
Quality & Health Outcomes Committee

Monday, April 12, 2021

10 a.m.–12:30 p.m.

1-888-278-0296,,310477#

PLEASE MUTE YOUR PHONE IF YOU AREN'T SPEAKING

Do not put your phone on hold

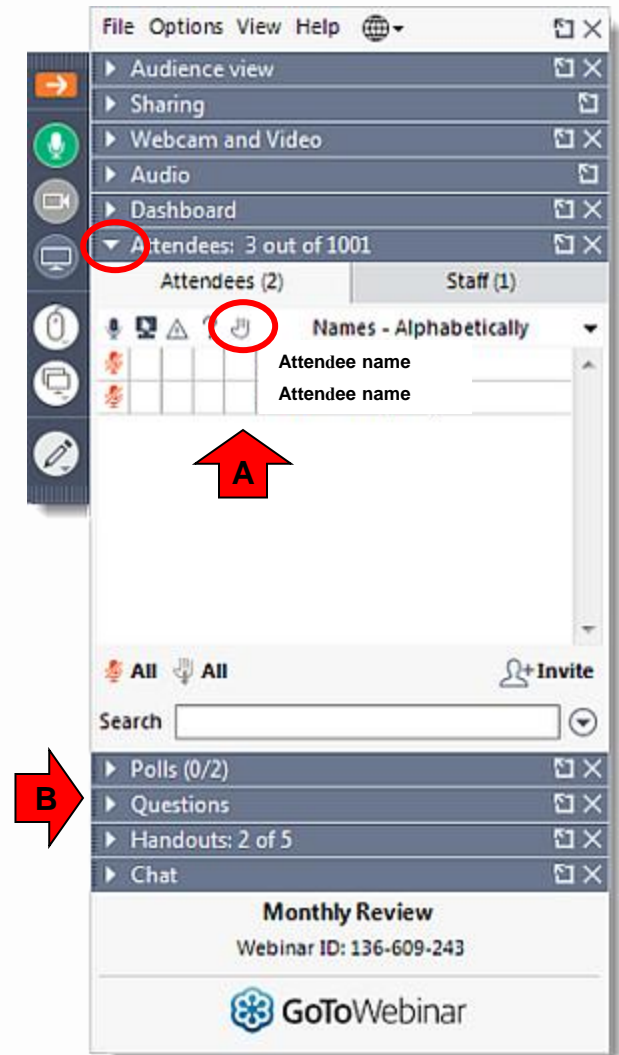
The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, orange, serif font above the word "Health" in a large, blue, serif font. Below "Health" is the word "Authority" in a smaller, orange, serif font. A thin blue horizontal line is positioned between "Health" and "Authority".

Oregon
Health
Authority

Meeting technology tips

GoToWebinar control panel

- A. Raise your hand
- B. Questions – pose a question to the host





- CCO attendance is recorded through webinar attendee list
 - If attending by phone only, email Lisa Bui for attendance record keeping
- Materials are posted to the QHOC [website](#).
- **PLEASE MUTE YOUR PHONE IF YOU AREN'T SPEAKING**

Do not put your phone on hold.

It is better if you drop off the call and rejoin if needed.

Agenda

Clinical Director Work Group 10 a.m.–12:30 p.m.			
TIME	TOPIC	OWNER	MATERIALS (page #)
10:00 a.m.	Welcome/announcements Meeting format proposal	Lisa Bui	TC TA handout (2–6)
10:15 a.m.	Minimum standards for opioid prescribing	Dee Weston	Presentation slides
10:40 a.m.	HERC update	Ariel Smits	Presentation slides Meeting packet (7–38)
11:00 a.m.	Break		
11:10 a.m.	COVID-19: Vaccine update	Dawn Mautner Lisa Bui Rex Larsen	Presentation slides
11:30 a.m.	Vaccine community engagement	Liliana Villanueva Michael McDaid Jameela Norton	Presentation slides
12:05 p.m.	Vaccine complaints process	Sarah Dobra	Presentation slides
12:15 p.m.	Vaccination outreach to members with underlying conditions	Dave Inbody	Presentation slides
12:30 p.m.	Lunch		
Quality and Performance Improvement Session 1–3 p.m.			
1:00 p.m.	QPI Introductions	Jenna Harms Lisa Bui	
1:10 p.m.	Statewide PIP development	Lisa Bui	Presentation slides Draft environmental scan (39–41)
2:10 p.m.	QI process for COVID-19 vaccines	Lisa Bui	
2:30 p.m.	Items from the floor	All	
3:00 p.m.	Adjourn		

Meeting format proposal: Zoom

- OHA discontinuing AT&T conference lines
- Zoom advantages:
 - Still has call-in only option
 - Allows breakouts for learning collaboratives
 - Polls
 - Allows recording
 - Transcript of chat (public record)
 - Other committees using Zoom successfully (Metrics & Scoring)
 - Zoom.gov more secure than early in pandemic
- Alternative would be Microsoft Teams

Revised Minimum Standards for Opioid DUR

Dee Weston, Pharmacy Program Policy Advisor

Health Policy & Analytics

April 12, 2021 QHOC



Support Act

- **Statewide Medicaid minimum standards**: eff. Oct. 1, 2019
 - Opioid **refills** above state-defined limit
 - Maximum morphine equivalent daily (**MED**)
 - **Concurrent use** with a benzodiazepine or antipsychotic
 - Program for appropriate use **antipsychotics for children**
 - Process to identify **fraud & abuse of controlled substances**
- **Exempt populations**: hospice, palliative care, cancer treatment, long-term care, sickle cell disease.

