

Annual Report 2021

Securing the future



Contents

Message from Eric C. Hunter CareOregon President and CEO	3	CareOregon Dental pilot teledentistry program, a catalyst for introducing dental video appointments.....	21
By the numbers	4	CareOregon’s vaccine outreach efforts build upon staff expertise, grants and community partnerships.....	23
Mission & values.....	5	CareOregon shares its expertise, from care management to cultural competence	27
CareOregon Metro’s Connect to Care team supports robust vaccination fairs.....	7	Financial summary	29
Jackson Care Connect supports frontline workers in Jackson County	8	Community Giving	29
Cultural lens helps Tribal Care Management team develop relationships with members and providers.....	9	“Ensuring members get the care they need” Message from Damien Hall, Chair, CareOregon Board of Directors	33
CareOregon steps up with \$7.5 million to stabilize behavioral health network	10	CareOregon Board of Directors	34
CareOregon teams up with Portland Fire & Rescue, supporting a better response to avoidable ER visits	12	Columbia Pacific CCO Board of Directors.....	35
CareOregon supports health, education and access	15	Jackson Care Connect Board of Directors.....	36
CareOregon works to meet staff’s evolving needs in the remote-work environment	18		

Annual Report 2021

Securing the future

Message from our Chief Executive, Eric C. Hunter

Hello and welcome to CareOregon's 2021 annual report.

In the second year of the pandemic, CareOregon continued to do what we do best.

We listened to our members, clinical network, community partners and employees.

We asked what they needed and how we could help.

We responded to the Covid virus itself, and the challenges so many of us faced: challenges like vaccination and testing access, virtual classrooms, lost jobs, housing, social isolation and deeper exposed inequities.

In 2021, we also took steps to secure a healthy future for all Oregonians.

We engaged members about returning to preventive health care services.

We devoted extra attention to ways we could support pregnant members and their families.

We took steps to improve access to quality interpretation services for our members who need a language other than English or have communication challenges. Because we know understanding your health care is critical to participating to create good health care.

And we made unprecedented investments – in both dollars and staff involvement – partnering with amazing community organizations across the state who are building an Oregon that's stronger and more equitable.

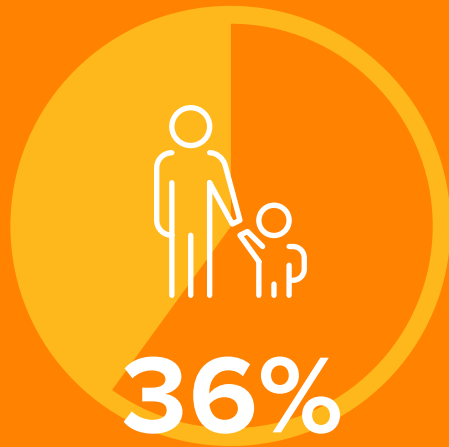
Improving the quality of care... stepping in to fill gaps... sharing our knowledge and talents... and taking care of each other.

This has been the CareOregon way since 1994, when we were founded to support members of the new Oregon Health Plan. We're proud to be a big part of making health care work for everyone. That's The CareOregon Effect.



[Watch full video ▶](#)

By the numbers



Members 0-18 years old
(includes Medicaid,
behavioral health, dental
and Tribal members)



Amount we reinvested
in Oregon communities
in 2021



Number of employees in
the CareOregon family
(as of 12/31/2021)

Mission & values



Inspire and partner to create quality and equity in individual and community health

Mission & values





CareOregon Metro's Connect to Care team supports robust vaccination fairs

Through grants, language interpreters and outreach staff, CareOregon supported organizations that put together culturally specific, party-like clinics for vaccine-hesitant populations. Did they work? “So hugely,” said Caroline Pope, Member Engagement Supervisor at CareOregon. “The community was embracing any kind of fun.”



Tribal Care Coordination



101

Number of Connect to Care in-person events held July-December

Jackson Care Connect supports frontline workers in Jackson County

After CareOregon designated \$96,000 for Jackson Care Connect’s “provider wellness fund,” our staff partnered with *Rogue Food Unites* to put together and deliver provision boxes to frontline workers. The care packages served a dual purpose: Thank workers in health care and social services. And support small businesses by featuring locally produced foods. “We wanted to provide nourishment through healthy, delicious food,” said Sam Watson, Community Health Manager – and a night off from cooking.



