



Lane Community Health Council

Lane Community Health Council Board

August 10, 2021

7:00am-9:00am

Virtual Meeting

Minutes

Present: Dr. Steve Allan, Options Counseling and Family Services; Ms. Karen Gaffney, Lane County Health and Human Services; Mr. Tony Scurto, Lane Education Service District; Ms. Meredith Nelson, McKenzie Willamette Medical Center; Ms. Kristin Soto, Capitol Dental; Mr. Cliff Hendargo, PeaceHealth Medical Group; Dr. Karen Weiner, Oregon Medical Group; Mr. John Johnston, Willamette Family Treatment Services; Dr. Christine Kollmorgen, Oregon Surgical Wellness; Ms. Char Reavis, PacificSource Community Advisory Council; Ms. Jenny Dail, Orchid Health; Ms. Tannya Devorak, PacificSource Community Advisory Council.

Absent: Mr. Ken Provencher, PacificSource; Dr. Pilar Bradshaw, Eugene Pediatrics; Mr. Paul Solomon, Sponsors.

Guests: Ms. Lindsey Hopper, PacificSource; Dr. Mark Buchholz, PacificSource; Ms. Leslie Neugebauer, PacificSource; Ms. Tricia Wilder, PacificSource; Ms. Kayla Watford, Lane County Health and Human Services; Ms. Rebecca Donnell, Oregon Health Authority; Ms. Andrea Ketelhut, PacificSource; Mr. Randy Brunner, PacificSource; Ms. Jamie Cosci, PacificSource; Ms. Katharine Ryan, PacificSource.

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 accepted with the following action.

- **Approval of July 13, 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.**
- **PacificSource Financials:** No questions or discussion.
- **PacificSource Care Coordination Report:** No questions or discussion.
- **CCO Director Report:** No questions or discussion.

3. Nominating Committee Update

- **Board Positions Update/Recommendations:** Ms. Gaffney reported the LCHC Nominating Committee met July 27th. The following items were discussed.
 - **Community at Large (Rural) Position:** The Nominating Committee reviewed an application submitted by Ms. Jenny Dail from Orchid Health. Ms. Dail's application was included in the meeting packet. After discussion, it was moved to recommend approval by the LCHC Board of Ms. Dail for the Community at Large (Rural) Position. Ms. Gaffney invited Ms. Dail to share information about

her experience with the Board. **After discussion, it was moved and seconded to approve the appointment of Ms. Dail to the Lane Community Health Council Board. The motion passed unanimously.**

- **Community Advisory Council (CAC): Position:** The Nominating Committee reviewed an application submitted by Ms. Tannya Devorak. Ms. Devorak's application was included in the packet. After discussion, it was moved to recommend approval by the LCHC Board of Ms. Devorak for the Community Advisory Council (CAC) Position. Ms. Gaffney invited Ms. Devorak to share information about her experience with the Board. **After discussion, it was moved and seconded to approve the appointment of Ms. Devorak to the Lane Community Health Council Board. The motion passed unanimously.**
- **Paul Solomon Leave of Absence Extension Request:** Ms. Gaffney reported that Mr. Solomon's current leave of absence is set to expire on September 9, 2021. The Nominating Committee discussed the leave of absence and agreed to offer Mr. Solomon an extension. Ms. Busek followed up with Mr. Solomon and a request for an extension of three additional months was made. The Nominating Committee is recommending approval of Mr. Solomon's leave of absence extension for four additional months from the date of the August 10, 2021 Board meeting. **After discussion, it was moved and seconded to approve an extension of four months for Paul Solomon's leave of absence. The motion passed unanimously.**
- **Finance Committee:** The nominating committee reviewed a recommendation from Ms. Meredith Nelson and Ms. Lindsey Hopper, co-chairs of the Finance Committee for approval of the appointment of Ms. Lisa Willis to fill the vacant FQHC Finance Committee position. Ms. Willis's application was included in the packet. After discussion, it was moved to recommend approval by the LCHC Board of Ms. Willis. **After discussion, it was moved and seconded to approve the appointment of Ms. Willis to the FQHC Position on the Lane Community Health Council Finance Committee. Ms. Gaffney abstained from the vote. The motion passed with one abstention.**

4. Finance Committee Update

- A. **LCHC Financials:** Ms. Nelson reviewed the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended May 31, 2021 and for the Period from January 1, 2021 through May 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 May 31, 2021 and for the Period from January 1, 2021 through May 31, 2021. The motion passed unanimously**
Ms. Nelson reviewed the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended June 30, 2021 and for the Period from January 1, 2021 through June 30, 2021 and supporting information. **It was moved and seconded to approve the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended June 30, 2021 and for the Period from January 1, 2021 through June 30, 2021. The motion passed unanimously**
- B. **QM Workgroup:** Ms. Nelson reported that the Quality Metrics Workgroup met July 27th. The group reviewed current metric performance and discussed potential areas of focus. The group will meet in August to begin discussions related to the Quality Pool Distribution for 2021.

