers to health
- Provide a link back to community members to aid in achieving the COHC Vision and Guiding Principles

Purpose

The purpose of the conversation between the Community Advisory Council (CAC) and the Dental Care Organizations (DCO) is to communicate the barriers that consumers are faced with when trying to access dental/periodontal care in Central Oregon. This will give the DCO's the opportunity to respond and share an overview of provider services and their barriers.

Guiding Principles

- Treat all People with Respect, Dignity, and Compassion
- Build Trust through Collaboration and Partnership
- Ask Questions to Understand and Learn
- Work Together to Create Solutions and Reach Goals
- Expect Unfinished Business

Objectives

Relational Objective: Having the opportunity for the CAC and DCO's to cultivate a partnership with the shared goals of collaboration and generating solutions.

Outcome Objective: Determine if the conversation produced an understanding of the barriers faced by consumers and if there will be ongoing discussions to continue progress and potentially initiate policy reform.

DCO Overview Presentation Guidelines

- Each DCO has 5 minutes to share an overview of providing services and the barriers on their side.
- Up to 3 slides can be used during this time period. Avoid jargon and technical terms.

Draft Agenda

Time	Item	Details	Facilitator
Introduction			
12:00-12:10	Welcome & Purpose (Brad)	<ul style="list-style-type: none"> Land acknowledgement (Mayra) Relational objective (Linda) Outcome objective (Linda) Guiding principles (Linda) 	Brad Porterfield Mayra Benitez Linda Johnson
12:10-12:20	Large group introductions	<ul style="list-style-type: none"> Name, pronouns, organization, role 	Kelley Adams
12:20-12:30	Small group introductions	<ul style="list-style-type: none"> Personal 'get to know you' question 	Kelley Adams
Learning about Each Other's Experiences and Work (MaCayla)			
12:30-12:35	CAC shares summary of dental and periodontal barriers	<ul style="list-style-type: none"> Summary & Barriers Statement 	Mandee Seeley
12:35-12:55	DCOs respond and share overview of providing service and their barriers	5 minutes per DCO - include up to 3 slides Advantage ODS Capitol	DCO Reps
12:55-1:00	CAC response to DCO sharing		Open
Question and Answer (Gwen)			
1:00-1:05	CAC Question #1 to DCO's	Why do OHP members have such difficulty being referred to and receiving periodontal care in Central Oregon?	Miranda Hill
1:05-1:15	DCO Response to Question #1		DCO Reps
1:15-1:20	DCO Question #1 to CAC		DCO Reps
1:20-1:30	CAC Response to DCO Question #1		Open
1:30-1:35	CAC Question #2 to DCO's	What makes it hard for some dental providers to accept OHP members? What kind of incentives could you suggest to enhance dentist enrollment as an OHP provider?	Mandee Seeley
1:35-1:45	DCO Response to Question #2		DCO Reps
Closing			
1:45-1:50	Closing Reflection & Poll	<ul style="list-style-type: none"> How valuable was this conversation? Willing to collaborate and problem solve on these? Willing to meet again? Add ideas/suggestions/recommendations for system change in Chat 	Brad Porterfield Kelley Adams - launch poll & share results
1:50-2:00	Closing Summary and Thanks		Brad Porterfield

List of Barriers that OHP Members Face with Periodontal Care

Communication Inconsistencies

- Dental provider referred to another provider who does not accept OHP
- No response or delayed response from Dental providers for urgent issues
- Had to get PacificSource and management involved to get a call back
- Need to integrate patient knowledge between departments/staff members

Lack of OHP Periodontal Services in Central Oregon

- Have to go to Eugene or Portland for periodontal services
 - Having to miss obligations/work to travel
 - Needing to get childcare for appointment
 - Food, gas, & hotel costs
 - Reimbursement program doesn't cover the entire trip so a lot is out of pocket
 - Rules for reimbursement are stringent
 - Having to go back multiple times for treatment

Dental Services Coverage

- Able to get assessment but not the actual care
- Untreated gum disease can lead to other healthcare issues
 - Example: I need a periodontal cleaning, might not be covered
- OHP only allows a professional cleaning 1x a year even though the American Dental Association recommends every six months
- Not an option to go to an out-of-network dentist or periodontist