1,200

Provision boxes delivered to community-based organizations, behavioral health clinics and clinic systems, including hospitals



Tribal Care Coordination

Cultural lens helps Tribal Care Management team develop relationships with members and providers

When a teammate referred a female Elder to Behavioral Health Care Coordinator Toby Brooks – an Alaska Native himself – he knew the right approach: Sit back. Listen. Don't interrupt. The Elder confided to Brooks she feared stigma if she got therapy. Nine months of supportive calls later, the Elder was ready to take that step. Thanks to telehealth, Brooks could match her with a Bend therapist who'd grown up among Tlingit people and was versed in trauma-informed care.



1,981

Tribal members on the Oregon Health Plan, not assigned to a coordinated care organization, who've reached out to the CareOregon Tribal Care Management program



CareOregon steps up with \$7.5 million to stabilize behavioral health network

Accessing mental health care was difficult even before COVID-19. Then the virus hit, thinning provider ranks from illness and burnout. “We saw a worsening of conditions among people with substance abuse and other mental health issues,” said Amit Shah, MD, Chief Medical Officer. “We needed to find out what we could do to preserve access to care.” CareOregon’s answer was unique among the state’s 16 coordinated care organizations: a first-ever emergency fund for mental health care providers. This lifeline helped keep doors open in seven of Oregon’s most populous counties.

[Read more ►](#)

CareOregon steps up with \$7.5 million to stabilize behavioral health network

CareOregon is in the midst of planning a multi-year investment to improve and expand mental and behavioral health care. But as the pandemic entered its second year, provider services eroded alarmingly.

“We have a plan for transformation, but we are in a crisis right now,” said Jill Archer, Vice President of Behavioral Health Services. “We can’t transform a decimated system where we can’t even get people in for care.”

CareOregon’s Board of Directors asked what could be done immediately. CareOregon took that question to providers, who greeted it with surprise and pleasure. “We can’t believe you’re asking,” one responded.

After the board approved the \$7.5 million emergency fund in April, staff reviewed proposals from behavioral health providers. We moved quickly, sending most of the funds to providers’ hands by the end of July (with about \$700,000 to be disbursed in 2022). Grants ranged from \$15,000 to \$500,000, paid as recruiting and retention bonuses and more.

Rural areas like Medford and Oregon coastal cities used grants to pay first and last months’ rent in an effort to draw mental health care professionals who wanted to work there but couldn’t afford to relocate.

Investments from laptops to wellness activities increased worker productivity and satisfaction. Pay differentials helped those who work with more-complex patients.

Teaching trauma-informed care helped staff to better treat members; training them in stress management helped staff treat themselves better.

Providers who received grants serve nearly 85% of the highest-need Oregon Health Plan members in the Portland tri-county area, and Columbia, Clatsop, Tillamook and Jackson counties.

“The emergency fund kept providers and their finances stable,” said Shah. “Key partners didn’t have to close their doors.”



25 agencies

**received grant funds
from CareOregon**

“Your assistance helps us manage our caseloads, so we can tend to our self-care, preventing burnout and allowing us to continue to provide quality care.”

– Leslie Yeagers, LPC, Brave Space



CareOregon teams up with Portland Fire & Rescue, supporting a better response to avoidable ER visits

A \$2.5 million investment from CareOregon enabled Portland Fire & Rescue to launch Community Health Assess & Treat (CHAT) in the bureau's new community health division. The pilot program, which aims to improve equity and access, addresses a major gap in community health. In October, CHAT began a 12-month test of a novel approach with CareOregon members and others who call 911 for lower-risk medical concerns. These 911 calls are directed to the specially trained CHAT medics. They assess the community members face-to-face, provide prompt care and, if needed, guide them to other resources, including the Oregon Health Plan (OHP). The medics also offer a follow-up visit 24 hours later, and education about preventive care.

