



## **CCO COMMUNITY ADVISORY COUNCIL MINUTES**

Monday, September 23, 2013

11:30 – 12:00 Meet and Greet

12:00 – 2:00 Business Meeting

**Lane County Youth Services, Carmichael Room**

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Members Present: Tara DaVee, Dawn Hedwig, Val Haynes, Rick Kincade, David Parker, Char Reavis, John Radich, Roxie Mayfield, Marianne Mallott, Tony Bigland

Staff present: Leah Edelman and CA Baskerville (Lane County), Debi Farr, Lucy Zammarelli and Shannon Conley (Trillium)

Guests: John Bauman (RAC), Kay Metzger (State Transformation Officer)

The CAC held its meeting on September 23 at Lane County Youth Services.

The CAC approved a new Member Engagement Committee. The Committee will focus on ensuring that members have the information they need, seeking ways to reach members, ensuring that members have positive experiences and identifying areas of improvement. The Member Engagement Committee will meet on the third Thursday of the month at 2:00 at the Health and Human Services building on 7<sup>th</sup> and Charnelton. The focus of the next committee meeting will be learning about the grievance data Trillium collects and how we may be able to use that information to help improve the member experience. The committee is also hoping to explore ways to reach members outside of the doctor's office.

There were reports from the Governing Board, Trillium and the CAP. David Parker reported that the CHIP Core Group is forming workgroups around each of the health priorities. The workgroups will all have their first meeting by the end of October. There will be opportunities for people to participate in the workgroups in the future.

Tara Davee and LM Reese proposed that the CAC hold a party or get-together for all the members and asked those present to indicate if they would like to participate. The majority indicated they would.

The Health Disparities Committee is focusing on obesity in the Latina community. They're planning to hold focus groups with members of the community. The focus groups are being planned with

community partners, including HeadStart which will gather parents of preschoolers to gather their opinions/perspectives.

Shannon Conley, of Trillium, presented a customer satisfaction survey that Trillium has developed in order to gage how well they are meeting members' needs. The survey will be offered to members who call into Trillium. The survey will be used to demonstrate that Trillium cares about their customers and to identify ways to improve customers' experiences with Trillium customer service. Trillium wants to hear feedback and wants customers to feel respected and heard. The group reviewed the survey. CAC members made suggestions for refining the questions and adding some questions. Their recommendations included:

- Adding an option to talk to a real person
- Change language to "were you able to understand the information provided (Q 3)
- Add an option to leave a message at the end to allow for more clarification
- Allow member to request a complaint form or direct them to a complaint form on line

Shannon will share the finished product with members at a later meeting.

Shannon also reported on Cover Oregon and answered questions about the insurance exchange.

Dr. Rick Kincade presented the Behavioral Health Integration proposal from the CAP. The CAC approved the proposal.