

Agenda

Delivery System Transformation Committee

September 28, 2023 4:30 – 6:00 pm

[Zoom](#)

- | | | |
|--|---|-------------|
| 1. Welcome and Introductions | Renee Smith, Family Tree Relief Nursery | 4:30 |
| 2. Transformation Update | Beck Fox, IHN-CCO | 4:45 |
| 3. Closeout Presentation
Pain Science Life Stories | Rolly Kinney, Oregon Pain Science Alliance | 4:50 |
| 4. Workgroup Updates and Discussion | Renee Smith, Family Tree Relief Nursery | 5:05 |
| 5. RFP Recap Discussion | Renee Smith, Family Tree Relief Nursery | 5:20 |
| 6. Wrap Up | Renee Smith, Family Tree Relief Nursery | |

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
AHEAD	Ahead of the Curve	Olalla Center	Lincoln	1/1/2023	12/31/2023
AMP	Amplifying Voices	SHS ArtsCare Program	Lincoln	9/1/2022	12/31/2023
ARCC	Arcoiris Cultural	Olalla Center	Lincoln	1/1/2022	12/31/2023
CRPS	Culturally Responsive Peer Services	Family Tree Relief Nursery	Benton; Linn	1/1/2022	12/31/2023
CSUP	Culture of Supports	North End Senior Solutions	Lincoln	1/1/2021	12/31/2023
DBHS	Decolonizing Behavioral Health Supports	Corvallis Daytime Drop-in Center	Benton; Lincoln; Linn	1/1/2022	12/31/2024
DEC	Disability Equity Center	Disability Equity Center	Benton; Lincoln; Linn	1/1/2021	12/31/2023
EASYA	Easy A	Sol4ce LLC	Benton	1/1/2022	12/31/2024
EOL	End of Life Support	SHS Population Health/CareHub	Benton; Lincoln; Linn	1/1/2023	12/31/2023
FAITH	Faith Communities Engaging Health	Faith Community Health Network	Linn	1/1/2023	12/31/2023
HEALTH	The Health Collective	Lebanon Community Hospital Physical Therapy	Benton; Lincoln; Linn	9/1/2022	12/31/2023
HNS	Health Navigation Station	St. Martin's Episcopal Church	Linn	9/1/2022	12/31/2023
HUBV	Hub City Village 2	Creating Housing Coalition	Linn	7/1/2023	12/31/2024
IATHW	Improving Access with THWs	Unity Shelter	Benton	1/1/2023	12/31/2023
IFCW	Integrated Foster Child Wellbeing	Samaritan Health Services	Benton; Lincoln; Linn	1/1/2019	12/31/2023
MHHC	Mental Health Home Clinic	Samaritan Medical Group	Linn	1/1/2021	12/31/2024
NAMRX	Namaste Rx	Namaste Rx LLC	Benton; Lincoln; Linn	1/1/2022	12/31/2023
NPSH	Navigation to Permanent Supportive Housing	Lincoln County Sheriff's Office	Lincoln	1/1/2020	12/31/2023
OODC	Overcoming Obstacles to Dental Care	Capitol Dental Care	Benton; Linn	1/1/2023	12/31/2024
PUENTE	PUENTES	Casa Latinos Unidos	Benton; Linn	1/1/2022	12/31/2023
TIAH	Transitioning into a Home	Furniture Share	Benton; Lincoln; Linn	9/1/2022	12/31/2024
WELLTM	Wellness Care Team	Family Assistance and Resource Center Group	Linn	1/1/2023	12/31/2023
WnR	Walk 'n Roll	Newport 60+ Activity Center	Benton; Lincoln; Linn	9/1/2022	12/31/2023
WVC	Women Veterans Cohort	Red Feather Ranch	Benton; Lincoln; Linn	10/1/2021	12/31/2023
Workgroups					
COWG	Connect Oregon Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/1/21	present
HEWG	Health Equity Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/1/15	present
SDoHWG	Social Determinants of Health Workgroup	InterCommunity Health Network CCO	Benton, Lincoln, Linn	11/16/17	present
SUSTWG	Sustainability Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	1/26/22	present
THWWG	Traditional Health Workers Workgroup	InterCommunity Health Network CCO	Benton; Lincoln; Linn	5/21/13	present