Scheduling Appointments

- Long wait times for appointments even in an emergency situation
- Appointments are not scheduled for a long enough time to complete

Patient A Story

I was asked to tell my story. I am experiencing continuous struggles since 2019 acquiring not only quality dental care but any dental and/or periodontal care at all without horrific obstacles that keep putting me in the position that's counterproductive to my good health. Please recognize that I refer to dental or periodontist care but the obstacles I believe apply to both. Also, I believe they are not unique to just me. Although others may not have my specific needs, there are many, many people who are struggling with similar obstacles to receive dental care. I recognized that OHP has its own struggles but with all due respect, I have received the same comment of "understanding" and apology year after year without any changes or results. It has been not only frustrating and exhausting for me but has fostered a mistrust towards all staff. Personally, I have become overwhelmed and depressed spinning my wheels and getting nowhere. I keep trying because I know I actually need dental care. I have used every avenue that OHP provides without satisfying results. As of today I should have had three Periodontal maintenance cleanings in 2021 but I have had none. I know my gums are receding, my teeth are loosening because my mouth hurts, but I still can't get an appointment in a timely manner and no one seems to care. I still have to wait a ridiculous amount of time just to be seen. It is my intention to get OHP to look at the fact that dental care is the basis of overall health and the system as it neglects proper professional dental care which leads to bigger and more costly problems. General examples are; for a healthy mouth, a professional cleaning every six months is suggested by the American Dental Association - but patients with healthy teeth/gums are only allowed 1 a year through OHP. Or the inability to see a periodontist on an ongoing basis without traveling to Salem or Portland does not exist. Another ongoing frustration is the lack of dentists who will take OHP patients in Central Oregon. Personally, I do not understand why this is so, given the abundance of local dentists and periodontists (at least in Bend). Also, I don't understand why Willamette Dental was taken away from me. I assume it is based on overall evaluation but I don't think Pacificsource addresses actual clients and/or dentists relationships. Neither I nor the office was happy about it. I was finally doing so well but I was forced to go to (Gentle Dentle) who could not see me for six months. This caused me to start over and big health problems: deep pockets and a need for deep rooting again which I had to wait another two months for.

Because my experiences have been going on for years I am giving a description of the ODS from the present to 2018 when I started. I am presently awaiting an initial evaluation in January of 2022 (the soonest I was able to get in with an estimated 2-3 month wait after Jan. for an actual cleaning) with Advantage Dental. I made the appointment in August. I am a patient with periodontal disease who should be receiving a cleaning every 3 month to keep the disease under control. My last cleaning was in December of 2020 with Gentle Dental whereas only half my mouth was cleaned as she didn't schedule enough time to complete my teeth the next appointment was in two months). I suspect that when I eventually get into Advantage I'll require a periodontist that's not available. However, I was seen at Advantage the first of Sept for a broken, loose tooth, but that took ten days to just be seen, despite telling them I was in pain, on Advil 24/7 and could not chew on the right side of my mouth. Receptionist asked about the pain level. I said 3 if I did not eat at all or 8/9 if I did. This made no difference to her to be seen sooner and by the time I got in my gums were infected. I could have told them that would happen!!! The dentist wanted to pull it right then and I began to hyperventilate. It is important people know that I am a sexual survivor and have real time flashbacks in the dental chair and these people are new. I have to mentally prepare, have clear communication with staff and various dental numbing tools to get through any procedure. I communicated this to the dentist then. Because scheduling me was months out, I was squeezed in the next morning, doubling with another patient and the tooth pulled. Assuming he lacked the time when I asked what to do with the space left by the missing tooth and the second the broken tooth was not addressed. I am with Advantage because it is the only choice. I am not really comfortable with them. I feel I am forced to go to Advantage or go without care. Prior to Advantage I was briefly with ODS because of the awful, awful experience I had with Capital and Gentle Dental (Capital's only dentist- which I was forced to go to when Willamette was taken away). I was switched by Pacificsource to ODS because I was told that there were sixteen providers (not true). This is not the first time Pacificsource told me there were providers and there weren't with ODS. There were actually zero providers despite ODS's website saying there were sixteen. That is where Pacificsource was getting their info. I filed a grievance about continued misinformation and was assigned a

