



# Willamette Health Council Board of Directors

February 5, 2020  
2:00PM-4:00PM

Marion County Courthouse Sq., 555 Court St NE, Suite 531, Salem, OR 97301  
SKYPE/Conf. Call

## Minutes

Board Members			Staff		
Sarah Brewer, Treasurer	Legacy Health	P	Andrea Dabler	WHC Executive Assistant	P
Peter Davidson	PacificSource	P	Staff		
Josh Graves	Catholic Community Services	P	Lindsey Hopper	PacificSource	P
Jackie Haddon	Valley Mental Health	A	Trudy Townsend	PacificSource	P
Dr. Mark Helm, Chair	Childhood Health Associates of Salem	P			
Dr. Leslee Huggins	SmileKeepers	P	Guests		
Paul Logan	Northwest Human Services	P	Noelle Carroll	Polk County	P
Commissioner Craig Pope	Polk County	E	Janice Hazel	WFMC Health	P
Eric Richards	Salem-Keizer School District	P	Dustin Zimmerman	Oregon Health Authority	P
Beth Spinning, Vice-Chair	Kaiser Permanente	P	Joanna Ritchie	Marion County	P
Dr. Nap Steele	WFMC Health	P			
Commissioner Colm Willis	Marion County	P			

A = Absent, E = Excused, P = Present, PH = Phone

Agenda Item	Discussion	Action Steps
Welcome/ Introductions	Dr. Helm, Board Chair, called the meeting to order at 2:02 PM and invited everyone present to introduce themselves.	
Public Comment	Dr. Helm allowed for public comment; there was none.	
Approval of January 8, 2020 minutes	Draft minutes from the January 8, 2020 board meeting were distributed in advance. Corrections were made to the final draft.  <b>MOTION:</b> Ms. Spinning made a motion to approve the minutes from the January 8, 2020 meeting with corrections; Dr. Huggins seconded the motion. The motion passed unanimously.	
Polk County Board Representation	Commissioner Pope submitted a proposal/request to Dr. Helm, Board Chair, for Noelle Carroll to replace him on the board to represent Polk County. A copy of the correspondence was included in the board packet. <ul style="list-style-type: none"> <li>Both counties have authority to designate their representative.</li> <li>In addition, Commissioner Pope requested that he be allowed to finish work with the CAC &amp; CAP selection committee to seat committee members and the staffing committee for the Executive Director recruitment.</li> </ul>	

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	<p><b>MOTION:</b> <i>Mr. Davidson made a motion to appoint Noelle Carroll to the WHC Board of Directors, replacing Commissioner Pope and to represent Polk County; Dr. Steele seconded the motion. The motion passed unanimously.</i></p> <ul style="list-style-type: none"> <li>• Dr. Helm welcomed Ms. Carroll to the WHC board.</li> </ul>	
<p>Shared Learning</p> <p>1. Transformation Quality Strategy (TQS)</p>	<ol style="list-style-type: none"> <li>1. Ms. Townsend presented a PowerPoint slide show on “Transformation and Quality Strategy (TQS) Projects” and allowed for Q&amp;A throughout the presentation.</li> </ol> <ul style="list-style-type: none"> <li>• Ms. Townsend emphasized that this is an important deliverable and hold the CCOs accountable to transformation and high-quality standards.</li> <li>• CCOs are required to submit a TQS report to Oregon Health Authority (OHA) annually, around mid-March. This timeline was discussed at the WHC board retreat in November 2019. Ms. Townsend noted there is a lot of work that goes into the TQS projects. PacificSource (PS) has a steering committee that begins meeting in Sep/Oct to start the TQS work.</li> <li>• Ms. Townsend pointed out the 14 components of the TQS and walked the group through PacificSource’s 7 TQS projects for 2020.</li> <li>• Dr. Steele asked where the 5-10% came from for TQS Project 2 - PCPCH Enhancement and Financial Support. Ms. Townsend said she will follow-up with Chelsea and her team for the answer.</li> <li>• Ms. Townsend said the TQS is due to OHA mid-March and she will bring a copy for board review and approval at the March board meeting.</li> </ul>	<p>Ms. Townsend will follow-up with Chelsea regarding 5-10% came from on TQS Project 2.</p>
<p>Community Health Assessment (CHA) &amp; Community Health Improvement Plan (CHP) Requirements</p>	<p>Ms. Townsend presented a PowerPoint slideshow on “CCO 2.0 CHA/CHP”.</p> <ul style="list-style-type: none"> <li>• CHA: OAR 410-141-3145, ORS 414.627 are a shared responsibility of CCOs and the counties.</li> <li>• Marion County took a lead and partnered with Polk County and they have produced a CHA &amp; CHP.</li> <li>• Ms. Townsend pointed out the entities with whom the CCO must share and engage with for the CHA.</li> <li>• OHA prescribes the CHA requirements and provides an OHA guidance document.</li> <li>• PacificSource has an intern who is working on the CHA &amp; CHP and requirements to assure they will meet the requirements.</li> <li>• Ms. Townsend proposed inviting Katrina Rothenberger from Marion County Health &amp; Human Service to a future board meeting to discuss the CHA &amp; CHP.</li> <li>• Links to CHA &amp; CHP on Marion County’s website:  <a href="https://www.co.marion.or.us/HLT/communityassessments">https://www.co.marion.or.us/HLT/communityassessments</a>  <a href="https://www.co.marion.or.us/HLT/chip/Pages/default.aspx">https://www.co.marion.or.us/HLT/chip/Pages/default.aspx</a></li> </ul>	<p>Ms. Townsend will reach out the Katrina Rothenberger to invite her to a WHC board meeting.</p>
<p>CCO Transition Update</p>	<p>Ms. Hopper provided a variety of general CCO transition updates.</p>	