Delivery System Transformation Committee (DST) 2023 Calendar

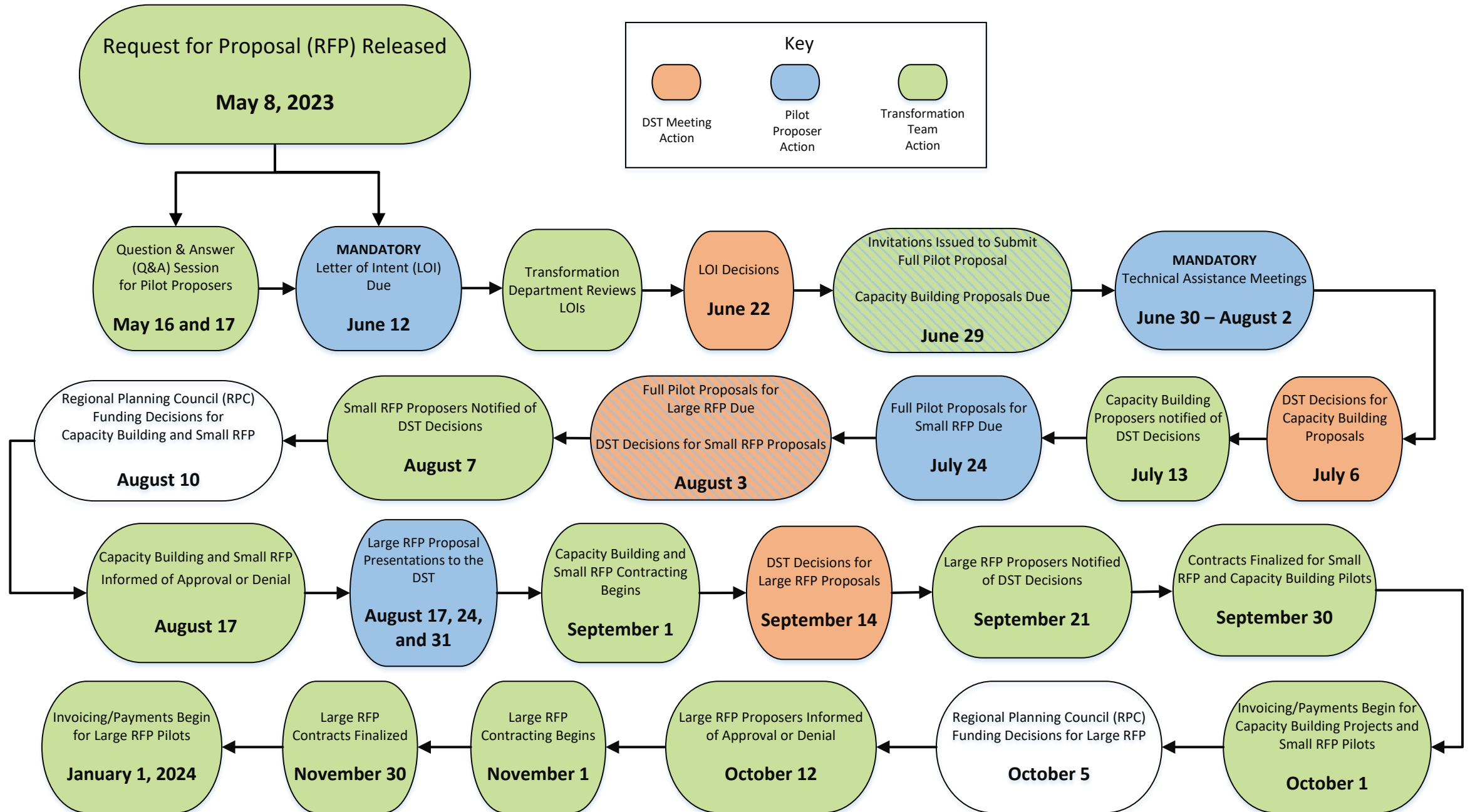
January	5	Racial Equity Training		
	19	Strategic Planning: Racial Equity Discussion, Charter, and Roles & Responsibilities		
February	2	CDP	TTH	Charter Review & Priorities
	16	CCP	HUBV	Engagement
March	2	DSDP	PBHT	Engagement
	16	PEER	OBFY	RFP & Priorities
	30	WINS	DDDW	RFP & Priorities
April	13	RFP Discussion		
	27	RFP Finalization		
May	11	Scoring Exercise		
	25	Pilot Expansion Requests	Pilot Updates	

