



## Community Advisory Council

Monday, March 11, 2019 Noon-2:00pm

Starting Strong

### Summary of Minutes

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#### **Call to Order:**

Co-Chair called the meeting of the Jackson Care Connect (JCC) Community Advisory Council (CAC) at order at 12:10pm. February minutes were approved.

#### **Coordinated Care Organization (CCO) Request For Application (RFA) Update & Input:**

Jennifer/Margot/Hannah

**Update:** Due April 22<sup>nd</sup>. What we will do as a CCO for the next 5 years. Not changing foot print as CCO, staying in Jackson County. Really highlighting what we are doing well. Opportunity to sharpen what we are doing. Strong focus on SDOH, including housing and behavioral health. Also, defining role of CACs. JCC/CAC operates already in many of the ways the state is hoping for.

**Input:** To assist JCC with its RFA application, Hannah Ancel asked the CAC members the following questions:

1. **How can we, as a CCO, share information about services with CAC members in a way that is easy for you to understand?**
2. **How do you want to be involved as a partner in your health care?**

CAC members shared their thoughts about a variety of ways to communicate with them.

#### **Question #1:**

Written - They prefer written material to be:

- Short, no more than 2 pages, use small paragraphs and bullets
- Focused on specific topics, rather than bulky large mailings
- Written in larger fonts, say 14 inches
- Colorful, include Info-graphics / dashboards
- Understood by a variety of audiences including those who are Spanish-speaking or disabled, including blind. Ensure good translation, consider ALS interpreters

NOTE: If we are asking for information from members, create mechanism to ensure members know it's not Spam

#### Mobile App Technology

- CAC members encouraged us to think about ways to use mobile app technology. Often information is thrown away. Virtually everyone has a mobile phone. Information could be presented as text alerts or as short videos

#### Website

- Group thought current website was very informative. Could Improve "Frequency Asked Questions" ... ensure in Spanish.

CAC members felt that JCC's presence in the community and commitment to share information one-on-one demonstrated JCC's commitment to hear from consumers. JCC could continue to share information and hear from its members through:

- Community meetings, like presence at homeless and other community-based events.
- Collaboration with community-based organizations. Family advocates, community health workers and peers that work for community-based organizations could help JCC share

information with members since those organizations already have established relationships. Southern Oregon Equity (?) – creating a 2- way forum about health care 101. Thinking about creating a video to share ... closed caption and in Spanish. JCC could work with organization to ensure video helps members understand how to navigate health care system.

### **Question #2:**

CAC members talked about tools that would help them get more out of their visits with care providers.

Below are some suggestions:

- Create a book to track appts and medications OR mobile app
- Create “Make the Most of Your Appointment” information, including creating card for CAC members to carry in their wallets that has checklist of standard questions and/or prompts CAC members to compose list of questions for providers in advance of meeting. A couple of CAC members mentioned that they would have questions, then forget them during the appointment.
- Support creation of patient advocacy skills ... help patients feel more comfortable and/or in control of their time with the provider. A member described how uncomfortable she felt being assigned to a male OB/GYN. She ultimately became comfortable and he delivered her daughter. How create process / environment to ensure patients can share and work through their discomfort OR understand they have the ability to request assignment to another provider?

**Community Health Improvement Plan (CHIP) participation (02/20 - Hannah):** Nancy will send a save the date for our join CAC CHIP planning meeting.

**Oregon Health Authority (OHA) Updates:** CAC members will review on their own and will ask Belle for questions.

**JCC Board of Directors (BOD) Report Back:** Michelle/Co-Chair Reported on Board Retreat that was held on Feb 14<sup>th</sup>.

**CAC Conference attendance:** Nancy  
One CAC member, Don, and Michelle will be attending.

**Roberts Rule Ed: Unite OR:** Rebecca  
Rebecca shared a summary handout to follow. Most of it is more formal than what we need for the CAC meetings, but are helpful skills if you do want to attend a City Council meeting or other public meeting possibility advocate.  
Would recommend making new CAC member packets available with charter and the rules that govern the CAC. One page on vetting process for JCC CAC. \*Start offering new CAC member packets again. \*Look at ground rules.

**Equity, Diversity, and Inclusion Activity:** Nancy  
CAC completed and shared Circles of My Multicultural Self.

### **Word on the Street:**

- CAC member shared that he will be a part of an advertisement for RVT.D.
- CAC member asked that Riki present to the CAC about Starting Strong.
- Nancy will send info on a healthcare 101 presentation
- JCC Spring Conference - April 26<sup>th</sup> – Nancy will send registration information.

- All CAC are welcome and encouraged to attend.
- LGBTQ+ Summit – Nancy will also send out.

**The meeting was adjourned at 2pm. Next meeting is April 8<sup>th</sup>, 2019 from Noon-2pm.**