CMS Final Rule

- **December 31, 2020:** CMS published final rule changes. These include codification of SUPPORT Act requirements.
- The rule also created **new categories** of minimum standards and **expanded** existing standards.
- Evaluating CCO contract update
- Per CMS presentations, they expect significant uniformity within states

CMS Final Rule Minimum Standards



- **Dec. 31, 2020:** CMS final rule published



- **Feb. & March 2021:** Planning and collaboration with CCO pharmacy directors



- **March 1, 2021:** CMS minimum standards effective



- **May 1, 2021:** Anticipated announcement of revised Minimum Standards



- **July 1, 2021:** Anticipated eff. date for revised Minimum Standards

Future revision?

1. Given CMS expectations, may need further revision.
2. What should the revision process look like?

Please send questions or comments to:

- Deborah (“Dee”) Weston
deborah.g.weston@dhsoha.state.or.us

HERC Update

Ariel Smits, MD, MPH

April 12, 2021



March VBBS/HERC Meeting

- 2022 Biennial Review
- **GUIDELINE NOTE 24, COMPLICATED HERNIAS (excerpt)**
- *Lines 168,524*
- Complicated inguinal and femoral hernias in men are included on Line 168 if the hernia causes symptoms of intestinal obstruction and/or strangulation; OR is incarcerated (defined as non-reducible by physical manipulation); OR causes pain and functional limitations as assessed and documented by a medical professional OR Affects the patient's ability to obtain or maintain gainful employment.
- Repair of inguinal and femoral hernias in women are included on Line 168 due to the different natural history of disease in this population.

March VBBS/HERC Meeting

- Simplifying the telehealth guideline
- Removing the prenatal genetic testing guideline requirements for ethnic group or family history of a condition
- Removing all coding specs
- Pre-surgical weight loss prior to bariatric surgery clarification

May VBBS/HERC Meeting

- Breast cancer index re-review
- Monitoring PET scans during Hodgkin's therapy
- Platelet rich plasma for treatment of chronic diabetic lower extremity wounds
- Partial and full tendon tears
- Re-review of treatments for patellar subluxation
- USPSTF screening recommendation updates
 - Lung cancer screening update
 - Colon cancer screening 2021 coverage age change
 - Carotid artery stenosis screening
- Tethered cord
- Clarifying coverage of rhinoplasty/septoplasty for chronic sinusitis

Changes to Opioid Guideline

(Currently in effect)

GUIDELINE NOTE 60, OPIOIDS FOR CONDITIONS OF THE BACK AND SPINE

Long-term opioid therapy

Long-term opioid treatment (>90 days) after the initial injury/flare/surgery is included on these lines as described below.

For patients receiving long-term opioid therapy (>90 days) for conditions of the back and spine, continued coverage of opioid medications requires a comprehensive individual treatment plan for chronic pain, taking into account the biological, behavioral, psychological and social factors which may influence each individual's experience of chronic pain as well as any current and past treatments. Treatment plans should be prescribed (unless contraindicated) with a plan to keep active (home or prescribed exercise regimen) and should include additional therapies such as spinal manipulation, physical therapy, yoga or acupuncture unless contraindicated and if available in a patient's community and reasonably accessible to the patient. The treatment plan should conform with the Oregon Chronic Opioid Prescribing Guidelines (2017-2018). A taper plan may be indicated if and when clinically appropriate.

-

Previous Changes to GN60 Con'd

Opioid tapers

Opioid taper plans are **not required** in order for continued inclusion of long-term opioid therapy on these lines. Providers initiating taper plans are encouraged to follow Oregon Opioid Tapering Guidelines (January 2020). Taper plans should include nonpharmacological treatment strategies for managing the patient's pain. During the taper, behavioral health conditions need to be regularly assessed and appropriately managed.

This is a significant change from past versions of this guideline. HERC intended to clarify that payers should NOT be requiring tapers.

EbGS Update

-April

- Deep brain stimulation for epilepsy
 - Tentative recommendation against coverage
- Future
 - High frequency chest oscillation devices
 - PANDAS/PANS/AE

Your feedback or issues

- HERC.info@dhsoha.state.or.us
- Ariel.Smits@dhsoha.state.or.us

BREAK



PLEASE **MUTE** YOUR PHONE OR DROP OFF THE CALL

Do not put your phone on hold.

It is better if you drop off the call and rejoin if needed.