KEY

Closeout
Request for Proposal
Strategic Planning
Miscellaneous
Training
Pilot Updates
Workgroup Updates

June	8	CAC UPDATE	IHN-CCO Health Equity Plan Review	
	22	LOI DECISIONS		
July	6	CAPACITY BUILDING DECISIONS		
	20	Pilot Updates		
August	3	SMALL RFP DECISIONS		
	Regional Planning Council August 10			
	17	RFP PRESENTATIONS		
	24	RFP PRESENTATIONS		
September	31	RFP PRESENTATIONS		
	14	RFP DECISIONS		
	28	PSLS	Workgroup Discussion	RFP Recap Discussion
	Regional Planning Council October 5			
October	12			
	26		Pilot Updates	
Nov	9			
Dec	7			

IHN-CCO DST Request for Proposal Timeline



Minutes
Delivery System Transformation Committee (DST)
September 14, 2023 4:30-6:00 pm

Present			
Beck Fox	Alicia Bublitz	Charissa Young-White	Allison Hobgood
Renee Smith	Annie McDonald	Cole Ray	Dick Knowles
Elizabeth Hazlewood	Erin Gudge	Jason Christensen	Rolly Kinney
Karen Hall	Karen Weiner	Michael Couch	Rebekah Fowler
Sara Jameson	Shannon Rose	Susan Trachsel	Trichelle Christensen
Larry Eby	Kristty Zamora-Polanco	Paulina Kaiser	Stacey Bartholomew
LeAnne Trask			

Transformation Update

Review of voters, process, and budget.
14 voters present and able to vote.

Small Request for Proposal Decisions: 14 Voters Present

Approved: Public Health Hub, Nurturing Fathers' Wellbeing, Street Medicine.

Denied: ArroyoSalud: Decision-Making Environmental Contaminants

Large Request for Proposal Decisions: 12 Voters Present

Approved: Bilingual McKinney-Vento Advocates, Emergency Winter Shelter Program, Positive Outcomes for LGBTQ+ Youth, Young Adult Cohort Housing, Affordable Housing Resident Services, Healthy Eating Children's Cookbook, Sleep Trailer Safe Shelter, Food for Many.

Denied: Improving Access to Quality Education, Asset Mapping Project.

IHN-CCO DST Large RFP Scoring Results

Budget	Pilot	Yes	No	Abstain
\$78,697	Bilingual McKinney-Vento Advocates	12	0	0
\$150,000	Emergency Winter Shelter Program	12	0	0
\$150,000	Positive outcomes for LGBTQ+ Youth	10	1	1
\$149,860	Young Adult Cohort Housing	10	1	1
\$150,000	Affordable Housing Resident Services	8	2	2
\$125,845	Healthy Eating Children's Cookbook	8	3	1
\$120,000	Sleep Trailer Safe Shelter	6	4	2
\$87,286	Food for Many	6	4	2
\$96,295	Asset Mapping Project	2	9	1
\$150,000	Improving Access to Quality Education	1	11	0

IHN-CCO DST Small RFP Scoring Results

Budget	Pilot	Yes	No	Abstain
\$49,923	Nurturing Fathers Wellbeing	13	0	1
\$49,920	Public Health Hub	13	1	0
\$27,868	Street Medicine Team	12	2	0
\$49,394	ArroyoSalud: Decision-making Environmental Contaminants	2	11	1

Pain Science Life Stories

**ROLLY KINNEY, PRESIDENT
OREGON PAIN SCIENCE ALLIANCE, INC**

Pilot Summary



January 2022 through June 2023



\$50,000



A user-friendly website for IHN members to find how others mastered their Chronic pain.



