

# Agenda

## Delivery System Transformation Committee

September 2, 2021 4:30 – 6:00 pm

Online Click Here: [Join Microsoft Teams Meeting](#)

Phone: +1 971-254-1254

Conference ID: 826 171 835#

- |                                                                                                                                                                          |                                              |      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------|
| 1. Welcome and Introductions                                                                                                                                             | Beck Fox, Olalla Center                      | 4:30 |
| 2. Transformation Update <ul style="list-style-type: none"><li>• Pilot Progress Reports (posted online)</li><li>• Connect Oregon Workgroup</li></ul>                     | Charissa Young-White, IHN-CCO                | 4:45 |
| 3. Traditional Health Worker Messaging Project                                                                                                                           | Dani Crabtree, IHN-CCO Transformation Intern | 4:50 |
| 4. Request for Proposal 1 Presentations <ul style="list-style-type: none"><li>• Therapeutic Treatment Homes</li><li>• Parenting Today Forward</li><li>• Easy A</li></ul> | Pilot Proposal Champions                     | 5:05 |
| 5. Wrap Up <ul style="list-style-type: none"><li>• Announcements</li><li>• Next Meeting: September 16, 2021</li></ul>                                                    | Beck Fox, Olalla Center                      | 5:55 |

Acronym	Meaning
ACEs	Adverse Childhood Experiences
APM	Alternative Payment Methodology
CAC	Community Advisory Council
CCO	Coordinated Care Organization
CEO	Chief Executive Officer
CHIP	Community Health Improvement Plan
CHW	Community Health Worker
COO	Chief Operations Officer
CRC	Colorectal Cancer
DST	Delivery System Transformation Committee
ED	Emergency Department
EHR	Electronic Health Records
ER	Emergency Room
HE	Health Equity
HN	Health Navigator
HRS	Health Related Services
IHN-CCO	InterCommunity Health Network Coordinated Care Organization
LCSW	Licensed Clinical Social Worker
MOU	Memorandum of Understanding
OHA	Oregon Health Authority
PCP	Primary Care Physician
PCPCH	Patient-Centered Primary Care Home
PMPM	Per Member Per Month
PSS	Peer Support Specialist
PWS	Peer Wellness Specialist
RFP	Request for Proposal
RHIC	Regional Health Information Collaborative
RPC	Regional Planning Council
SDoH	Social Determinants of Health
SHP	Samaritan Health Plans
SHS	Samaritan Health Services
SOW	Statement of Work
TI	Trauma Informed
THW	Traditional Health Worker
TQS	Transformation and Quality Strategy
UCC	Universal Care Coordination
VbP	Value Based Payments
WG	Workgroup

## Delivery System Transformation (DST) Pilots and Workgroups

Acronym	Project	Sites	Counties	Start	End
BRAVE	Bravery Center	Olalla Center	Lincoln	1/1/20	12/31/21
CCP	CommCard Program	The Arc of Benton County	Benton	1/1/21	12/31/21
CDP	Community Doula Program	Heart of the Valley Birth & Beyond	Benton, Lincoln, Linn	1/1/21	12/31/22
COWG	Connect Oregon Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/1/21	present
CSUP	Culture of Supports	North End Senior Solutions	Lincoln	1/1/21	12/31/22
DEC	Disability Equity Center	Disability Equity Center	Benton, Lincoln,	1/1/21	12/31/21
ENLACES	ENLACES	Casa Latinos Unidos	Benton, Linn	1/1/21	12/31/21
HEWG	Health Equity Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/1/15	present
HHT	Healthy Homes Together	Albany Partnership for Housing, Family Tree Relief Nursery	Linn	1/1/21	12/31/21
HUBV	Hub City Village	Creating Housing Coalition	Linn	1/1/20	12/31/21
HVOST	Hepatitis C Virus Outreach Screening & Treatment	Lincoln County Health and Human Services, Confederated Tribes of the Siletz Indians	Lincoln	1/1/21	12/31/21
IFCW	Integrated Foster Child Wellbeing	Samaritan Health Services	Benton; Lincoln; Linn	1/1/19	12/31/21
LCCOR	Linn County Crisis Outreach Response	Family Assistance and Resource Center Group	Linn	1/1/21	12/31/21
MHHC	Mental Health Home Clinic	Samaritan Health Services, Linn County Mental Health, C.H.A.N.C.E.	Linn	1/1/21	12/31/21
NPSH	Navigation to Permanent Supportive Housing	Lincoln County Sheriff's Office	Lincoln	1/1/20	12/31/21
POH	Partnership for Oral Health	Capitol Dental Care	Linn	1/1/21	12/31/21
SDoHWG	Social Determinants of Health Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	11/16/17	present
SKIL	Skills and Connections to Support Housing	Corvallis Housing First	Benton	1/1/20	12/31/21
THWWG	Traditional Health Workers Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/21/13	present
WINS	Wellness in Neighborhood Stores	OSU Center for Health Innovation, Linn County Public Health	Linn	1/1/20	12/31/22
WtoS	Wellness to Smiles	Advantage Dental from DentaQuest	Lincoln	1/1/20	12/31/21

