



Community Advisory Council Minutes

Public Meeting 12:30pm

September 16th, 2014 at 12:00 p.m.
Ambridge Event Center, 1333 NE Martin Luther King Blvd
Portland, OR 97232

Members Present: Jan Tesch, Duane Westfall, Eric Owens, Laura (O'Neill) Yanez, Alicia Atall-Mei, Martha Spiers, Elise Thompson, Neal Rotman.

Members Absent: Carmen Cordis, Deborah Westfall, Paul Lewis, Nick Ocon

Board of Directors Present: Board Chair Dr. Rob Richardson

Staff Present: Bill Murray, Brett Hamilton, Marcia Kester, Johanna Watson

Guests/Other: Dustin Zimmerman (Oregon Health Authority)

Unofficial call to order: Chair Jan Tesch welcomed the Council Members and unofficially called the meeting to order at 12:00 in order to discuss a few items before the Public Meeting started at 12:30.

Jan opened the discussion from last meeting about bringing in new members. Brett Hamilton made the recommendation that the former group of members can attend, however, without voting status. Jan wants to keep the momentum going that was started by the original members and allowing them to attend the Council meetings would do exactly that. The idea will be taken under consideration from FamilyCare management.

Welcome to the 1st Public Meeting/ Introduction: Chair Jan Tesch welcomed The Public and Guests and called the meeting to order at 12:32pm. Introduced Martha Spiers, the new Clackamas County representative, and Elise Thompson, a substitute for Nick Ocon.

Approval of minutes:

Minutes were distributed to the Council Members. Motion to approve minutes from August 19, 2014 by Duane Westfall, seconded by Eric Owens.

Motion carried.

Update: Community Health Improvement Plan (CHIP): Jan Tesch reported that on August 15th, FamilyCare received word from the state that it can move forward with implementing the Community Health Improvement Plan.

Healthy Columbia Willamette Collaborative: Chair Tesch explained the purpose and initiatives to the community attendees. She told of deciding to select a population-based approach. The population selected is transition age youth (ages 15 to 25).

Thank You:

Jan thanked the Council Members who have dedicated their time and effort to this council. Brett Hamilton distributed thank you gifts.

Introduction of Bill Murray, COO of FamilyCare: Bill thanked the Council Members. Reported that we have 115,000 members of which 50% are in Multnomah County, 25% each in Clackamas and Washington Counties. There are some in Marion County as well. We had 150 employees at the end of the year. We now have over 200. Our focus has been on 3 areas; Physical, Mental and Dental health. How do we keep these items integrated? We are looking at systems enhancements to share information. Keeping the security of this information is in the forefront. Focus on outcomes as well, validating quality, preventive health care.

Bill went on to say: Our delivery model is called P2ORTS. This is a one stop shop for the member. Rather than being transferred from one department to another, the member can dial one number. We are piloting a P2ORT with the Asian Health and Service Center as well. We want to be sure we are reaching out to all members of the community.

We are working on Non-Emergent Medical Transportation in our community in conjunction with Health Share.

Question: Duane Westfall asked – is TriMet out of the business?

Answer: Bill answered, “No; Non-Emergent Medical Transportation is only a small part of Tri-Met service. We sent out an RFP and received a number of proposals, including Tri-Met. Tri-Met is still a part of the delivery system. Access to Care was chosen to be the new NEMT provider after a competitive review process.”

Recognition and Introduction: FamilyCare Board Chairman Dr. Rob Richardson was introduced. He is the new Chairman of the Board of FamilyCare and will attend CAC meetings when his schedule with allow.

Presentation: The CHIP was presented by Alicia Atall-Mei and Brett Hamilton. Alicia shared that the Council wanted to build a more culturally agile system. This was really reflected in our Council. We wanted the CHIP to focus on the 15 to 25 age group and reach out to 30 in the coming years. Also discussed that much of this population did not have healthcare coverage, specifically 18 and over. These individuals would go to the emergency room if there was a crisis. We wanted to get to these members to engage them into the preventive care.

3 key needs: Access to and engagement in care; mental health care. 2-Culturally competent, 3-support in child to adult care setting.

Also spoke a lot about the need and support of helping transition age youth navigate the healthcare system. They felt strongly that this CHIP be deeply guided by TAY. How will we make sure we do this and move forward?

CHIP work plan—Brett discussed. 4 areas of focus...

1-System Readiness: FC requires the ability to slice data.

2-Continuous Assessment: FC has been identifying those agency who already reach out

3-Workforce development: FC is currently piloting care coordination

4 – Increased resources: FC is recruiting to add more youth voices injected into the conversation.

Question: Brett can you list the organizations you are reaching out to?

Answer: NAYA, Lifeworks NW, Outside In, JOIN, NAMI, Cascade AIDS, Center of Equity, Office of Equity and Inclusion. Reaching out to Latino Network, Urban League, CIO. We find that there are a whole lot of these groups in Multnomah County, not so much in Washington and Clackamas Counties. We talked about Youth Move. Trying to bridge that gap.

Also other health initiatives: Bridge to Care, Outside/In—a nurse and navigator. Wallace Medical Concern, Kerr. This is groundbreaking.

We also have an initiative in working with Tualatin Hills and Recreation Center in offering free use of the facilities for FC members. Per Eric they've also done cooking classes and shopping assistance for proper nutrition.

We are also partnering with the Gladstone school system building healthier kids as well.

Opened up to Public for comments & questions:

Jorge Cisneros Oregon Health Community. Active in health promoters through Providence. Working with Providence thru 2006. Reaching out to Hispanic community.

Duane Westfall – The greatest thing about this group (FamilyCare) is that the people at the top come to the meetings and take it back to the group. They listen. Being invited to the Strategic Planning session was a very cool thing. Your ideas out there are what will make this group successful.

Laura Yanez – There were some really rather heated discussions expressing our points. This CHIP was being driven by the members of CAC. This wasn't a Council that sat on their hands. It was a whole lot of involvement and voices.

Duane Westfall – We wore out the host...Jan! Dustin, best dressed attendee!

Jan Tesch: We are very pleased that you came here and are interested. Brett Hamilton, we are so fortunate to have your talents in guiding this.

Meeting Adjourned at 1:29pm

Motion to adjourn...by Laura Yanez

Seconded by Duane Westfall