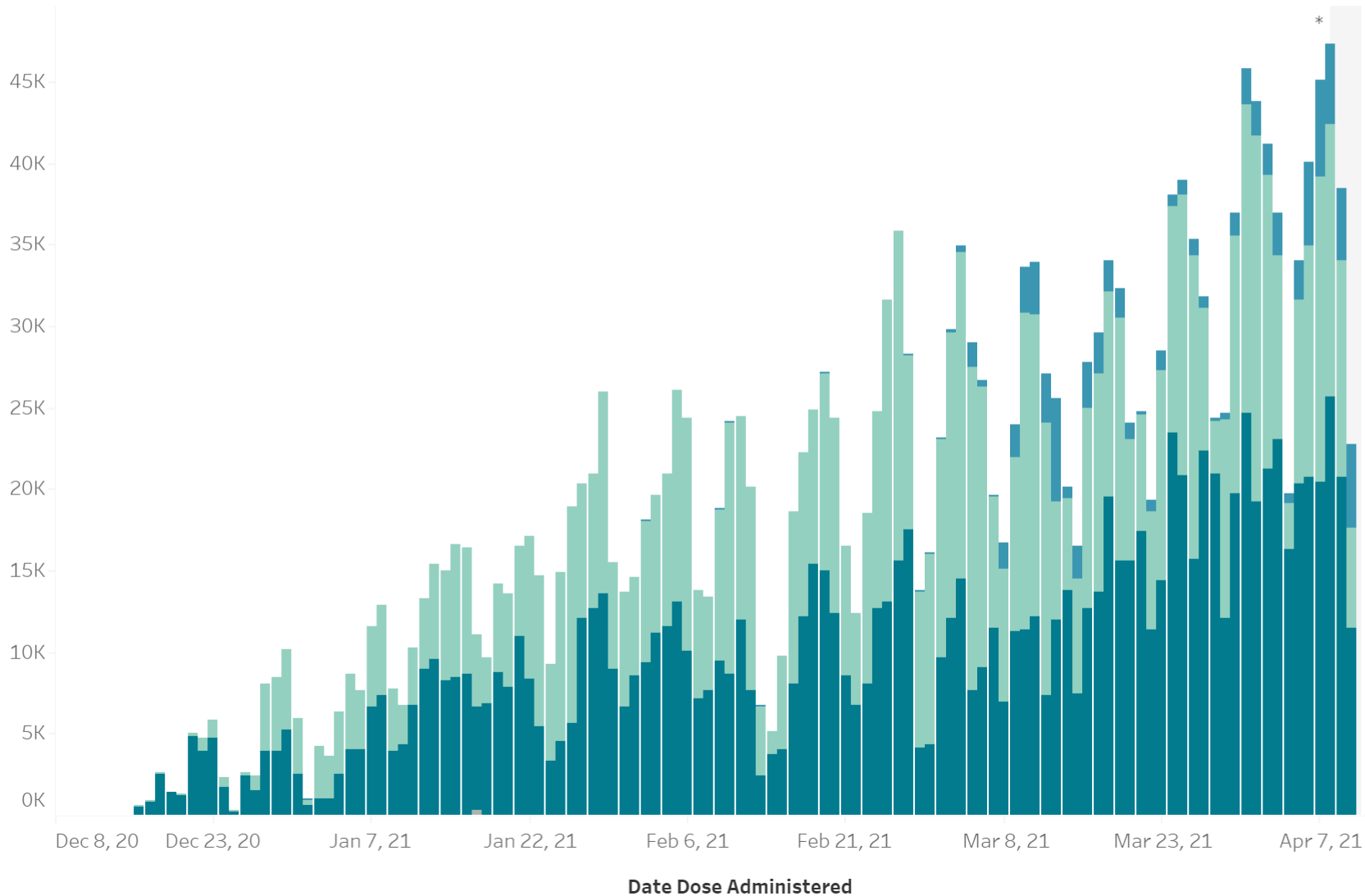
Update on Vaccination in Oregon

April 12, 2021

Oregon's Vaccination Trend: Doses Administered by Day

This chart shows the total number of COVID-19 vaccine doses that have been reported to Oregon's ALERT IIS by day and manufacturer.

*Doses administered during this time may not yet be reported.



Doses Administered

**The number of doses administered and people vaccinated may not match. Please see below for more detail.

1,156,393 Pfizer doses

1,021,821 Moderna doses

79,507 Johnson & Johnson

981 Unspecified

2,258,702 Total Doses Administered

**People Vaccinated

528,894 Series In Progress

902,888 Series Complete

1,431,782 Total People

Vaccines Administered by Age—Data through 4-4-21

Age Group	Number Vaccinated	Population Estimate	% of Population Vaccinated
20 to 29	107,729	555,278	19% (+3%)
30 to 39	155,334	578,856	27% (+4%)
40 to 49	163,455	543,370	30% (+5%)
50 to 59	177,431	535,049	33% (+6%)
60 to 64	108,776	281,592	39% (+8%)
65 to 69	167,404	257,808	65% (+4%)
70 to 74	151,050	206,442	73% (+3%)
75 to 79	99,624	133,653	75% (+3%)
80+	122,390	167,639	73% (+2%)

40-64: 33%

65+: 71%

7-day running average: doses administered per day

Date of administration	Series In Progress	Series Complete	Series Unknown	Total Doses
Friday, 4/2/2021	23,481	18,388	116	41,985
Saturday, 4/3/2021	19,652	17,738	64	37,454
Sunday, 4/4/2021	12,941	9,552	19	22,512
Monday, 4/5/2021	20,185	13,859	34	34,078
Tuesday, 4/6/2021	21,574	18,484	95	40,153
Wednesday, 4/7/2021	21,524	23,600	78	45,202
Thursday, 4/8/2021	21,784	25,691	79	47,554
7-day running average⁴				38,420
Friday, 4/9/2021	21,086	17,770	65	38,921
Saturday, 4/10/2021	10,962	16,136	28	27,126
Sunday, 4/11/2021	8,788	9,025	10	17,823