Record the life stories of individuals who have mastered their pain, curate the stories for accessibility and build the website.

Key Outcomes

- **Recorded and curated 29 stories.**
- **Built the PSLS user-friendly website.**
- **Recently recorded a 300+% increase in website users,**

Learning Experiences

Developing the story curation process was a long iterative effort, involving many attempts. The key factor was analysis of the story transcript.

There is no direct evidence that our efforts to promote the website and public recording sessions through the Samaritan clinics was effective.

The key factor to getting through difficult phases was the committed perseverance of our volunteer team.

Successes

- **Developed our user-friendly website.**
- **Recorded 29 stories**
- **Developed an efficient story curation process.**



Partnerships & Collaboration

Samaritan clinic coordinators in Lincoln City, Newport, Corvallis, Albany and Lebanon became our most direct link to IHN members.

The Oregon Pain Summit is our most effective source for new content and story tellers.

Remaining Challenges

- **Targeting IHN members to promote the PSLS website as a resource in their search for relief from chronic pain.**
- **Determining when an IHN member engages the PSLS website and their choices for healthcare after that engagement.**
- **Obtaining a presence on the IHN Together website.**

Post Pilot Sustainability

The website is reasonably complete, the volunteer team is in-place and we continue to seek additional volunteers.



Our curation process is documented and transferable.



The website is scalable to add many more stories

Discussion

Search Results for X Search Results for X Footwise Corvallis X Resources - Pain S X Symptoms - Psyc X PPD Relief Alliance X + - X

https://painsciencelifestories.com/resources/ 80% robnetts



Home Resource Search References & Blog FAQs About Membership Info Login

Donate to OPSA

Show 200 entries Columns

Search:

ID#	Title	Author	Date	Unique Aspects	Key Ideas	Summary	Transcript	Type	Length	Resources
1001	How Pain Works	Dr. Mythili Ransdell	11/21	Unique Aspects	Key Ideas	Summary	Transcript	Video	31 min	
1002	Forgiving Gave Me Freedom	Maureen (Mo) Forrest	11/21	Unique Aspects	Key Ideas	Summary	Transcript	Video	17 min	
1003	How Pain Science Changed My Understanding and Practice	Dr. Lance McQuillan	10/21	Unique Aspects	Key Ideas	Summary	Transcript	Video	20 min	
1004	My Self-care Pain Story	Mr. Doug Vinson	10/21	Unique Aspects	Key Ideas	Summary	Transcript	Video	53 min	
1007	Deconstructing Pain	Dr. Kevin Cuccaro	02/22	Unique Aspects	Key Ideas	Summary	Transcript	Video	28 min	



Windows taskbar with icons for search, file explorer, Edge, Word, PowerPoint, Excel, Outlook, Zoom, and Firefox. System tray shows 8:55 AM 9/21/2023.

IHN-CCO DST Final Report and Evaluation

Pain Science Life Stories

January 1, 2022 to June 30, 2023

Summary:

Pain Science Life Stories will develop a system to capture high-quality, edited video of the stories of health care workers whose practices are based on the BioPsychoSocial model and the stories of people whose lives have been changed by understanding Pain Science and the BioPsychoSocial model. The primary goal is to transform society’s understanding of pain and improve pain care options and outcomes; and to offer individuals, families and communities hope and choices by promoting education relating to pain science, the emergent construction of pain experiences and the potential for deconstruction of pain experiences with a primary focus on the merits of self-management and empowerment strategies in the transformation process. If successful, OPSA will continue to collaborate with IHN-CCO entities to provide current access information to the evolving Pain Science Life Stories and will sustain the Story sessions in the future.

