



## **Operations Council**

Virtual Meeting

<https://us02web.zoom.us/j/82062544065?pwd=ZHJvd2JuZUJyQ0wvQTNHaHczaVpYZz09>

1.669.900.6833

Meeting ID: 820 6254 4065#

Passcode: 787646#

**February 3, 2023 at 8:30am-10:00am**

<b>8:30-8:40 AM</b>	<b>Welcome &amp; Introductions</b>
<b>8:40-9:00 AM</b>	<b>Purpose of Operations Council</b>
<b>9:00-9:30 AM</b>	<b>Initial Operations of Operations Council – Process Discussion</b>
<b>9:30-9:55 AM</b>	<b>What Support Is Needed from COHC Staff? From Each Other?</b>
<b>9:55-10:00 AM</b>	<b>Wrap-Up and Next Steps</b>



## **CHARTER: Central Oregon Health Council Operations Council**

The Central Oregon Health Council was created to improve the well-being of all residents across Central Oregon.

The Operations Council serves as a place to coordinate collective efforts among the Central Oregon Health Council's community partners, committees, workgroups, community members and the Board of Directors.

The Operations Council will:

- Assists to strategize and operationalize the Central Oregon Health Council strategic plan as directed by the Board of Directors
- Support and address regional issues escalated from the committees, workgroups, and community partners
- Addresses broad, regional initiatives and cross-sectional work to decide feasibility, develop a strategy and operationalize the strategy

Partners include:

- Organizational leaders who have delegated authority to make operational decisions
- Impacted community members and leaders who have influence to impact change

Partners Roles and Responsibilities:

- Communicate information within their organization, partner organizations and communities
- Provide individual, community and organizational support of agreed upon initiatives and workplans

### ***Definitions:***

#### **Partner, Community Partner, Partner Organization. Terms may be interchanged.**

Individuals and organizations who purposefully work together within the Central Oregon Health Council (COHC) structure to share information, resources, services and other types of support to understand and address the regional priorities identified by communities throughout the Central Oregon region.

**Community** can be defined by describing the social and political networks that link individuals, community organizations, and leaders. Some communities fall within geographically mapped physical locations. Some communities are made of social groups or groups that interact in an organized way either in person or through the use of technology. A community can be made up of people with shared qualities such as age, economics, gender, and beliefs.

There are multiple communities that may be important for any one person and include families, workplace, social, religious and political. People have their own sense of community and may feel

belonging to multiple communities based on different parts of their identity. Their sense of membership to communities can change over time and impact their participation.

(Adapted from Principles of Community Engagement, second edition; CDC, 1997)

**Sector:** A sector is a grouping of organizations that share the same or related activity, program, or service.

**Multi-sector:** Two or more sectors coming together to leverage expertise, knowledge, skills, resources and reach through the combined input and strengths of participating partners working towards a shared goal (e.g. improving health outcomes) from problem identification, solution creation and decision making, implementation, assessment and adjustment cycle.

DRAFT



## **Operations Council**

### **Guiding Principles**

#### **Shared Focus**

We come together to improve the health and well-being of individuals living in various and diverse communities throughout Central Oregon region. We develop agreed-upon actions to solve the issues and keep the needs of our communities as the main focus.

#### **Shared Metrics**

We measure progress, process, and outcomes through a shared lens. Success is defined by the issue, those most impacted, and those closest to the work.

#### **Partner with Priority Populations**

The individuals living in our diverse Central Oregon communities are the center of our work. We make every effort to include people from every part of the region in our discussions, processes, and decisions.

#### **Collaborate to Solve Complex Issues**

Inviting diverse perspectives from throughout the Central Oregon region deepens our shared understanding of complex issues and propels us toward better progress and outcomes. We practice frequent, structured, open communication to build trust, assure shared objectives, and create common motivation. We respect the privacy and sensitivity of information partners share.