dentist that the website said was in Bend but he was in Oakridge and the office was in Gresham. Again because I need so much mental prep to go to the dentist traveling long distances are not feasible. As I said prior to ODS I was with Capital. My experience is filled with negative experience after negative experience with Gentle Dental also Capital. I gave them the benefit of the doubt over and over but it just got worse. I filed a detailed grievance against Gentle Dental and Capital with Pacificsource in Jan. 2020 which is included as additional reading for you due to time constraints. I have never gotten any feedback on my grievance other than Pacificsource sent it to Capital. Which is confusing as they were part of the complaint. I think that it is important that the board is aware of each incident so I include it.

I wish that I had the money to go to an out-of-network dentist and periodontist so I could take care of my teeth. But since I don't, I would like you to accomplish this: Get More dentists! Ensuring that there are choices in dental care thus spreading out the patients which should result in less wait time, better care and overall health. Please come up with a solution to why dentists will not work with OHP and get them on board!

Presently, there are 3 OCO in Central Oregon: ODS has zero dentists, Advantage has unforgivable wait times for new patients in their clinic and no other alternatives. Capital only has Gentle Dental, who I believe should be shut down. Have available and cover Periodontal care that does not require driving to Portland and/or Springfield. People who need it do not choose a periodontist over a dentist, it's harder and more painful but appropriate. Integrate the knowledge between departments so they aren't contradicting each other. Each department should be educated about the other. Pacificsource is supposed to be comprehensive health care but how, if no one knows what anyone else does?

Additional Reading

Grievance Filed with Pacificsource about ODS

Capital and Dental Office Gentle Dental

I wish to file a grievance against Employee C Capital customer service and Gentle Dental. I have had multiple problems with Gentle Dental since I was forced to use them. Although I was hopeful that Employee C from Capital's customer service intervention would create a solution I have not experienced anything but more problems with the staff she recommended and pushed on me or any kind of follow through from her or Gentle Dental. In fact I have given "the staff" be it Employee C or Gentle Dental's the benefit of the doubt with each visit only to have things get worse and worse for me. It is my opinion that despite or because of my dissatisfaction I have been ignored, hence any follow through. It is my goal to articulate what happened in a clear manner. Thus, I will explain my interaction with Employee C, her proposed but unsuccessful solution that resulted in the most horrific dental experience of my life. I will also lay out the appointments from the beginning that led up to the need to have Employee C intervene in the first place. In January 2020 I was forced from my previous Dentist and DCO due to change from Pacificsource. At the time I was on a 3 month Periodontal maintenance cleaning plan and doing very well on all levels. It took over a year to get back on track of dental care and feeling comfortable with the Willamette Dental Staff. This was based on what the office could do based on my insurance and their over the top willingness to tailor to my specific terrified needs of dental visits. Because of these issues/requirements I filed a complaint with Pacificsource once I realized I was losing my dentist and not just DCO which I was told in the first place Pacificsource. I was denied, which felt like an across the board decision and not at all about me as an individual patient. It is frustrating because the latter is what Pacificsource claims its mission is. Towards the end of February per Pacificsource's instructions I called Capital to find out who I was supposed to see and make my next cleaning appointment. I was informed that the only provider was Gentle Dental and I did not have a choice under Capital. I called Gentle Dental and was informed that I had to wait until April for an initial intake. I explained to them my history with periodontal disease and how critical it is that I stay on maintenance cleaning every three months [which needed to happen in March] or my pockets would get deeper and I would have greater gums problems. I was told that this is the way they do it and I had to wait until April to get an initial appointment. I feel like, we as clients/patients, do not have any say in any of the matters as no one is willing to work with me. The attitude is do as I say or go without any dental care at all. I experienced this attitude over and over again with Gentle Dental. So an April appointment was made, because my choice was really no choice at all. Then Covid hit and the appointment was canceled. Again I explained my dental needs and history. Gentle Dental promised me during my mid June