[Read more ►](#)

CareOregon teams up with Portland Fire & Rescue, supporting a better response to avoidable ER visits

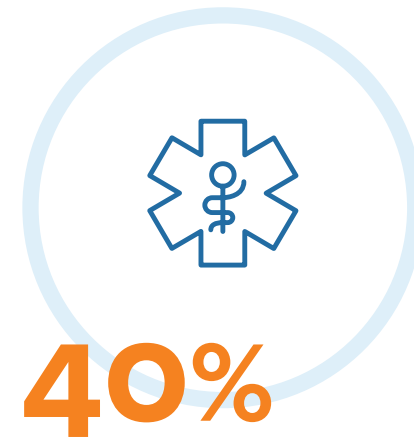
About a third of the medical calls to Portland's 911 system are for low-risk medical needs. Before CHAT was introduced, all 911 calls typically got the same level of response: an ambulance and transport to an ER.

Now, two CHAT medics in an SUV respond to a portion of these lower-level calls. The program operates in downtown and outer Southeast Portland, where many such calls originate.

CHAT medics can deliver immediate care, devote the time to determine what further services are needed, then transition the individuals to that care – be it dental, urgent care or, in fact, the ER.

If the community members are insured, CHAT medics guide them on using their benefits, such as preventive care from a primary care provider or dentist. If they are uninsured, the medics help connect them to resources for enrolling in a health plan, including OHP.

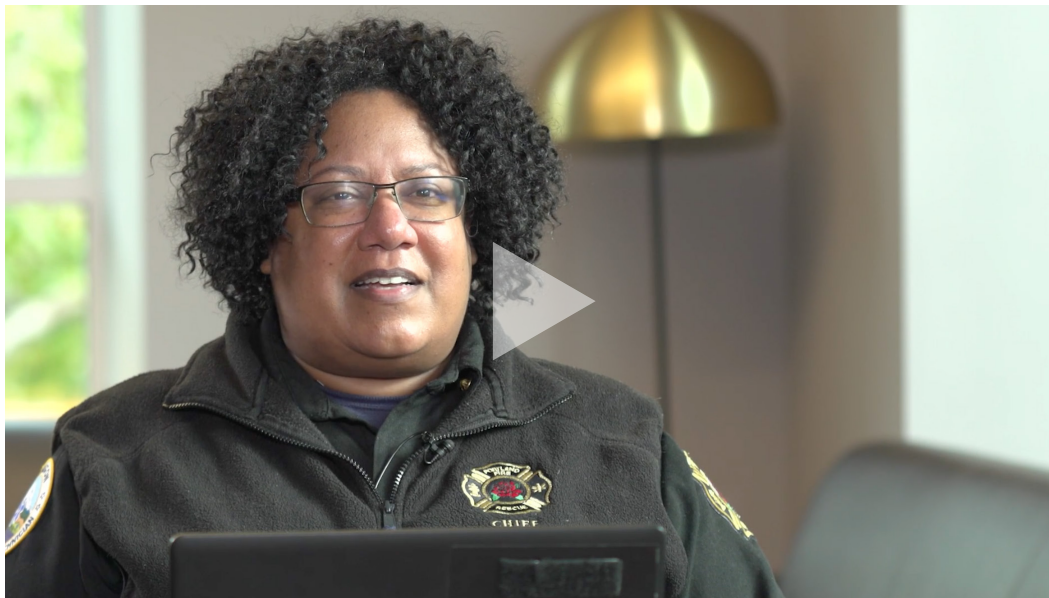
Behind the scenes is a solution-focused partnership and a responsive, multidisciplinary team of CareOregonians committed to CHAT's success. Throughout most of 2022, CHAT and CareOregon will continuously refine and evaluate the effectiveness of this less costly, flexible and more-personalized alternative to the classic emergency medical response.



of 366 eligible 911 calls were diverted to CHAT in Q1 2022, its first full quarter of operation

“Up until now,” said Fire Chief Sara Boone, “we haven’t had a mechanism to allow us to spend the time needed to assess and treat community members on scene and connect them with appropriate care and resources.”

The pilot program’s goals align with health care’s Triple Aim: improve health outcomes, lower health care costs and improve member experience with the health care system.



[Watch full video ▶](#)

“This partnership with Portland Fire & Rescue is an opportunity to work upstream. We know that accessing preventive health care saves lives, so CareOregon has been working for decades to find ways to help individuals access the care they need in the right setting.”

