

CCO Community Advisory Council Meeting

Monday, August 28, 2017

12:00 - 2:00 pm

Oregon Research Institute Bldg., 2nd Floor,

Minutes

Attended: Tara DaVee, Caitlynn Hatteras, Dawn Helwig, Richard Kincade, Roxie Mayfield, Silverio Mogart, Heather Murphy, Andrea Muzikant, Charene Reavis, John Rolling Thunder, Susanna Sammis, Cindy Shirtcliff, Jocelyn Warren,
Tele Conference: Roxie Mayfield, Val Haynes
Recorder: Jan Skeie, LCPH/Prevention Staff: Leah Edelman

Guests:

Lucy Zammarelli – Trillium	Jennifer Webster, Lane County Prevention
Debi Farr - Trillium	C.A. Baskerville, Lane County Prevention
Chris Eilers, Trillium Behavioral Health	Kris Lyon, Lane Transit District
Colleen Connolly, Trillium	Rich Miller, Medical Transportation Management
Cyndi Kallstrom, Oregon Health Authority	Tina Potter, Trillium Community Health Plan
Derek Bucher, Lane County Prevention	

Absent: Gustavo Balderas, Marianne Malott, John Radich, David Young

- 1. Call Meeting to Order** – Meeting opened by Tara DaVee.
- 2. Public Comment:**
No public comment.
- 3. Introductions and Welcome** – Tara DaVee. What is your favorite funny movie or TV show?
- 4. Approve Minutes** - Rick Kincade moved to approve minutes from June 26, 2017. Dawn Helwig seconded the motion. Council voted to approve minutes as written.
- 5. Elections for Co-Chairs** – Tara DaVee is stepping down as co-chair but will serve as Chair Emeritus (complete with crown). We have two candidates for two vacant co-Chair positions: Caitlynn Hatteras from Cornerstone Community Housing, and Cindy Shirtcliff from Advantage Dental. Each candidate gave a short background on their qualifications. Candidates left the room so that the council could discuss their qualifications. Susanna Sammis motioned for both candidates to be elected as co-Chairs for 2 years. Char Reavis seconded the motion. Council voted unanimously to approve the candidates for co-Chairs.
- 6. Ride Source Update** – Report by Kris Lyon, from Lane Transit District, and Rich Miller from Medical Transportation Management.
Ride Source has been very busy.

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- On July 1, implemented new software which had lots of bugs to work out.
- A new company, Medical Transportation Management (MTM), will be managing our customer service and call center beginning September 1. It will still be called Ride Source.
- Ride Right which is part of the MTM company will coordinate the ADA part of Ride Source.
- Looking into starting a Florence to Yachats connector. If the company receives financial support for a Florence to Eugene connection, they will look at that possibility.
- ADA Transport for individuals with disabilities goes within ¾ mile radius of the transit system area.
- MTM will have more people answering phones.
- All employees have two weeks of customer service training which includes mental health training and customer service skills and 2-3 weeks of working with other representatives. First training is almost complete and 2nd training will be held September 5.

Issues from clients:

It appears that the window for pick up times has increased in length. When we call and set up a pick up, we aren't told the time that the driver will arrive. We have been told to expect to be picked up about 45 minutes prior to the appointment. Now, people are experiencing drivers arriving as early as an hour and a half before the appointment time. This is a problem because:

1. The rider may not be ready as they didn't expect the driver so early;
2. There may not be a safe or comfortable place to wait if a patient arrives an hour early to an appointment;
3. Waiting longer times for pick-up for an appointment can result in being late for another appointment;
4. Earlier/later pick-ups can interfere with medical treatments – such as interfering with patient's ability to take medicine at a particular time.

Comments from Ride Source:

This summer there have been problems with pick up times in the new software. We hope the bugs are now worked out. No one should be picked up any sooner than 45 minutes before appointments and no longer than 1 hour after you call for pick up. If consumers have any problems, please contact Ride Source and complain; or if you have good things to say about your Ride Source experience, please call and let them know this too! Ride Source provides a monthly report to Trillium.

7. Reports

a. **Trillium Report** – Report by Debi Farr, Trillium.

- Trillium's newsletter, *Healthy Moves*, has a new format. Every article is in both English and Spanish. We also listened to the RAC and CAC's feedback and made the font larger. To view the new format, go to www.trilliumchp.com. If you have any questions or comments on the new format, please email or call Debi Farr at Trillium.
- Trillium is celebrating 5 years of Coordinated Care and will be hosting an anniversary event tomorrow, August 29 at Day Island Park from 4 – 5:30. Pat distributed informational booklet: *Integration, Innovation, Transformation Celebrating 5 Years of Coordinated Care in Lane County*. This booklet can be viewed at www.trilliumOHP.com.

b. **CAP Report** – Report by Rick Kincade.

- We did not meet in August.
- We have a great turnout at the Pain Guidance Council. Over 200 providers and mental health providers came to the event. Another session is scheduled the first part of September.
- Complex Case Management – We are working with Trillium and provider to improve communication between providers and patients.
- Quality Metrics – Working on care management will send a notice to the patients primary care provider when patients are seen in E.R.
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c. **RAC Report** – Report by Char Reavis.

- We have been discussing member management.
- Meetings will be held in rural areas, concentrating on Reedsport to get them up to speed.
- Heather Murphy will be our new representative between the RAC and the Governing Board.
- NOTE: The CAC would like a schedule of where the RAC meetings will be held each month.

8. Member Engagement Report Back – Report by Tara.

The Member Engagement Committee has been reviewing the list of access issues. Over the years, we have asked Trillium for information on which providers are prepared to work with people with intellectual disabilities and which providers have facilities to accommodate people with physical disabilities. It appears, from responses from Trillium, that such information is not collected, so it cannot be shared. The CAC has decided to focus on access this year and this is a significant barrier for people. We would like to work with Trillium to develop a way to collect that information and share it with patients, caregivers, and support agencies. We would like the CAC's support to send this recommendation/request to the Board of Directors. (Approved)

9. Prevention Report - Report by Jennifer Webser, Sr. Community Health Analyst for Lane County Prevention. (see attached prevention report flyers).

Trillium supports Prevention Programs.

Derek Bucher is our new Outreach Worker who will be supporting work in school based prevention.

The Governing Board set aside 2 million dollars for prevention work.

10. Focus on Transportation – This agenda item will be on next September's agenda.

Next meeting: Monday, September 25, 2017; 12 – 2pm, Oregon Research Institute Bldg., Second Floor.

Adjourned.