appointment [per Governor's mandate reopening date] that I would receive an intake directly followed by cleaning the same day. The day before the appointment they called and canceled the cleaning but not the intake without any explanation despite me explaining again what a bad idea this was for my dental health and asking for one. Again I felt it was "take what we are willing to give you or do without attitude." I went to the mid June intake appointment and was informed by the Dentist that my pockets were so deep that I would require a deep root planing. Since the beginning I have been informing Gentle Dental that my pockets would get deeper and deeper if they didn't help me maintain the three month cleaning schedule, yet I was ignored and now here is the proof. I had informed the dentist before her diagnosis of my periodontal disease history, sexual survivor history and likelihood of high stress levels and flashbacks in the dentist chair. I also informed her that topical anesthesia and nitrous have been used as tools to migrate my problems and make the job easier for not only me but, for the dentist/hygienist as well. Because of my need for nitrous due to my flashbacks and high stress levels I was paired with Employee H the hygienist. Apparently he was the only one on staff that could administer nitrous. The dentist bailed and I was left with the office staff for scheduling who informed me that I would have to wait until the third and last week in August to get a deep root planing, as it was the first appointment he had available. (On my first visit, Employee H told me that there was another hygienist that could administer nitrous on staff) . So I had to wait another two and half months to get my teeth cleaned, despite my complaint I was now six months behind a critical schedule. Over this time one of my molars began hurting off and on and brought it up to Employee H during my August appointment (my gums have been hurting all along) but I didn't get to see a dentist until October check in because he didn't request it or did but no one ever called me until I informed him and asked why I hadn't heard from a dentist or my prescription hadn't been filled at my August appointment. He resubmitted the requests in October. The August deep rooting planing appointments were scheduled for the third and last week. When I called to confirm both appointments I was informed that the second one had been canceled (without any communication to me) because Employee H was going on vacation and he was not available until November for the second half. With deep root planing it is typical to schedule two hour appointments for each half of the mouth as the procedure is intense and leaves the mouth sore. After I complained that moving me to November was insane, the office (Employee O was who I typically deal with] squeezed me in for the day after my first appointment treating me like I was lucky that she accommodated me. When I asked Employee H where he was going he said he only got a week off as they had to check with his patient schedule to make sure there weren't conflicts. I was thinking, what about me? The second round of deep root planing is not really something one should put off for a patient. By this time I have the impression that the office has some critical office politics going on as it appears that staff lack any consistency of working together on treatment plans, scheduling, etc. Employee H, the hygienist, seemed very accommodating. He listened to my history, my needs/ problems , the pain, flashbacks, stress,etc and the tools that have helped me in the past to mitigate them (topicals and nitrous). He worked with me making sure I was calm and pain was not unbearable. Although I thought he was pretty good, in hindsight I question a few things. This was not my first deep root planing, and like I said they are typically scheduled for two hours although mine at Gentle Dental were scheduled for one and a half hours. He informed me that they were cut down to one hour by the office but he changed them back. Each day my upper and lower teeth of half my mouth were done, like expected, but took only 70 minutes each appointment, beginning to end. Remember there was a set up conversation and had not had a cleaning since November. I felt zero pain during (which I'm grateful for) but not afterward or the next day or two which is very unusual especially since he said he went all the way to the root on one tooth. I wonder if he actually did deep root planing because of the lack of pain and also because of his reaction at my perio charting he said that my pockets had not improved and some had gotten worse. The charting was at four weeks instead of the customary six weeks. I wonder if he gave me enough time to heal? again he made the appointment based on his schedule not mine. At that time, he made an appointment for the three week maintenance for November 3rd which I thought was early but I felt I had to take what I could get. He told me that I would see him and possibly every other time a Periodontist. They have lots of patients that do that. Yet, when I showed up for my November 3rd cleaning he refused to clean my teeth and said I had to go to a periodontist. (I specially asked them if they were refusing to clean my teeth and they responded yes) He claimed he didn't have the tools or the skills but how is that true if he had done a deep root planing since that's what a periodontist would do followed by maintenance cleanings! I was then told by the office person I had to go to the valley to see a Periodonist but not where. I told them to make the referral but they never did. So I didn't not get my teeth cleaned as they

refused nor have any access to a local periodontist. I called Pacificsource for help. After he googled periodontists and called one he realized they don't take OHP. I was told to call all three DCO in Deschutes county and ask them for a periodontist. I did but none exist.