– Eric C. Hunter, CareOregon
President and CEO



CareOregon supports health, education and access

In 2021, we awarded an unprecedented \$17.2 million to community-based organizations, including our provider networks. CareOregon recognizes that a host of factors – *known as social determinants of health* – affects well-being. Our grant-making includes an eye for partnerships that positively impact these influences. A sampling of these supportive investments includes a Boys & Girls Club in an underserved neighborhood, health centers housed in two Clackamas County high schools, and a grant to boost the number of health care interpreters and their training.

[Read more ►](#)

CareOregon supports health, education and access

CareOregon Boys & Girls Club at Rockwood

Play ball, tackle academics, meet with mentors, tap into family supports. Boys & Girls Clubs go all out to put young people on the path to a great future, which made the Portland Metropolitan Area clubs a natural fit for CareOregon. In late November, we announced a 10-year, \$2 million collaborative partnership with the Rockwood location, 454 SE 165th Ave. The newly renamed CareOregon Boys & Girls Club at Rockwood is right where we want to be; a higher percentage of residents in nearby ZIP codes qualify for the Oregon Health Plan than anywhere else in the state.

“This partnership is a chance to work upstream and make sure that the community is as strong as possible, so our members can be as strong as possible.”

– Jeremiah Rigsby,
CareOregon Chief of Staff

School-based health centers

Through our Provider Emergency Relief fund, CareOregon invested \$5 million in strengthening our provider network. This included health centers at two high schools in the North Clackamas School District; our \$250,000 grant supported staffing. After two years of delayed health care, children’s need for health and wellness care is especially great, said Carol Keep, RN, of Clackamas County. Operated by the Clackamas County School-Based Health Center program, the new facilities opened in fall 2021 to serve students K-12. Physical health screenings and routine care, cleanings by a dental hygienist, and mental health services are offered, regardless of insurance or immigration status.



**unique patients
seen at the two
new health centers**

“At a time when many families are struggling to meet their basic needs, increasing access to no-cost health services at school is one way we are partnering with community to remove barriers so all families can be as healthy as possible.”

– Robert McConville, Vice President
of CareOregon Metro

Oregon Health Care Interpreters Association

Good health care relies on patients and providers communicating well. With a \$250,000 two-year grant to the Oregon Health Care Interpreters Association, CareOregon is helping build workforce capacity and clearer communication between care teams and English-learner members. The money is enabling current and prospective interpreters to complete training courses and undergo state credentialing – priorities of the Oregon Health Authority (OHA).

“Good communication creates the bond between patient and provider that promotes health awareness, timely access, treatment compliance and a healthy lifestyle.”

– James Mason, PhD,
CareOregon Chief Equity, Diversity & Inclusion Officer



OHA estimate of the percentage of Oregon Health Plan members who are English language learners



CareOregon works to meet staff's evolving needs in the remote-work environment

The pandemic changed everything about employee expectations, including at CareOregon. The company adopted long-term remote work and scheduling flexibility for all appropriate positions, accommodating the desire for work-life balance. “They also told us, ‘I really want a culture of belonging, so even if I’m working from home, I feel a part of my team and organization,’ ” said Chantay Reid, Vice President, Human Resources. To help meet those needs, the company instituted employee resource groups (ERGs) and a sabbatical program, and elevated personal and professional development into a strategic initiative.

[Read more ►](#)

CareOregon works to meet staff's evolving needs in the remote-work environment

Employee resource groups (ERGs)

After staff expressed strong interest, in early 2021 the company rolled out its program for **employee resource groups**. The five employee-led affinity groups are among the ways CareOregon is working to promote a diverse and inclusive environment, cultivate a sense of belonging, and support personal and professional development.

Sabbaticals

The idea of offering sabbaticals came from a CareOregon Board of Directors member who sits on the compensation committee; she suggested them as a means of strengthening retention, engagement and work-life balance. After exploring the possibility, leadership and the full board agreed, and set a January 1, 2022 program launch date. The first level of sabbaticals, available to those with five or more years' tenure, pays 25% of salary for four to 12 weeks. The first sabbaticals are beginning July 2022.



