



Willamette Health Council Board of Directors

March 4, 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	Willamette Health Council	P
Peter Davidson	PacificSource	P	Staff		
Josh Graves	Catholic Community Services	P	Lindsey Hopper	PacificSource	PH
Jackie Haddon	Valley Mental Health	P	Trudy Townsend	PacificSource	P
Dr. Mark Helm, Chair	Childhood Health Associates of Salem	PH	Josie Silverman-Méndez	PacificSource	P
Dr. Leslee Huggins	SmileKeepers / Gentle Dental	P	Elaine Lozier	PacificSource	P
Paul Logan	Northwest Human Services	P	Dr. Bhavesh Rajani	PacificSource	P
Noelle Carroll	Polk County Health Services	P	Guests		
Eric Richards	Salem-Keizer School District	P	Janice Hazel <i>proxy for Nap Steele</i>	WFMC Health	P
Beth Spinning, Vice-Chair	Kaiser Permanente	P	Dustin Zimmerman	Oregon Health Authority	P
Dr. Nap Steele	WFMC Health	E	Joanna Ritchie	Marion County	P
Commissioner Craig Pope	Polk County	A	Gretchen Horton-Dunbar	PacificSource	PH
Commissioner Colm Willis	Marion County	P	Michael Fay	Salem Health	P

P – present; PH – phone; E – excused; A - absent

Agenda Item	Discussion	Action / Follow-up
Welcome/ Introductions	Ms. Spinning, Board Vice-Chair, called the meeting to order at 2:01 PM and invited everyone present and on the phone to introduce themselves. In addition, the group welcomed new Marion-Polk County CCO, PacificSource Community Solutions staff in attendance: <ul style="list-style-type: none"> • Josie Silverman-Méndez, Director • Elaine Lozier, Community Health Coordinator • Dr. Bhavesh Rajani, Medical Director 	
Public Comment	Ms. Spinning allowed for public comment; there was none.	
Approval of February 5, 2020 Minutes	Draft minutes from the February 5, 2020 board meeting were distributed in advance. There were no corrections. MOTION: Mr. Logan made a motion to approve the minutes from the February 5, 2020 meeting; Dr. Huggins seconded the motion. The motion passed unanimously.	
PacificSource CCO Updates	Ms. Hopper provided several Coordinated Care Organization (CCO) updates.	

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	<ul style="list-style-type: none"> • Ms. Hopper noted that Ms. Townsend sent an email update to the board as follow-up to questions on CCO transition updates from the February 5th board meeting. • The average wait time across all customer service calls has improved to approximately 3 minutes and approximately 10 minutes per call. There was a reduction in call abandonment rate. Ms. Hopper shared the types of calls and questions customer service received. • There is quite a volume of returned mail being sorted and worked by the outreach team. A CCO member’s mailing address comes from the Oregon Health Authority (OHA) file. • There have been a number of changes around auditing for quality and customer service, including training for super-users to assist in the quality improvement strategy. • Provider network reported that March capitation payments have been generated and when providers can expect to see payments. Ms. Hazel asked when corresponding claims detail (not member roster) would be available to providers who receive capitation payments. • Commissioner Willis said Marion County employees who are insured by PacificSource (PS) commercial plan received letters regarding providers going out of network and asked if this would affect PS CCO members. Mr. Davidson said this will not impact CCO members and there are no changes to Legacy or Providence in-network. • Ms. Brewer asked for an update on January 2020 financials. Mr. Davidson said January financials were estimates since there was no runout for claims paid in January. The estimate is based on the medical loss ratio (MLR) included in the budget. Mr. Davidson said he expects it will take three or more months for accurate financials to be reported since PS does not have any prior claims history for Marion/Polk counties. • It was confirmed that the .0325% admin for Willamette Health Council (WHC) was approved and processed. • Ms. Hopper said provider network queue levels for pending claims, contracts waiting to be processed, and credentialing all look good. As claims submissions increase, there will be a spike in pended claims to work through. • Ms. Hopper and Mr. Zimmerman said the March CCO 2.0 conference, “Moving Forward”, along with the in-person CCO CAC Coordinator conference have been cancelled. • Mr. Zimmerman said OHA is hosting a COVID-19 briefing for CCOs and insurers on Thursday, March 5th. <p style="text-align: center;"><i>[Ms. Hopper left the meeting at 2:22 PM.]</i></p>	<p>If you would like a copy of the email, please contact Ms. Hopper or Ms. Townsend.</p> <p>Ms. Hopper will follow-up on Ms. Hazel’s question regarding claims detail.</p> <p>Ms. Hopper will follow-up on Commissioner Willis’ question.</p> <p>The email announcement for the COVID-19 conference was sent to all the day of this meeting.</p>

