



Lane Community Health Council

Lane Community Health Council Board

September 14, 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. 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; Mr. Ken Provencher, PacificSource; Dr. Pilar Bradshaw, Eugene Pediatrics; Ms. Char Reavis, PacificSource Community Advisory Council; Ms. Jenny Dail, Orchid Health; Ms. Tannya Devorak, PacificSource Community Advisory Council.

Absent: Ms. Meredith Nelson, McKenzie Willamette Medical Center; Mr. Paul Solomon, Sponsors.

Guests: Dr. Mark Buchholz, PacificSource; Ms. Kellie DeVore, PacificSource; Ms. Leilani Brewer, PacificSource; Erin Fair Taylor, PacificSource; Ms. Kari Patterson, PacificSource; Ms. Tricia Wilder, PacificSource; Ms. Kayla Watford, Lane County Health and Human Services; Ms. Rebecca Donnell, Oregon Health Authority; Ms. Katharine Ryan, PacificSource; Aleya Garcia Rivas, 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 moved and approved with the following actions.

- **Approval of August 10, 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:** Ms. Reavis asked for an update from Ms. DeVore related to the NEMT issue that occurred related to Ride Source and lack of drivers due to COVID. Ms. DeVore reviewed the issue and the actions taken by PacificSource and Ride Source. Ms. Reavis commended PacificSource's prompt response to members and assisting in rescheduling rides and making other arrangements for transportation.
- **Real D Demographic Dashboard:** No questions or discussion.

3. Nominating Committee Update

Ms. Gaffney reported that the Lane Community Health Council Nominating Committee approved the following recommendations to be made to the Lane Community Health Council (LCHC) Board for approval for membership to the Community Impact Committee as noted in the Community Impact Committee charter.

- One representatives from the Health Sector: John Johnston currently serves as one Healthcare Sector Representative on the committee. The second Healthcare Sector Representative to be recommended by the Nominating Committee for approval by the LCHC Board is Jordan Moon, PA of Northwest Medical Homes to represent Primary Care. **After discussion, it was moved and seconded to approve the appointment of Mr. Moon to the Community Impact Committee. The motion passed unanimously.**
- One representative from the Finance Committee: The Finance Committee representative to be recommended by the Nominating Committee for approval by the LCHC Board is Mr. Drew Halley. Mr. Halley is the CEO of Northwest Health Partners. **After discussion, it was moved and seconded to approve the appointment of Mr. Halley to the Community Impact Committee. The motion passed unanimously**
- PacificSource Lane County CCO Director: The Nominating Committee recommended Ms. Kellie DeVore for approval by the LCHC Board. Ms. DeVore is officially in this role and has been participating in the committee as a guest. **After discussion, it was moved and seconded to approve the appointment of Ms. DeVore to the Community Impact Committee. The motion passed unanimously.**

4. Finance Committee Update

- A. **LCHC Financials**: Ms. Fair Taylor reviewed the discussion of the August Finance Committee related to the review of the Charter. The Finance Committee reviewed the Lane Community Health Council Financial Statement and Supplementary Information for Month Ended July 31, 2021 and for the Period from January 1, 2021 through July 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 July 31, 2021 and for the Period from January 1, 2021 through July 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 July 31, 2021 and for the Period from January 1, 2021 through July 31, 2021. The motion passed unanimously**
- B. **PacificSource Financials**: Ms. Patterson reviewed the Lane CCO Finance Report dated July 22, 2021 for the six months ended June 30, 2021. Mr. Provencher noted that most IBNR has moved from estimates to actual. Mr. Provencher further noted COVID has complicated financial models for various reasons. Ms. Reavis inquired about timeframe from point of service to payment of claim. Mr. Provencher noted that payment is dependent upon submission of claim with the goal of 30 days for payment. Mr. Provencher noted that there are factors that can affect the 30 day timeframe. Dr. Allan noted that considering PacificSource entered a new market and has a new population, the IBNR is an amazingly close estimate.

5. Community Impact Committee

Mr. Scurto reported that the Community Impact Committee met August 27th. Mr. Scurto reviewed the successful grantees of the Youth Behavioral Health Grant. The committee began discussions regarding future funding that will be available through Q1 2020 QIM Community Funds and 2021 CBI Funds. The committee will be reviewing the Lane County Community Health Improvement Plan as guidance for funding opportunities at the September Community Impact Committee.

6. CCO Q2 Grievance and Appeals

Ms. DeVore reported on Quarter 2 Grievance and Appeals for PacificSource Community Solutions Lane County CCO. Ms. DeVore noted that the primary reasons for complaints in Q2 2021 related to interaction with plan or provider related to communication and understanding information. The secondary reason for members complaints was due to access to care including challenges with scheduling and transportation. Ms. DeVore reviewed the Appeals information

noting that the primary appeal reason was due to denied authorizations as it related to medications and elective surgeries. She further noted that the secondary appeal reason was due to denied claims that were the result of increased utilization of services and reintroduction of prior authorization requirements. Ms. DeVore provided a quick summary of actions and strategies including: keeping pulse on member impact due to COVID-19 including vaccine complaints; partnering with transportation brokerages to identify actions to address service and access; and dental health access improvements. Ms. Reavis commended PacificSource staff for their responses to members, making members feel comfortable with the grievance process. Ms. DeVore encouraged Ms. Reavis to share her experience with other CAC members and the Member Engagement Committee to further encourage members to engage with PacificSource staff when experiencing issues.