# Delivery System Transformation Committee (DST) 2021 Calendar

January	7	Strategic Planning: Overview and Charter		
	21	Strategic Planning: Charter, Workgroups, Engagement		
February	4	HSPO	PWST	Strategic Planning: UCC & Health Equity
	18	DOUL	RDUC	Strategic Planning: UCC Workgroup
March	4	Strategic Planning: Pilots/RFP		
	18	Pilot Updates	Strategic Planning: Request for Proposal (RFP)	
April	1	RFP Decisions		
	15	Finalizing RFP		
	29	Workgroup Updates	RFP Final Decisions	
May	13	Proposal Criteria/Scorecard Review		
	27	Board Update	LOI Discussion	Scoring Matrix

June	10	Intern Presentations	LOI Decisions		
	24	Transformation Update	Pilot Updates		
July	8	Transformation Update	Pilot Updates		
	22	CANCELLED			
August	5	Proposal Decisions (RFP2)			
	12	Proposal Presentations (RFP1)			
	August 19: Regional Planning Council for Pilot Final Approval (RFP2)				
	19	Proposal Presentations (RFP1)			
September	2	Proposal Presentations (RFP1)			
	16	Proposal Decisions (RFP1)			
	30	Workgroup Updates			
October	October 7: Regional Planning Council for Pilot Final Approval (RFP1)				
	14	Trauma Informed Care Facilitated Discussion			
	28		Pilot Updates		
Nov	18				
Dec	9	Safe and Inclusive Spaces Training			

### KEY

Tentative closeout	Booked closeout
Tentative RFP	Booked RFP
Tentative strategic planning	Booked strategic planning
Tentative miscellaneous	Booked miscellaneous
Tentative training	Booked training
Tentative update	Booked update
Tentative workgroup	Booked workgroup

Minutes  
 Delivery System Transformation Committee (DST)  
 August 19, 2021 4:30-6:00 pm  
 Microsoft Teams (Online)

<b>Present</b>			
<b>Chair:</b> Beck Fox	Alex Guevara	Dick Knowles	Chris Folden
Melissa Isavoran	Amelia Wyckhuys	Alicia Bublitz	Shannon Rose
Jeannette Campbell	Danae Wahlert	Molly Johnson	Larry Eby
Rebekah Fowler	Renee Smith	Cyndee Pekar	Alison Hellums
Linda Lang	Charissa Young-White	Elizabeth Hazlewood	Andrea Myhre
Alex Llumiquinga	Sheree Cronan	Dusti Linnell	Abigail Mulcahy
Deb Fell-Carlson	Mary Ann Wren	Dee Teem	Jan Molnar-Fitzgerald
Allison Hobgood	Martha (Guest)	Paulina Kaiser	Jude Lubeck
Marci Howard	Bettina Schempf	Paige Jenkins	Danny Magaña
Tony Howell	Britny Chandler	Stacey Bartholomew	Annie McDonald
Priya Prakash	Crystal Rowell	Gabriel Parra	

**Transformation Update: Charissa Young-White**

- Though Charissa is transitioning out of this role, there will be continued support from IHN-CCO for the Committee. Multiple folks are assigned to support coordination and project management, including a new Community Engagement Program Manager.
- Oregon Health Authority (OHA) has released a grant opportunity for behavioral health planning.
  - Email Bill Bouska, Transformation, and/or Julie Manning for more information and to be a part of the strategic planning and coordinated process.

