



Lane Community Health Council

Lane Community Health Council Board

March 8, 2022

7:00am-9:00am

Virtual Meeting

Minutes

Present: Dr. Steve Allan, Options Counseling and Family Services; Ms. Kristin Soto, Capitol Dental Care; Mr. Cliff Hendargo, PeaceHealth Medical Group; Mr. John Johnston, Willamette Family Treatment Services; 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; Mr. Tony Scurto, Lane Education Service District; Ms. Meredith Nelson, McKenzie Willamette Medical Center; Ms. Eve Gray, Lane County Health and Human Services; Dr. Patrick Luedtke, Lane County Health and Human Services.

Absent: Mr. Ken Provencher, PacificSource; Dr. Karen Weiner, Oregon Medical Group; Ms. Jenny Dail, Orchid Health.

Guests: Dr. Mark Buchholz, PacificSource; Ms. Kellie DeVore, PacificSource; Ms. Erin Fair Taylor, PacificSource; Ms. Leslie Neugebauer, PacificSource; Ms. Josie Silverman-Mendez, PacificSource; Ms. Leilani Brewer, PacificSource; Ms. Katharine Ryan, PacificSource; Ms. Kayla Watford, Lane County Health and Human Services; Ms. Senna Towner, Oregon Health Authority; Ms. Jacqueline Moreno, Lane County Health and Human Services.

Staff: Ms. Rhonda Busek, Lane Community Health Council; Ms. Adria Godon-Bynum, Lane Community Health Council.

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 January 11, 2022 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.
- **LCHC Financials:** No questions or discussion.
- **Q4 CCO Metrics:** No questions or discussion.

3. Community Advisory Council (CAC)

Ms. Reavis provided the following updates for the CAC:

- January

- Approved two new Rural Advisory Committee members, Lacey Joy (McKenzie) and Bob Colabianchi (Orchid Health – Veneta) and one new Health Equity Committee member, Ben Brock (Transponder).
- Engaged in a presentation with the Confederated Tribes of Siletz Eugene Tribal Headquarters.
- February
 - Approved updates to 2022 CAC Committee/Workgroup Charters.
 - Approved proposal for Family Check-up to be opened to all community members through December 2022.
 - Engaged in a 2022 planning discussion to support coordination across CAC Committee/Workgroup efforts.
 - CCO Diversity, Equity and Inclusion Liaisons presented updates on the CCO Health Equity Plans.
- Board members were reminded that they are invited to attend an upcoming CAC meeting, held on the fourth Monday of each month from **12:00noon to 2:00pm**.

4. Nominating Committee Update

Dr. Bradshaw reported that the Nominating Committee approved the following recommendations to be made to the Lane Community Health Council (LCHC) Board for approval.

- **Nominating Committee:** Dr. Bradshaw made the following recommendations for membership on the Nominating Committee:
 - **Mr. John Johnston:** Dr. Bradshaw recommended approval of appointment of Mr. Johnston to the Lane Community Health Council Nominating Committee. **After discussion, it was moved and seconded to approve the appointment of Mr. Johnston to the Lane Community Health Council Nominating Committee. The motion passed unanimously.**
 - **Ms. Char Reavis:** Dr. Bradshaw recommended approval of appointment of Ms. Reavis to the Lane Community Health Council Nominating Committee. **After discussion, it was moved and seconded to approve the appointment of Ms. Reavis to the Lane Community Health Council Nominating Committee. The motion passed unanimously.**
 - **Mr. Tony Scurto:** Dr. Bradshaw recommended approval of appointment of Mr. Scurto to the Lane Community Health Council Nominating Committee. **After discussion, it was moved and seconded to approve the appointment of Mr. Scurto to the Lane Community Health Council Nominating Committee. The motion passed unanimously.**
- **Community Impact Committee:** Dr. Bradshaw recommended approval of appointment of Ms. Eve Gray to the Community Impact Committee. **After discussion, it was moved and seconded to approve the appointment of Ms. Gray to the Lane Community Health Council Community Impact Committee. The motion passed unanimously.**
- **LCHC Board Vice Chair Vacancy:** Dr. Bradshaw reported that the LCHC Board Vice Chair interview process is scheduled to be completed by the April Lane Community Health Council Board meeting.

