



10th Annual CCO Oregon Conference

Thursday, October 5, 2023, from 8:30am to 4:30pm
Salem Convention Center

Morning plenary

Willamette
B/C

Welcome and opening remarks

Samantha Shepherd, CCO Oregon
Jeremiah Rigsby, CCO Oregon Board of Directors and CareOregon

1115 Medicaid Demonstration Waiver panel discussion

Marin Arreola, Racial Justice Council
Dana Hittle, Oregon Health Authority
Sarah Holland, Central City Concern

Concurrent sessions - Round 1

Willamette
A

Rapid Engagement: Promoting person-centered access to outpatient behavioral health

Amber Clegg, Deschutes County Health Services; Jeremy Fleming, PacificSource; Matthew Hatch, CareOregon; Cherryl Ramirez and Ariel Singer, Association of Oregon Community Mental Health Programs; Jennifer Wilcox, Cascadia Health

For behavioral health providers certified by Oregon Health Authority (OHA), administrative rules and Medicaid reimbursement practices impose many requirements to the process of starting outpatient treatment. The goal of Rapid Engagement is to make it faster, easier, and more user-friendly for people to get started with services. Treat First in New Mexico inspired Rapid Engagement, and requires changes to policy, payment, and clinical practice in Oregon. With funding from OHA, the Rapid Engagement pilot is now underway with CCO and provider organizations across the state partnering to collaborate on the Rapid Engagement concept, with the goal of going from pilot to spread. Provider organizations in four regions of Oregon are testing and improving their approach to Rapid Engagement, which shifts the intake process from a single visit to an intake pathway of up to 6 visits. The Rapid Engagement pilot was launched in 2022 and runs through June 2024.

Croisan
Creek A

Building a community-based organization (CBO) network: A collaborative approach to contract design

Stephanie Auxier and Ifeoma Muoto, CareOregon; Mr. Holden Leung, Asian Health and Service Center; Jaeme Miranda, Familias en Acción; Win Mar Lar Kyin, Immigrant and Refugee Community Organization

As a health plan, CareOregon has established contracting structures for clinical partners that recognize the need to contract with CBOs in a way that preserves their unique expertise and approach to caring for members' social health needs. In 2021, CareOregon began a 2-year project to engage CBOs in developing sustainable payment for traditional health worker (THW) services that improve health outcomes and promote equity. Frequent engagement between CareOregon and the CBOs provided opportunities to develop a shared understanding of THWs and the services they provide, agree on the tracking and reporting practices that best capture THW work, and begin to establish contract terms that reflect the unique value of THWs in community programs with varied missions and services. This relationship-based approach created trust and ongoing, bi-directional learning. As a result, we have begun to build our network of contracted CBO partners. The processes developed will provide a foundation to build from as we expand our social health initiatives. During this session we will provide an overview of our engagement approach, discuss principles we found to be successful, and highlight lessons learned along the way from the perspective of both CareOregon and our CBO partners.

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Co-locating oral health and primary care at critical access hospitals in rural Oregon

Shelagh Baird and JoAnn Miller, Samaritan Health Services; Linda Mann and Carrie McHill, Capitol Dental Care

The high incidence of emergency department utilization for non-traumatic dental conditions in Oregon's Linn County prompted a partnership with Capitol Dental Care and Samaritan Lebanon Community Hospital in 2019, with the initial funding provided by InterCommunity Health Network CCO. Since then, the initiative is working to strengthen our rural health care system through a multi-pronged approach to address oral health disparities in both Linn and Lincoln County by placing expanded practice dental hygienists (EPDHs) in 3 critical access hospitals to provide oral health care for hospital patients and education for staff. Expanding services to hospital patients has been an innovative approach to reaching vulnerable Oregonians, most who are either on Medicaid or uninsured and many who have not had access to consistent dental care. In addition to providing oral health expertise, EPDHs help hospitals with their oral health protocols and provide consults for inpatients and teach oral health education classes for outpatients.

