



Lane Community Health Council

Lane Community Health Council Board

December 14, 2021

7:00am-9:00am

Virtual Meeting

***Corrected* Minutes**

Present: Dr. Steve Allan, Options Counseling and Family Services; Ms. Kristin Soto, Capitol Dental; Mr. Cliff Hendargo, PeaceHealth Medical Group; Mr. John Johnston, Willamette Family Treatment Services; Dr. Kori Novak, Lane County Health and Human Services ; Mr. Ken Provencher, PacificSource; Ms. Char Reavis, PacificSource Community Advisory Council; Ms. Tannya Devorak, PacificSource Community Advisory Council; Dr. Pilar Bradshaw, Eugene Pediatrics; Dr. Kevin Modeste, Northwest Surgical Specialists; Ms. Karen Gaffney, Lane County Health and Human Services; Dr. Karen Weiner, Oregon Medical Group; Ms. Jenny Dail, Orchid Health.

Absent: Mr. Paul Solomon, Sponsors; Ms. Meredith Nelson, McKenzie Willamette Medical Center; Mr. Tony Scurto, Lane Education Service District.

Guests: Ms. Lisa Willis, Lane County Health and Human Services; Dr. Mark Buchholz, PacificSource; Ms. Kellie DeVore, PacificSource; Ms. Fair Taylor, PacificSource; Ms. Kayla Watford, Lane County Health and Human Services; Ms. Leslie Neugebauer, PacificSource; Ms. Rebecca Donnell, Oregon Health Authority; Ms. Katharine Ryan, PacificSource; Ms. Jacqueline Moreno, Lane County; Ms. Adria Godon-Bynum, Lane Community Health Council; Ms. Kari Patterson, PacificSource; Ms. Senna, Towner, Oregon Health Authority.

1. Call to Order, Introductions and Welcome, Public Comment

Dr. Allan called the meeting to order at 7:05 a.m. Introductions were made. There was no public comment.

2. Consent Agenda

The consent agenda was moved and approved with the following actions.

- **Approval of November 9, 2021 Minutes Lane Community Health Council Board Meeting:**
Dr. Allan presented the minutes from the previous meeting for review and approval. **It was moved and seconded to approve the minutes as presented. The motion passed unanimously.**
- **CCO Director Report:** No questions or discussion.
- **CAC Updates:** No questions or discussion.
- **Paul Solomon:** Dr. Allan reported that Mr. Solomon's current leave of absence expired December 10, 2021. Ms. Busek followed up with Mr. Solomon who has requested a leave of absence extension until January 31, 2022 at which time he will resign. After discussion, **it was moved and seconded to approve an extension until January 31, 2022 for Paul Solomon's leave of absence. The motion passed unanimously.**

3. Nominating Committee Update

Ms. Gaffney reported that the Nominating Committee approved the following recommendations to be made to the Lane Community Health Council (LCHC) Board for approval for membership to the Lane Community Health Council ~~Board~~ Clinical Advisory Panel (**Corrected 8/15/22 RB**).

- Clinical Advisory Panel Member: Ms. Gaffney presented Dr. Lana Gee-Gott's application for the Lane Community Health Council Clinical Advisory Panel. **After discussion, it was moved and seconded to approve the appointment of Dr. Gee-Gott to the Lane Community Health Council ~~Board~~ Clinical Advisory Panel (Corrected 8/15/22 RB). The motion passed unanimously.**
- Clinical Advisory Panel Member: Ms. Gaffney presented Kyle Rodriguez-Hudson's application for the Lane Community Health Council Clinical Advisory Panel. **After discussion, it was moved and seconded to approve the appointment of Kyle Rodriguez-Hudson to the Lane Community Health Council ~~Board~~ Clinical Advisory Panel (Corrected 8/15/22 RB). The motion passed unanimously.**
- Lane County Health and Human Services Position: Ms. Gaffney reported that Lane County is currently considering a replacement for Lane County Health and Human Services position which will be vacated in January. Ms. Gaffney currently holds the position. Ms. Gaffney will be working with Ms. Busek as the process progresses.

4. Finance Committee Update

- A. **LCHC Financials**: In Ms. Nelson's absence, Ms. Willis reported that the LCHC Finance Committee reviewed the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended October 31, 2021 and for the Period from January 1, 2021 through October 31, 2021 and supporting information. The Finance Committee recommended approval by the LCHC Board of the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended October 31, 2021 and for the Period from January 1, 2021 through October 31, 2021 and supporting information. **It was moved and seconded to approve the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended October 31, 2021 and for the Period from January 1, 2021 through October 31, 2021. The motion passed unanimously.**
- B. **2022 LCHC Budget**: Ms. Willis presented the proposed 2022 Lane Community Health Council Budget. **It was moved and seconded to approve the budget as presented. The motion passed unanimously.**
- C. **PacificSource Lane County CCO Budget 2022**: Ms. Willis presented the proposed PacificSource Lane County CCO Budget 2022. **It was moved and seconded to approve the budget as presented. The motion passed unanimously.**
- D. **PacificSource Lane County CCO Financials**: Ms. Kari Patterson presented the Lane CCO Finance Report for the ten months ended October 31, 2021.
- E. **QIM Workgroup**: Mr. Hendargo reported that the Quality Metrics Workgroup has been meeting. The next meeting is scheduled for December 21st. The workgroup has engaged the Clinical Advisory Panel for a clinical perspective related to what the provider impact is on each of the metrics and which provider types have the most impact on each metric. The group is currently utilizing components from the Columbia Gorge model and considering other components from other models such as the Central Oregon model. The workgroup will keep the Board updated as conversations progress.