**Pilot Proposal Presentation Questions and Answers**

- Peer Enhanced Emergency Response (P.E.E.R.)
  - ➔ Chance currently operates throughout the day, but does close which leaves a gap in care for people who urgently need it
  - ➔ Grant would allow the center to operate 24 hours a day, 7 days a week, and reach more people who need help
  - ➔ Grant would also allow for training of more peer specialists as well as security for the center.
- Depression Screenings in Dental Practices
  - ➔ Screening for 18y and older
  - ➔ Will work with current Unite Us platform for referral
  - ➔ Depression is serious medical condition and earlier intervention is better
  - ➔ Goals:
    - Be at 80% for those who receive depression screening.

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- For those who need referral, have 95% be referred within 7 days
- Have a 75% referral completion
- ➔ Modeled on a program that has been in progress in another service region and has seen good progress
  
- Arcoiris Cultural
  - ➔ Create a safe, culturally appropriate place for people who have left their homes to come for assistance and resources
  - ➔ Health equity data will be tracked in multiple ways
  - ➔ Leverage upcoming grants and seek out potential grants to sustain the program
  
- Namaste Rx
  - ➔ Yoga instructors who are trauma informed trained
  - ➔ Multiple partnerships/collaborations who will work with this company
  - ➔ There will be a group of IHN-CCO members who will be the pilot group, measured from start to finish of the pilot program
  - ➔ Membership will be available on a tier membership

# IHN-CCO TRANSFORMATION

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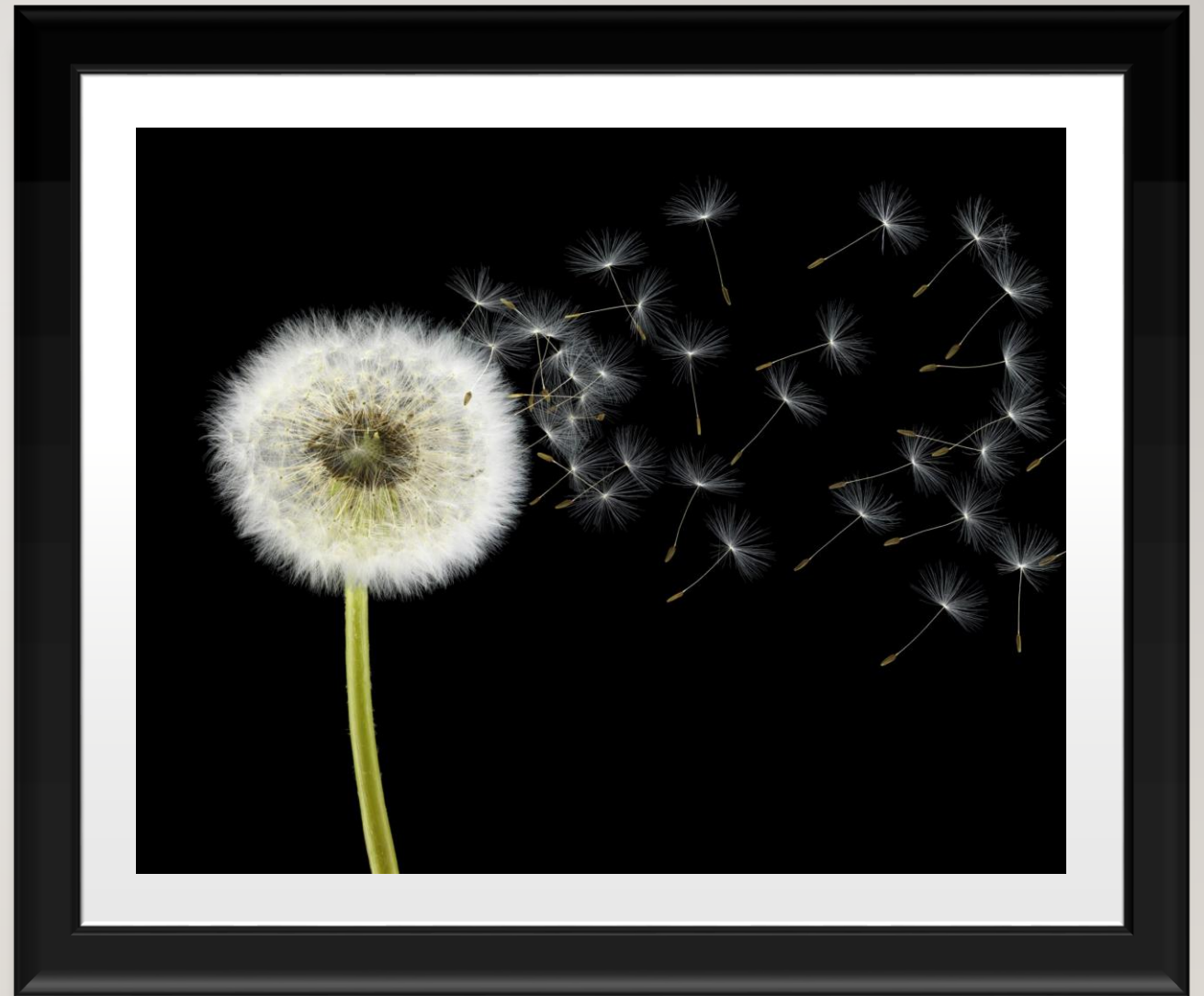
PILOT PROGRAMS

