Central Oregon Health Council
Board of Directors Meeting
Thursday, September 8, 2022 | 12:30 pm

IN PERSON: Latino Community Association | 2680 NE Twin Knolls Dr, Bend
Lunch will be served

Zoom link to attend virtually: https://bit.ly/2MkqvIt
Dial-in: 1 (669) 900-6833 • Meeting ID: 542 240 567 • Passcode 406760

AGENDA

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Presenter</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30–12:40</td>
<td>Welcome and Public Comment</td>
<td>Tammy Baney</td>
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<tr>
<td>12:40–12:45</td>
<td>Consent Agenda</td>
<td>Tammy Baney</td>
<td>Vote</td>
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<tr>
<td>12:45–12:50</td>
<td>Announcements</td>
<td>Tammy Baney</td>
<td>Info</td>
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<tr>
<td>12:50–1:10</td>
<td>RHA &amp; Community Survey Update</td>
<td>Rebeckah Berry</td>
<td>Info &amp; discussion</td>
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<tr>
<td>1:10–1:20</td>
<td>CBI Funding Update &amp; CAC Recruitment</td>
<td>Brad Porterfield</td>
<td>Info</td>
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<td>1:20–1:30</td>
<td>Cost of Care Follow-up</td>
<td>Carmen Madrid</td>
<td>Update</td>
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<tr>
<td>1:30–1:50</td>
<td>Public Health: Community Violence Update</td>
<td>Tammy Baney</td>
<td>Update &amp; Info</td>
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<tr>
<td>1:50–2:10</td>
<td>Regional Housing: Who’s on First?</td>
<td>Tammy Baney</td>
<td>Info &amp; discussion</td>
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<tr>
<td>2:10–2:20</td>
<td>Governance Committee Update</td>
<td>Linda Johnson</td>
<td>Info</td>
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<tr>
<td>2:20</td>
<td>Adjourn</td>
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Consent Agenda
- August 2022 Board Minutes

Written Reports
- Executive Director’s Report
- CCO Director Report
- August 2022 CAC Minutes

--- The Central Oregon Health Council Board of Directors reserves the right to transition into executive session at any point during the Board meeting. ---
A meeting of the Board of Directors (the “Board”) of Central Oregon Health Council, an Oregon public benefit corporation (the “Corporation”), was held at 12:30 pm Pacific Standard Time on August 11, 2022, at High Desert Education Service District in Redmond, Oregon, as well as online via Zoom link. Notice of the meeting had been sent to all members of the Board in accordance with the Corporation’s bylaws.

**Directors Present**
- Tammy Baney, Chair
- Linda Johnson, Vice Chair
- Gary Allen, DMD
- Paul Andrews, EdD
- Megan Haase, FNP
- Brad Porterfield
- Divya Sharma, MD
- Justin Sivill
- Dan Stevens
- Rick Treleaven

**Directors Absent**
- Patti Adair
- Seth Crawford
- Kelly Simmelink
- Iman Simmons

**Guests Present**
- MaCayla Arsenault, Central Oregon Health Council
- Rebeckah Berry, Central Oregon Health Council
- Tania Curiel, OHA
- Karly Hedrick, PacificSource
- Laurie Hill, COPA
- Gwen Jones, Central Oregon Health Council
- Andrea Ketelhut, PacificSource
- Carmen Madrid, Central Oregon Health Council
Kat Mastrangelo, Volunteers in Medicine  
Katie Plumb, Crook County Public Health  
Emily Salmon, St. Charles Health System  
Mike Shirtcliff, Redmond Dental Group  
Camille Smith, Central Oregon Health Council  
Erin Fair Taylor, PacificSource  
Tricia Wilder, PacificSource  
Renee Wirth, Central Oregon Health Council  
Mary Ann Wren, Advantage Dental  
Dustin Zimmerman, OHA

Ms. Baney served as Chair of the meeting and Ms. Smith served as Secretary. Ms. Baney called the meeting to order and announced that a quorum of directors was present, and the meeting, having been duly convened in accordance with the Corporation’s bylaws, was ready to proceed with business.

**WELCOME**
Ms. Baney welcomed all attendees to the meeting and facilitated introductions.

**PUBLIC COMMENT**
Ms. Baney invited public comment. No public comment was offered.

**CONSENT AGENDA**
The consent agenda consisted of the June meeting minutes.

**MOTION TO APPROVE**
Dr. Allen moved to approve the consent agenda as presented, with the May financials removed; Ms. Johnson seconded. All were in favor and the motion passed unanimously.