5. CCO 2021 Grievance and Appeal Report - Quarter 3

Ms. DeVore reviewed the 2021 Lane CCO Performance Metrics for Quarter 3. It was noted that the primary reason for member complaints was related to interaction with plan or provider including communication and understanding information. The secondary reason for member complaints was related to access to care including challenges with scheduling and transportation. Ms. DeVore reported the primary reason for member appeals was due to denied authorizations for

medications and elective surgeries. The secondary reason for member appeals was due to denied claims. Ms. DeVore noted that PacificSource will continue to monitor member impact due to COVID-19, will partner with transportation brokerages to address service and access, and will focus on dental health access improvements.

6. REAL-D Dashboard

Ms. Devore reviewed the REAL-D Dashboard as of October, 2021. Ms. DeVore reviewed the following:

- a. Age Demographics noting that average age of members was 28.9 years;
- b. Disability noting that 9.9% of members are reporting that they are living with a disability;
- c. Language including the top 5 Non-English languages for both reading language and spoken language;
- d. Primary Race/Ethnicity;
- e. Enrollment noting 53% of membership identified as female and 47% of membership identified as male (reported from OHA enrollment files);
- f. Member Rate Groups (reported from OHA Enrollment Files).

7. 2022 LCHC Board Retreat

Dr. Allan reported that the LCHC Board retreat is scheduled for Thursday, January 20th from 8:00am-12:00pm via Zoom. Invites have been sent. Diana Bianco from Artemis, who facilitated the retreat last year, has agreed to facilitate again. Current agenda includes prioritization for 2022. The Clinical Advisory Panel and Community Advisory Council will be providing input for the prioritization discussion. If you have any questions or suggestions for topics, please contact Ms. Busek.

8. LCHC Board Updates

Ms. Busek reported on the following LCHC Board updates:

- a. **Non-Profit Board Training:** Ms. Busek has been collaborating with the other Health Councils to schedule a Non-Profit Board training. Ms. Busek will follow-up with additional information as it becomes available.
- b. **Conflict of Interest Policy and Form:** Ms. Busek briefly reviewed the Conflict of Interest Policy and form included in the meeting packet. Ms. Busek requested that completed forms be returned by January 3, 2022.

9. Clinical Advisory Panel (CAP)

Mr. Johnston reported the Clinical Advisory Panel met November 17th. The meeting was focused on providing a clinical perspective related to valuing the impact of providers on the metrics. Percentages by provider type (Behavioral Health, Oral Health, Primary Care, Public Health, and OBG/Specialists) were assigned to each metric to provide a value of contribution based on information from PacificSource and clinical perspective.

In follow-up to the November meeting, Ms. Busek reported that the Care Coordination Plan that was previously scheduled to be submitted to the Oregon Health Authority was no longer required to be submitted. As a result, the LCHC Executive Committee did not review and approve the Care Coordination Plan at their November meeting.

10. Community Advisory Council (CAC)

Ms. Reavis provided the following updates for the CAC:

- a. The CAC had a discussion regarding the impacts of the recent pharmacy closures. Concerns were shared about people not being able to fill critical prescriptions. There was recognition that pharmacies are overwhelmed and some communities are being impacted harder than others (e.g., rural communities). The CCOs brought in additional staff to hear from members about the challenges. CCOs highly recommended members

reach out to their CCO to share the barriers and concerns (using the customer service line). CCOs will continue to share updates with the CAC as new information becomes available.

- b.** The CCOs presented on Value-based Payments.
- c.** The CCO Diversity, Equity, and Inclusion Liaisons shared information about Culturally and Linguistically Appropriate Services and the CAC discussed related goals for 2022.
- d.** PacificSource Community Solutions CAC members will be invited to the January LCHC Board meeting to share their perspectives as it relates to strategic direction and priorities for 2022.
- e.** Board members were reminded that they are invited to the CAC's Winter Celebration, December 22, 2021 from noon to 2pm via Zoom.

11. Community Impact Committee

Ms. Busek reported in Mr. Scurto's absence that there has been a revision to the CBI request submitted by White Bird Clinic for expansion of their Bethel/Serbu Dental Outreach Program with expansion of outreach into Springfield. A portion of funding will be shifted from the expansion to the sustainability of current program. The new funding allotted for the expansion will be coupled with other grants from other organizations. Ms. Busek has requested reporting from White Bird related to this revision.

12. Adjournment

There being no further business, meeting was adjourned at 8:35am.

Respectfully submitted

Rhonda J. Busek
Executive Director and Secretary