1,003

**employees in the
CareOregon family
(as of 12/31/2021)**

CareOregon works to meet staff's evolving needs in the remote-work environment

Remote personal and professional development

HR's Organizational Development and Learning team added breadth and depth to CareU, our online home for classes and leadership development programs such as Aspiring Leaders. The library of on-demand offerings includes subjects that range from leading a remote team to breathing exercises that reduce stress. Jonathan Weedman, Vice President, Population Health, led an especially timely live remote class: Resiliency 101. As employees at many organizations rethink their purpose and position, "it's a critical course," noted Mara Kershaw, Director, Organizational Culture and Development.



Top Workplace

The company's exceptional culture again won attention in an annual survey of workplaces. For the sixth year running, CareOregon was named by The Oregonian/OregonLive as a Top Workplace, based on the news organization's survey of our staff. "That means," says Reid, "our employees are declaring us an employer of choice."

"The long-term employees know what the CareOregon in-person culture is like. The new employees don't. How do we help them experience the culture - that, I believe, was part of retaining employees? It's not the same trying to build that connection through a little square on the computer."

– Chantay Reid, Vice President,
CareOregon Human Resources



CareOregon Dental pilots teledentistry program, a catalyst for introducing dental video appointments

CareOregon Dental initiated a pilot preventive teledentistry program for children, enabling three dental partners — Clackamas Health Centers, Neighborhood Health Center and Virginia Garcia Memorial Health Center — to offer video dental appointments to members in the Portland area. The program aimed to increase members' access to dental care and introduce a virtual option for seeing dental providers. CareOregon Dental provided dental partners with dental hygiene kits for young patients and their parents. Dental clinics sent 76 of these packages to families, pre-appointment, equipping them with guidance for video appointments, toothbrushes, toothpaste, floss and a fluoride application kit. During the teledentistry visit, dental staff employed motivational interviewing to review nutrition and oral hygiene instructions, and help parents apply fluoride varnish to their kids' teeth.

[Read more ►](#)

CareOregon Dental pilots teledentistry program, a catalyst for introducing dental video appointments

When the COVID-19 pandemic began, adults and children alike had limited or no access to dental care. Even as clinics reopened, many families reported hesitation and anxiety about in-person visits. Meanwhile, some dental clinics and systems were slow to adopt video appointments and were only able to offer telehealth visits by phone.

A few months into the pandemic, CareOregon Dental helped some partners implement teledentistry triage and prevention services, and then developed the pilot program. For the first time, dental partners offered video appointments, gaining the experience they needed to continue the service long-term.

After the pilot's completion in late 2021, CareOregon Dental met with dentists, hygienists and outreach staff to discuss key takeaways. They found that pediatric dental telehealth offers benefits to both members and dental clinics:

- Families have a new, more convenient path for child dental checkups when hands-on care is not necessary.
- Video appointments foster relationships. Children are more comfortable with dental clinic staff at their next in-person appointment.
- Dental partners now use video appointments to triage dental issues and help parents determine whether they need to bring in their kids.
- Clinics are also employing teledentistry for emergency triage or in cases of staff shortages.

A second program phase will begin in mid-2022. The aim is to offer this preventive teledentistry model and learnings to CareOregon Dental's provider network by end of the year.



ages of children who received home hygiene kits

“Being able to provide telehealth services focused on prevention for our younger patients has been an exciting new endeavor. We have been able to increase our reach to patient populations who may have been avoiding in-office visits for several reasons, and we believe we are giving these children and their parents an equally valuable service as the one they would receive in our clinics.”

— Shannon Eckes, Dental Hygienist, Neighborhood Health Center



CareOregon's vaccine outreach efforts build upon staff expertise, grants and community partnerships

When COVID-19 vaccines reached the public, the CareOregon family was ready to serve our members on multiple fronts. We provided accurate medical information, culturally appropriate care and language interpretation services. We worked with partners to support practical access to the vaccine – no matter an individual's physical limitations or housing situation. Through partnerships and internal initiatives, we put great effort into fulfilling our commitment to vaccine outreach and equity. And we did this work with sensitivity to some communities' longstanding mistrust of government guidance and the medical system.