COVID-19 VACCINE DOSES ADMINISTERED BY WEEK

Pfizer Moderna J & J Unknown4 Total



Allocation goals this week

- Overall Prime doses being delivered this week:
 - Pfizer—58,500 (small increase)
 - Moderna—42,700 (flat)
 - **J&J—7,300**
- Fed pharmacy orders this week—significantly reduced J&J
- Looking closely at doses sent over the past few weeks and doses administered
 - Some counties have already asked to not receive additional doses
 - Need to assure that doses that are sent are used in around 7 days: begin to adjust doses this week
 - Going forward—will need to adjust doses to demand—there clearly are differences this week around the state---really want to do this in partnership with vaccinators
 - Likely with J&J allocations being unclear in April—right now—3 week look ahead is 2400 per week
- Will need the LPHA survey likely going forward—adding a Pfizer 16-17 year old question this next week
- OHA/GOV office had call with WH/CDC on Oregon’s “fair share” of allocations

Planning for 16-17 year old vaccinations

- As of Monday (4/5) all 16-17 year-olds with underlying health conditions are eligible for a COVID-19 vaccine. This represents approximately 33K 16-17 year-olds statewide.
 - All 16 and 17 year-olds (96K individuals), alongside the general population, will become eligible on April 19th.
- The only vaccine currently authorized for use in 16 and 17 year-olds is Pfizer; this creates significant challenges due to the way Pfizer is packaged (~1,100 minimum dose shipment) and storage requirements
- OHA is working with local jurisdictions to make sure there is a plan for vaccine access for this population.
 - So far, we believe approximately 80% of eligible 16-17 year-olds live in a county with Pfizer access, although that does not include a specific geographic distance and there are likely still barriers within these counties
 - The coastal regions and Eastern Oregon are the areas with the most limited Pfizer access.
 - Our work includes exploring options for repackaging Pfizer doses (into smaller amounts) and shipping/delivering doses to targeted areas/vaccinators.
 - We are also exploring opportunities to partner with school districts and schools, such as to extend vaccine communications and possibly to host targeted vaccine events.
- Based on national news, we also expect there to be an emergency-use authorization application for Pfizer down to age 12 soon; all of these above activities will be extended to this population if/when this authorization is extended.

Vaccination Data: OHP Members

- Starting 2/26/21, OHA began providing weekly vaccine data to CCOs regarding OHP members including two files:
 - List of vaccinations given to members the previous week
 - Historical vaccination information for new members
- On Friday, OHA sent lists to CCOs, KEPRO, and CareOregon of unvaccinated members that meet the list of underlying health conditions using Oregon's chronic disease tracking system.
- Additional information will be distributed this week including lists of unvaccinated OHP members that meet the broader list of underlying conditions set forth by the CDC.

Commercial Carrier Outreach

- On Friday 4/2/21, Commissioner Stolfi convened commercial health carriers to request outreach to plan members with underlying conditions. Request included:
 - Identify all your plan members with eligible underlying health conditions based on the updated eligibility announced Friday
 - Perform outreach about vaccinations to identified members
 - Encourage and assist members with scheduling appointments
 - Consider using COVID-19 Community Vulnerability Index (CCVI) data to target priority assistance
- Many carriers report these activities are already under way

Vaccine Data for Health Plan Members

Work is underway to be able to exchange vaccine data on health plan members with commercial carriers. Status update:

- ALERT team is working on a manual process to share data on health plan members who have been vaccinated
 - DUAs and data pull expected by Monday
 - Working with ALERT vendor to develop an automated solution
- Ultimately the goal is for Collective Platform to be the platform for longer-term data exchange; build out underway with expected go-live on May 10th
- Working to identify short-term data exchange solutions prior to CP/automated platform and exchange ready

Questions/ Discussion

COVID-19 vaccination community engagement

Liliana Villanueva, Community Partner Outreach Program

Michael McDaid, Community Partner Outreach Program

Jameela Norton, Community Engagement Team



Community Partner Outreach Program

COVID-19 vaccine community
engagement

Oregon
Health
Authority
Community Partner Outreach Program
Community.outreach@DHSOHA.State.or.us

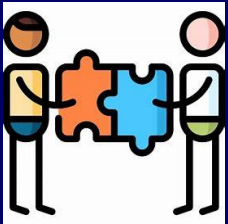
Community Partners



1,537

- We have a large volunteer network that we certify to help Oregonians apply for, keep, and use medical benefits.
- We also administer grants with community organizations, and providers throughout the state.
- Our program is successful because our community partners are embedded in their communities and dedicated to health equity and health access!

