



*Lane Community Health Council is the governing board of PacificSource Community Solutions - Lane.

Lane County Coordinated Care Organization (COO) Community Advisory Council (CAC)

Remote Meeting via Zoom

June 26, 2023

12 pm – 2 pm

CAC Members: Tara DaVee (Trillium OHP representative), Kristin Gustafson (PacificSource OHP representative), Chris Hanson (Trillium Clinical Advisory Panel Liaison), Drake Ewbank (PacificSource OHP representative), Michelle Thurston (Trillium OHP representative), Sheila Wegener (OR Dept of Human Services), Silver Mogart (Trillium OHP representative), Tannya Devorak (PacificSource OHP representative), Isis Barone (PacificSource OHP representative), Caity Hatteras (Trillium OHP representative), Todd Hamilton (Springfield Public Schools), Brian Johnson (Lane County Public Health)

Attendees: Debi Farr (Trillium Community Health Plan), Kayla Watford (Lane County Public Health), Leilani Brewer (PacificSource Community Solutions), Lucy Zammarelli (LaneCare), Marissa Lovell (Lane County Public Health), Sadie Baretta (Lane County Public Health), Senna Towner (Oregon Health Authority), Suzy Kropf (Lane Community Health Council), Teresa Coppola (Lane County Public Health), Lauriene Madrigal (Lane Community Health Council), Grace Jelks (Lane Council of Governments, Transcriptionist), Nena Hayes (Lane County Public Health), Stephanie Griffin (PacificSource Community Solutions), Kellie DeVore (PacificSource Community Solutions), Samantha Duncan (Be Your Best), Hayley VanHorn (LaneCare), Genevieve Schaack (Willamette Farm & Food Coalition), Mark Buchholz (PacificSource Community Solutions), Jacqueline Moreno (Lane County Public Health), Rhonda Busek (Lane Community Health Council), Sarah Brewer (Trillium Community Health Plan), Kristinia Rogers (Trillium Community Health Plan), Megan Romero (Lane Community Health Council), Katharine Ryan (Lane Community Health Council), Shana Mart (LaneCare), Courtney Johnston (Trillium Community Health Plan), Patrick Luedtke (Lane County Public Health), Kristty Zamora-Polanco (Oregon Health Authority)

Facilitator: Tara DaVee, CAC Co-Chair **Point Person:** Nena Hayes, Public Health

I. Welcome and Introductions

- a. Co-Chair Tara DaVee opened the meeting and reviewed the agenda.
- b. CAC members shared their names, pronouns, and affiliations.
- c. Katharine Ryan introduced Megan Romero, the new PacificSource Community Solutions Community Health Coordinator.
- d. There was no public comment.

II. Member Approvals

- a. **May Minutes:** Michelle Thurston moved to approve the May CAC minutes as presented. Chris Hanson seconded, and the motion passed.

III. Member Engagement Committee (MEC) Update

- a. Teresa Coppola, Michelle Thurston and Kayl Bourgault gave a presentation on the MEC's work on Non-Emergent Medical Transportation (NEMT), which included updated resources from 2022. The MEC will continue to work with NEMT related issues as challenges arise through the CCO's Grievances and Appeals processes. Tara DaVee acknowledged several important improvements in the delivery of NEMT in Lane County this year, including customer service being more helpful, rather than being dismissive of customer needs, and a big push for increasing the driver workforce at RideSource. Please contact Tara if you'd like more information on a trial run of virtual, online ride scheduling for RideSource rides: 541-515-8826 **or** ohnoiamonfire2@gmail.com. Michelle Thurston agreed that she has seen improvements in rural transportation services also. There was a recommendation to invite LTD staff to apply for membership in the MEC.
- b. Teresa, Michelle and Kayl also provided a recap of the ad hoc meetings the MEC has hosted over the first two quarters of 2023 with Traditional Health Workers (THWs) and Regional Outreach Coordinators to discuss how collaboration can support both THWs and Medicaid clients access to THWs. There was a recommendation to schedule a THW presentation for the CAC in early 2024. If anyone would like to connect **or** has questions about THW's please reach out to Kristinia Rogers (Trillium THW Liaison) krogers@trilliumchp.com and Iris Bicksler (PacificSource THW Liaison) Iris.Bicksler@pacificsource.com
- c. The CAC is invited to the July and September MEC meetings. In July, Elaine Walters (Trauma Healing Project) will present results from a survey that

focused on the support that frontline workers in Lane County need in order to lessen vicarious trauma and burnout. This will be followed by CCO Subject Matter Experts presenting on their efforts to support and train Medicaid providers in trauma informed care and practices in the September MEC meeting.

