

# MINUTES OF COMMUNITY ADVISORY COUNCIL MEETING

Wednesday August 21, 2019

## 1. Called to Order

**Attendees:** Jennifer Little, Pamala Dame, Signe Porter, Raquel Mendoza, Sonya Stanley, Amber Kramer, Burl Baker

**Not Present:** Nora Foster

**Other Attendees:** Maggie Polson, Maria Ramirez, Cyndi Kallstrom, Susan Boldt, Merritt Discroll, Cord VanRiper, Abbie McClung, Tina young, Rebecca Adams, Melissa Pisan

## 2. Minutes from June 19, 2019 Approved

## 3. Public Comments

Blue Zones Project Tobacco Clean-up day 9/18/2019 at 11:00am  
Klamath Open Door Adolescent Wellness Visits

## 4. Member Feedback

- Feedback was provided to CHA staff that members feel provider visits are rushed and are not patient centered. It was communicated that when a member only has '18 minutes' to visit with the doctor, they feel as if they are just a check mark in the day and their needs are not being met in the time allowed. When asked for additional time with the doctor, they are being told that they would need to schedule an additional appointment. CAC Chair communicated that visits are scheduled for 20 minutes and if members felt they needed more time to discuss various health related information, they should ask the scheduling receptionist for a longer visit.

Members said that it is not common knowledge the visits are only scheduled for 20 minutes. They said that most members believe they are scheduled for a full hour with the doctor. Members suggested a solution of having the scheduling receptionist ask a question of "Is there any other health related information that you need to discuss with the doctor?" prior to hanging up the phone. It was agreed that this could be a solution to help the member and the scheduler understand the necessary length of the visit and allow for the member to have an option to have more time with the doctor.

- CHA staff agreed to file the feedback provided as a grievance with the CHA Compliance Department.

## 5. OHA July/August CAC Update

State Innovator Agent reported on OHA CAC update August 2019. Discussed links are below:

OHA Wants to hear from you: <https://www.surveymonkey.com/r/SKQDMT6>

REPORTS and NEWS: <https://www.oregon.gov/oha/OHPB/Pages?CCO-2-0-Contract-Selection.aspx>

2018 CCO performance report:

<https://www.oregon.gov/oha/HPA/ANALYTICS/CCOMetrics/2018-CCO-Report-FINAL.pdf>

**6. CHIP Strategy Tables:** The CHIP can be found at [www.cascadehealthalliance.com](http://www.cascadehealthalliance.com) website under the CAC Page.

- Housing: Goal-Establish adequate supply of ownership and rental housing that is healthy, affordable, safe and equitable for all income level. Maria Ramirez reported on the strategy tables included on pages 32-33 of the 2019 CHIP. Housing work group meets the 2<sup>nd</sup> Thursday at 9am of each month. Meetings are held at CHA.
- Infant Mortality: Goal-Reduce infant deaths in the first year of life. Jennifer Little reported on pages 28-29 of the 2019 CHIP. Infant Mortality Work Group meetings are currently being doodle polled monthly.
- Food Insecurity: Goal- Improve access to fresh and healthy food, and increase knowledge on how to produce, sell, and prepare local food. Merritt Driscoll presented on pages 30-31 of the CHIP. Meetings are held 1<sup>st</sup> Tuesday of each month at 10:30am at Blue Zones Project Klamath Falls office.
- Oral Health: Goal 1: Increase preventative dental screenings and dental visits. Goal 2: Increase use of existing dental services. Cord VanRiper reported on pages 25-27 of the CHIP. The Oral Health Coalition meets the 4<sup>th</sup> Tuesday at 12:00pm at the Community Health Education Center (CHEC).
- Physical Activity: Goal-Improve physical activity and well-being in Klamath Falls. Merritt Driscoll reported on the pages 23-24 of the CHIP. Physical Activity group meetings are being held every other month. Date and Time are decided upon over doodle poll sent monthly.
- Suicide Prevention: Prevent deaths from suicide. Abbie McClung presented on pages 21-22 of the CHIP. The You Matter to Klamath meeting is held on the 1<sup>st</sup> Monday from 3:30pm-4:30pm of each month. Meetings are hosted at the Community Health Education Center (CHEC).

## **7. Health Equity Member Focus Group Questions**

Discussion was moved to the September meeting.

**8. Other business**

No Other business was discussed.

Meeting was adjourned.