



Community Advisory Council Minutes

November 17, 2015 at Noon

FamilyCare Offices

Multnomah County

Members Present: Jan Tesch, Jasmine Hernandez, Jessica Coshatt, Nicholas Ocon, Chom Sou, Leticia Sainz, Martha Spiers, Royal Harris

Members Absent:

Staff Present: Brett Hamilton, Meg Pitman, Michelle Soles

Guests/Other: Mike Riley, Riley Research; Crystal Bolyard, Riley Research; Rowan Everard, Basic Rights Oregon; Kimberley Lopez, Northwest Family Services

Welcome/ Introduction: Chair Jan Tesch welcomed the Council members and guests. Jan Tesch called the meeting to order at 12:00pm.

Approval of minutes: Motion to approve the meeting minutes from October 20, 2015 by Jessica Coshatt, seconded by Royal Harris.

ABSTAIN: Jasmine Hernandez

Motion carried.

Leadership Development: Jan Tesch suggested members participate in leadership training provided by CSG (Carnahan, Smith and Guenther). Royal Harris said it would be a good idea for CSG leadership classes to be held right after the council meeting ends.

Member Communications/Focus Groups: Brett Hamilton told the Council that FamilyCare Health understood that it needed to get to know its members better. He said FamilyCare was interested in hearing from key member groups to better understand how members perceive and define good health, what measures they take to maintain or improve health, how they interact with FamilyCare

and healthcare providers, and what resources they rely on to stay healthy about improving their health. He explained that FamilyCare hired Riley Research Associates to conduct focus groups with four target populations: Parents of young children, young males, members with diabetes and those who are active in addiction recovery programs.

Hamilton then introduced Crystal Bolyard, Vice President of Operations for Riley Research Associates, to present that findings from the focus groups. Bolyard stated members reported that having good nutrition, exercise, sleep, and being able to access a doctor were very important. Bolyard also pointed out that health literacy seemed to be an issue, and said some members reported having trouble understanding the health care system- how to find a medical doctor or a dentist.

Bolyard stated young males reported they had several barriers; that they lacked cooking skills and had a hard time finding and cooking healthy meals. Bolyard said that for some young men it's difficult for them to keep their medical appointments. Harris commented that he thought the reason focus groups participants responded the way they did is because some people have problems with time management. Chom Sou added that the burden of debt on young males also causes stress and probably influenced the barriers reported.

Bolyard talked about communication and language barriers. Harris agreed with respondents that communication is an issue and said it helps to talk to someone who looks like him.

The focus group also covered how health information is given to members. Bolyard stated that many members reported getting too much information and they would prefer a newsletter by mail, or to get information by radio. In conclusion the people who participated in the focus group said that overall they had good experiences with their medical providers. Harris said it's important for people to build relationships with members, that this is what members find meaningful, since they're trusting someone with their prized possession; their health.

Latino listening sessions: Hamilton then told the Council that beyond the focus groups FamilyCare had done outreach and listening sessions to members of the Latino community to gain a better understanding of the community's health and wellness. Hamilton explained that a public health intern from PSU led the outreach project.

Hamilton stated Latino listening sessions were held at local community centers and churches. About 400 Latinos in the community gathered to share their experiences with the healthcare system. Hamilton said one of the issues that came up for people who speak Spanish is that there are different forms/dialects and this creates a language barrier, Hamilton said some people also stated the Oregon Health Plan Application (OHP) is hard to understand and complete

Guess Who: member Chom Sou led a brief icebreaker, "getting to know you game". Chom asked each person at our meeting to share something about themselves.

Nutrition Summit: Hamilton reported that the Nutrition summit is scheduled to take place January 21st 2016

Meeting adjourned at 2:00pm