5. Community Impact Committee

Mr. Scurto reported that the Community Impact Committee met July 27th and further discussed the approved charter. The following positions and individuals were formalized from former Community Impact Workgroup.

a. Voting Members:

- Karen Gaffney will represent Lane County Health and Human Services.
- Tony Scurto (chair) will represent the Education Sector.
- John Johnston will represent Behavioral Health.
- Kellie Devore will represent the PacificSource Lane County CCO Director.
- Char Reavis will represent the Lane County Community Advisory Council and/or Lane County Rural Advisory Committee.

b. Pending members:

- One additional healthcare representative: Rhonda will inquire with independent primary care practices for interest.
- One representative from the LCHC Finance Committee: Drew Halley pending recommendation of the LCHC Nominating Committee followed by approval of the LCHC Board.

Mr. Scurto will follow-up with the LCHC Nominating Committee and LCHC Board for final recommendations.

6. CCO Q1 Grievance and Appeals

Ms. Neugebauer reported on Quarter 1 Grievance and Appeals for PacificSource Community Solutions Lane County CCO. Ms. Neugebauer explained the difference between an appeal and a grievance in that an appeal is a reconsideration of a denial where a grievance is any kind of expression of dissatisfaction. In Quarter 1 2021, it was noted that the primary reason for complaints was due to interactions with the Plan or Provider with challenges in communication and understanding information. The secondary reason for member complaint was due to access to care related to challenges with scheduling and transportation.

In Quarter 1 2021, it was noted that the primary appeal reason was due to denied authorizations related to medications and out of network services. The secondary appeal reason was due to denied claims related to services delivered by non OHP providers. Ms. Neugebauer further reported on planned actions and strategies which included:

- Keeping the pulse on member impact due to COVID-19
 - Vaccine complaints
 - Increasing number of appeals or complaints due to services opening back up
- Partnering with Transportation brokerages to identify actions to address service and access
- Dental Health Access Improvements.
- Member Letter Improvement
 - Engagement in CCO/OHP Workgroup
 - Provided member feedback to OHP Workgroup which was well received and incorporated. Feedback from member appeal letter was shared to develop new templates for appeal responses (simpler templates). Improvements included significant reduction in paragraphs of information. Length of denial letter was reduced to create simpler format. Ms. Busek noted that the Joint CAP met with Ms. Reavis and Ms. Thurston from the Community Advisory Council to discuss smoking cessation requirements as it related to elective surgery. Ms. Busek noted the outcome of the meeting was to bring the communication related to smoking cessation prior to elective surgery to a Member

Engagement Workgroup, a subcommittee of the Community Advisory Council to discuss clearer communications. Ms. Reavis noted that both her and Ms. Thurston appreciated the time with the Joint CAP, the information shared and being heard. Dr. Buchholz agreed with Ms. Reavis' comments and acknowledged the support for improved communication.

7. CCO performance Metrics Q2

Ms. Neugebauer reviewed the CCO Performance Metrics for Quarter 2. The following observations were made:

- Metric: Achieve 100% bonus payment on QIM measures is significantly behind. Metrics of concern include: Oral Evaluation for Members with Diabetes, Well Child Checks for 3-6 y/o, Diabetes Poor Control, Cigarette Prevalence, and Initiation and Engagement in Treatment.
- Metrics: All 2021 projects meet OHA requirements is not meeting the target but expected to rebound. It was noted that for the 2021 TQS Plan, OHA identified opportunities for improvement on three projects.
- Metric: 30-day all cause hospital readmission rate is not meeting the target but expected to rebound.
- Metric: Pass all 2021 QIM Challenge Pool Measures for potential additional payout is not meeting the target but expected to rebound.

8. Housing Education

Ms. Busek presented a Housing Financial Education Grant Interim Reporting Summary document included in the meeting packet. Ms. Busek noted that phone meetings were held with each of the eight grantees. Common themes emerging from these meetings included:

- Services were impacted by COVID.
- Organizations adjusted to providing services virtually.
- Organizations leveraged new virtual reality to expand provision of services.
- Concerns related to eviction moratorium and effect on current housing crisis.
- Learning Collaborative has provided opportunity for partnership and discussions of how to collaborate on common work.
- Recognition that "spending" down dollars could be challenging for some organizations. LCHC is currently working with these organizations to identify alternatives.
- Complete end of grant cycle financial reporting of allocation of funding will be submitted.

