



Board of Directors Meeting

February 8, 2023

2:00 - 4:00 PM

Zoom Video/Conf. Call

Minutes

Board Members			PacificSource Staff		
Lara Barnes	Option Counseling & Family Health	P	Zaira Flores Marin	PacificSource	P
Commissioner Danielle Bethell	Marion County Board of Commissioners	A	Leslie Neugebauer	PacificSource	P
Dr. Matt Boles, Chair	Salem Health	P	Dr. Bhavesh Rajani	PacificSource	P
Dr. Noelle Carroll	Polk County Health Services	P	Erin Fair Taylor	PacificSource	P
Peter Davidson	PacificSource	E			
Dr. Olivia Galvez	WFMC Health	P			
Josh Graves	Catholic Community Services	P	Guests		
Dr. Mark Helm	Small Town Pediatrics	p	Janice Hazel	WFMC Health	P
Maggie Hudson, Treasurer	Santiam Hospital	p	Dustin Zimmerman	Oregon Health Authority	P
Justin Huff	Legacy Health	P			
Dr. Leslee Huggins, Vice-chair	Capitol Dental Care/ Gentle Dental	P			
Melissa Lindley	CAC - Willamette Vital Health	P			
Paul Logan	Northwest Human Services	P			
Bree McLeod	CAC - Peer/Advocate	P			
Manny Rivera	WVP	A	Willamette Health Council Staff		
Beth Spinning	Kaiser Permanente	P	Andrea Dabler	Willamette Health Council	P
Dr. Robert (Nap) Steele	Community	P	Justin Hopkins	Willamette Health Council	P
			Heather Pascoe	Willamette Health Council	P
			Lisa Parks	Willamette Health Council	P
			Josie Silverman-Méndez	Willamette Health Council	P
			Sarah Smith	Willamette Health Council	P
			Sarah Taylor	Willamette Health Council	E

P – present; A – absent; E - excused

Agenda Item	Discussion
Welcome/Introductions	<p>Dr. Boles called the meeting to order at 2:01 PM and welcomed everyone present. He expressed his gratitude for the report out from each WHC committee at the annual combined meeting that was held in January and thanked everyone for their time and commitment to the board meetings.</p> <p>Ms. Dabler took note of committee members present and other attendees.</p>

<p><u>Consent Agenda:</u></p> <ul style="list-style-type: none"> • Approval of January 11, 2023, board meeting minutes • PCS Director Report • WHC Grant Report (Final) 	<p>All consent agenda items were sent in advance of this meeting.</p> <p>MOTION: <i>Dr. Huggins made a motion to approve the consent agenda items as presented; Ms. Hudson seconded the motion. The motion passed unanimously.</i></p>
<p>Public Comment</p>	<p>Dr. Boles allowed for public comment; there was none.</p> <p>Mr. Hopkins took a moment to thank and highlight the work of Heather Pascoe, System of Care Program Manager, as well as other WHC staff and community partners who contributed to putting on the 2023 Marion-Polk Youth & Family Services Summit that was held on February 1st, 2023.</p>
<p>PCS Performance Metrics</p>	<p>Ms. Neugebauer reviewed the Q4 updates of the CCO performance metrics for 2022 and provided an overview of the 2023 performance metrics to the group. She noted that the format is similar to previous years and reminded everyone that the dashboard provides the board with visibility into key areas in support of the Joint Management Agreement (JMA).</p> <ul style="list-style-type: none"> • Updates were made based on internal and external stakeholder feedback, including the health council executive directors from all four CCO regions. • Metrics were drafted with internal subject matter experts and are being presented to the health council board of all four CCO regions for review and approval. • Once approved, updates will resume on a quarterly basis. • Meeting with health council executive directors and board chairs in Q3 of 2023 to discuss potential process improvements and plans for 2024 metrics. <p>2022 Marion-Polk CCO Performance Metrics</p> <ul style="list-style-type: none"> • There are four main topic areas: <ul style="list-style-type: none"> ○ Quality and Member Experience <ul style="list-style-type: none"> ▪ Objective: CCO improves care, makes quality care accessible, and eliminates health disparities for its members. ▪ Metric: Meet at least 11 of 14 Quality Incentive Measure targets to achieve 100% payout. <ul style="list-style-type: none"> ➤ Reflective of data through December, the CCO is looking at a 60-80% payout, plus additional dollars from the challenge pool measures (3 of 4). This region was plagued with PCP groups being hit hard with staffing challenges and the impact of the triple virus this fall. Root cause analysis is being performed and will be shared internally and externally. Greater visibility will be accomplished at the Willamette Health Council through bi-annual reports to the Board, and quarterly reporting at the Finance Committee and CAP. ▪ Metric: A gap analysis pertaining to the availability of mental health services will be completed and used to strategize solutions for identified access issues. <ul style="list-style-type: none"> ➤ Gap analysis for the Mental Health Service Access Monitoring (MHSAM) is complete. Performance on the MHSAM metric through the end of 2022 was 50.8%, falling below the 2021 baseline for this measure (58%). The MHSAM workgroup continues to meet and strategize ways to increase the access rate, and evaluate the effectiveness of interventions. ○ CCO 2.0 Requirements <ul style="list-style-type: none"> ▪ Objective: CCO meets all CCO 2.0 contract requirements. ▪ Metric: At least 50% of provider contracts are in a Value Based Payment arrangement (LAN Framework category of 2C or higher).

