

## Council Members

- **Brad Porterfield, Chair**  
Consumer Representative  
Latino Community  
Association
- **Elizabeth Schmitt, Vice-Chair**  
Consumer Representative
- **Mayra Benitez**  
Consumer Representative
- **Conor Carlsen**  
Consumer Representative
- **Karen Correa Vazquez**  
Jefferson County Public  
Health
- **Miranda Hill**  
Klamath County  
Representative
- **Linda Johnson**  
Community Representative
- **Elaine Knobbs-Seasholtz**  
Mosaic Medical
- **Tom Kuhn**  
Deschutes County Health  
Services
- **Theresa Olander**  
Consumer Representative
- **Mandee Seeley**  
Consumer Representative
- **Stacy Shaw**  
Consumer Representative,  
Crook County Health  
Strategist



## COMMUNITY ADVISORY COUNCIL

**December 15, 2022**

**VIRTUAL**

*Video Conference Link In Calendar Invite*

**Conference Line: 1.669.900.6833**

**Meeting ID: 852 966 546#**

**Passcode: 400494#**

- 12:00-12:20**    **Welcome – Brad Porterfield (CAC)**
- Land Acknowledgement
  - Meeting Practices
  - Introductions
  - Public Comment
  - Announcements
  - Approval of Meeting Notes – November
- 12:20-12:30**    **CAC Members Small Group Breakout Session**
- 12:30-12:45**    **Tribal Learning – Buffy Hurtado (PacificSource)**
- 12:45-1:00**    **SHARE Projects – Kristen Tobias & Buffy Hurtado (PacificSource)**
- 1:00-1:30**    **Emerging Issues Follow Up – Gwen Jones (COHC)**

### **Five Finger Voting:**

**0: No go! Serious concerns**

**1: Serious reservations, prefer to resolve concerns before supporting it**

**2: Some concerns but will go along with it**

**3: Support the idea**

**4: Strong support but will not champion it**

**5: Absolutely! Best idea ever, willing to champion it**

*“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) Meeting Changes: What to Expect**

We want the CAC to be a warm and welcoming place for all. We want to ensure all CAC members feel comfortable to fully participate and contribute. To do this we are making some adjustments to how our CAC meetings are run. These changes are:

- Making the meetings less institutional and formal to create a warmer and more welcoming atmosphere. Examples are using more plain language, having more conversations and less presentations, and simpler voting instead of motioning.
- Renaming each attendee in Zoom with their role; either a CAC Member, Support Staff, or Guest. This will help easily identify who's who in the virtual space especially for guests and those members who are new.
- Asking all supporting staff from COHC, PacificSource, and the OHA to share why they are attending and what their role is in supporting the Community Advisory Council.
- Inviting all CAC members in attendance to share input during discussions and before decisions are made. We want to prioritize Consumer Representatives and make sure all voices are heard. Guests in attendance are invited to contribute to the conversation when requested by the CAC Chair or Vice Chair.
- Building relationships between CAC members. We will be setting aside time at each meeting for CAC members to go into a virtual break out room, answer icebreaker questions or chat about anything they'd like.



**COHC Community Advisory Council**

**Held virtually via Zoom**

**November 17, 2022**

**CAC Members Present:**

Brad Porterfield, Chair, Consumer Representative  
Elizabeth Schmitt, Vice Chair, Consumer Representative  
Conor Carlsen, Consumer Representative  
Karen Correa Vazquez, Jefferson County Health  
Linda Johnson, Community Representative  
Mandee Seeley, Consumer Representative  
Mayra Benitez, Consumer Representative  
Stacy Shaw, Consumer Representative, Crook County Health Strategist  
Tom Kuhn, Deschutes County Health Services

**CAC Members Absent:**

Elaine Knobbs-Seasholtz, Mosaic Medical  
Miranda Hill, Klamath County Public Health  
Theresa Olander, Consumer Representative

**COHC Staff Present:**

MaCayla Arsenault, Central Oregon Health Council  
Gwen Jones, Central Oregon Health Council  
Kelley Adams, Central Oregon Health Council  
Miguel Herrada, Central Oregon Health Council

**Support & Guests Present:**

Kristen Tobias, PacificSource  
Dustin Zimmerman, Oregon Health Authority  
Tania Curiel, Oregon Health Authority  
Carolyn Black, Oregon Health Insurance Marketplace  
Bess Jayme, PacificSource  
Regina Sanchez, Mosaic Medical  
Martha Edwards, Mosaic Medical

## **Introductions**

- Brad Porterfield welcomed all attendees. To save time at the meetings, only CAC members and those who are new, changed roles, or guests will verbally introduce themselves. Everyone else will use the Chat to enter their name and role.
- Brad welcomed Karen Correa Vazquez as the Jefferson County Representative and Consumer Representative.

## **Land Acknowledgement**

- Brad Porterfield read the Land Acknowledgement (see November packet for statement).

## **Meeting Practices**

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

## **Public Comment/Patient Story**

- Brad welcomed public comment.
- Mayra Benitez brought up difference in getting eyeglasses through her private insurance versus her children getting them through OHP. The lead time for the OHP glasses was significantly longer. Mande Seeley also had a similar experience.
  - **ACTION ITEM:** Kristen Tobias will ask the provider service representatives to follow-up and ask if it typically takes that long for eyeglasses.
- Kristen Tobias invited the CAC members to the PacificSource Community Conversation on December 2<sup>nd</sup>.
  - **ACTION ITEM:** Kristen will forward the invitation to Kelley who will then forward to all CAC members.

## **Approval of October Meeting Notes**

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

## **CAC Member Small Group Breakout Session**

- The topic for the October meeting was: Where is your favorite place to gather with family & friends?

## **Emerging Issues Follow Up**

- Gwen Jones explained that the CAC members would be breaking into small groups to work on letters asking for system level change in the periodontal/dental fields to continue the advocacy work that the CAC has been doing all year. Each group was able to personalize letters that focused on workforce and reimbursement rates.
  - **ACTION ITEM:** COHC Staff will review the letters and can work with CAC members offline on individual letters as needed.

## **Medical Transport Wait Times Topic**

- Martha Edwards and Regina Sanchez from Mosaic Medical shared the barriers and challenges they are having with transportation. Issues include lack of staff, no shows,

wait times, late cancellations with no notification then not being able to reschedule on short to no notice.

- Regina suggested having a sub-group or committee like there was in the past to help address these issues. Kristen Tobias explained that the previous group ended during the beginning of the pandemic because most visits were via telehealth.
- Linda Johnson expressed that collecting data would help support these issues when approaching organizations.
  - **ACTION ITEM:** Kristen will ask PacificSource if there are other ways to provide transportation besides only using Motivcare (e.g., Uber Health).
  - **ACTION ITEM:** Linda Johnson will talk to Tammy Baney from COIC to see if she has thoughts on who to talk to about these transportation issues.

### **Connect Oregon Update**

- Bess Jayme from PacificSource presented information on Connect Oregon: 2022 Update. Connect Oregon is a technology platform that helps make electronic closed-loop referrals between healthcare providers and social service agencies. The goal of PacificSource is to get the key healthcare providers in the region on the network to connect their patients with the social services needed.