[Read more ►](#)

CareOregon's vaccine outreach efforts build upon staff expertise, grants and community partnerships

Population Health Partnership and Rapid Response Team reach out to high-risk members

During COVID-19, how to encourage high-risk members to get care, including vaccines? Using data, CareOregon's enterprise-wide Population Health Partnership team ultimately decided to focus on three groups: pregnant members, medically complex vaccinated adults who were eligible for boosters, and vaccinated parents with unvaccinated children.

Along with the cross-departmental Rapid Response Team, staff devised a new approach of texting the targeted members to alert them that our staff would be reaching out soon with a personal phone call. For vaccinated parents, the team texted resources for accessing child vaccinations.

These efforts were among those in our COVID-19 High Risk Outreach Playbook, which the Institute of Medicaid Innovation honored as one of the top 25 projects nationally for addressing health inequities during the pandemic.

“What drove the outreach campaign was concern for health equity in a pandemic. Doing outreach doesn't in itself build trust. We learned a lot about being precise and thoughtful.”

– Dave Fife, Director,
CareOregon Population
Health Management

CareOregon's vaccine outreach efforts build upon staff expertise, grants and community partnerships

Columbia Pacific CCO supports vaccine equity

Equitable access to COVID-19 vaccines can call for more-tailored solutions than the mass vaccination events that took place across the state. Enter Columbia Pacific CCO, which in 2021 implemented a vaccination program with Columbia River Fire & Rescue. The goal: Vaccinate members in Columbia County who are homebound or have limited access to transportation.

The initiative grew out of an existing relationship. Columbia Pacific already contracts with the fire department; its community paramedic, Nina Kerr-Bryant, makes home visits in Columbia County to members who have chronic conditions. When the pandemic struck, Kerr-Bryant pivoted from providing care planning and education to vaccinating members who were confined to their home. She also provided other types of support, such as delivering medicine and monitoring blood pressure.



In a partnership between Columbia Pacific CCO and Columbia River Fire & Rescue, Community Paramedic Nina Kerr-Bryant added COVID-19 vaccinations to the house calls she makes to our members who are homebound or have transportation challenges. Photo courtesy of Columbia River Fire & Rescue.



Columbia Pacific CCO members vaccinated in home visits

“This was a hyper-local effort to reach some of our most-vulnerable members. The fire department is respected at the local level, and that trust within the community helped reduce some vaccine hesitancy.”

- Bethany Pettinger, Population Health Specialist, Columbia Pacific CCO

CareOregon’s vaccine outreach efforts build upon staff expertise, grants and community partnerships

Jackson Care Connect collaborates to address vaccination barriers

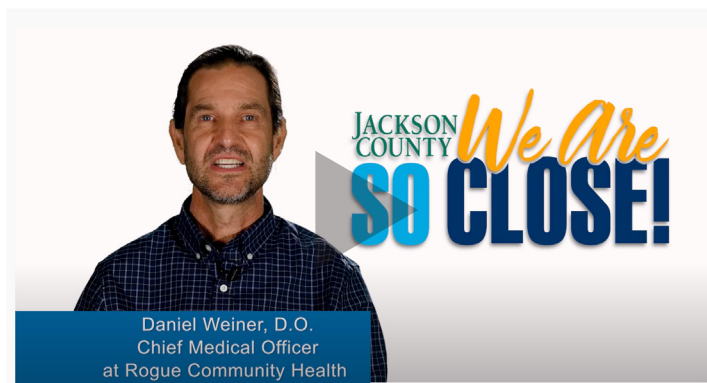
Jackson Care Connect joined forces with community paramedics, public health and nonprofits on a pair of comprehensive efforts to help county residents overcome barriers to vaccination, ranging from misinformation to lack of mobility.

Our \$15,000 grant to *Mercy Flights* allowed its Mobile Integrated Healthcare Program to expand into vaccinating homebound individuals – and reducing social isolation – as well as unhoused residents. The team also distributed hygiene kits each week in urban and rural areas to people without shelter.

Jackson Care Connect staff members co-chair the county’s Vaccine Equity Hub, part of the local Covid Response Equity Plan. With a unified voice, the hub supported initiatives that were community-based and culturally and linguistically responsive. They included a multicultural public service campaign in English and Spanish, a wear-a-mask campaign, Latino outreach and a *Spanish website*.

