

CCO Community Advisory and Council Meeting
Monday, March 23rd
Zoom

Minutes

Present: Tara DaVee, Drake Eubanks, Caitlynn Haterass, Karen Hall, Val Haynes, Rick Kincade, Silverio Mogart, Char Reavis, Carla Tazumal, Michelle Thurston, Jocelyn Warren, Cindy Williams

1. **Call Meeting to Order** – Meeting opened by Caitlynn Hatteras, Co-Chair.
2. **Public Comment:** No public comment
3. **Introductions and Welcome** – Caitlynn Hatteras, Co-Chair.
4. **Approve Minutes** – no corrections, members voted to approve the minutes.
5. **COVID-19 Reports and Questions:** Jocelyn Warren, Lane County Health manager reported on the situation with COVID-19 in Lane County. While Lane County is not seeing many cases, everyone is urged to follow the State directives in order to stay safe. Jocelyn reported that Lane County was working with the cities to create a plan for vulnerable populations, including the unhoused. Members were advised to limit their interactions, wear masks, wash hands frequently.
6. CCO Reports

Debi Farr and Amanda Cobb reported for Trillium. Trillium employees working from home for near future. COVID response includes addressing immediate healthcare needs relating to COVID and creating a resource page for community partners and on our website.

7. **Health IT Discussion-** Leah Edelman shared a PowerPoint from the Oregon Health Authority presenting the Strategic Plan for Health IT – the next 5 years. Members shared their experiences.

Goal One: Share patient information across the care team

- Information often doesn't follow patients from one provider to another or from one type of provider to another
- Frustration around having to share "everything" again after making a change in provider, even in the same group
- Information about disability often doesn't seem to transfer, so, for example, a Deaf patient gets phone calls instead of a text or email. This makes it hard to establish care.
- Different providers use different systems, so they don't seem to talk to each other.

Goal 2: Use data for system improvement

- Challenges of different systems not collected or measuring data the same way.
- Would like to see data collected in a standard fashion and used to give feedback on what is working.

- Barriers could be standardizing data collection and incentive for providers to do so.

Goal 3: Patients can access their own information and engage in their care.

- Patient portals can be useful, but every provider system has a different portal, so hard to keep track.
- Often families are not linked in portals so have a different portal for each person- would be good to only have to look in one portal.
- Hard to remember passwords and keep track of how to access, especially for older adults, those with intellectual disabilities and people for whom English is a second language.
- Would like to see one easy app that accesses all care, available in different languages, reminds the patient about needed services, has a “ask a nurse” type function and is easy to navigate.

8. Next Meeting- meetings will be held by Zoom for the foreseeable future. If you have problems accessing or using Zoom, please contact Leah. The CAC will meet on April 27th.