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<p>Shared Learning</p> <p>1. CCO 2.0 Workforce Development</p>	<p>Ms. Horton-Dunbar presented a PowerPoint slide show on “CCO 2.0 Workforce Development” to provide an overview of requirements and allowed for Q&A throughout the presentation.</p> <ul style="list-style-type: none"> ✓ <i>Workforce Development Approach: 2019-2020</i> ✓ <i>High-Level Assessment Takeaways</i> ✓ <i>Workforce Strategy Questions</i> <ul style="list-style-type: none"> • The group advocated for and talked about the needs of various communities in Marion & Polk Counties (i.e., rural areas and needs of ethnic groups). • Explored needs around certified health worker (CHW) vs traditional health worker (THW) and the challenges of getting individual’s certified. • Discussed billing and reimbursement. Ms. Haddon pointed out the cost burden of clinical interns vs. the reimbursement rate. ✓ <i>Next Steps</i> <ul style="list-style-type: none"> • Ms. Horton-Dunbar said PS is still conducting assessments and their plan is due to OHA in November. She will follow-up with her PS colleagues regarding the appropriate person to return for a follow-up presentation specific to THW. • The Board will consider whether to form a workgroup. 	<p>Ms. Brewer and Ms. Horton-Dunbar will follow-up on the model as it relates to rural communities.</p> <p>Ms. Horton-Dunbar will follow-up with colleagues on opportunity to return to share assessment/presentation.</p>
<p>Shared Learning</p> <p>2. Transformation and Quality Strategy (TQS)</p>	<p>As a follow-up from the February 5th board meeting, Ms. Townsend presented the final version of the PacificSource Community Solutions – Marion and Polk Transformation and Quality Strategy (TQS).</p> <ul style="list-style-type: none"> • The report is in its final review stages and will be submitted to OHA in March. • OHA requires CCOs to submit a TQS annually. • Ms. Townsend said that PS intends to engage the WHC’s Community Advisory Council (CAC) and Clinical Advisory Panel (CAP) in the next TQS process. 	
<p>Community Advisory Council (CAC) Update</p>	<p>Mr. Logan provided a CAC selection committee update.</p> <ul style="list-style-type: none"> • Ten applications were received from an impressive cross-section of the Marion/Polk community. • The selection committee met on February 19th and brought forward a recommendation to seat 9 of the 10 applicants. • The recommendation meets OHA’s requirement for CAC composition to meet a majority of 51% OHP membership. • Additional CAC recommended community representation includes: <ul style="list-style-type: none"> ✓ Community-based and culturally specific ✓ Marion & Polk Early Learning Hub ✓ County health services ✓ Community health workers ✓ OHP application assisters ✓ Members of historically under-represented and/or marginalized communities (e.g., LGBTQ, 	