Community Partner Outreach Program



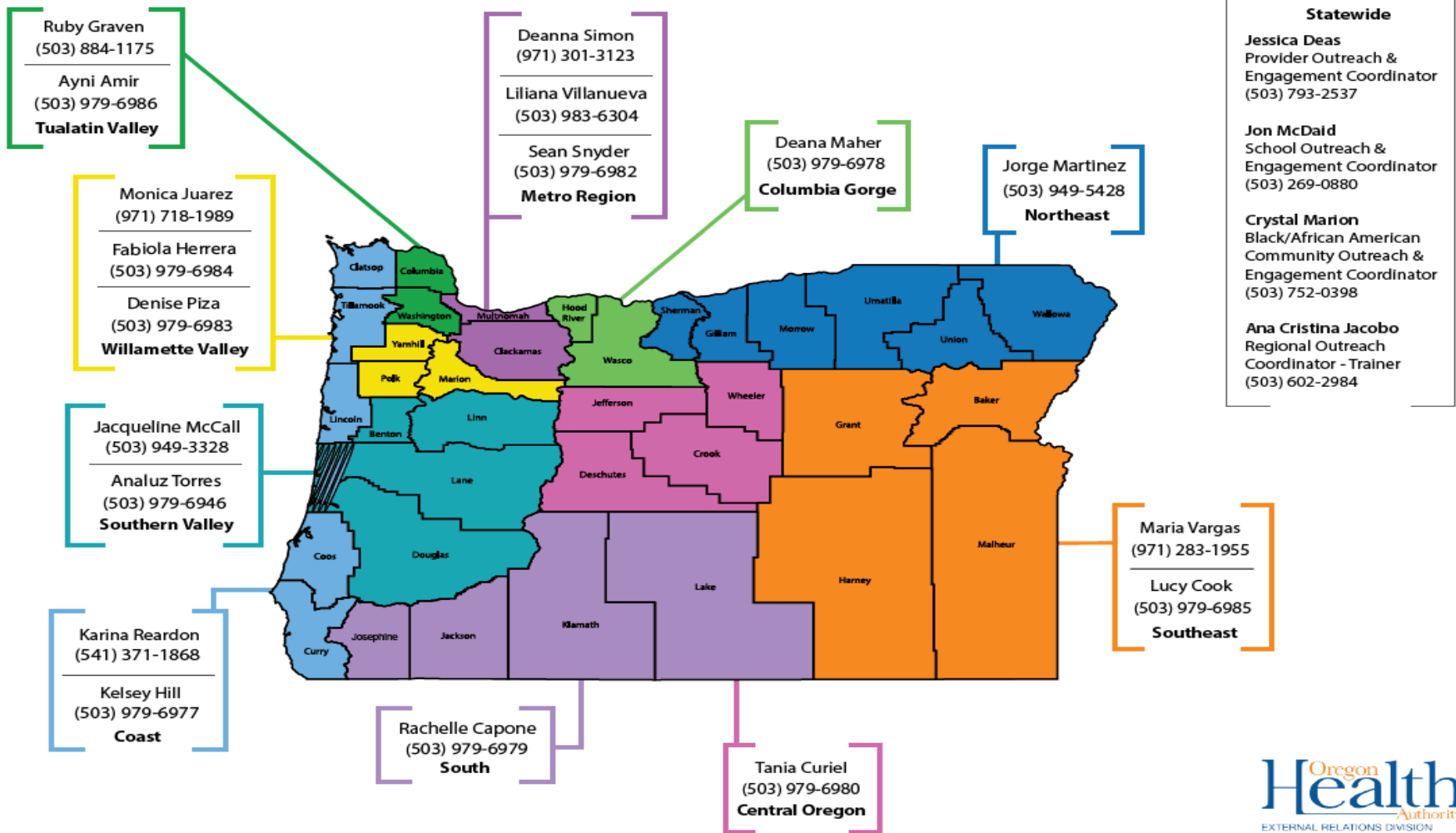
22 Regional Outreach Coordinators (ROCs) are located throughout the state. They help build relationships with stakeholders, community organizations, clinics, hospitals and much more.



Our team connects internal and external stakeholders to advance the health of Oregonians, with a special focus in equitable medical coverage and access.

Regional Outreach Coordinator (ROC) Map

CPOP Regional Outreach Coordinator (ROC) Map



Collaborations and other areas of work

- During the COVID-19 response CPOP has collaborated with Public Health for COVID-19 community engagement calls, contact tracing, OHA Facebook Español, telehealth workgroup, and mental health access.
- CRRU membership and participation (communications, faith-based liaison, etc.)
- OEMS and CPOP are working together on Protecting Immigrant Families grant project.
- ODHS and CPOP collaborations include process, system, justice involved work
- County collaborative meetings provide opportunities to share system and policy updates, network, troubleshoot issues.
- **And much more!**

COVID-19 Listening Sessions

- CPOP staff working in partnership with the COVID Rapid Response Unit (CRUU) conduct bi-Weekly Zoom meetings designed to receive feedback directly from community-based organizations, faith organizations, local leaders.
 - These meetings are designed to hear directly from the community the impact of COVID in their communities and what their needs are.
 - Each listening session includes a re-cap of themes from the previous listening session along with what the OHA response has been to those items since the last session.
 - Regional breakout rooms are created to gather COVID impacts and needs within each region.

Seminario Web de COVID-19 para Socios Comunitarios en español:

- Cada dos semanas en miércoles: 2:30 - 3:30 PM
- La intención de este seminario web es para alcanzar a todas las organizaciones comunitarias que presentan servicio a su comunidad, así como a cualquier otra persona líder en su comunidad que preste servicios de manera oficial o no oficial.
- Agenda
 - 1. Actualizaciones de COVID-19
 - 2. Recursos disponibles para nuestros socios comunitarios
 - 3. Preguntas / preocupaciones que está escuchando de la comunidad

COVID-19 Migrant and Seasonal Farmworker Partner Call

- The purpose of these calls is to share strategies, resources, information and needs related to serving migrant and seasonal farmworkers in our communities during the COVID-19 emergency.
- We hope that by establishing communication between community-based organizations and state agencies, we can better coordinate and operationalize support for your communities.

Vaccine Events

Currently the Community Partner Outreach Program- has hosted vaccine events for agricultural worker throughout the state of Oregon.

We also have scheduled vaccine events across Oregon to support communities that have had a hard time accessing and scheduling for a vaccine appointment.

Vaccine information sessions

COVID-19/Coronavirus Information Session for the Arabic-Speaking Community

Hosted by Oregon Health Authority

Tuesday, March 30th from 5:00pm to 7:00pm via Zoom

Join us for a COVID-19/Coronavirus and vaccine educational and awareness session for the Arabic-speaking community.