5. Finance Committee Update

- A. **QIM Workgroup:** Ms. Nelson reported that the QIM Workgroup continues to meet to discuss the distribution methodology for the 2021 Quality Pool Funds.
- B. **PacificSource Financials:** Ms. Erin Fair Taylor presented the PacificSource Financials for the twelve months ended December 31, 2021. It was noted that the PacificSource Analytics Team is

developing reporting with contextual commentary and information that will provide for strategic input from Board members. Ms. Fair Taylor noted the December Financials report a year to date operating income of \$5.4M ahead of the budgeted amount of \$2.6M. This includes \$7.7M of positive adjustments related to 2020. There was \$558K reserved for large cases. The increase in membership and members remaining on the Oregon Health Plan contributed to the operating income increase ahead of budgeted. It was further noted that there was an increase in hospital costs due to increased membership and increased hospitalizations due to COVID-19.

Ms. Fair Taylor reviewed the PMPM Basis – YTD Actual vs Budget information and Year to-Date Break-out Claims Expense between Paid/Accrued and IBNR. It was noted that for 2021, COVID-19 expenses totaled \$11M with \$4M for hospital costs, \$5M for COVID-19 Testing and \$2M for other COVID-19 related expenses. Ms. Fair Taylor reminded the Board that though these reports are through December 31st, these are not the final numbers. Numbers will be finalized in the 2021 close out report. Ms. Fair Taylor reviewed the Trailing 12 Month report and Withholds Report. The Membership report was reviewed. It was noted the membership was ahead of budget at the end of December with 81,566 actual members compared to budget of 66,590 members. This increase in membership is due to 1) The COVID-19 public health emergency and the resulting halt to disenrollments and 2) Members choosing to change CCOs from Trillium Community Health Plan to PacificSource Community Solutions. Ms. Fair Taylor discussed the projected numbers of members impacted by the redetermination process being restarted to be between 25%-30% statewide. It was noted that there are two items in process that will impact membership numbers: 1) The 1115 Waiver application submitted to CMS for approval includes continuous eligibility provisions; and 2) the Oregon Legislature passed HB 4035 which will give the Oregon Health Authority direction on how to implement the redetermination process. Ms. Fair Taylor noted that the Oregon Health Authority is developing a bridge plan to provide a successor plan for those individuals who will lose eligibility.

Ms. Fair Taylor further reported that the state has expanded coverage of the “Cover All Kids” Program to cover adults who meet eligibility criteria. Ms. Devorak requested that data be provided related to the cost of care provided in the emergency room for the Latinx Community compared to the cost of care provided in office settings for the Latinx Community. Ms. Fair Taylor will follow-up.

Ms. Fair Taylor reported that the 2021 JMA shared savings is currently estimated to be a future recapture of \$10.1M, all of which PacificSource is waiving. It was further noted that this waiving will restart the shared savings at “\$0” for 2022. This is the second year that PacificSource has waived the recapture due to the COVID-19 pandemic.

Ms. Fair Taylor reviewed the Emergency Department Visits for Lane CCO and the Inpatient Admit Rate for Lane CCO. Ms. Gray inquired if there has been or will be a discussion of the impact of delayed elective care and preventative care during the pandemic. It was noted that this is seen in the financials related to hospital claims being higher than budgeted and Medical Provider Claims being lower than budgeted during the last year. It was further noted that fluctuations were also due to claims volume and pmpm expenses. Ms. Fair Taylor will work with staff to determine if the financial reports can include information related to the impact of delayed elective care and preventative care.

Dr. Allan suggested that with the potential changes in the Oregon Health Plan related to increases in coverage and the impact on Obstetrics and Hysterectomy for those members who previously did not have coverage, strategies will be needed to redirect patients from going to the hospital for care to going to primary care provider offices for care.

6. PacificSource Health Equity Plan (HEP)

Ms. Leilani Brewer presented the 2022 Health Equity Plan (HEP) Progress Report Process for PacificSource Community Solutions. Ms. Brewer presented an overview of the Health Equity

Plan including the community-informed 5-year plan with annual reporting and updating. The plan will be based on National Culturally and Linguistically Appropriate Services Standards (CLAS), strategies designed with the 5-year timeframe in mind. Goals and progress measures will change as part of annual updates.

The 2022 HEP Focus Areas include the following:

- Culturally and linguistically appropriate Grievance and Appeals Processes.
- READL-D and SOGI data collection and analysis (new in 2022).
- Meeting Culturally and Linguistically Appropriate Services Standards (CLAS) operationally at PacificSource.
- Workforce Diversity.
- Language Access.
- Member Communications in plain language and alternative formats (e.g., multi-media, etc.).
- Organizational Health Equity Infrastructure and Community Partnership (new in 2022).

Ms. Brewer further discussed the new HEP Focus Area of Organizational Health Equity Infrastructure & Community Partnerships. This area will include continued development of an organizational Health Equity infrastructure. PacificSource Community Solutions is able to document its efforts developing systems and processes to ensure its organizational capacity to advance health equity.