IV. Clinical Advisory Panel Updates (moved up on the agenda):

- a. Dr. Chris Hanson, Trillium Community Health Plan, gave an update from the April meeting (and on behalf of Debi Farr), which included the Community Health Improvement Plan's progress on implementing the Behavioral Health Resource Networks (BHRNs). The Behavioral Health Advisory Subcommittee (BHASC) that informs the CCO CAPs has a workgroup called the Community Resilience Workgroup, which supports the TIP (Trauma Intervention Program). TIP recruits volunteers to be trained and supervised as trauma first responders. TIP will be holding a Fall Academy to train a cohort of volunteers. Here is the website for more info: <https://www.tiplanecounty.org/>. Other discussion centered on a review of the new OHP Bridge program and a new requirement for Continuing Education about substance abuse and pain management. In May, monthly provider access surveys provided valuable information on the availability of behavior health providers for service coordination and there was a presentation by Comagine Health about maximizing services for mothers and babies. Monthly behavioral health provider surveys have been implemented as a way to keep access availability updated for the community. Demond Hawkins recently delivered a Culturally and Linguistically Appropriate Services (CLAS) presentation to Trillium's Health Equity Committee. Updates from Lane County Public Health included a possible outbreak of West Nile virus, sewer testing in Cottage Grove tested negative for COVID-19, COVID-19 testing in bigger cities continues to be monitored, and syphilis continues an upward trend in mothers and babies.
- b. Suzy Kropf, on behalf of Dr. Lana Gee-Gott, stated the Lane Community Health Council (LCHC)'s Clinical Advisory Panel (CAP) met in May and June to discuss: improving quality metrics in 2023, specifically provider impact on metrics performance. The quality metrics distributions are in process

with the goal of finalizing in August. The CAP also received an update from Lane County Public Health about preventative measures for Mpox, West Nile Virus, and COVID-19. In June, LCHC's CAP also welcomed a new member, Dr. Shelley Hartman from Eugene Pediatrics.

V. Break

VI. 2023 Community Health Improvement Plan (CHP) Progress Report

- a. Kayla Watford presented an executive summary of the CAC's progress to advance the 2021-25 CHP. The summary included key efforts and accomplishments led by the Live Healthy Lane Steering Committee (see [here](#)). Member comments and questions included clarification of increased efforts to provide food to the community, Trillium Produce Plus and enhanced food programs offered at many centers and clinics, and appreciation of CCO's engagement efforts regarding food security.
- b. Kayla Watford shared CAC's involvement document.
- c. Tannya Devorak provided questions for CAC members (also included in [survey](#) format; deadline July 31):
 - i. Are there questions you have that were not covered in the report?
 - ii. Reflecting on the priorities in the CHP, where do you feel we have had the largest impact? Where do we have the most work to do?
 - iii. Reviewing the CAC's involvement document, what opportunities are you most interested in? What questions do you have about engagement in the CHA and CHP process?
 - iv. Member comments and questions included clarification of the partners that make up the core team, the information provided is very helpful and easy to understand, and opportunities for CAC involvement. Current core team organizations include Lane Community Health Council, Trillium Community Health Plan, PacificSource Health Plans, and Lane County Public Health.
 - v. Next steps:
 - Final CCO CHP progress reports are due to OHA 6/30 reports will be posted on Trillium Community Health Plan and Lane Community Health Council's websites once approved by OHA
 - Stay tuned for opportunities to engage in 2024 Community Health Assessment process
 - Hope to celebrate CHP successes at the end of the year

VII. Updates and Announcements

- a. Kayla Watford announced the CAC Oral Health position vacancy, previously held by KayLynne Todd (Advantage Dental).
- b. Kayla gave an update about the Co-Chair sign up and asked the group if a survey would be helpful. Alternative ways to participate in CAC planning will be provided for members who wish to opt out of participating in the facilitator role.
- c. Kayla shared a Kudo Board for appreciating Char Reavis for her CAC leadership.
- d. Dr. Senna Towner, OHA Innovator Agent shared that she is moving into a new position. Kristy Zamora-Polanco and Dustin Zimmerman will be supporting the transition of the OHA Innovator Agent role. Senna gave updates about:
 - i. Redeterminations has a “Keep Covered” Newsletter, which has an email address to send questions to the appropriate innovator agent. This information is being monitored so they can make improvements.
- e. Community Benefit Initiatives (CBIs)
 - i. Debi Farr gave an update on the timeline for scoring both the large and small grant Requests for Proposals (RFPs) for the Trillium Community Health Plan CBIs. Member comments and questions included adding an accountability dashboard and frequently asked questions section.
 - ii. Lauriene Madrigal provided a brief update on the Lane Community Health Council CBI process, including that a focus will be on food insecurity, and that OHP members will have opportunities to be involved. An email will go out in July with more information and a timeline for involvement. Additional information can be found at: <https://www.lchealthcouncil.org/grant-opportunities/>

VIII. Breathing Exercise