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	<p>Transgender, and Latino/Latina)</p> <ul style="list-style-type: none"> The selection committee recommended to continue to accept CAC applications on a rolling basis in order to fill the remaining 12 seats. The board agreed. There are 2 seats on the WHC board for CAC members; 1 of those seats being for an OHP member. The board will need to seat these members by June 30, 2020. OHA requires the CAC to be seated by March 31, 2020. <p>MOTION: Ms. Haddon made a motion to approve seating the CAC membership as presented; Ms. Carroll seconded the motion. The motion passed unanimously.</p>	
Clinical Advisory Panel (CAP) Update	<p>Mr. Logan said the CAP selection committee met on February 19th for a preliminary review of 15 applications received.</p> <ul style="list-style-type: none"> The advertised deadline to submit CAP applications is March 15th. The selection committee will reconvene to review additional applications and bring a recommendation to the board at a future meeting. The selection committee recommended to continue to accept CAP applications on a rolling basis. The board agreed. 	
<p>Committee Updates</p> <ol style="list-style-type: none"> Outreach Committee Staffing Committee – WHC Executive Director Recruitment 	<ol style="list-style-type: none"> <u>Outreach Committee</u> <ul style="list-style-type: none"> Dr. Helm reported that he and Ms. Spinning sent an email to Salem Health leadership as a follow-up from their January meeting with an invitation for a representative from Salem Health to join the WHC board. Dr. Helm and Ms. Spinning are awaiting a reply from Salem Health. Ms. Brewer said she had a positive email exchange with Ryan Farwell from Salem Clinic. She will follow-up with Mr. Farwell and extend an invitation for a representative from Salem Clinic to submit a CAP application. Please let Dr. Helm and/or Ms. Spinning know if you would like any outreach to a community partner. <u>Executive Director Recruitment</u> <ul style="list-style-type: none"> Ms. Brewer reported that 14 resumes for the WHC Executive Director position were received. The staffing committee is scheduled to meet on March 5th to review and score the candidates' resumes and to prepare for first round phone screenings. The staffing committee sought board approval to engage with a recruitment firm in the event that it is deemed necessary to re-open the position. The board reiterated its desire to have 2-3 finalists brought forward for hiring consideration. <p>MOTION: Commissioner Willis made a motion delegating authority to the Staffing Committee to engage with a recruitment firm if the recruitment for Executive Director needs to be re-opened; Dr.</p>	

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Community Engagement	<p><i>Huggins seconded the motion. The motion passed unanimously.</i></p> <p>At the February 5th board meeting, the group considered community engagement activities.</p> <ul style="list-style-type: none"> • Ms. Spinning brought back the topic to generate further discussion and ideas. • There are 2 community volunteer opportunities at this time: <ul style="list-style-type: none"> ➤ Community Homeless Connect 2020 on March 24th and Youth Connect 2020 on March 25th. Both events will take place at the First Baptist Church. • The group brainstormed types of events, who to engage, and strategy for how to engage in community activities. • As a follow-up to the February board meeting, Ms. Brewer presented a draft document as a starting point to give structure to the WHC/Board and categorize work & committees. The board provided feedback and examined the nature of work and how to share the work. • Ms. Brewer will add key functions to the document. She solicited volunteers to work with her on further development of the document. Ms. Haddon and Ms. Hazel volunteered to work with Ms. Brewer and they will bring to a future meeting. <p><i>[Commissioner Willis left the meeting at 3:50 PM.]</i></p>	
PacificSource Support of HB4161	<p>Ms. Silverman-Méndez announced PS's support of HB4161 "Regional Health Equity Coalition" and "Regional Health Equity Coalition model".</p> <p>https://olis.leg.state.or.us/liz/2020R1/Measures/Overview/HB4161</p> <ul style="list-style-type: none"> • She said that when PS takes a position on legislation, they are not representing the WHC and vice versa. • Ms. Silverman-Méndez asked the board for input on how to handle legislative updates in the future. • Mr. Davidson suggested to include addendum(s) in advance and allow time on the agenda for group sharing and Q&A. • It was requested that PS keep the WHC informed of their position on legislation. • PS government relations team keeps a "bill-tracker" document that Ms. Silverman-Méndez could share. 	
Office Space	<p>Ms. Spinning said that PS is temporarily leasing the space that the WHC was looking into leasing. There is 1 remaining office (exam room) available for lease.</p>	<p>Chair and Vice-Chair will follow-up with CCS on letter of intent.</p>
Adjourn meeting	<p>Ms. Spinning adjourned the meeting at 3:54 PM.</p>	

Minutes were prepared by Andrea Dabler and approved by the Willamette Health Council Board of Directors on April 1, 2020.