**ACTION ITEMS**
An action item remains open:
- The Executive Director will create a proposal to add two new community representatives to the Board—on hold pending Strategic Plan work at the next Board retreat.

**HEALTHIER OREGON**
Mr. Porterfield revisited the Healthier Oregon program passed by the state legislature to cover undocumented adults, which took effect on July 1. There was discussion around outreach to those eligible, the capacity of the program to handle the influx of new patients, the process for access, and language barriers for providers. The Latino Community Association, Volunteers in Medicine and Mosaic Medical were partnering for a grant from COHC for outreach.

**OPERATIONS COUNCIL UPDATE**
Ms. Ketelhut informed the Board that Central Oregon’s 2021 quality performance earned a 108 percent payout, which will bring $15.9 million back into the community. The only measure not achieved was the EOT tracking metric for Covid vaccines, which left $2 million unearned.

There are 14 quality metrics for 2022, with a focus on upstream metrics such as the kindergarten readiness measure to improve social-emotional health. The CCO will be required to create policies...
and training around screening community members for the social determinants of health and ensuring adequate resources exist in communities. OHA has established seven preselected screening tools CCOs can use, and the ensuing discussion highlighted the need to choose the right one, which could involve the CAC.

**CCO Q2 2022 Performance Metrics**

Ms. Wilder presented the CCO’s performance metrics for the second quarter of 2022. She noted that 20 percent of their Medicaid/OHP members have a mental health diagnosis, and access to care has been a challenge. Ms. Jones shared that the Behavioral Health workgroup had recently made grants to St. Charles to support their psychiatry residency program and to the Behavioral Health Consortium to increase providers in rural areas.

Ms. Wilder advised that PacificSource had added eight CLAS interpreters in the second quarter and were looking into alternatives to the test, which could be a cultural barrier. Membership as of June 30 was 71,171, and as their financials wouldn’t close till the end of the month, she would report back next quarter. The JMA shared savings for 2022 were currently estimated at a future shared savings of $2.5 million.

Regarding grievances and appeals, all grievances were responded to in a timely manner. There was some discussion on process versus outcome and how to track results in a meaningful way (since, for instance, some claims would be out of network and could be denied for that). Mr. Stevens appreciated the questions from a governance perspective and wondered whether this should be an item for future discussion for the Board or CAC.

**Finance Committee**

Ms. Haase introduced two topics from Finance: the 2021 quality pool payout methodology for the Board’s approval and the CCO’s cost of care presentation.

**Quality Pool Payout**

Ms. Wilder explained that the QPP workgroup had worked to devise a performance-based step for the payout methodology. She explained the methodology step by step, and after some back and forth, the group decided to proceed as recommended.

**MOTION TO APPROVE:** Mr. Treleaven motioned to adopt the quality pool distribution methodology as presented; Mr. Porterfield and Ms. Johnson seconded. All were in favor and the motion passed unanimously.

**CCO Cost of Care**

Ms. Hedrick, an analyst at PacificSource, gave a presentation on cost drivers and service utilization, with suggested strategies to drive action toward regional goals. The strategies included optimizing QIM performance, since performance leads to payout; reducing potentially avoidable ED utilization (a 4.5% PMPM reduction would achieve an estimated $430,000 in savings) along with managing high utilizers; and identifying and reducing wasteful spending, especially low-value-care utilization. In 2021, the CCO spent $1.25 million on potential low-value care. (See the following slide.)
**Strategy Summary**

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<th>Strategy</th>
<th>Assumption</th>
<th>Opportunity</th>
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<tr>
<td>Optimize annual performance on the Central Oregon CCO QIMs.</td>
<td>Budget assumes 70% Quality Pool payment. Achieving 100% Quality Pool boosts revenue.</td>
<td>2022 Health Council: &quot;$2.5M Central OR CCO Global Budget: &quot;$2.5M</td>
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<td>Continue to work across the continuum of care to move upstream from ED utilization.</td>
<td>Reducing ED utilization by 4.5%.</td>
<td>Reducing ED costs PMPM by 4.5% achieves estimated $430k in savings.</td>
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<tr>
<td>Identify and reduce wasteful spending.</td>
<td>Reduce wasteful spending PMPM by 33%.</td>
<td>Reduce costs by $450k.</td>
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**ACTION ITEMS:** Dr. Sharma planned to bring the information on low value care to the PEP. Ms. Wilder and Ms. Ketelhut would take the QIM work to the Operations QIM workgroup. Ms. Hedrick was asked to bring back similar types of data from other lines of business for comparison.

