



Lane Community Health Council

Lane Community Health Council Board

May 10, 2022

7:15am-9:00am

Virtual Meeting

Minutes

Present: Dr. Steve Allan, Options Counseling and Family Services; Mr. Cliff Hendargo, PeaceHealth Medical Group; Mr. John Johnston, Willamette Family Treatment Services; Ms. Tannya Devorak, PacificSource Community Advisory Council; Mr. Ken Provencher, PacificSource; Dr. Kevin Modeste, Northwest Surgical Specialists; Mr. Tony Scurto, Lane Education Service District; Ms. Meredith Nelson, McKenzie Willamette Medical Center; Dr. Patrick Luedtke, Lane County Health and Human Services; Dr. Vipul Lakhani, Oregon Medical Group.

Absent: Ms. Kristin Soto, Capitol Dental Care; Ms. Char Reavis, PacificSource Community Advisory Council; Dr. Pilar Bradshaw, Eugene Pediatrics; Ms. Eve Gray, Lane County Health and Human Services.

Guests: Dr. Mark Buchholz, PacificSource; Ms. Kari Patterson, PacificSource; Ms. Kellie DeVore, PacificSource; Ms. Erin Fair Taylor, PacificSource; Ms. Leslie Neugebauer, 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 7:10 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 April 12, 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.
- **LCHC Financials:** No questions or discussion.
- **CCO Director Report:** No questions or discussion.

3. Finance Committee Update

Ms. Erin Fair Taylor presented the PacificSource Financials dated March 31, 2022. It was recognized that the Lane Community Health Council Finance Committee has not reviewed this report due to timing. Ms. Fair Taylor further noted that this is an early report and includes estimates.

Ms. Fair Taylor noted the March Financials report a year to date operating income of \$5.2M ahead of the budgeted amount of \$3.2M. This includes \$6.6M of positive adjustments related to 2021. Expenses related to Covid-19 treatment and testing has been approximately \$3.9M, of which

\$1.7M is related to hospital claims. There was \$994K reserved for large cases with \$310K in related estimated return.

Ms. Fair Taylor reviewed the PMPM Basis – YTD Actual vs Budget information and Year to-Date Break-out report and the Claims Expense between Paid/Accrued and IBNR report including Prior Year Adjustments to 2022 Financials. Ms. Fair Taylor reviewed the Trailing 12 Month report. It is expected that membership will continue to increase through 2022. The redetermination process is expected to begin in the second half of 2022. It is anticipated that the population will stabilize in the twelve months following the redeterminations. Ms. Fair Taylor reviewed the Withholds report. PacificSource Community Solutions Lane County CCO has set aside reserves for estimated provider withholds, provider incentive payments, and other items with OHA. Ms. Fair Taylor further reviewed the balances for the various liabilities as of March 31, 2022 compared to December 31, 2021. The Membership report was reviewed. It was noted the membership for March was 83,943 actual members compared to a budget of 84,077.

Ms. Fair Taylor reported that the 2022 JMA shared savings is currently estimated to be a future recapture of \$3.4M. It was noted that the 2021 JMA shared savings has been waived but is estimated to be a future recapture of 5.2M. Ms. Fair Taylor reviewed the Emergency Department Visits for Lane CCO and the Inpatient Admit Rate for Lane CCO.

4. Follow-up LCHC Board Retreat and Strategic Planning –CCO Governance

Ms. Busek briefly presented slides from the LCHC Board retreat related to Foundational Concepts (Joint Management Agreement, Mission, Vision, Values) and the 2022 Priority, CCO Governance/Oversight. The LCHC Board discussed the concept of monitoring CCO Performance. Mr. Hendargo noted that deadlines and timelines need to be established to monitor progress of the CCO. Dr. Luedtke noted that CAHPS Data would be useful to gauge member experience. Ms. DeVore will follow-up on the availability of CAHPS data. Dr. Lakhani suggested monitoring those elements included in the Quintuple Aim – member experience, provider experience, quality of care, quality of service, and Diversity, Equity and Inclusion. Dr. Allan suggested that member complaints could be monitored as a part of the Quintuple Aim. Ms. Busek reminded the LCHC Board that Provider Complaints had emerged as a priority in prior conversations. Ms. Nelson and Mr. Hendargo both supported the concept of monitoring provider complaints. Mr. Provencher noted that PacificSource tracks provider satisfaction which could be a different way of looking at provider complaints. Ms. Nelson and Mr. Hendargo agreed that provider satisfaction is important for a strong provider network. Ms. Busek asked Ms. DeVore to briefly cover the 2022 CCO Performance metrics.