Concurrent sessions - Round 2

Willamette

A

A better way to pay for primary care

Summer Boslaugh, Oregon Health Authority; Miranda Miller, Samaritan Health Group; Angela Mitchell, CareOregon

High-quality primary care is the foundation of the health care system, providing continuous, person-centered care for individuals, families, and communities. There is growing recognition that fee-for-service (FFS) payment, which rewards volume of services delivered, does not help to advance primary care transformation. Alternatively, value-based payment (VBP) rewards providers for value of care, including improvements in quality, utilization, and health outcomes. With multiple VBP models and many design decisions to make, it is challenging for multiple providers and payers to agree on a model to adopt. The prospective capitation model includes performance-based incentive payments and infrastructure payments and is included as a potential model for use under the Oregon VBP Compact, a voluntary commitment by payers and providers to expand the use of VBPs by meeting specific targets and timelines. Panelists will provide background on the VBP Compact, describe the development process, present an overview, and share key toolkit components.

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A collaborative approach to behavioral health workforce development

Todd Jeter, InterCommunity Health Network CCO; Adrienne Peters, Northwest Oregon Works; Crissy Oyervides, Youth Era; Marie Laper, Lincoln County Health and Human Services

InterCommunity Health Network CCO (IHN-CCO) recognizes the severity of the behavioral health workforce shortage and acknowledges the tremendous strain that has been placed on the behavioral health system, contributing to significant access challenges across the continuum of care. In response, IHN-CCO has collaborated with community partners to support, via the provision of resources and assistance, joint efforts to address workforce shortages, provide equitable pay, and remove barriers to training and licensure. Partnerships with Northwest Oregon Works, Youth Era, and Lincoln County Health and Human Services have been instrumental to this effort. Utilizing a collective impact framework and a focus on diversity, equity, and inclusion, targeted investments have been leveraged to support the development of a workforce that is reflective of the community served and will provide enhanced access to high quality, culturally appropriate behavioral health services.

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Health benefits of school readiness and supported families

Shannon Buckmaster and Jenn Richter, Yamhill CCO; Lucetta Elmer, Oregon House of Representatives; Lisa Harnisch, Marion Polk Early Learning Hub; Justin Hopkins, Willamette Health Council

Effectively addressing the social determinants of health and equity in a community requires building partnership across sectors and supporting them with visionary funding models. The

Early Learning Hubs play a critical role in this effort, bringing together partners in education, health care, human and social services, and government entities. They also have carefully built connections to community-based organizations and to parents to help inform and implement interventions that truly meet the needs of individual communities and families. Building on the Hubs' momentum requires creative partnerships and innovative funding, such as the Community Prevention & Wellness Fund developed by Yamhill CCO and its partners. This panel presentation will explore existing partnerships in each community and at the state level that are allowing CCOs to maximize their impact. They will also address opportunities to grow policy and resource investments at the state and local level to ensure that this work continues to grow in effectiveness well into the future.

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Teaching Kitchen partnership with health education classes

Rocío Petersen and Maria (Angie) Pila Rodriguez, Yakima Valley Farm Workers

The Teaching Kitchen partnership seeks to increase patient participation and engagement in classes and behaviors to help self-manage their diabetes and or other chronic disease. By collaborating with health educators leading both in-person and virtual sessions, primary care registered dietitians are supporting clinic patients in overcoming barriers to attend classes, while also promoting additional nutrition services. Initial results suggest increased program graduation rates and patient satisfaction. Discussion will include a description of the partnership, results from retrospective surveys, solutions to challenges encountered, ideas for recruitment, and expansion of types of educational classes provided at no cost to patients.

Networking lunch and plenary

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U.S. Senator Jeff Merkley video address

Innovative staffing policies lead by Oregon

Andi Easton, Hospital Association of Oregon

Paige Spence, Oregon Nurses Association

Matthew Swanson, SEIU Oregon

Oregon has made history by becoming the first state in the nation to enshrine nurse-to-patient ratios in statute with the passage of HB 2697 during the 2023 state legislative session.

Oregon's proactive approach is expected to serve as a model for other states considering similar measures to safeguard both healthcare workers and patients. This groundbreaking law took effect on September 1, 2023, with formal ratio requirements slated for enforcement from June 2024 onwards. Panelists will discuss the potential of this new law to lessen nursing staff burnout and turnover and improve the quality of care for patients.