**PUBLIC HEALTH: COMMUNITY VIOLENCE UPDATE**

Ms. Baney met with a small group to investigate the initiatives happening locally around community violence. The group had a second meeting scheduled for the following Monday, and she promised to report back at the next Board meeting.

**COMMUNITY SURVEY UPDATE**

This agenda item was moved to September.

**ADJOURNMENT**

There being no further business to come before the Board, the meeting was adjourned at 2:50 pm Pacific Standard Time.

Respectfully submitted,

Camille Smith, Secretary
Hello CCO partners,

I just want you to be aware of what DCHS Behavioral Health is doing to support our community after a mass violence event.

- On Monday we convened a small group (DA Victim’s Assistance, DCHS-BH, St. Charles Health Care and Bend La Pine SD) to stand up the Community Assistance Center (CAC). This is currently staffed by BH clinicians and the DA’s Office VA Program. Please see more about this offering here: https://www.deschutes.org/health/page/community-assistance-center-available-through-friday

- Numerous DCHS BH staff trained in Critical Incident Stress Management (CISM) have been deployed to:
  - Staff the CAC from 3:00 to 7:00 every day this week
  - Conduct scheduled CISM debrief with witnesses at Safeway, staff at Safeway, other local business owners with staff who were impacted.
  - Provide targeted outreach and support to the families of the deceased including the shooter’s family (the DA VA program coordinated that outreach)

- We have prepared the attached talking points for media contacts and the community, and have had multiple media contacts to provide messages of healing, self-care and information about where to access resources. We have shared this information in social posts in English and in Spanish

We meet every morning at 7:30 with the above team members to plan the day’s response. One representative from our CCO would be a welcome addition as there may be ways for you to help support this effort or to get the word out.

Thank you,
Janice Garceau
Executive Director Report

August 1, 2022 – September 8, 2022

Learning and discoveries continue throughout this summer, and the July break in scheduled meetings gave me an opportunity to begin working more closely with staff as a new executive director for the Health Council. Ongoing 1:1 meetings with each staff member has allowed the space to develop relationships and discover how strong this team is, as well as work with them to strategize how the team can continue to develop and grow. We have an Insights training scheduled September 13 to identify our communication and working styles, which will include new staff for COHC with the intent to create alignment and develop working styles to build a strong team.

Discoveries and Opportunities

• Continuing to meet with Central Oregon leaders and community members to listen to their stories and their vision for Central Oregon.
• Discovering opportunities in health information integration, with COHC included on the Board of COHIE (Central Oregon Health Information Exchange).
• Reviewing the TRACES program (Trauma, Resilience, and Adverse Childhood Experiences).
• Developing a strategy to meet with funders for future revenue streams.
• Developing a COHC newsletter for visibility to uplift workgroup progress and achievements.
• Developing funding strategies for immediate community inquiries.
• Reviewing our organizational structure and will be making recommendations to improve alignment with our Strategic Plan and communications between committees.
• Exploring ongoing adjustments to the Strategic Plan as needed.
• Beginning Governance Committee work for 2023 Board development, including onboarding strategies.
Community Outreach

- Our staff continues to build stronger community relationships in areas such as Warm Springs, Gilchrist, and Prineville. We participated in the Klamath tribes’ Klamath Row event and the Warm Springs Back-to-School event in August.
- COHC will begin to have a stronger presence in rural and underserved communities with the intention to listen and have more diverse voices present in committees and workgroups.

Operations

- The COHC budget for 2023 will be ready for approval at our December 2022 Board meeting, after approval through Finance November 2022.
- Staff training will be scheduled for our new Microsoft 365 platform.
- We are at work reviewing and updating our staff employee handbook.
- We are reviewing operational workflows and have identified potential savings of $10,000 in operations.