A. Budget:

- **Total amount of pilot funds used:** As of June 30, 2023, \$38,035 used
- **Please list and describe any additional funds used to support the pilot.**
No additional funding was used to support the pilot.

B. Provide a brief summary of the goals, measures, activities, and results and complete the grid below.

Baseline or Current State	Monitoring Activities	Benchmark or Future State	Progress to Date
Add Lincoln County to venues/life story speakers for eight monthly OPSA community education sessions (held September thru May) for promotion to tri-county IHN-CCO members and other interested individuals through clinicians. Stories share learned tools and self-care for chronic pain based on current pain science.	OPSA Education Committee to coordinate venues, speakers for Corvallis, Albany, Newport/Lincoln City, Lebanon/Sweet Home. OPSA Committee and other volunteers post flyers and contact clinicians in tri-county area, focusing on primary care clinicians who may serve IHNCCO members.	Adding Lincoln County to rotating roster for monthly community education events provides IHN-CCO members and clinicians, and others in addition to the Linn and Benton County area, access to networking with peers and health professionals who are using pain science in their practice.	Because Covid closures precluded public meetings to hear and record stories, all in-person venues were deleted. The public recording sessions were virtual on Zoom , so IHN members could easily connect from any county.
Purchase video and streaming equipment, editing software. OPSA has had to borrow equipment to create video for past meetings. Video quality and sound has been marginal and editing the video time consuming.	Videographer establish needed equipment and software specs and procedures.	To create a library of high-quality recordings of individual and healthcare professional life stories suitable for website	The need for video cameras and streaming equipment were eliminated with the change to Zoom , but the laptop computer was purchased to produce and edit the video files for the website format.

IHN-CCO DST Final Report and Evaluation

<p>Develop and maintain website to share recorded personal stories from professionals who use pain science in their practice, and the pain experience of their patients and other individuals who use pain science tools to overcome persistent pain. Each community meeting event will also be live streamed to reach those who cannot or may not wish to attend live sessions.</p>	<p>Receive professional estimates to develop website, and for hosting service. Also explore in-house development of same through hosting service offering basic web templates.</p>	<p>Live stream and record/edit high-quality video of community education events and conferences for website use. This website library provides accessible video and Spanish translation to IHN-CCO members and others for review. We will monitor number of visitors to website and will work to determine a method that does not violate HIPAA to be able to count IHN-CCO members from general public. We hope the IHN-CCO may be able to give direction on this task.</p>	<p>Each public recording session was live streamed. The PSLS website was developed and accessible to IHN members beginning in September 2022. During the project period 24 new stories were recorded, and 24 stories curated to provide User-friendly search features. Six additional stories are in the curation process and will be added this summer. We realized curated Spanish was beyond our reach, even with IA, so was not attempted.</p>
<p>Create survey to query session participants about understanding of their pain experience before and after participating in community meetings and conferences.</p>	<p>OPSA Education Committee develop survey with input from OPSA members, compile then analyze data to determine effect on IHN-CCO community outcomes. Continue to refine survey as more data is received.</p>	<p>OPSA Education Committee maintain and refine survey using input from IHN-CCO members and others attending community meetings, in person or via live stream. Include checkboxes for community member vs clinician.</p>	<p>We explored various survey consultants and options, but the inability to identify IHN-CCO members precludes easily capturing their participation or measuring the benefit they perceived receiving. We intend to add a login feature that will capture demographic data from those who sign in but will not be able to identify IHN-CCO members. During Covid, about one third of Oregonians were OHP members. We intend to explore the possibility of arranging a link to PSLS for IHN-CCO members on the ihntogether.org website.</p>