Concurrent sessions - Round 3

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A

Expanding the workforce pipeline through education partnerships

Lindsay Gordon and Pat Mulvihill, Greater Oregon Behavioral Health, Inc./Eastern Oregon CCO

Addressing the workforce crisis, Greater Oregon Behavioral Health, Inc. (GOBHI) and a network of behavioral health providers have launched a workforce campaign in the Eastern Oregon CCO region. This innovative campaign uses multimedia products to build upon the workforce pipeline and raise awareness about the impact of rural behavioral health care professionals. This effort represents a collaboration with community behavioral health providers, tribal nations, a community-based organization focused on building capacity in Hispanic/Latino communities, CFM Advocates and its subcontractors, ZPP Productions and Birdee Media, to create high quality products. The campaign includes a website with job listings from Community Mental Health Providers and other network providers in the region, information about Eastern Oregon attractions, details about the GOBHI network, videos featuring powerful interviews with behavioral health professionals in Eastern Oregon, social media messaging across multiple platforms, in-person recruitment events and outreach to community colleges, universities and high schools serving the region, and radio spots. This project is a component of the Eastern Oregon CCO Comprehensive Behavioral Health Plan (CBHP). Metrics from the job listings website and feedback from the Eastern Oregon Behavioral Health Human Resources Network serve as our barometer for progress and success toward recruitment and filling vacancies across the region.

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CCO partnerships supporting housing for health

Alyssa Craigie, Health Share of Oregon; Allie Alexander Sheridan, Washington County Department of Health and Human Services

Health Share of Oregon (HSO) and its partners are engaged in several creative partnerships to better serve our houseless members, and to prepare for Oregon's Health Related Social Needs benefit. Panelists will highlight projects underway intended to create systems capacity, build our collective learning, and deconstruct barriers. Health Share has partnered with OHSU and Central City Concern to create the HSO Housing Pilot, developing a network of community organizations to support members in need of housing. Initial work has built capacity, engaged housing navigators while creating communities of practice for shared learning about housing as a health care benefit. With more than 400 individuals enrolled and 220 members housed, initial results are promising, however learning continues as we deconstruct barriers to getting and keeping members in housing. Kaiser Permanente, Providence Health Services, Washington County, and Oregon's Continuum of Care have collaborated to create the Washington County Health Care and Homelessness Pilot, collaborating to deliver better health outcomes for people experiencing homelessness. Partners have overcome data sharing barriers to work across systems and more seamlessly coordinate care for those with complex health and housing needs.

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Administering health system funding to support access to healthy food: A community-based approach

Connie Gilfillan, Meals on Wheels People; Carly Hood-Ronick, Project Access NOW; Shantae Johnson, Mudbone Grown Farm; Jonathan Weedman, CareOregon

Project Access NOW, a nonprofit located in Portland, bridges the gap between Coordinated Care Organizations (CCOs), hospital systems, community organizations and other resource suppliers, and community members seeking health-related resources via Medicaid and community benefit initiatives. With food access a priority in the upcoming 1115 Medicaid Demonstration Waiver, this case study shows how the system has worked and creates space to discuss how this could evolve in coming years. Community organizations Mudbone Grown Farm, Meals on Wheels People, and Project Access NOW will be joined by their collaborative CCO partner CareOregon to provide valuable insight as to how payment systems and suppliers can work together to address food insecurity.

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Integrating Oral Health for the Whole Body Health

Jennie Hensley and Trina Simmie, Mercy Foundation; Mary Ann Wren, Advantage Dental

Oral health is essential for overall health. The challenge is developing integrated systems that can improve oral health and patient outcomes to ultimately reduce health care costs. Mercy Foundation is achieving this with prevention, education, and care connection through partnerships with Advantage Dental, school districts, and health care providers supported by Umpqua Health Alliance CCO. We started with preventative oral health to youth grades K-12 through school-based clinics. Since 2010, we have contracted dental hygienists and assistants who provide screening, fluoride varnish, and sealants on untreated molars throughout Douglas County schools. The presentation will cover building partnerships with CCOs and their dental care organizations, protocols, and policies to establish a community-based dental program, using data to measure outcomes to meet community health goals, models for oral health education, and program sustainability.

**Closing
plenary**
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U.S. Senator Ron Wyden video address

Oregon State Legislative panel

State Senator Campos, Member, Senate Committee on Health Care

State Representative Conrad, Member, House Committee on Behavioral Health and Health Care

State Representative Nosse, Chair, House Committee on Behavioral Health and Health Care

State Senator Patterson, Chair, Senate Committee on Health Care

State Representative Sanchez, Co-Chair, Joint Ways and Means Committee