“Collaborating, and having a repeated message from multiple community members, continues to make a difference.”

— Meg Wills, LCSW, Jackson Care Connect Population Health Portfolio Manager and co-chair of the Vaccine Equity Hub



Watch full video ►



CareOregon shares its expertise, from care management to cultural competence

The CareOregon family's staff and leaders continue a long-standing role of serving as thought leaders and sharing expertise in the various fields our work touches. We were especially gratified by the Modern Healthcare news organization's recognizing us for leadership in diversity; CareOregon was among 10 health care organizations nationally to receive this honor. In addition, the respected magazine named President and CEO Eric C. Hunter as one of *Top 25 Diversity Leaders in Healthcare*. Here's a sampling of our 68 varied speaking engagements in 2021.

[Read more ►](#)

CareOregon shares its expertise, from care management to cultural competence

Adelante Mujeres

In January, Oyinda Osibanjo, PhD, MPH, RPh and Senior Pharmacy Clinical Coordinator, gave a presentation about vaccine education to this nonprofit, which advocates for low-income Latinas to become community leaders.

Center of Excellence for Integrated Health Solutions

At a team-based care learning collaborative in March, John Bischof, MD, Medical Director, Behavioral Health, reviewed keys to successfully implementing team-based behavioral health care.

Care Coordination Innovations for Medicaid, Medicare and Dual Eligibles

In August, Keshia Bigler, Director, Network Analytics/Evaluation and Jonathan Weedman, Vice President, Population Health, presented “A case study: The intersection of data, demand and access for the most-complex members.”

Open Minds Management & Best Practices Institute

Eric C. Hunter, President and CEO, served as a panelist in August for “Medicaid in the ‘Next Normal:’ Challenges for funding & delivering care for the most-complex consumers” and the related “Thought leader discussion session.”

Oregon Public Health Association

James Mason, PhD, Chief Equity, Diversity and Inclusion Officer, gave the keynote at the virtual conference in October. His talk included the tangible benefits of cultural competence for health care organizations.

Business Development Institute

In October, Amy Dowd, Chief Operations Officer, spoke on, “Know your members? Applying data and analytics to improve health equity.”

Financial summary 2021

CareOregon continued to experience the impact of COVID-19 in 2021. Our membership grew 8% over 2020, as the state paused the redetermination process and — because of the ongoing pandemic — members did not access care at the same level as previous years. CareOregon responded to another difficult year by focusing our efforts on supporting our provider network and community-based organizations that serve our members, donating or pledging more than \$19 million and greatly exceeding our past community giving. Through it all, CareOregon remains financially stable and focused on our mission: To inspire and partner to create quality and equity in individual and community health.

Members: **511,000**
Total revenue: **\$2.09 billion**
Total assets: **\$1.10 billion**

Community Giving 2021

In the second year of the pandemic, CareOregon concentrated nearly \$18 million of community investment in two main areas: our provider networks and community-based organizations.

We prioritized supporting our provider networks' ability to maintain the vital services they offer our members in seven counties across the state. And we wanted to further the work of community-based organizations that address the factors affecting Oregonians' health beyond the care they receive from their physical, dental and mental health care providers. These factors, called the **social determinants of health**, include education, economic stability, neighborhood safety, and social and community supports.

Community giving 2021



CareOregon Metro total

\$11,812,235

Behavioral health workforce support

\$4,910,000

Provider emergency support funds

\$3,210,967

Other community giving

\$3,691,268



Community giving 2021



Columbia Pacific CCO total

\$2,569,730

Behavioral health workforce support

\$644,100

Provider emergency support funds

\$486,208

Other community giving

\$1,439,422





Community giving 2021



Jackson Care Connect total

\$3,585,099

Behavioral health workforce support

\$1,275,459

Provider emergency support funds

\$1,038,876

Other community giving

\$1,270,764



Annual Report 2021

Ensuring members get the care they need

Message from Damien Hall
Chair, CareOregon Board of Directors

Hi, I'm Damien Hall, and it's my distinct honor and privilege to serve as the Chair of the CareOregon Board of Directors.

On behalf of the board, I'd like to share how proud I am of the work the CareOregon team has done to support our community, providers and members as we navigated the second year of the pandemic.