IHN-CCO DST Final Report and Evaluation

OPSA and collaborators present mini conferences (approx 4 hours), each with multiple speakers, to IHN-CCO members/participants and other interested individuals in the community.	Have a mini conference at each of four sites: Albany, Corvallis, Lebanon/Sweet Home, Newport/Lincoln City to introduce OPSA and pain science to communities. Ask for pre-signup, at no charge to participants, to determine interest ahead of conference.	Collaborate and coordinate with Kevin Cuccaro, Straight Shot Health; Tina Corey, LCSW-Kaiser Permanente; Sharna Prasad, Samaritan Health Lebanon MAPS; Marble Jar self-help support group. Continue to explore new collaborations through networking with attendees.	In-person conferences were deleted due to Covid restrictions, and all public sessions were on Zoom . Clinic coordinators at the four SHS hospitals and our other collaborators distributed flyers for each public session and for the PSLs website access.
Order promotional pens/tablets with OPSA logo for conference distribution	OPSA Education Committee select and order	For promotion of OPSA website	This effort was deleted because there were no in-person events.
Design and print material to promote OPSA community meetings to PCPs and their IHN-CCO patients and all interested individuals.	OPSA Education Committee and other OPSA Volunteers	Community meeting dates, venues, and speaker info using individual, flyers.	Flyers for each public session and the PSLs website were provided to all collaborators.
Design and print material to promote OPSA conferences to PCPs and their IHN-CCO patients and all interested individuals.	OPSA Education Committee and other OPSA Volunteers	Conference venues, and speaker info using individual, flyers.	Flyers for each public session and the PSLs website were provided to all collaborators.
Distribute OPSA promotional materials to clinicians for introducing pain science self-care to IHN-CCO and other patients; and to local retailers, libraries, fraternal organizations, for public display.	OPSA Education Committee and other OPSA Volunteers	After original promotion, periodically check that promotional material is still prominent and easily available	Flyers for each public session and the PSLs website were provided to all collaborators.
Advertise in local areas through radio, newspaper, and public access media channels to reach IHN-CCO members who may use these services.	OPSA Education Committee	Targeting Albany, Corvallis, Lincoln City, Newport, Lebanon, and Sweet Home	An initial purchase of local advertising revealed it was not a cost-effective means, so was not repeated .

C. Did your pilot utilize Traditional Health Workers? If so, please fill out the table below: [No]

Type of THW (CHW, Doula, PSS,	Full time or Part time	Race/Ethnicity	Disability (Yes, No, Unknown)	Preferred Language (English,	Payment Type (FFS, Contract,	Location of THW (Clinic based or
-------------------------------	------------------------	----------------	-------------------------------	------------------------------	------------------------------	----------------------------------

IHN-CCO DST Final Report and Evaluation

PWS, Navigator)				Spanish, Sign Language)	Grant, Direct Employment, APM)	Community based)

D. Did your pilot receive referrals for THW services? If so, please fill out the table below:

Number of referrals received from members for THW services	
Number of referrals received from care team for THW services	

E. What were the most important outcomes of the pilot?

Public access to multiple stories by community members of their journey discovering pain science-based concepts for self-management of persistent pain, which is usually not related to tissue damage. Every person has a unique story linking the contributing factors with their persistent pain and identifies actions only they can take to change their pain experiences. The more stories a person hears, the more likely some of the concepts and factors others found useful, will also make sense to them, and they will begin to change their pain experiences. We developed a **curation process** intended to make an individual’s search for concepts that make sense to them and bypass stories less likely to resonate.

F. How has the pilot contributed to Triple Aim of improving health; increasing quality, reliability, and availability of care; and lowering or containing the cost of care?

We always preface our public sessions with the reminder that **we are not a health organization** and are not offering diagnosis, treatment, or cure for any disease or condition. We advise anyone to always consult and work with their personal health care professional when needed. However, the existing medical model is not effective with persistent pain, but when individuals learn how pain is generated in the body and realize others have found relief or lessening of chronic pain by using pain science techniques, they **relieve the formal healthcare system** of unproductive efforts.

G. What has been most successful?

Finding a website designer for this project who understands what it is like to experience chronic pain. Their own pain journey brought ideas for website display and usefulness. The designer is an expert in Search Engine Optimization (SEO) and continually maintains the website to be as high as possible in responses to global User searches.