The Board further discussed the opportunities for monitoring financial performance. It was noted that an opportunity could exist with more in depth reporting of the Quality Metrics and engaging the Clinical Advisory Panel (CAP) earlier in the process. Ms. Fair Taylor noted that a “Cost of Care” report is being finalized. Ms. DeVore provided a brief preview at the May LCHC Finance Committee.

Dr. Luedtke suggested that an opportunity may exist in measurement of patient engagement. Mr. Provencher noted that patient engagement can be complex to define as it could relate to patient visits, use of patient tools, or patient completion of health assessment. Dr. Luedtke further suggested looking through the lens of high consequence vs high cost. There are inherent challenges in outreach and engagement. Dr. Allan suggested that this topic be referred to the CAP for further discussion and consideration.

The LCHC Board discussed the current competency of the LCHC Board. Ms. Busek introduced the Board Competency Worksheet included in the packet as a tool to identify needs of the board as it relates to skills and knowledge. Ms. Busek requested that all Board members complete and return the worksheet by Tuesday, May 17th. Dr. Luedtke noted that the recruitment process should be transparent and include training. It was suggested that the Board consider Board evaluations. Dr.

Luedtke noted that Board Source is an option for evaluation tools including monitoring performance. Ms. Nelson noted that the Board had “shared learnings” in initial meetings. It was suggested that these “shared learnings” be considered as part of ongoing meetings. Dr. Allan suggested that break-out sessions for these shared learnings could be more engaging and helpful for both current and new LCHC Board members. Ms. Nelson suggested including education about CCOs and the JMA would be beneficial in breakout sessions. Dr. Luedtke agreed with the concept of breakout sessions for both shared learning and board member training. Dr. Modeste shared that as a new member, this type of engagement would increase willingness to engage in other ways.

In follow-up to the conversation, Ms. Busek will send the Board Competency in an Excel format to be completed by Board members. In addition, Board members will send suggestions for “shared learnings” to Ms. Busek for further consideration.

5. 2022 CCO Metrics

Ms. Devore presented the 2022 CCO Performance Metrics as part of the CCO Governance – monitoring conversation. 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.

6. Clinical Advisory Panel

Mr. Johnston reported that the Clinical Advisory Panel (CAP) met in April. The CAP had a presentation related to the Mental Health Services Statewide Performance Improvement Project. Ms. Busek presented the Final 2021 Quality Incentive Metrics Distribution Methodology. Mr. Brunner presented an overview of the 2022 Quality Incentive Metrics. Dr. Versage and Ms. Godon-Bynum discussed recruitment opportunities for the Workforce Well-Being subcommittee. The committee briefly discussed two vacancies on the CAP. One vacancy is for Oregon Medical Group as Dr. Lakhani joined the LCHC Board. The second vacancy is for McKenzie Willamette Medical Center as Dr. Versage has resigned. Both Dr. Lakhani and Dr. Versage are assisting in identifying potential new CAP members.

7. Community Advisory Council

Ms. Devorak reported on the current activities of the Community Advisory Council as noted below.

- ♦ **Quarterly Summaries:** The CAC and Prevention Workgroup Quarterly Summaries for January – March were included in the Board packet.
- ♦ **Pharmacy/Prescription Access:** The Oregon Health Authority and both CCO Pharmacy Directors joined the March CAC meeting to share what is currently being done to address pharmacy and prescription access challenges across Lane County. The CCO Pharmacy Directors worked together to compile a shared resource document that includes options for members to get their prescriptions as well as how to seek help in an emergency. The CAC will continue to share feedback with the CCOs and OHA to inform solutions.
- ♦ **Community Health Improvement Plan:** In March, the CAC engaged in a Community Health Improvement Plan presentation, which included an overview of the 2021-25 Plan and the indicators chosen to measure progress on the community’s identified health priorities.

- ♦ **Annual CAC Demographic Survey:** In March, the CAC participated in an annual demographic survey.
- ♦ **Workgroups:** Ms. Devorak provided updates on the Prevention Workgroup and the Rural Advisory Committee. Additional information was included in the Board packet.
- ♦ **CAC Meetings:** Ms. Devorak encouraged all Board members to attend one CAC meeting per year to learn about the important work the CAC is doing to inform the CCOs. Ms. Devorak requested that Board members RSVP with Ms. Busek.

8. Adjournment

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

Respectfully submitted

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

Rhonda J. Busek
Executive Director and Secretary