Next I was able to connect with a person from Pacificsource who set me up with Employee C from Capital customer service. Employee C contacted me claiming she would help solve my problem of needing a periodontist that wasn't in Salem (that has not occurred as of date). Gentle Dental said they refused to clean my teeth. I have had problems with Gentle Dental since the beginning and had no real desire to return to them but I did based on thinking customer service stepping in had some actual clout. She said she had fired people from the office and to trust her and the new office manager, Employee M she hired who brought with her a hygienist, both who were so experienced and great. I was wrong thinking that Employee C /customer service would help. I am including the letter I sent to Employee C outlining the visit that was supposed to be step one of a solution. She was to contact me after the appointment which she has not done to date nor have I gotten my teeth fully cleaned. Her customer service pitch was "Trust me! Trust Employee M, the new office manager I hired!" I foolishly and reluctantly did but now I don't see any reason why any of the staff are trustworthy. A sales person yes, but trustworthy no.

Letter to Employee C, Capital Customer Service

Although I am grateful that Employee K reached out to you and you responded back to me I am so disappointed in the outcome. I was hoping for a solution instead of the continued mess and chaos I've been dealing with. Not only was the actual appointment one of the most horrific dental experiences of my life (believe me I have lived through challenging dental experiences) but I still have not gotten my whole mouth cleaned. I may have been naive assuming certain things had been discussed and would happen, but that should have not been a factor in the outcome of my care. I assume that you and Employee K had actually talked about my case and the needs that I have to successfully get through a dentist appointment. I should have known when you had no idea that nitrous was a necessity to my care but I assumed otherwise. I felt pushed and pushed to trust you and the new office manager you hired, Employee M, but I was given no info on who had actually been fired or why (which could explain the previous issues I have had with Gentle Dental) or answers my questions of what they were going to do. In hindsight I feel like it was nothing more than a sales pitch and I was so stupid to fall for it. You claimed that Employee M was so great yet she never even bothered to have a conversation with me. She only checked me in, saying I would be evaluated and maybe my teeth cleaned after I asked what was going to happen and passed me off to the hygienists you/she hired. Yet, the hygienist never bothered to find out anything about me. Nor did she apply any of the steps that I had set up with Gentle Dental to mitigate my stress levels, flashbacks, pain levels, anxiety, etc. I assumed that she also had read my records and needs and would talk with me, but it became apparent after it was too late for me that she hadn't. I don't feel either you, Employee M or the hygienist bothered to treat me with dignity or respect. Instead I was triggered, expected to endure extreme pain as tears rolled down my face. As a result I interpret her "experience" as her being at this job so long that she was just going through the motions and didn't care if my job was good or not. She began by stating I wanted them to clean my teeth because I wasn't able to travel. First of all I think going 188 miles one way is insane to get my cleaning. Second, the last appointment I had I was told they wouldn't clean my teeth that a periodontist had to. I specially asked them if they were refusing to clean my teeth, and they answered yes. (I wonder where the previous hygienist went - I assumed he was fired. He did address my needs but I do question his skill based on the condition of my teeth still] Third, I felt that this was my only opportunity to get my teeth clean, so I took it. I did not know she knew nothing about me, did not know how to work with sexual survivors, did not use topical or nitrous appropriately, had not scheduled the needed time to actually finish the job. I assume she was a professional that cared about me based on your statements to trust you and Employee M, unfortunately I was wrong. First she claimed she didn't know how to work the chair as it wasn't her room so to bear with her. She jerked me around and laid me flat which you do not do with a sexual survivor as it triggers us/me. She looked only briefly at my films, which told me she hadn't learned about me prior to the appointment. She used the nitrous, but on such a low level that it never took effect and she only asked me once and turned it up but didn't check back. (I came into the office with high anxiety and articulated that but felt it was never addressed.) She didn't wait for it to kick in. She cleaned my teeth and put me into extreme pain that caused tears, fist clenching