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	<ul style="list-style-type: none"> <li>• PCP assignments/rosters, provider directory accuracy, timing of capitation payments, community mental health programs (CMHPs), and agencies accepting new patients.</li> <li>• The PCP assignments team requested that major clinics who have assigned members review their membership updates and member mismatches.</li> <li>• Ms. Hopper touched on the financial advances for February capitation payments. Ms. Hopper asked for folks to let her know if you did not receive notification/outreach so she can follow up.</li> <li>• The provider network team has been holding standing meetings or daily “huddles” with large or complex providers. Mr. Logan requested to be connected with the provider network team for a meeting and/or huddle. Ms. Hopper said anyone can request a meeting or huddle at any time and she will follow-up on Mr. Logan’s request.</li> <li>• Commissioner Willis said he’s received feedback regarding the error in CMHP on member identification cards. Ms. Hopper will follow-up on the issue.</li> <li>• Ms. Carroll said she received feedback regarding the provider directory that lists individual, credentialed practitioners rather than agencies. Members are calling requesting specific practitioners vs. contacting agencies for access.</li> <li>• Dr. Helm asked for an update on when the PCP assignment and roster issue will be resolved. Ms. Hopper explained the efforts and progress made to date verifying member information and conveyed it’s close to being cleaned up.</li> <li>• Dr. Helm expressed concern regarding the lack of per member, per month (PMPM) payments for January and the financial impact that the delay has caused some agencies. Ms. Hopper said there was an offer from PS for advance payments due to this issue; some took advantage of the offer. She said she expected a data update at 5 pm today and she will send email to all when she receives it.</li> <li>• It was confirmed that every clinic has a phone number for where a member can call and speak to a live person for member support and access.</li> <li>• Ms. Hopper provided several operational updates around pended claims, customer services calls, customer service staffing/coaching, call volume, call times, and returned mail.</li> <li>• Ms. Hopper provided a PacificSource hiring update. Josie Silverman-Mendez has been appointed to Executive Director for PS Marion-Polk. Ms. Silverman-</li> </ul>	<p>Ms. Hopper will follow-up on CMHPs on member ID cards.</p> <p>Ms. Hopper will connect Mr. Logan with contact to get an in-person meeting scheduled.</p> <p>Ms. Hopper will provide update on membership data.</p>