Ms. Brewer shared the Key Successes in 2021 including:

- Grievance and Appeals Process.
 - Provided staff and provider training.
 - Development of non-retaliation statement.
- Workforce Diversity.
 - Supported growth of diversity in workforce pipeline.
- Training and Education.
 - Provided training and expanded learning opportunities.
- Language Access.
 - Collected and analyzed data on member experiences with interpreter services to improve access to high quality interpretation services.
- Member Communication.
- Created Member material written plain language and delivered in multi-media formats.

Ms. Brewer briefly reviewed continuing projects from 2021 including Grievance and Appeals process, Culturally and Linguistically Appropriate Standards, and Language Access and Member Communication. New proposed projects for 2022 include: CLAS as it relates to standardizing internal processes at PacificSource, Language Access, Member Communication and Organizational Health Equity Infrastructure and Community Partnerships.

7. LCHC Board Retreat and Strategic Planning – 2022 Plan

Ms. Busek reviewed the conversation of the LCHC Board Retreat and discussed the following 2022 Strategic Plan.

- A. Foundational Concepts: Joint Management Agreement, Mission Statement, Vision Statement, Values Statement. Identified focus on CCO Governance/Oversight, Community, and Provider.
- B. 2022 Priorities
 - a. CCO Governance/Oversight.
 - i. Monitor CCO Performance.
 - ii. Focus on Governance Responsibilities.

- iii. Formalize Board and Communication Processes.
 - iv. Strengthen Board Engagement.
 - b. Community Focus.
 - i. Co-lead and support Community Advisory Council.
 - ii. Continue to convene Youth Behavioral Health Collaborative.
 - iii. Continued participation in Crisis Center/Rural Mobile Crisis Response for Adult Behavioral Health.
 - iv. Continued partnership in Live Healthy Lane as it relates to the Community Health Assessment and Community Health Improvement Plan.
 - v. Continue to convene and support Coalition of Housing Organizations.
 - c. Provider Focus.
 - i. Continued partnership with PacificSource Community Solutions and Connect Oregon.
 - ii. Engage in Community Approach to Behavioral Health Workforce Shortage and Workforce Burnout.
 - iii. Create Opportunities to address Workforce Burnout.

Dr. Luedtke noted that there is a growing conversation in Lane County related to workforce. He suggested that there could be meaningful opportunities for both PacificSource and Lane Community Health Council to engage as it relates both to Behavioral Health and Medical Assistant Workforce. Dr. Bradshaw noted the announcement related to the University of Oregon opening the Ballmer Institute for training youth behavioral health professionals. It was acknowledged that there could be opportunities to partner with the Ballmer Institute related to internship opportunities. Ms. Reavis noted the importance of staying connected with the Housing Organizations and Coalition and considering potential investments in 2022.

8. 2022 CCO Metrics

Ms. Devore presented the 2022 CCO Performance Metrics. The purpose of the metrics will be to support the Lane Community Health Council Board of Directors in monitoring key performance standards for the Lane County CCO. The metrics will focus on the following:

- Quality and Member Experience.
- Financial Stability.
- CCO 2.0 Requirements.
- Operations.

It was agreed that there will be opportunity to flesh out these metrics as conversations progress. The metrics will be reported quarterly.

9. Community Impact Committee

Mr. Scurto reported that the committee met in February. The committee reviewed progress reports from the Youth Behavioral Health grantees. The committee briefly discussed the Community Benefit Initiative (CBI) process for 2021 and are focusing on the process for 2022. The group discussed a funding recommendation from the Adult Behavioral Health Workgroup. The funding recommendation is as follows:

The funding identified for the Adult Behavioral Health Workgroup was the Quality Funds for Quarter 1 2022 in the amount of \$174, 296.99 which have to be spent by March 31, 2022. The recommendation for these funds is as follows:

- A. \$120,000.00 allocated to the south Lane Mobile Crisis Response expansion pilot project with up to \$20,000 being earmarked for education. Quarterly reports of expenditures will be requested until dollars are expended.
- B. \$54,000.00 allocated to the Crisis Center to be utilized for a project manager position. Quarterly Reports of expenditures will be requested until dollars are expended.

After discussion, the Community Impact Committee approved a recommendation to approve the funding allocation as noted above to be made to the Lane Community Health Council Board.

It was moved and seconded to approve the recommendation. The motion passed with one abstention from Ms. Gray.

10. Adjournment

There being no further business, meeting was adjourned at 8:47am.

Respectfully submitted



Rhonda J. Busek
Executive Director and Secretary