2021

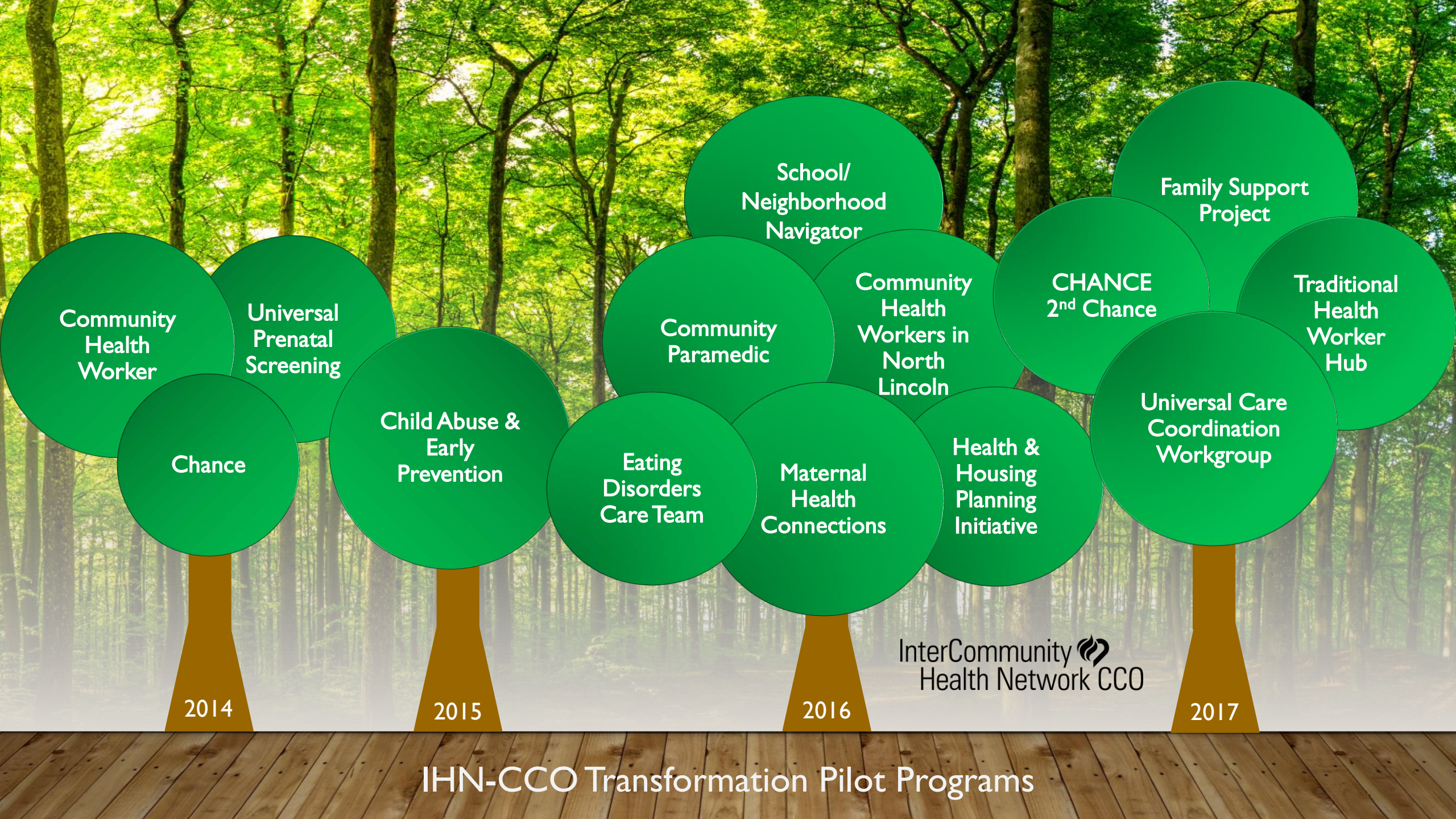


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IHN-CCO Transformation pilots began with the Traditional Health Workers Workgroup in 2013. One pilot has since seeded a forest of Traditional Health Worker programs.







Community Health Worker

Universal Prenatal Screening

Chance

Child Abuse & Early Prevention

Community Paramedic

Eating Disorders Care Team

Maternal Health Connections

School/ Neighborhood Navigator

Community Health Workers in North Lincoln

Health & Housing Planning Initiative

CHANCE 2<sup>nd</sup> Chance

Universal Care Coordination Workgroup

Family Support Project

Traditional Health Worker Hub

2014

2015

2016

2017

InterCommunity Health Network CCO

# IHN-CCO Transformation Pilot Programs



Peer  
Wellness  
Specialist  
Training

Community  
Doula

2018

Homeless  
Resource  
Team

Integrated  
Foster  
Child  
Wellbeing

2019

Reduce  
and  
Improve

Hub City  
Village

Traditional  
Health Worker  
Development

2020

Skills and  
Connections  
to Support  
Housing

Wellness  
to Smiles

Navigation to  
Permanent  
Supportive  
Housing

Partnership  
of Oral  
Health

ENLACES

Community  
Doula  
Program

Culture of  
Supports

Healthy  
Homes  
together

2021

Linn Co.  
Crisis  
Outreach  
Response

Disability  
Equity  
Center

InterCommunity  Health Network CCO

# IHN-CCO Transformation Pilot Programs



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Since 2013, IHN-CCO Transformation has partnered with 22 community partners for 32 Traditional Health Worker programs. Organizations such as CHANCE, Samaritan Health Services, Benton County Health Services, and Family Tree Relief Nursery have partnered with Transformation on multiple pilot programs.



# STORIES FROM THE FIELD

Recently a resident with a history of homelessness, addiction and mental health issues was dealing with a broken dominant arm and was in danger of losing housing benefits. After being contacted by the Housing Authority, the Community Health Worker was able to locate and assist the resident with completing and returning the paperwork needed by the 24-hour deadline. These tough encounters can be Community Health Worker opportunities, during that process it was discovered the resident was very stressed because they were having a difficult time completing basic activities like cleaning, cooking and self-care. The Community Health Worker was able to connect them with a volunteer organization that provides those kinds of services on a short-term basis.