#### **Coordinate Collective Efforts**

We are made up of diverse partner organizations and individuals with unique strengths, skills, and resources. We coordinate our efforts and use our unique strengths and skills to meet our shared goals.

#### **Learn and Adapt Together**

We embrace shared learning and a growth mindset. We create a space that allows for mistakes, failures, second chances, and a celebration of brave attempts. We adjust and apply our learnings to the complex and changing landscape of health and well-being in Central Oregon.

## Process Steps/Order of Operations

## Role

## Tools

1. 'Request for Support Form' Submitted to staff

COHC partner

Request Support Form

2. Screen and verify the concern for appropriateness

Staff and COHC partners

Guidelines (RHIP, strategic plan, regional, cross sectoral, best practice integration)

3. Request reviewed, prioritized and placed on future Operations Council meeting agenda

???

Tracking tool, focused conversation, rating scale, prioritization matrix or ???

4. Agenda Item occurs

Operations Council, requesting COHC Partner

5. Action, support, request is initiated  
Follow up/reporting is scheduled

Operations Council and subgroups as needed

6. Follow up/reporting to Operations Council

Operations Council, subgroups

7. Request is met/completed/discontinued

???

## The Responsibilities

This could be co-chairs, a steering committee or the full Operations Council

This role is to provide advice, helping to ensure the Operations Council meets its objectives and desired outcomes. This may include such tasks as:

- Identifying the priorities for the Operations Council – where the most energy should be directed;
  - Reviewing community requests for support
  - Advising on which requests come to the Operations Council;
  - Advising on when requests are planned for the agenda
- Identifying potential risks;
- Monitoring risks;
- Monitoring timelines;
- Providing advice (and sometimes making decisions) about changes to planning for the Operations Council
- Providing input to the development of the Operations Council, including the evaluation strategy;

Meeting frequency: TBD ...it could be monthly, quarterly, as needed, or a combination of these...



Request reviewed, prioritized and placed on future Operations Council meeting agenda

## Possible Structures to Consider

<b>Co Chairs</b> -2people one from clinical sector, one from social services sector	<b>Steering Committee</b> -4ish people, from different regions, and sectors	<b>Whole group</b>
<p><u>Advantages:</u>                      Possibility a quicker decision making                      Evaluation of issues would happen outside the general meeting                      Focused responsibility</p>	<p><u>Advantages:</u>                      More perspectives                      Designated folks own the the guidance and oversight of progress                      Evaluation of issues would happen outside the general meeting                      More democratic</p>	<p><u>Advantages:</u>                      Even MORE insight                      Shared decision making of all, depending on who's present that meeting                      Most democratic, based on who is present at the meeting</p>
<p><u>Disadvantages:</u>                      Two people's thinking, so region-wide awareness will be naturally limited                      Less democratic</p>	<p><u>Disadvantages:</u>                      Community-level insight may be naturally limited with small group                      Diffused responsibility                      May be difficult to schedule steering committee meetings</p>	<p><u>Disadvantages:</u>                      Evaluation of issues would happen inside the general meeting                      Very diffused responsibility                      May take multiple meetings to reach consensus</p>
<p><u>Logistics:</u>                      Additional meeting time in addition to general meeting</p>	<p><u>Logistics:</u>                      Additional meeting time in addition to general meeting</p>	<p><u>Logistics:</u>                      Additional time would need to be added to general meeting and/or would be a standing agenda item</p>

## The Task is...

To decide which requests come to the Operations Council for Support

Assume: Staff have screened the request. The issue meets regional, cross-sectoral and/or RHIP and/or strategic plan and/or integration qualifications. There could be many requests.

What principles/values will you use to decide what gets priority on the agenda? What are the principles the information will be measured against?

Principles to consider: (These are pulled from the COHC [Purpose Statement](#) and [Commitment to DEIJ Statement](#))

- Improve health equity
- Reduce health care costs
- Create an integrated health ecosystem
- Improve health
- Building community partnerships for co-creation
- OTHERS?

Definitions: TBD