and body jerking before she bothered to use a topical (which I should always get in before they start.) or talk to me at all. After too long a time she asked if I was ok when I said no but I didn't feel like I had a choice but to endure the pain in order to get my teeth cleaned. Her response was she won't bother to ask me anymore. How does this make her experienced, trustworthy? Are you kidding me? By this time she is hurting me consistently, not using topical or nitrous so it works and has zero appropriate "bedside manner" . It was bad! My stomach hurt so bad I asked to stand up and began to sob uncontrollably. I couldn't help it. I try to pull myself together and make a joke saying how long until you kick me out. She replies right now, we are out of time. I looked at my phone and realized that only 50 minutes had passed if I was brought back on time. I am supposed to be scheduled for an hour and half because of the nitrous, which I assumed I was. She had not even finished the bottom row of my teeth and done nothing on the top. She asked if I wanted to reschedule (how else am I supposed to get finished). She walks me to the desk, tells the receptionist to schedule me for an hour and a half because of the nitrous with her, then walks away. Receptionist said first appointment is Feb 2nd. I responded, "What? To finish the job you couldn't do the first time?" then cussed and yelled inappropriately and walked out. As I said, I was triggered and in great pain which was ignored. I felt as if I had been physically attacked and was in flight or fight. It is not like she waited for anything to work on me or had any real conversation with me. This was the last straw for me. {she was /is not trustworthy} As a result I could barely walk. I felt so beaten up! It took me twenty minutes or so to be able to drive home as my stomach hurt so bad. I lost the next few days and wasn't able to accomplish anything. The fear of just having a conversation about this is so triggering to me it takes all I can mutter just to try to solve this. So Employee C, what am I supposed to do now??????? I still do not have my teeth cleaned and do not think that Gentle Dental is a safe place!!!! I am also extremely disappointed in the fact that you said you would talk to both me and Employee M on the appointment day to "see how it went". That was December 8th and although I called you and left a message that Tuesday and the following Friday I have yet to hear from you. It is December 29 as I write this three weeks later. It is very hard to trust someone who does not follow through on what they say they'll do.

Patient A

As of today, My teeth are only half cleaned, still hurting from the December 8 appointment, have no dentist or support from either Capital: Employee C/customer service.

Patient B Story

In early March of 2020 before everything shut down, the dental van came to Sisters and verified that I have signs of gum disease on my two lower front teeth. My gums are receding, and those two teeth are loose. Since everything started shutting down, I didn't seek care at the time. I was finally able to see Advantage Dental in Sisters a few months ago and they recommended me to a periodontist in Bend but didn't tell me they didn't accept OHP. We went through the entire process of setting up an appointment before she asked about my insurance, and we had to cancel. It was then I found out that there were no providers who accepted OHP in Central Oregon. Since then, I have been trying to get in touch with Advantage Dental with no luck. At the last CAC meeting, it was suggested I call the corporate number instead. I did, but they just said they would contact the Sisters office. I finally got a call back, but I missed it and got a voicemail from someone saying that the closest location was Eugene, but have not heard from her since, it's been 3 weeks now, and I've left three more messages for the Sisters office. They are impossible to get in touch with. I know they're understaffed so I'm not saying they have to call every person back immediately, but they could change their voicemail to say if this isn't a dental emergency it could take 3 or more months to contact you until we have enough staff. Currently, their voicemail states you will receive a call by the end of the next business day.

Also, at the time I finally saw the team in Sisters, my son had two appointments scheduled to get cavities filled. He got one taken care of with no problem. However, my husband showed up for the second appointment and was told it was the following week. That was inaccurate because not only did I have it written down on a card they gave me, but I got the "reminder" call. When he came back the following week, they were closed, no phone call or communication to cancel. I've been waiting ever since for that as well, mentioning both issues in every voicemail.

I also have a request regarding more holistic services being added to the list of options for OHP patients as preventative care.