Staff

- A staff retreat is scheduled for October for team-building, level-setting, and formal DEI training with consultants.
- A project manager job offer was made with an anticipated start date of October 3, 2022.
- We will be hiring an additional project manager to support growing projects and needs for COHC.
- Camille Smith’s job description was upgraded to support operations and communications.
- Training will be scheduled for all staff to receive ToP Facilitation training.
- Renee Wirth is now a consultant to support the transition and training of the new hire.

Questions?

Please contact Carmen Madrid at carmen.madrid@cohealthcouncil.org.
PACIFICSOURCE COMMUNITY SOLUTIONS (PCS) CENTRAL OREGON CCO UPDATES:

Healthier Oregon Program (HOP)
The Oregon Health Authority (OHA) has released a HOP toolkit for community partners that contains resources such as core messaging, logos, branded materials, and social media cards. The toolkit can be accessed here: [https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//HE3958d.pdf](https://sharedsystems.dhsoha.state.or.us/DHSForms/Served//HE3958d.pdf) Additionally, PCS has a member support guide and HOP FAQ for community partners who are assisting CCO members. PCS will continue to monitor this population and hope to have utilization data available soon.

Medicaid Redeterminations
The federal Public Health Emergency (PHE) was extended until October 13, 2022. The deadline to notify states that the PHE would be ending in October was August 14. In absence of such notice, we can assume that the PHE will be extended on October 13 for an additional 90 days, until January 11, 2023. This means that redeterminations will likely not begin in earnest until early 2023. OHA continues to work on tools that will allow CCOs to update member contact information and demographics, including language and communication preferences.

Joint Task Force on the Bridge Health Care Program
The task force meets on September 30 to finalize preliminary program design recommendations. Under the preliminary recommendations, the OHA moves to apply for a § 1331 basic health program blueprint. Recommendations call for transitioning members from the Oregon Health Plan (OHP) and from the individual health insurance exchange in phases, with those losing OHP coverage due to the end of the PHE transitioning first. CCOs administer the basic health program, with contracting and implementation aligned with existing procurement. In terms of plan design, the report recommends that benefits mirror OHP without any member cost sharing. Finally, reimbursement recommendations largely take the form of capitation paid to CCOs that allow for higher than OHP reimbursement. The report does mention that the basic health program should adequately reimburse “safety-net providers” (i.e., federally-qualified health centers). The task force will need to debate and vote on the recommendations Tuesday. Looking ahead, the task force convenes throughout the end of 2022 to review impacts to the individual marketplace and recommend mitigation strategies.

SHARE Initiative
The Supporting Health for All through REinvestment (SHARE) Initiative is an OHA requirement for CCOs to invest a portion of their net income or reserves on services to address health inequities and social determinants of health and equity (SDOH-E). A CCO’s SHARE Initiative must align with the Community Health Improvement Plan, include housing-related services and supports, include a role for the Community Advisory Council, and involve SDOH-E community partnerships. The 2022 SHARE Initiative Spending Plan is due to the OHA on December 31 and will include SDOH-E priorities, partner information, proposed budgets, and other information as required by contract.
2021 CCO Quality Incentive Metrics (QIMs) Performance Report

Annually the OHA publishes a QIM report that is a summary of performance by Oregon’s CCO for the measurement year. It includes highlights of statewide performance and snapshots of CCOs’ performance and payments for 14 incentivized metrics. PCS’ Central Oregon CCO ended the year with a payout of 108.0% with a grand total of $16,290,553. The Central Oregon CCO was the top performing CCO in the SBIRT Rate 1 metric. Many congratulations to the many teams who positively impacted these metrics while navigating through the challenges brought on by the pandemic.
PACIFICSOURCE COMPANY-WIDE UPDATES:

PacificSource Health Plans Welcomes Jeremy Vandehey As Oregon Market President

PacificSource Health Plans welcomes Jeremy Vandehey as Oregon market president. In this new role, Vandehey will serve as a member of the organization’s executive management group with responsibilities for health plan activities in the state of Oregon, as well as statewide executive leader for market strategy, business development, provider partnerships, community engagement and government/regulatory affairs. He will start this position in mid-October of this year.

Vandehey comes to PacificSource from Oregon Health Authority (OHA), where he most recently served as health policy and analytics division director, and in an earlier role with the organization, as director of legislative and government affairs. Before joining OHA, he was the health care policy advisor for Governor Kate Brown, and prior to that he served as the government relations manager for Kaiser Permanente Northwest Region. Vandehey has also held various roles as an attorney at law, including time with Disability Rights Oregon.