Ms. Busek further noted that a report from Ms. Stephanie Jennings, consultant for the Housing Collaborative was included in the meeting packet as informational.

9. Quality Metrics Update

Ms. Ketelhut provided a Quality Metrics Update. Ms. Ketelhut and Ms. Neugebauer noted that there was an error on the earlier report presented by Ms. Neugebauer as it related to projected payout. The report presented by Ms. Ketelhut showed that Lane County is performing well in the data for two quarters and are currently secure in a 70% payout. Ms. Ketelhut presented the Lane County CCO 2021 Quality Incentive Metrics data through June 2021, Quality Incentive Measure CCO Summary YTD through 6/30/2021 and Quality Incentive Measures-PCP Group Performance DETAIL (Provider Group). Ms. Ketelhut further noted that PacificSource Quality Metrics staff meet with provider organizations monthly to provide updates and work on strategies to improve performance. Mr. Brunner will share the current listing of provider meetings for Ms. Busek to share with the LCHC Board. Ms. Ketelhut presented a final report related to Emergency Outcomes Tracking Measure Summary.

10. Behavioral Health Priority Work Follow-up

- A. SPMI Workgroup. Ms. Gaffney reported that planning and coordination of rural listening sessions is continuing with a Planning Group which is part of the Rural Advisory Council. Current work is moving forward in Cottage Grove including a partnership with Be Your Best. Data is being reviewed. The community meeting is tentatively scheduled for September 22nd.
- B. Youth Behavioral Health Workgroup: Ms. Busek reviewed the Youth Behavioral Health Workgroup and the Youth Behavioral Health Grant Review Committee report and recommendation in the meeting packet. The Youth Behavioral Health Grant Review Workgroup completed the review of the applications submitted for the Lane Community Health Council Youth Behavioral Health Grants. After review and scoring of the applications and requested information, the Youth Behavioral Health Workgroup and Youth Behavioral Health Grant Committee selected the applicants below and are recommending approval of the awardees and award amounts by the LCHC Board. Note: It was decided during the grant review process to designate \$205,000 to the Youth Behavioral Health Grants and designate the remaining \$4,780.44 to Camp Noah. Camp Noah is a special day camp that the McKenzie Valley Long Term Recovery Group (MVLTRG) is offering in Blue River and Walterville in August for children whose communities have been impacted by wildfire. The camps are very collaborative between the communities and the schools and the County, and they address the resiliency needs of elementary aged children, who generally do not have diagnosable mental illnesses but who have suffered a great deal of loss, grief, and distress caused by evacuations and fire damage to their homes, communities and natural environment.

LCHC Youth Behavioral Health Funding

Organization	Funding Amount
Boys and Girls Club	\$26,530.00
Eugene Education Fund	\$9,300.00
Looking Glass	\$25,000.00
Ophelia's Place	\$45,000.00
Options	\$45,000.00
Oregon Community Programs	\$45,000.00
South Lane Mental Health	\$9,170.00
Total Grant Funding	\$205,000.00**
Additional Funding	
Camp Noah	\$4,780.44**
Total Youth Behavioral Health Funding	\$209,780.44**

After discussion, it was moved and seconded to approve the recommendation of awards as presented. Dr. Allan abstained from the vote. The motion passed with one abstention.

11. Clinical Advisory Panel

Mr. Johnston reported the CAP met on July 21st. There was a presentation from Ms. Ketelhut and Dr. Chaudray, Capitol Dental related to Oral Health Evaluation for Diabetics. There was discussion related to lessons providers could learn from oral health providers related to return visits. This will be discussed further at the next meeting.

12. Community Advisory Council (CAC)

Ms. Reavis reported on recent activities of the Lane County CCO CAC.

- The CAC charter was updated and approved. The updated charter will be brought to the September LCHC Board meeting.
- A CAC Quarterly Summary was introduced at the July Meeting. The Quarterly Summary will be shared at the September LCHC Board meeting.
- PacificSource Community Solutions presented a Health Equity Plan Progress report for 2021.
- Ms. Tannya Devorak was elected to serve as the PacificSource Community Solutions representative for Live Healthy Lane's CHA/CHP Steering Committee. She will be joining Ms. Busek on the Steering Committee.
- There are currently three open CAC positions: 1) Education community position; 2) Oral health community position; and 3) PacificSource Community Solutions consumer position. A selection committee has been identified. Ms. Soto will be representing Lane Community Health Council on the selection committee to interview interested individuals for the above named positions.

13. Adjournment

There being no further business, meeting was adjourned at 8:40am.

Respectfully submitted

A handwritten signature in cursive script, reading "Rhonda Busek", is written over a horizontal line.

Rhonda J. Busek
Executive Director and Secretary