We will be joined by an Oregon Health Authority Senior Health Advisor to provide information on vaccine safety, what is in the vaccine, and resources available. There will be time for questions and answers to address the needs/concerns of the Arabic-speaking community.

Please register at the following Zoom link:

<https://us02web.zoom.us/j/87301216738?pwd=S0YxWVJ2UnlTbmtlNVJXMjFiLzdtUT09>

For questions or technical support please reach out to:

Ayni Amir
Regional Outreach Coordinator
(503) 979-6986

Ayni.Amir2@dhsoha.state.or.us

Deana Maher Hamadeh
Regional Outreach Coordinator
(503)-979-6978

Deana.M.Maher@dhsoha.state.or.us



Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us.

OHA 3591 (03/17/2021)

Sesión de información para la comunidad sobre el COVID-19/Coronavirus

Organizado por el Oregon Health Authority

Jueves 15 de abril de 6:00pm a 7:30pm por Zoom

Acompáñenos para una sesión educativa y de concientización sobre el COVID-19 / Coronavirus y las vacunas.

Nos acompañará un asesor de salud del Oregon Health Authority para brindar información sobre la seguridad de las vacunas, sus ingredientes y recursos disponibles. Habrá espacio para preguntas y respuestas sobre las necesidades y preocupaciones de la comunidad.

En el enlace de Zoom:

<https://us02web.zoom.us/j/83798859864>

Pueden llamar al teléfono:

+1(253)215-8782, Código 83798859864#

Para preguntas o asistencia técnica, comuníquese con:

Alyssa Walker Keller
Programa de Educación Migrante, Multnomah ESD
Teléfono (503) 810-2624



Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us.

OHA 3591 (03/17/2021)

Opportunities to collaborate

A few possibilities:

- **Health Equity**
 - Listening sessions
 - Join COVID-19 sessions
 - CCO education
 - Timely access
- **Provider Coordination**
- **Justice Involved innovation**
- **Follow up meetings**
 - Within teams
 - Across teams

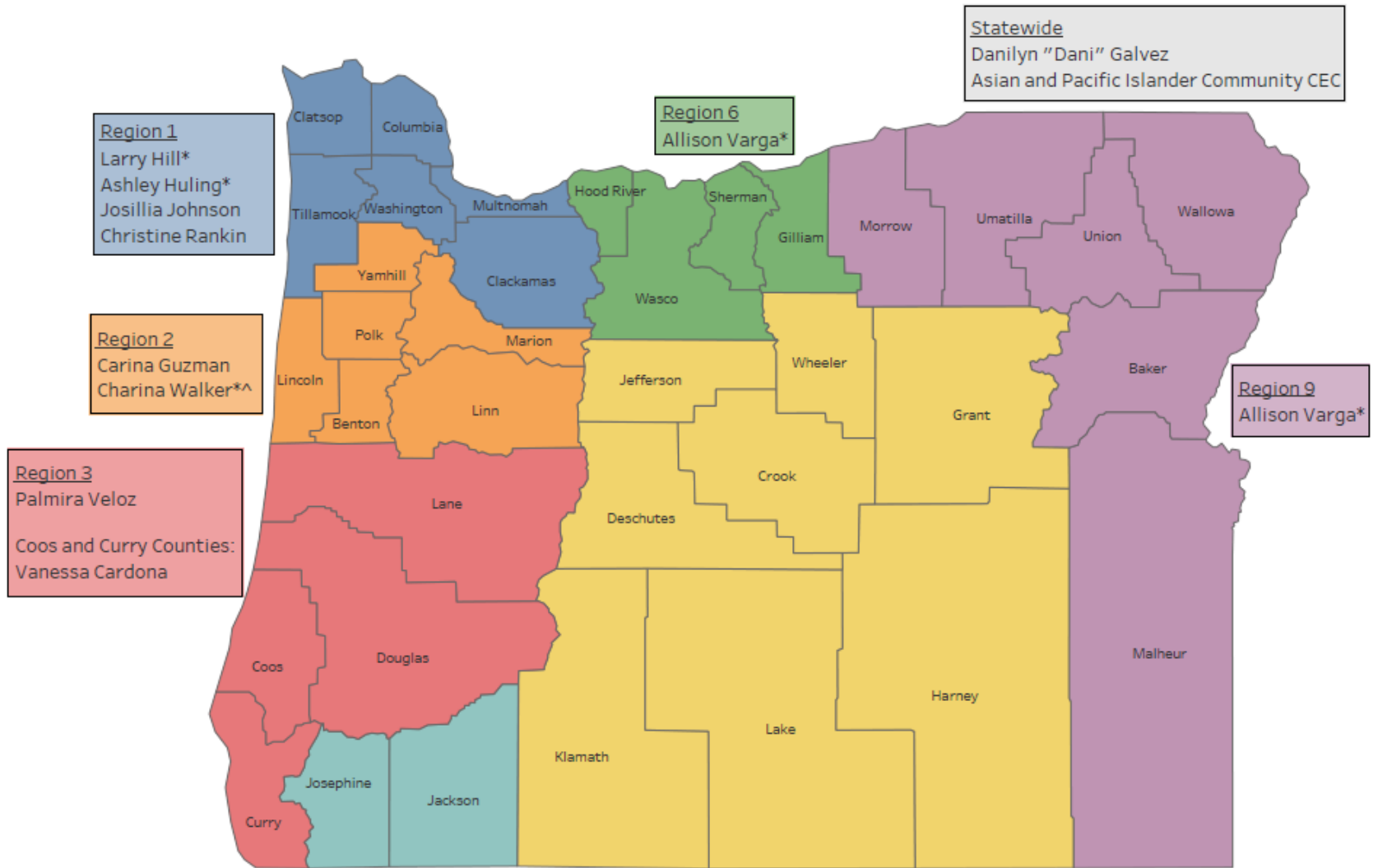
Thank you!