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	<p>Mendez is a former OHA employee Please let Ms. Hopper know if you have any questions or concerns regarding CCO transition.</p>	
<p>Committee Updates</p> <ol style="list-style-type: none"> <li>1. Communications Committee</li> <li>2. Staffing Committee</li> <li>3. Finance Committee</li> <li>4. Outreach Committee</li> <li>5. Community Advisory (CAC) and Clinical Advisory Panel (CAP) Selection Committee Update</li> </ol>	<ol style="list-style-type: none"> <li>1. <u>Communications Committee</u> Draft minutes from the January 10<sup>th</sup> Communications Committee meeting were provided in advance. <ul style="list-style-type: none"> <li>• Ms. Spinning provided a committee update including appreciation to Dr. Huggins for volunteering to be on Communications Committee and to Justin Huff for his work on getting the WHC website up.</li> <li>• All approved 2020 board minutes will be posted on the website.</li> <li>• The updated CAC and CAP applications are live and on the website in online fillable and PDF format.</li> <li>• DesignPoint staff will train Ms. Dabler and designated WHC staff on how to update and maintain the website as needed.</li> </ul> </li> <li>2. <u>Staffing Committee</u> Draft minutes from the January 20<sup>th</sup> Staffing Committee meeting were provided in advance. <ul style="list-style-type: none"> <li>• Ms. Brewer provided an Executive Director recruitment update/proposal. The opening will be posted for 2 weeks on the WHC website, Indeed, and shared by board member via referral/word of mouth.</li> <li>• If we do not get a robust pool of applicants by the end of 2 weeks, we will engage a recruitment firm.</li> </ul> <p><b>MOTION:</b> <i>Ms. Brewer made a motion to approve the WHC Executive Director recruitment as proposed; Mr. Richards seconded the motion. The motion passed unanimously.</i></p> </li> <li>3. <u>Finance Committee</u> Draft minutes from the January 30<sup>th</sup> Finance Committee meeting were provided in advance. Draft minutes from the January 27<sup>th</sup> meeting were inadvertently omitted from today's meeting packet, but emailed to all on February 6<sup>th</sup>. <ul style="list-style-type: none"> <li>• Ms. Brewer opened with giving kudos to Ms. Hopper and Ms. Patterson for orienting the finance committee to the PacificSource (PS) CCO budget.</li> <li>• Ms. Brewer provided background on the finance committee's recommendation to approve the PS CCO 2020 budget and reiterated the committee's recommendation from the January 30<sup>th</sup> meeting: <i>"a motion to recommend to the Willamette Health Council (WCH) for approval, the PacificSource 2020 CCO budget as a high-level, best effort budget estimate of what is known, with conservative methodology and subject to WHC decision on percentage allocation of QIM dollars".</i></li> <li>• Within the Joint Management Agreement (JMA), there is</li> </ul> </li> </ol>	

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	<p>still a placeholder for a decision on percentage of the Quality Incentive Measures (QIM) dollars.</p> <ul style="list-style-type: none"> <li>• Ms. Brewer emphasized it is an estimate of QIM dollars and 50/50 split.</li> <li>• The group discussed the CCO budget provided in the packet; Ms. Brewer clarified this is the budget for determining how to pay for the needs of PS CCO members.</li> <li>• It was said that future financial reporting will show a breakout of PM/PM.</li> <li>• Ms. Hopper added that there is a request of the finance committee to breakout behavioral health expenses from medical expenses on monthly financials.</li> <li>• The finance committee is scheduled to meet late February, after the January financials are received.</li> <li>• Mr. Davidson highlighted the importance of approving the CCO budget and its relation to the JMA and WHC oversight of the PS CCO budget. Additionally, there will be opportunity for refinements “as they drill down for actionable items and determine what makes sense”.</li> </ul> <p><b>MOTION:</b> <i>Mr. Davidson made a motion to approve the PacificSource CCO budget as recommend by the WHC Finance Committee; Ms. Carroll seconded the motion. Commissioner Willis requested that the minutes reflect he was not present for the vote. The motion passed unanimously.</i></p> <ul style="list-style-type: none"> <li>• Ms. Brewer said WHC staff need a credit a card to pay for expenses. The finance committee is working on a draft credit card policy.</li> <li>• The finance charter is under review and is being refined.</li> <li>• Both documents will be brought forward to the board for review and approval.</li> <li>• Ms. Hazel sought board approval to move the tax-exempt application under the responsibility of the finance committee. The group agreed and will be added to the finance committee charter.</li> </ul> <p>4. <u>Outreach Committee</u></p> <ul style="list-style-type: none"> <li>• Dr. Helm and Ms. Spinning met with Cheryle Wolfe and James Parr, Salem Health leadership. They reported it was a positive meeting and shared what they learned.</li> </ul> <p>5. <u>CAC and CAP Update</u></p> <ul style="list-style-type: none"> <li>• Ms. Dabler reported 1 CAC application has been received; 2 are reported as in process.</li> <li>• 3 CAP applications have been received; 1 incomplete application was received with a request to resubmit.</li> <li>• The review committee is scheduled to meet February 19<sup>th</sup>.</li> <li>• Ms. Townsend stressed the importance of getting the</li> </ul>	