7. Health Equity Plan/Culturally Linguistically Appropriate Standards

Ms. Garcia introduced Ms. Leilani Brewer, PacificSource Community Solutions Health Equity Liaison for Lane County. Ms. Brewer reviewed the Health Equity five year plan with updates on CLAS Standards including eight focus areas and community informed strategies. One of the focus areas identified was system level improvements at the CCO operational Level. Ms. Brewer reported that a progress report was submitted to Oregon Health Authority (OHA) in August and received a high score. Feedback from OHA included recommendation related to including regional feedback from stakeholders such as Lane Equity Coalition. There are plans to engage more partners including the CAC and Board earlier in the process in 2022. Ms. Brewer provided a quick recap and progress to date on the CLAS Standards including Standard 1: Commitment to high quality care and services by supporting diverse cultural beliefs and community needs. Current CLAS activities completed to date include: CLAS standards presentations to Health Council Boards, CAC, and CAP and Health Equity committees. CLAS Standards objectives were included in PacificSource's strategic plan resulting in allocation of resources to advance CLAS standards system-wide.

PacificSource Community Solutions performed a CLAS Assessment. Ms. Brewer noted the findings related to Governance, Leadership and Workforce. The Board discussed opportunities for board recruitment that is representative of community/members served. Opportunities discussed included: intentional recruitment focusing on opportunities for diversity in Board membership; continued focus on diversity in CAC membership recruitment; performing demographic assessment of current board membership; and review of REAL D OHP membership data to identify areas of opportunity. Ms. Brewer noted the findings related to Engagement, Continuous Improvement and Accountability. Ms. Brewer briefly discussed potential ideas for regular review of organizational planning and operations to identify cultural and linguistic needs. It was suggested that this could be reported through the current CCO dashboards. Ms. Busek will continue to work with Ms. DeVore on the dashboards. Ms. Reavis requested information on staff trainings related to CLAS. Ms. Busek reminded Board members that they will be contacted regarding completion of required trainings.

Dr. Allan noted that current REAL D data includes a significant percentage of non-responders which provides challenges to using the data. Ms. Donnell offered to be a pathway for feedback related to REAL D Data. Ms. Devorak suggested that it would be useful to find ways of outreach that is considered "safe" to the different populations and might assist in collecting data. It was noted that the number of questions and recurring questions can be a challenge. Ms. Busek suggested that this could be addressed in conversations with the Community Advisory Council, Member Engagement Committee, and Health Equity Committee. Ms. Watford suggested that these committees could explore opportunities related to this work. Ms. Reavis suggested written materials could provide opportunities for improvement.

Mr. Scurto suggested other committees such as the Community Impact Committee could intentionally recruit with a lens of diversity. Mr. Scurto and Ms. Busek will consider further. Ms. Brewer discussed findings related to Communication and Language Assistance. Ms. Reavis suggested that we work with the Member Engagement Committee and CAC to discuss translation

services and language assistance. Ms. Devorak shared that within the Latin x/a/o population, there are different dialects. In addition, members can feel uncomfortable with translators as “third parties” in their appointments. Ms. Watford suggested that the CAC and subcommittees could have discussions related to this work including member communications. Ms. Brewer provided her e-mail in the chat as a resource for this work.

8. Behavioral Health Priority Work Follow-up

- A. SPMI Workgroup. Ms. Busek reported that the Mobile Crisis Response Community Conversation is scheduled for September 22nd as a Zoom call for the Cottage Grove community. This conversation is being led by the Rural Health Committee, a subcommittee of the Community Advisory Council. Ms. Reavis shared her experience of mobile crisis services in Florence. Ms. Reavis has been a part of the planning team for the conversation in Cottage Grove to share learnings from Florence.
- B. Youth Behavioral Health Workgroup: Ms. Busek reported that letters of agreements have been completed with each successful awardee. Funding has been distributed to all awardees. Ms. Jennifer Webster, Lane County Epidemiologist, will be assisting with metrics. The awardees are meeting Monday September 24th.

9. Clinical Advisory Panel (CAP)

Mr. Johnston reported the CAP did not meet in August. The CAP is scheduled to meet tomorrow, Wednesday September 11th and will be discussing testimony for the Oregon Health Authority. If approved, the testimony will be submitted September 11th. The testimony will highlight current challenges with meeting metrics performance and potential opportunities to move forward. Ms. Busek will forward the submitted testimony to the Board. The Board expressed no concerns with the CAP providing testimony.

10. Community Advisory Council (CAC)

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

- The CAC charter was updated and approved. The charter was included in the meeting packet as informational. Ms. Watford briefly reviewed changes to charter including alignment of language and clarification of member selection process.
- A CAC Quarterly Summary was included in the meeting packet as informational. The next CAC Quarterly Summary will be presented in November.
- Ms. Devorak was selected to represent PacificSource Community Solutions Lane CCO on the Live Healthy Lane Steering Committee.
- Both CCOs presented 2021 Health Equity Reports.

Ms. Soto presented recommendations from the Selection Committee for three open CAC positions: 1) Education community position – Todd Hamilton, Springfield Superintendent; 2) Oral health community position – Mary Anne Wren, Advantage Dental; and 3) PacificSource Community Solutions consumer position – Ms. Michelle Haga. Ms. Soto noted that the conversation with Ms. Haga was very insightful. As a result of the conversation, Ms. Soto was able to address questions Ms. Haga had related to oral health. **It was moved and seconded to approve the recommendations for the three open positions as presented. The motion passed unanimously.** Ms. Soto noted that Andrew Grzeskowiak, Siuslaw School District and Cindy Fisher, Capitol Dental Care were invited to join the Rural Advisory Committee.

11. Adjournment

There being no further business, meeting was adjourned at 8:50am.

Respectfully submitted



Rhonda J. Busek
Executive Director and Secretary