Community Based Organization Outreach

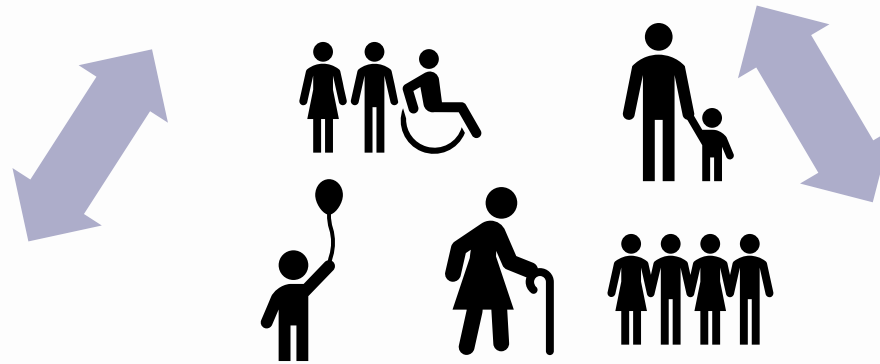


Oregon Community Engagement Coordinators by Region



Network building to serve community

Community Based Org



OHA

Local Public Health



Community Engagement Team

- 150+ Community Based Organizations funded to do wrap around, outreach and contact tracing
- Diverse group of trusted community partners
- March 2021: Submitted a plan for the remainder of 2021.
- CBOs will be performing outreach and engagement, and supporting vaccine events

Pacific Islander Vaccine Event





African American Community



**Urban League
of Portland**

together with **Dr. Christopher Evans**
and **Dr. Buhkosi Dube**

Invite you to

**HEALTH
TALK**

A VIRTUAL CONVERSATION ABOUT VACCINES

The decision to vaccinate or not, is a very personal one. We empathize with those who have historically or personally experienced discriminatory treatment.

WHEN: WEDNESDAY, MARCH 03, 2021

TIME: 5:00 PM - 7:00 PM



<https://tinyurl.com/vfqiw3zo>

MEETING ID: **160 448 5655**

PASSCODE: **249118**

For more information, contact:

Jalane Jara, Community Health Navigator

✉ HealthEvent@ulpdx.org



URBAN LEAGUE OF PORTLAND | 10 N RUSSELL ST, PORTLAND, OR 97227 | 503-280-2600 | ULPDX.ORG



**Free Covid-19
Drive-thru & walk-up testing**

Mar 6th, 21 -- 11:00am - 2:00pm
St. Aidan's Episcopal Church
17405 NE Glisan St. Portland OR 97230



AFRICAN COMMUNITY COVID-19 EVENT

Pre-Register @ doineedacovid19test.com/
On-site registration is also available

COME ALL!

- Social distance and face covering is required
 - No ID required
 - Your information is confidential
 - No medical insurance required
 - Interpretation services available
 - No payment, no financial information
- FREE Community resources:**
- Masks for kids and adults
 - Face shield
 - Hand sanitizer
 - Tissue/paper towel...
 - CDC prevention materials
 - Other cleaning supplies
 - And much more

For more information:

