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**Lake County
November 14, 2019
3:00 – 5:00 PM, Lake District Hospital, Lakeview**

Number of Attendees	<p style="text-align: center;"><u>32</u></p> <p>The meeting took place in two locations. The main location was Lake District Hospital, in addition to a live video connection with North Lake Health District.</p> <p style="text-align: center;">Location breakdown:</p> <p>There were 21 attendees in Lakeview. Participants represented various entities, including: Lake Health District, Lake County, Lake County Board of Commissioners, Food Corps, Advantage Dental, and community members.</p> <p>There were 6 attendees at the Christmas Valley location (North Lake). They included two members of the North Lake Health District Board, two leaders (COO and Medical Director) of the La Pine Community Health Center and city planner/school board member from Lakeview. The additional attendees called in via phone.</p>
List of Invitees	<p>The Lake County Local Community Advisory distribution list and identified community partners were invited. Additional invites were distributed by LCAC members and community partners upon request by EOCCO.</p>
Summary of Outreach Efforts	<p>EOCCO staff and LCAC partners implemented strategic communications efforts specifically developed to share information and drive community engagement regarding the CCO 2.0 community presentation series.</p> <p>Regional Meeting: EOCCO held a preview presentation and discussion regarding the community meeting series at the Region Community Advisory Council meeting in Baker City on September 25, 2019. Attendance</p>



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	<p>at the RCAC was approximately 50 and included not only LCAC representation but also education partners including Early Learning Hubs and Head Start. Informational handouts in English and Spanish were distributed to attendees.</p> <p>Invites/Flyers:</p> <ul style="list-style-type: none">• Invites and informational materials were sent to LCAC and community partner contacts. EOCCO sent digital copies of informational materials, including an invite flyer, a frequently asked questions document, and a poster.• Flyers were distributed in the community. <p>Website/Social Media:</p> <ul style="list-style-type: none">• A news article about the meeting — including an event registration link — was posted on www.eocco.com on September 26, 2019.• EOCCO website specialists developed meeting registration webpages for each meeting in the 12-county CCO service area. The link to this registration tool was included in outreach materials and was shared with invitees.• An article and registration link were shared in the social media community. <p>News media:</p> <ul style="list-style-type: none">• EOCCO submitted news releases to outlets throughout the region. EOCCO submitted press releases to the Lake County Examiner and the Bend Bulletin.• A representative of the Lake County Examiner, newspaper of record, attended the meeting.
<p>Summary of Public Input</p>	<p>Presenters: Paul McGinnis, Janet Holland, Noah Pietz.</p> <p>EOCCO representatives opened the floor for input and public discussion. The following questions and comments were covered:</p>



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Questions/comments:

CAC nominating committee question: Will it include people from all the counties?

Janet Holland, EOCCO: Currently, the plan is: the local community will send the application to a group that will be EOCCO. They will review it. Due to relationships with commissioners (county) there will be a mechanism to communicate with commissioners.

Is it a concern for Value-Based Payments to reach the level required in CCO 2.0? We are not a fee-for-service facility. I wonder how that will impact our facility and our ability to provide care. Will there be support and more education?

EOCCO staff: It will be a roll-out, a sequential process. Educating and information, getting feedback, are key. There has been work in this area. Lake is on a capitated model already. There are challenges about what the value is and how it is defined. The community is encouraged to share concerns or suggestions.

A question was fielded about supportive housing referenced in a slide.

EOCCO (Holland and Noah Pietz): There's a guidance document created by the OHA. We'd be happy to share with you. One of the challenges is that it will not allow OHP money to be spent on brick and mortar projects. Defining categories amid a laundry list. Examples of services: background checks, application checks, etc. There are some areas off limits. Lots of gray. It is an area we will be working through. We have asked the state about that. The state has given funds but what if there is no new housing? There is no pot of funding yet.

In the north and south ends of the county, there are many trailer homes. There have been legal issues in zoning.

Holland: Many communities are moving toward supportive housing. Multiple funding streams are needed. In La Grande, we



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ran into an ordinance issue. We worked with folks around the ordinance so tiny homes could be built in the city.

We have worked with Pinnacle Engineering out of Bend. Offered to share the ordinance. Meyer Memorial helped fund us.

Paul McGinnis, EOCCO: OHA asked us to ask communities if there is anything specific they would like. There was the question: What will CCO 2.0 have to do with workforce development, including primary care and behavioral health?

EOCCO: Workforce development is definitely a critical area. The EOCCO leadership discussed it this week. We are already partnering with AHECs. There are several in our service area.

Discussing workforce needs, McGinnis noted: The main intention is young people to get basic sciences so they can come back to work in a rural area. It's like Head Start for healthcare programs.

We are looking at telehealth options. It's a reality that many of the people we can get are out of the Portland area, etc. One strategy is engaging folks who may be tied into a metropolitan area. We have been working on sending some staff out into communities several days a month and using telehealth otherwise.

There was discussion about whether Mend has rolled out in Lake County?

EOCCO: We must track the distance of travel for appointments. Of the demonstration pilots that are out there, we are leading that initiative with the number of telehealth visits we are providing. Look at partnering with universities and market it.

Is the tele-behavioral health app MyStrength free to use? It would be useful for the community.

Holland: Yes. We pay on a per member basis for this. We would love to see the utilization in this.



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McGinnis conveyed a topic from the pharmacy:

Having Medicaid prescriptions approved in North Lake – it's a long drive to the pharmacy. 1.5-hour drive.

Pietz: That would be something to take back with our team to see if there are other pharmacies EOCCO contracts with. There is not mail order for EOCCO. We will look into it. Must be covered medical appointment or service. A community health worker can help with that. Holland discussed this is a matter for the clinical advisory panel. Look at barriers.

A Lake County commissioner stated:

To bear in mind; telehealth would be great for rural counties but you have to remember it's a rural county. Your service is sketchy. Many deputies cannot even communicate. Something that we are working towards is being aware of those communication breakdowns.

A local healthcare professional noted: We have been discussing the mental health professional shortage. It takes so many hours to accomplish that education. Is there any looking toward funding for facilities for people doing their clinics? Workforce piece? Help it be more appealing for graduates and facilities?

Holland: There are some loan repayment programs out there through the state. In Eastern Oregon, difficult, because they require a lot of steps and an application process. There are a number of programs available. We are figuring out how to tap into that. We also have a psychiatrist shortage. There are few available. Not many go through the school system. Partner with programs with OHSU for expertise. Keep developing creative ways to solve it.

There has been an ECHO project.

Additional input from North Lake:



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	<ul style="list-style-type: none">• Those who attended want more mental health and are interested in the Mend platform (if they can find a qualified practitioner to connect with).• They are interested in getting the Arcadia data system.• They are interested to see if Rx can be extended for isolated EOCCO plan members who are miles away from a pharmacy.
<p>Presentation changes to consider/improve</p>	<ul style="list-style-type: none">• Sound quality difficulties cropped up in the live video connection.• The NEMT phone number slide does not mention Lakeview. Some explanatory discussion around the local brokerage process took place.

Please submit the final meeting agenda with this document.