Since 2020, CareOregon has mobilized resources to help keep clinics open and staffed, to ensure our community partners have the needed resources to continue the good work of supporting the folks living on the margins, through assistance with securing food, housing and other critical social supports

All in the name of our mission to ensure that CareOregon members get the care that they need.

As we look forward to 2022 and beyond, the board is committed to continued community-impact investments focused on best serving our CareOregon members.

We aim to work hand-in-glove with CareOregon staff to leverage learnings from the past few years to better inform our business strategy and community investment strategy.

And we will do so with renewed strength, alignment and commitment to an ever-broadening community of partners and allies in our effort to make health care work for everyone.

Despite difficulties we've all faced during the pandemic, I remain optimistic about the future and what we can build together.



[Watch full video ▶](#)

CareOregon Board of Directors, 2021

Kerry Barnett, JD

Past president and Chief Executive Officer, SAIF

Woody English, MD, MMM

Past president, Housecall Providers

Joanne Fuller, MSW

Retired
(Formerly Multnomah County Health Department)

Tec Han

Chief Investment Officer
Vibrato Capital LLC

Damien R. Hall, Board Chair

Partner
Ball Janik LLP

Susan Hennessy

Retired
(Formerly Kaiser Permanente NW)

Eric C. Hunter

President and Chief Executive Officer
CareOregon

Brenda Johnson

Chief Executive Officer
La Clinica

Nathalie Johnson, MD

Medical Director
Legacy Cancer Services

Andrew McCulloch

Retired
(Formerly Regional President of the Kaiser Foundation
Health Plan and Hospitals of the Northwest)
Joined Board December 2021

Gina Nikkel, PhD

Executive Director
Association of Oregon Counties

Suk Rhee

Vice President of Programs
Asian Americans/Pacific Islanders in Philanthropy

Glenn Rodriguez, MD

Retired
(Formerly Providence Milwaukie,
Family Medicine Residency Program)

Bob Stewart

Superintendent
Gladstone School District

Columbia Pacific CCO Board of Directors, 2021

Nancy Avery

Manager
ODS Community Dental

Jonathan Betlinski, MD, Board Chair

Director, Division of Public Psychiatry
OHSU

Cathy Bond

NW Rides Brokerage Manager
Tillamook County Transportation District
Joined Board July 2021

Pam Cooper

Chief Financial Officer
Providence Seaside Hospital

Sherrie Ford

Director Columbia Health Services

Henry Heimuller

Commissioner
Columbia County

Tim Hennigan

Medical Services Compliance Officer
Columbia River Fire & Rescue
Joined Board July 2021

Eric C. Hunter

President and Chief Executive Officer
CareOregon

Monica D. Martinez

Vice President/General Counsel, Legal and Regulatory Affairs
CareOregon
Joined Board September 2021

Viviana Matthews

Executive Director, Clatsop Community Action

Debbie Morrow

Community Leader
Warrenton Hammond School District Chair

Marlene Putman

Administrator
Tillamook County Community Health Centers

Bruin Rugge, MD

Associate Professor
Director of Patient Care, OHSU Family Medicine

Erin Skaar

Commissioner
Tillamook County

Eric Swanson

President, Adventist Health Tillamook
Joined Board July 2021

Nicole Williams

Chief Operating Officer
Columbia Memorial Hospital

Jackson Care Connect Board of Directors, 2021

Laura Bridges, Board Chair

Behavioral Health Officer
La Clinica

John Curtis

Jackson Care Connect
Community Advisory Council

Jason Elzy

Executive Director
Housing Authority of Jackson County

Eric C. Hunter

President and Chief Executive Officer
CareOregon

Brenda Johnson

Chief Executive Officer
La Clinica

Scott Kelly

President and Chief Executive Officer
Asante Health Services

Paul Matz, MD

Rogue Community Health

Cindy Mayo

Retired
(Formerly Chief Executive, Providence, Southern Oregon)

Craig Newton

Co-chair, Jackson Care Connect
Community Advisory Council

William North

Chief Executive Officer
Rogue Community Health

Lori Paris

President and Chief Executive Officer
Addictions Recovery Center

Matt Sinnott

Senior Director
Government Affairs and Contracts
Willamette Dental Group