➤ The 2021 All Payers All Claims Payment Arrangement files were submitted on 11/2/22. The OHA requirement for 2021 is that 35% of payments to providers must be LAN Category 2C or higher. 2021 Internal Medicaid Rate indicates a 64% of payments are category 2C or higher for the CCO region. OHA will release final 2021 data later this year. The OHA requirement for 2022 is that 50% of payments to providers must be LAN Category 2C or higher. A risk in 2023 is the increased behavioral health rates, since most behavioral health agreements are not LAN Category 2C+.

▪ Metric: In partnership with the Oregon Health Care Interpreter Association train *and certify* up to 60 culturally and linguistically responsive Health Care Interpreters across PCS-contracted medical interpreter vendors.

➤ PCS is awaiting comprehensive year end data from the 2022 vendor, OHCIA. At last count, which are the final numbers for Q3 not Q4 and do not include winter term participants, 38 individuals participated in the PCS-sponsored training, 21 passed the training (55%), and 12 now appear on the OHA healthcare interpreter registry (32%). To date, PCS has learned the following: Only about half of trainees have passed the actual exam even with exam prep support provided by PCS. PCS has routinely heard that the exam is very difficult even with exam prep help. And, only a third of trainees who passed the exam that were trained have been registered by the OHA since fall 2022 and appear in the directory. As noted in Q3, registration remains a systems-level challenges, like traditional health worker OHA registration bottlenecks. PCS will continue to advocate for healthcare interpreter policies and processes that speed up the certification process and allow for certification innovation.

○ Ms. Neugebauer and Dr. Rajani added that PCS will be implementing an internal training program to support and improve upon the process as well.

○ Financial Stability

▪ Objective: CCO ends the year with a positive financial position.

▪ Metric: Achieve positive net income.

➤ The November financials report a year-to-date operating gain of \$43.0M, ahead of a budgeted gain of \$10.8M. The financials include \$12.0M of positive adjustments related to 2021. Through November 2022, the CCO has incurred approximately \$12.8M of COVID-19 related expenses for treatment and testing, of which \$7.0M is in hospital expense. The 2022 JMA shared savings estimates a future surplus amount of \$9.8M.

▪ Metric: Achieve at least a 100% Quality Pool payout (earned in 2022, paid in 2023).

➤ Predicting a 60-80% payout (around \$20.0M) for the region. This depends on work still being done through Q2 of 2023.

○ Operations

▪ Objective: CCO monitors and evaluates operations to ensure optimal performance.

▪ Metric: Closely monitor annual External Quality Review activities

and address any Health Services Advisory Group/OHA inquiries according to compliance standards.

- HSAG has completed the review of the CCO's 2022 Compliance Monitoring Review (CMR) and supplied the final report. PCS will continue working on any new or previously opened improvement plans to submit back to HSAG during Q3 of 2023. HSAG submitted the final 2022 Mental Health Parity (MHP) aggregate report to OHA at the end of December. HSAG is scheduled to submit the final Encounter Data Validation (EDV) aggregate report to OHA on January 31, 2023. Both of these final reports are expected to arrive in Q1 2023. All audits are on track.
- Metric: Meet resolution time of 30 days or less for 100% of appeals and grievances received.
 - Data represents the Q3 2022 look back period. The data set for Q4 2022 is not yet available due to delegate submission deadlines occurring after this data request.
 - Appeals: 0.5% of appeals in Q3 2022 were responded to untimely.
 - Grievances: 3.0% of grievances in Q3 2022 were responded to untimely.
 - Overall: 96.5% of appeals and grievances were timely. Of those that went outside of the regulatory timeline, many had multiple grievance elements which increased the total volume as each element is reported separately. Rebound is expected with additional staff being trained.

2023 CCO Performance Metrics

- Purpose: Support the Willamette Health Council Board of Directors in monitoring key performance standards for the Marion-Polk CCO.

**JMA, section 3.1.2.6.*

- Quality and Member Experience
 - Objective: CCO improves care, makes quality care accessible, and eliminates health disparities for its members.
 - Metric: Meet at least 11 of 15 Quality Incentive Measure targets to achieve 100% payout.
 - Additional QIM added by OHA in 2023 – Social Determinants of Health, Social Needs Screening & Referral Metric.
 - Metric: Percent of members with a mental health service need who received a mental health service.
 - Looking to achieve a 3% improvement to baseline.
 - 58% of members in Marion/Polk.