~Health & Housing Planning Initiative:

Willamette Neighborhood Housing (2017)

# STORIES FROM THE FIELD

One client lived on the streets for two years before she connected with CHANCE. She found stable housing, became engaged in treatment, had her rent paid, and obtained a birth certificate and ID. She began talking about changing her life. She was connected with a PCP, got nicotine patches, had a Nexplanon birth control implant, and got a job! Now she pays her own rent, makes positive life choices, and is a productive member of the community. It is because of this pilot that there were funds to help her stay focused on her recovery. She did not have to stress about staying warm, dry, or to find food. Her basic needs were taken care of, she is not starving, and she no longer needs assistance.

~CHANCE 2<sup>nd</sup> Chance (2018)

# BARRIERS

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DEFINING  
TRADITIONAL  
HEALTH WORKERS



PROFESSIONAL  
DEVELOPMENT



RECRUITMENT AND  
RETENTION



DEFINED SCOPE OF  
PRACTICE

# Defining Roles

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- Clearly define what a Traditional Health Worker is for community and other health practitioners.
- Define scope of practice for these roles.
- Connect regularly with community members and community partners through marketing to raise awareness of available resources.





## Recruitment

Finding the right individual can be tricky. The need for bilingual Traditional Health Workers is high for health equity with non-English speaking communities, and personality plays a role in THW success.

### **Solutions:**

- Communication skills
- Interpersonal skills
- Teaching skills
- Service coordination skills
- Advocacy skills
- Capacity-building skills
- Knowledge base

## Retention

The World Health Organization estimates that turnover for Traditional Health Workers is as high as 50 percent.

### **Solutions:**

- Increase awareness of burn out and self care.
- Providing adequate career-development training for THW supervisors and THW based on the program model.
- Increasing the visibility of THWs within the organization, especially to leadership through:
  - Quarterly education
  - Including THW updates in “huddle” communications
  - Providing adequate training and staff development

*“The challenge of the work and reward of the work—we really need to show its variety and that it’s beautiful work ... and what it means to hire traditional health workers.” –Alicia Bublitz*

# PATHWAYS TO THW PROFESSIONAL DEVELOPMENT

<b>Develop</b>	Develop evidence and tools in support of statewide THW initiatives. Example: Stakeholders in Minnesota developed a CHW employer toolkit and the Pathways Community HUB model, which includes training for THW and workforce.
<b>Create</b>	Create statewide opportunities for proficiency assessment/credentialing to recognize THW by establishing THW certification, offering certified THW titling, and/or granting THW certificates.
<b>Leverage</b>	Leverage investments from CMS and CDC for statewide THW workforce development.
<b>Include</b>	Include THWs in statewide health system change efforts.
<b>Support</b>	Support statewide THW organization and leadership efforts.
<b>Assess</b>	Assess THW interests in professional development and create statewide training and development opportunities based on that assessment.
<b>Create</b>	Create statewide training/technical assistance opportunities for THW employers.

# References

1. Barbero, C., Mason, T., Rush, C., Sugarman, M., Bhuiya, A. R., Fulmer, E. B., Feldstein, J., Cottoms, N., & Wennerstrom, A. (2021). Processes for Implementing Community Health Worker Workforce Development Initiatives. *Frontiers in public health*, 9, 659017.

<https://doi.org/10.3389/fpubh.2021.659017>

2. Sabo, S., Wexler, N., O'Meara, L., Dreifuss, H., Soto, Y., Redondo, F., Carter, H., Guernsey de Zapien, J., & Ingram, M. (2021). Organizational Readiness for Community Health Worker Workforce Integration Among Medicaid Contracted Health Plans and Provider Networks: An Arizona Case Study. *Frontiers in public health*, 9, 601908.

<https://doi.org/10.3389/fpubh.2021.601908>