



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Sherman County November 7, 2019 3:00 – 5:00 PM, Sherman County Senior Center	
Number of Attendees	16 (Plus one on telephone)
List of Invitees	The Sherman 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.
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 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



eocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

	<p>area. The link to this registration tool was included in outreach materials and was shared with invitees.</p> <ul style="list-style-type: none">• 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. Locally, EOCCO submitted press releases to the Condon Times-Journal, The Dalles Chronicle, and East Oregonian.• Notice was published in Sherman County eNews: https://shermancountynews.com/2019/10/08/sherman-county-enevs-252-4/
<p>Summary of Public Input</p>	<p>EOCCO representatives opened the floor for input and public discussion. The following questions and comments were covered:</p> <p>Questions/comments:</p> <p>Will growth remain at 3.4% throughout next 5 years?</p> <p>Sean Jessup, EOCCO, explained yes, that is the plan.</p> <p>How much has the local clinic received in reimbursements and reinvestments?</p> <p>A clinic representative discussed the metrics.</p> <p>Noah Pietz, EOCCO, will look up and provide information. Quality metrics: \$2,780 for this year. A lot of incentive measures missed has affected this. There is a new Incentive Measure Coordinator. If met, how much could have been received? 29% of eligible funds was received. The funds are based on membership.</p> <p>Oral Health:</p>



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Ashley Danielson explained Virtual Dentistry. Sherman County residents can receive all care in the Moro clinic. It is booked for the next three months.

Contracting in the Hood River area:

Pietz explained Moda has worked to contract with Providence Hood River Hospital; however, they do not see enough patients to make a contract viable. They are willing to see patients on an out-of-network basis. There must be a referral on hand.

Discussion: Call Share Co-Op.

Discussion: The number of non-utilizers of OHP at 35%.

A question focused on Safe Affordable Housing.

Jessup explained the issue of how to go about doing this. CCO 2.0 is still a bit fuzzy in this area. There is an issue with availability as well.

Statement: The same with Kindergarten Readiness. You can assess all you want, but if you don't have services available it goes nowhere.

Statement: Housing would be a great issue for the LCAC to work on connections between those agencies providing this service.

Statement: Glad that EOCCO has an LCAC in each county. Even though counties are rural, they have very different needs.

Foster Care:



eocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

The foster program keeps getting more and more — adolescents coming out with so many issues. What is the process we use for coordinating high-level utilizers?

Case Managers in Moda and GOBHI staffing plan to hire more case managers and support staff. Not sure if specific to Foster Care, however, higher level of coordination. CCO 1.0 said stay away from workforce, as other organizations are addressing this issue. CCO 2.0 needs to do an assessment of service delivery of workforce providers. Is this care appropriate? Right types of care/access. Work with local workforce to determine how to improve it within your area.

A participant stated that Pacific Care (provider in The Dalles) seems to be going the opposite direction, moving towards fee for service. We need to figure out a way to provide payment for services to local providers instead of having to go through Center For Living.

37% percent of Sherman OHP Members do Not use Primary Care Services.

Who does the 37% consist of?

Ages 25-44 represents 47.3% of non-primary care users

Ages 5-14 represents 36.8% of non-primary care users

We need to know where to place the emphasis.

What are we going to do about the 37%?

No answer at this time. What does help is quality measures attached to incentives. Incentives do help.

LCAC supported the Kindergarten Readiness.

Provider connection:



eoocco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

It seems that patients want to hear from their provider, not their insurance company when services are needed. It seems that they would rather talk to their provider due to them already having built a trusting relationship. The issue with not having patients come in does have a negative consequence for the clinic.

What is the comparison with private insurance?

Not sure of numbers. Would like to see what the non-utilization rate for people with private insurance in the area. Is it comparable?

Early Learning Hub partnerships:

An Early Learning Hub representative was at the meeting and stated that they are trying to find a new backbone for this hub and it seems that GOBHI/EOCCO would be perfect for this. Have there been any conversations occurring on this ask? Sherman County has been the backbone for the hub but is no longer able to serve in this capacity.

Wellness:

EOCCO does currently provide \$20 Amazon gift cards for kids 12-17 & 18-21 yoa to come in and get a Wellness Check. Individual has to complete the paperwork and then a card is mailed.

Conduct assessment; create plan; promote utilization of preventative care. Promoting healthy eating and physical activity could be a great use of the utilization of preventative care (social determinants of health).



eooco

EASTERN OREGON
COORDINATED CARE
ORGANIZATION

N	
---	--

Please submit the final meeting agenda with this document.