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	<p>word out that WHC is accepting applications for both councils.</p> <ul style="list-style-type: none"> <li>Both applications are posted on the WHC website and available in online fillable and PDF format. Online applications are submitted to WHC email; Ms. Dabler is tracking applications.</li> <li>The group brainstormed how to get the word out that both councils are accepting applications.</li> <li>Ms. Spinning suggested that the communications committee craft a message for all to email widely and include an application deadline.</li> <li>The committee discussed the CAC stipend amount.</li> </ul> <p><b>MOTION:</b> <i>Mr. Graves made a motion to put forward \$25/hour stipend for Oregon Health Plan (OHP) CAC participants; Dr. Huggins seconded the motion. The motion includes any CAC member participation in all WHC meetings and/or activities. The motion passed unanimously.</i></p>	<p>Communications committee craft a message inviting folks to apply for CAC &amp; CAP.</p>
<p>Open Board Positions</p> <p>1. Discuss open positions and determine next steps</p>	<p>Ms. Townsend called the group’s attention to the Governance Board document along with WHC roster. She asked for input for how to move forward with filling open board seats.</p> <ul style="list-style-type: none"> <li>The Governance Board document was the original seating of board as required by OHA.</li> <li>It was noted that Ms. Moller’s seat was an optional seat and is not required to be filled.</li> <li>The group strategized how to fill the required vacancies and potential partners to reach out to. <ul style="list-style-type: none"> <li>➤ Ms. Brewer will reach out to Salem Clinic</li> <li>➤ Dr. Helm will reach out to WVP.</li> <li>➤ Ms. Spinning and Dr. Helm will follow-up with Salem Health.</li> </ul> </li> <li>Ms. Townsend said that once the CAC is seated, the board will need to fill the 2 OHP CAC board positions.</li> </ul> <p><i>[Commissioner Willis left the meeting at 3:39 PM.]</i></p> <ul style="list-style-type: none"> <li>The group agreed to prioritize filling the required vacancies before filling the “optional” seats.</li> </ul>	<p>Ms. Brewer will reach out to Salem Clinic.</p> <p>Dr. Helm will reach out to WVP.</p> <p>Ms. Spinning and Dr. Helm will follow-up with Salem Health.</p>
<p>WHC Roadshow/Welcome Events</p> <p>1. Investment Fund Good Neighbor / Welcome Grants</p>	<p>Ms. Spinning requested to allocate more time on a future agenda to discuss WHC roadshow and welcome events.</p> <ul style="list-style-type: none"> <li>It was proposed to consider scheduling a mini retreat to dedicate time to do this and work through operational priorities.</li> <li>The group agreed to wait until the WHC Executive Director is hired.</li> <li>Ms. Brewer suggested looking at how other CCOs are structured and categories and mapping.</li> <li>Ms. Brewer echoed Ms. Spinning’s desire to get out into the community and engage in volunteer activities or other community events.</li> </ul>	<p>Ms. Brewer will send community impact and social determinants of health document.</p> <p>Individuals asked to research community events and volunteer opportunities.</p>

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	<ul style="list-style-type: none"> <li data-bbox="516 159 1235 226">Folks were asked to think about volunteer opportunities and community events and bring to future meeting.</li> </ul>	
Adjourn meeting	Mr. Logan moved to adjourn the meeting; Dr. Helm seconded the motion. The meeting was adjourned at 3:52 PM.	

*Minutes were prepared by Andrea Dabler and approved by the Willamette Health Council Board of Directors on March 4, 2020.*