We have also developed an efficient **story curation process** that provides a User with potential answers to their search criteria during their search process.

The **Zoom platform** has enabled Healthcare professionals in various time zones to become part of the Alliance archive.

H. Were there barriers to success? How were they addressed?

A continuing challenge is **finding local speakers** for our monthly Community Event Pain Science Life Stories series that we can video and provide on our website. This has forced us to think “outside the box” looking for videos that have been published by well-known pain science researchers that we can share that others may not be familiar with. Using Zoom vs. the original live venues we anticipated, has given us the opportunity to have several speakers from other states and countries.

IHN-CCO DST Final Report and Evaluation

Access to the PSLS website probably is not a barrier to members who have a **mobile phone** in their family. However, **several psychological barriers** exist for most members. **First**, relatively few members will seek better understanding of the cause of persistent pain unless they have persistent pain, so the potentially receptive audience probably is half or less of the actual membership. That is true for any ailment, but persistent pain is more common than most other ailments. **Second**, the most trusted route to a persistent pain remedy probably is through encounters with IHN-CCO clinics and services, but pain science-based remedies for persistent pain were not included in the past training and practice for most healthcare workers. That will change slowly overall, because Oregon recently added the continuing education requirement for healthcare workers to at least gain an introductory level of understanding of pain science. **Third**, it's very challenging for a worker to change practice concepts, which probably will need a critical mass of providers choosing to embrace the newer model, and that may only begin after pain science is a regular part of the healthcare curriculum. Sending our flyers through the SHS clinics potentially exposed both workers and clients to the availability of pain science remedies. **Fourth**, persistent pain is associated with an individual's unique history, so the remedies are unique to each individual and only an individual can identify the steps that make sense to them. The PSLS website is designed to aid the User in finding those stories they think might make sense to them.

Accurately **measuring the change in pain** experienced by member Users is a challenge because HIPPA limits our access to individual's healthcare history. We intend to add website features to obtain individual responses to the stories but are reluctant to ask Users to identify their membership in IHN-CCO. However, if it becomes possible to include a PSLS link on ihntogether.org then measurement of member experiences might be possible.

I. **How readily would the pilot be scalable or replicable? Describe cautions and considerations when considering scaling, or replicating the Pilot. (i.e. Success dependent on personality/skills set, or activities appropriate under certain conditions like size, target population, etc.)**

Yes, the website is **easily scaled upward to add more stories**. The identification of storytellers, curation of their stories, and promotion of the website is done by a limited number of volunteers, but more volunteers for these tasks can be trained.

The effort to find and collaborate with **a storyteller** is quite variable, probably in the range of 3 or more effort hours per story. Recording, curating, and publishing **a story** requires 10 to 20 effort hours.

The PSLS archive is currently in English but could be **expanded to other languages** by two possible means: a) by translating and over dubbing the verbal transcript in another language or b) making the original story recordings of speakers in another language. The first requires cultural translators and curators to make initially English stories 'live' in another language, and the second probably requires the storyteller and the curator to be fluent in the language. Either approach will require the hosting website to be revised to 'live' in whatever language is used.

J. **Will the activities and their impact continue? If so, how? If not, why?**

The Oregon Pain Science Alliance **will maintain the PSLS website indefinitely** and will continually add new stories to the archive. Our metrics have shown that each time we add new stories to the website traffic increases. The minimum cost to maintain the website is about \$2000 annually. We have about \$12,000 remaining of the pilot funds which will sustain operation for about 5 years with no added features or for perhaps 2 or 3 years including planned new features. We are searching for options to provide a level of income to continue to add new features indefinitely.

The story archive is expected to increase as new stories are included. Their **impact** will be dependent on the number of Users attracted to the site. We are exploring web resource options to increase our exposure, particularly the possibility of getting a PSLS link in the **IHN-CCO webpage** and finding ways to encourage members to actively use the IHN-CCO webpages.