“We are very pleased to welcome Jeremy to the PacificSource team,” said Dan Stevens, PacificSource’s executive vice president for regional and provider partnerships. “His deep knowledge of the Oregon health care landscape will be an invaluable asset for our members, providers and other partners in advancing our vision to create healthier communities.”

“I’m excited and am looking forward to joining PacificSource,” said Vandehey. “Their nearly 90 years in Oregon and outstanding reputation throughout the northwest are inspiring, and I look forward to helping support their ongoing dedication to improving the health and wellness of their members.”

Vandehey received his juris doctor degree with distinction for the University North Dakota School of Law and a Bachelor of Science degree in public policy and administration from Western Oregon University. When not in the office, he enjoys hiking, skiing and biking outdoors.
CAC Members Present:
Brad Porterfield, Chair, Consumer Representative
Conor Carlsen, Consumer Representative
Elizabeth Schmitt, Consumer Representative
Linda Johnson, Community Representative
Mandee Seeley, Consumer Representative
Miranda Hill, Klamath County Public Health
Natalie Chavez, Jefferson County Health
Stacy Shaw, Consumer Representative
Theresa Olander, Consumer Representative

CAC Members Absent:
Elaine Knobbs-Seasholtz, Mosaic Medical
Mayra Benitez, Consumer Representative
Tom Kuhn, Deschutes County Health Services

COHC Staff Present:
MaCayla Arsenault, Central Oregon Health Council
Gwen Jones, Central Oregon Health Council
Kelley Adams, Central Oregon Health Council
Camille Smith, Central Oregon Health Council
Renee Wirth, Central Oregon Health Council

Support & Guests Present:
Kristen Tobias, PacificSource
Dustin Zimmerman, Oregon Health Authority
Tania Curiel, Oregon Health Authority
Buffy Hurtado, PacificSource Tribal Liaison
Carolyn Black, Oregon Health Insurance Marketplace
Introductions
- Brad Porterfield welcomed all attendees. In order to save time at the meetings, only CAC members and those people in attendance who are new, changed roles, or guests will verbally introduce themselves. Everyone else will use the Chat to enter their name and role.
- Dustin Zimmerman introduced himself to the group as the Innovator Agent from Oregon Health Authority, replacing Rebecca Donell.

Land Acknowledgement
- Conor Carlsen read the Land Acknowledgement (see August packet for statement).

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

Public Comment/Patient Story
- Brad welcomed public comment.
- Kristen Tobias with PacificSource provided an update on Flex Funds. PacificSource made a proposal to the Central Oregon Health Council’s Provider Engagement Panel to move $240,000 into the Flexible Services account to support the individual needs of the members for the rest of 2022 and 2023. These funds are available to PacificSource members and reach out to Kristen with any questions.

Emerging Issues Update
- Gwen Jones updated the CAC that things are in process for the periodontal emerging issues. A draft of an advocacy letter to OHA level folks is being worked on and a meeting has been set up with Oral Health Coalition for early September.
- Mandee Seeley has been having issues with reimbursement process. Mandee would like to add this in the emerging issues discussion.

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

CAC Member Small Group Breakout Session
- The topic for the August meeting was: Do you have a favorite book? Why is it your favorite?

2022 Community Health Projects Process
- Macayla Arsenault updated the group on the funds that are being added to the award pool making it a total of $1,941,474.20. So far there is the potential of 55 pre-applications to review that would be due by September 15th. Macayla went over some options for the review process to handle the large amount of applicants. It was agreed that a spreadsheet listing some of the criteria and splitting the CAC into 3 groups would be helpful. Links to all of the full pre-application would also be provided.
Warm Springs Shelter Pictures

- Buffy Hurtado shared some photos of the Warm Springs shelter units. Each unit is air conditioned with 2 spaces each. There is a restroom, shower room, and laundry room available to the residents. Raised garden beds were put in to provide education on gardening and processing their own food. The residents really enjoy the covered dining area with picnic tables. Buffy also shared a picture of the YouthLine call center that will provide peer support.

CAC/Board Combined Meeting Topics

- Gwen Jones updated the group that the next CAC/Board combined meeting will be in October. She would like the group to think about ideas or topics that they would like to share with the Board. Due to time constraints the questions will be sent out to the group via email to allow time to think about ideas, topics, and/or suggestions.