**Mental Health Service Access Monitoring Performance Improvement Project metric.*

- CCO 2.0 Requirements
 - Objective: CCO meets all CCO 2.0 contract requirements.
 - Metric: At least 60% of provider contracts are in a Value Based Payment arrangement meeting the LAN Framework category of 2C or higher and 20% of provider contracts meet the LAN Framework category of 3B or higher.
 - Metric: Population reach of unique members seen in Integrated Behavioral Health Care settings (Benchmark: 10%).

**Patient-Centered Primary Care Home metric.*

	<ul style="list-style-type: none"> ○ Financial Stability <ul style="list-style-type: none"> ▪ Objective: CCO ends the year with a positive financial position. ▪ Metric: Achieve positive net income. ▪ Metric: Outpatient Emergency Department utilization is within the well-managed utilization range as defined by Milliman benchmark data source. ○ Operations <ul style="list-style-type: none"> ▪ Objective: CCO monitors and evaluates operations to ensure optimal performance. ▪ Metric: Average number of complaints related to NEMT services are less than 22% of total complaint volume. *Transformation and Quality Strategy metric. ▪ Metric: Receive ≤ 0.5 complaints/1000 members related to oral health services. <p>Ms. Neugebauer noted that member feedback would be reviewed and given consideration for future modifications to performance metrics.</p>
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Agenda Item	Discussion
<p><u>Board Business:</u></p> <ul style="list-style-type: none"> • Vice Chair • Signature Authority • Annual Conflict of Interest • Board Term Commitment • Future Ready Oregon Grant • Recent Vacancies/ opportunities 	<p>Mr. Hopkins reminded the group that Dr. Huggins, vice chair, is leaving in March and the board will need to appoint a new vice chair. He encouraged members to volunteer if they were interested.</p> <p>Mr. Hopkins discussed WHC signature authority with the group.</p> <ul style="list-style-type: none"> • Current threshold is one signature for \$25,000 and below, and 2 signatures for above \$25,000. • WHC holds accounts at both Umpqua and Pioneer Trust Bank. • Records will need to be updated at both institutions to reflect signature authority for the following: <ul style="list-style-type: none"> ○ Board members <ul style="list-style-type: none"> ▪ Dr. Matt Boles, Chair ▪ Dr. Leslee Huggins, Vice chair – until a new vice chair is appointed ▪ Maggie Hudson, Treasurer ○ WHC Staff <ul style="list-style-type: none"> ▪ Justin Hopkins, Executive Director ▪ Josie Silverman-Méndez, Deputy Director <p>MOTION: <i>Mr. Huff made a motion to update the Willamette Health Council signature authority at Umpqua Bank and Pioneer Trust Bank to include Dr. Matt Boles, Dr. Leslee Huggins, Maggie Hudson, Justin Hopkins, and Josie Silverman-Méndez; Ms. Barnes seconded the motion. The motion passed unanimously.</i></p> <p>Mr. Hopkins discussed the conflict-of-interest (COI) requirement with the group. He mentioned that the attorney for WHC presented a training to the board in 2022 on non-profit governance.</p> <ul style="list-style-type: none"> • Members will be required to read through the policy and sign the COI form annually. • A board term commitment form will be included (WHC bylaws indicate that a board term lasts 2 years.) <p>Mr. Hopkins reminded the group of a presentation put on by Willamette Workforce Partnership at a previous board meeting, regarding the Future Ready Oregon (FRO) grant.</p> <ul style="list-style-type: none"> • Our community is getting ready to apply for a grant that is expected to be released from the state in February.

	<ul style="list-style-type: none"> • The grant application will be submitted via Willamette Workforce Partnership. • Mr. Hopkins requests the ability to submit an application on behalf of WHC in the event it is in the best interest of the community to submit multiple applications to leverage as many funds as possible. <ul style="list-style-type: none"> ○ There were no thoughts or objections from the group on this. <p>Mr. Hopkins led a discussion on board vacancies and opportunities.</p> <ul style="list-style-type: none"> • Tina Foss, Yakima Valley Farm Workers, is no longer a part of the board. This creates another vacancy. • The board expressed wanting to see more diversity and equity in its member representation.
OHA Update	<p>Mr. Zimmerman highlighted a few updates from OHA.</p> <ul style="list-style-type: none"> • The OHA Director is working on sending out information on the waiver structure. • Redeterminations on April 1st. • Soliciting feedback from CCOs. • Helping members maintain coverage or moving to other plans if necessary. • Upcoming webinars on the public health emergency. • Unwinding toolkit.
2023 PCS Budget	This agenda item will be moved to the March board meeting.
Adjourned	Dr. Boles adjourned the meeting at 3:12 PM.
Attachments/Materials	Action Items
	<ul style="list-style-type: none"> • PCS to follow up with Dr. Helm to see if they can assist with a look back to ensure all kids/claims were entered in correctly for 2022 QIM purposes. • Conflict of interest/board term commitment forms to go out to members for review and signature. (Sarah T.) • Research membership requirements and bring recommendations to the board. (Justin H.) • Deep dive on 2022 QIM Performance and 2023 Measures at the April board meeting. (PCS)

Minutes were prepared by Sarah Taylor and approved by the Willamette Health Council Board of Directors on March 1, 2023.