COHC Community Advisory Council

Held virtually via Zoom

February 17, 2022

CAC Members Present:

Brad Porterfield, Chair, Consumer Representative
Conor Carlsen, Consumer Representative
Elizabeth Schmitt, Consumer Representative
Ken Wilhelm, United Way of Central Oregon
Linda Johnson, Community Representative
Mandee Seeley, Consumer Representative
Mayra Benitez, Consumer Representative
Miranda Hill, Klamath County Public Health
Stacy Shaw, Consumer Representative
Theresa Olander, Consumer Representative
Tom Kuhn, Deschutes County Health Services

CAC Members Absent:

Elaine Knobbs-Seasholtz, Mosaic Medical
Natalie Chavez, Jefferson County Health
Regina Sanchez, Crook County Health Department

COHC Staff Present:

Donna Mills, Central Oregon Health Council
MaCayla Arsenault, Central Oregon Health Council
Gwen Jones, Central Oregon Health Council
Kelley Adams, Central Oregon Health Council
Rebeckah Berry, Central Oregon Health Council
Renee Wirth, Central Oregon Health Council
Camille Smith, Central Oregon Health Council

Support & Guests Present:

Kristen Tobias, PacificSource
Tricia Wilder, PacificSource
Rebecca Donell, Oregon Health Authority
Tania Curiel, Oregon Health Authority
Buffy Hurtado, PacificSource Tribal Liaison

Introductions

- Introductions were made and Brad Porterfield welcomed all attendees.
- Brad Porterfield welcomed Regina Sanchez as the new CAC Vice-Chair.

Land Acknowledgement

- Ken Wilhelm read the Land Acknowledgement (see February packet for statement).

Meeting Practices

- Brad Porterfield reviewed the Meeting Practices and how the CAC meetings are meant to be welcoming for all (see February packet).

Public Comment/Patient Story

- Brad welcomed public comment or a patient story.
 - No public comment.
- Stacy Shaw shared her story on issues she has had regarding a family members asthma.

Approval of December Meeting Notes

- Brad Porterfield asked the CAC members in attendance to vote on approving the notes from January.
- There were no objections to January Meeting Notes, so they are approved.

Announcements from Linda Johnson

- COHC Board of Directors have formed a Search Committee to find a new Executive Director of the Central Oregon Health Council when Donna Mills takes her retirement. It has been narrowed down to 2 candidates. The next steps will involve a 2nd round of interviews with the Search Committee as well as a meeting between the candidates, members of the public partners and members of CAC. Linda and the Search Committee welcome feedback from CAC and community members.
- Linda and MaCayla attended an educational session from Oregon Health Authority Transformation Initiative that focused on the Regional Health Assessment. There is a possibility of bringing these monthly meetings to the CAC members. The benefits would be that the CAC would be more informed and be able to participate in the Regional Health Assessment process.

CAC Member Small Group Breakout Session

- Part of the Meeting Practices is to include time for CAC members to get to know each other better. 10 minutes will be set aside at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.

2021 Community Health Projects Discussion & Vote

- MaCayla Arsenault led the conversation on how the CAC would like to fund the 3 Community Health Project applications for the extra \$61,432.51. After much discussion the final decision on funding the projects resulted in:
 - Treehouse Therapies Associates – fully funded at \$45,000
 - Lifetime Vision Care – fully funded at \$7,200
 - Thrive Central Oregon – receive remaining funds of \$9,232.51

Health Equity Plan: Member Facing Document Review

- Kristen Tobias explained the process of the member facing document review. She is asking for the CAC members to review 2 out of the 4 documents. Your feedback and suggestions will be submitted to the PacificSource Marketing Team who will then make updates to the documents. The two documents chosen for review are:
 - Your Health and Wellness Journey Map
 - Oregon Health Plan (OHP) Member Quick Start Guide
- Kristen will also provide Spanish versions.
 - **ACTION ITEM**: Kelley Adams to email the CAC the English and Spanish versions of the 2 documents chosen.

Review Dental Care Organization Conversation Agenda

- Gwen Jones shared the drafted agenda for the Dental Care Organization conversation that will be held on March 17th. This information was all pulled from the discussion at the January meeting.
- The question of extending the DCO conversation meeting by a half hour was discussed and CAC members agreed that would be best. The March 17th meeting will run from 12:00-2:00pm.
- There was much discussion on if the meeting should be public or private and if it should be recorded or not. Unfortunately time was running out so a follow-up email will be sent out to the CAC to provide input.