Mercy connections, Inc

(971) 254-7999

info@mercyconnections.net

www.mercyconnections.net

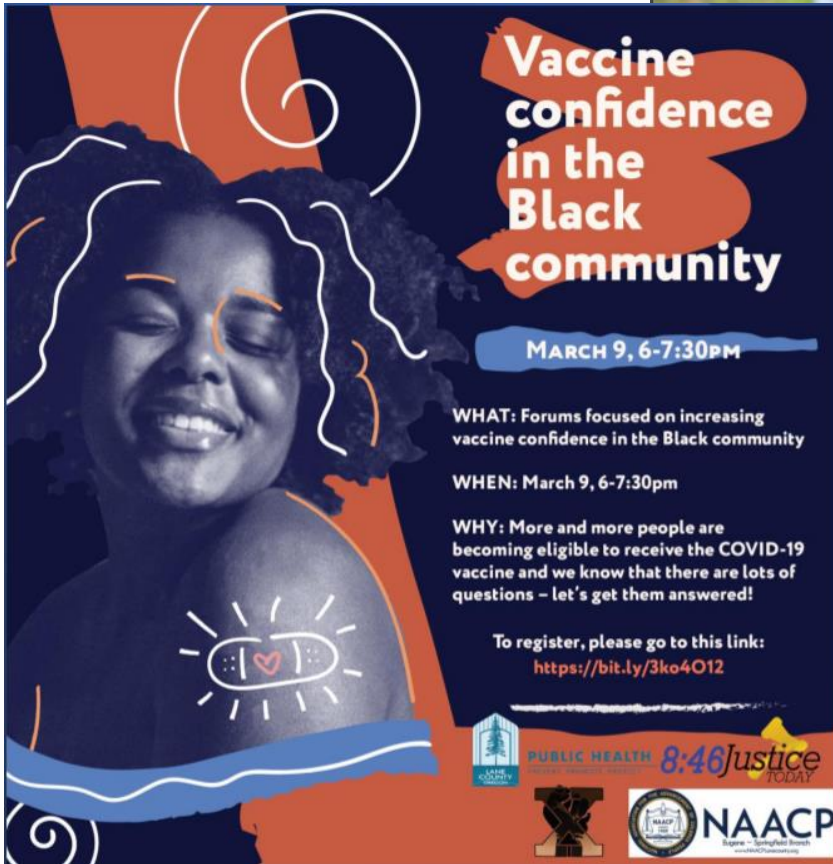


Portland.gov



**Health
Authority**

African American Community

A promotional poster for a vaccine confidence forum. It features a close-up of a smiling African American woman with a heart tattoo on her shoulder. The background is dark blue with orange and white decorative swirls. Text on the poster includes the title 'Vaccine confidence in the Black community', the date 'MARCH 9, 6-7:30PM', and details about the forum's purpose and registration link. Logos for the Oregon Health Authority, Public Health 8:46 Justice Today, and NAACP are at the bottom.

Vaccine confidence in the Black community

MARCH 9, 6-7:30PM

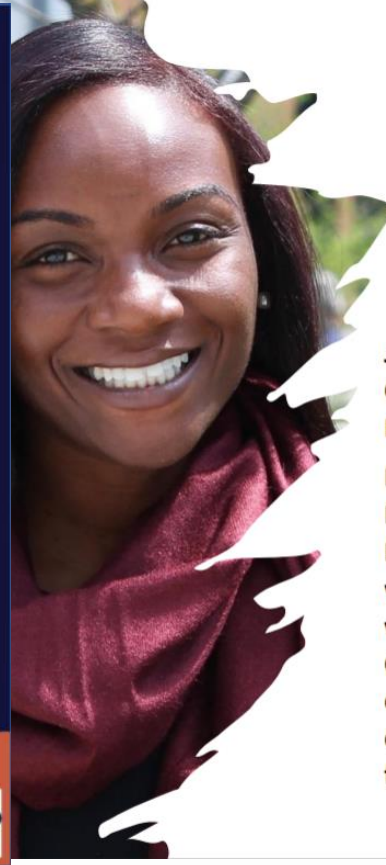
WHAT: Forums focused on increasing vaccine confidence in the Black community

WHEN: March 9, 6-7:30pm

WHY: More and more people are becoming eligible to receive the COVID-19 vaccine and we know that there are lots of questions – let's get them answered!

To register, please go to this link:
<https://bit.ly/3ko4O12>

OREGON HEALTH AUTHORITY
PUBLIC HEALTH 8:46 Justice TODAY
NAACP
NAACP
Organize • Empower • Inspire



SAVE THE DATE
March 26, 2021
4:00 – 5:30PM

Join a community conversation about the COVID-19 vaccine with immunization expert, **Dr. Kizzmekia S. Corbett.**

Dr. Corbett is a research fellow in the Vaccine Research Center of the National Institutes of Health. Appointed to the VRC in 2014, her work focuses on developing novel coronavirus vaccines. In response to the ongoing global COVID-19 pandemic, the vaccine concept designed by Dr. Corbett's team was rapidly deployed to industry partner, Moderna, Inc., for FDA-approved Phase 1 clinical trial.

Latino Community

FREE DRIVE-THRU COVID-19 VACCINE EVENT FOR 80 AND OLDER



Thursday, February 11th, 2021
9:00 AM-1:00 PM

Woodburn High School 1785 N Front St, Woodburn, OR 97071

Only for people 80 and older at this time.
All welcome regardless of immigration status.
Your information is confidential.
No Insurance required.
No I.D. required.

Protect yourself, your family & your community!
Continue wearing a mask and social distancing after vaccines and keep your vaccination card for the second dose.

Register and schedule your appointment at
<https://www.signupgenius.com/go/20F0848AAA72EAAFF2-woodburn>
Access Code: 2021

For Scheduling Assistance:
Enedina Lopez, Interface Network at 503-910-4908

OHP & Oregon Health Marketplace Enrollment Information Available

EVENTO DE VACUNACIÓN PARA COVID-19 GRATUITAS SIN SALIR DE SU AUTO, PARA PERSONAS MAYORES DE 80 AÑOS



Jueves, 11 de Febrero de 2021
9:00 AM-1:00 PM

Woodburn High School 1785 N Front St, Woodburn, OR 97071

Sólo para personas mayores de 80 años en este momento.
Todos son bienvenidos sin importar su estatus migratorio.
Su información es confidencial.
No se requiere seguro médico.
No es necesario una identificación.

¡Protéjase a sí mismo, a su familia y a su comunidad!
Continúe usando su cubrebocas y el distanciamiento social después de la vacuna y conserve su cartilla de vacunación para la segunda dosis.

Regístrese y programe su cita en
<https://www.signupgenius.com/go/20F0848AAA72EAAFF2-woodburn>
Código de acceso: 2021

Si necesita ayuda para programar su cita, llame a:
Enedina Lopez, Interface Network al 503-910-4908

Habrà Información disponible sobre inscripción en el mercado de salud de Oregon y el OHP



COVID-19 Vaccine Complaints Process

Sarah Dobra, Ombuds Program



Provide an equity-centered COVID Vaccine Complaint Process for all people in Oregon

OHA seeks to offer a vaccine complaints process that is accessible, timely, and customer-focused. Specifically, OHA's goal is to stand-up a service that:

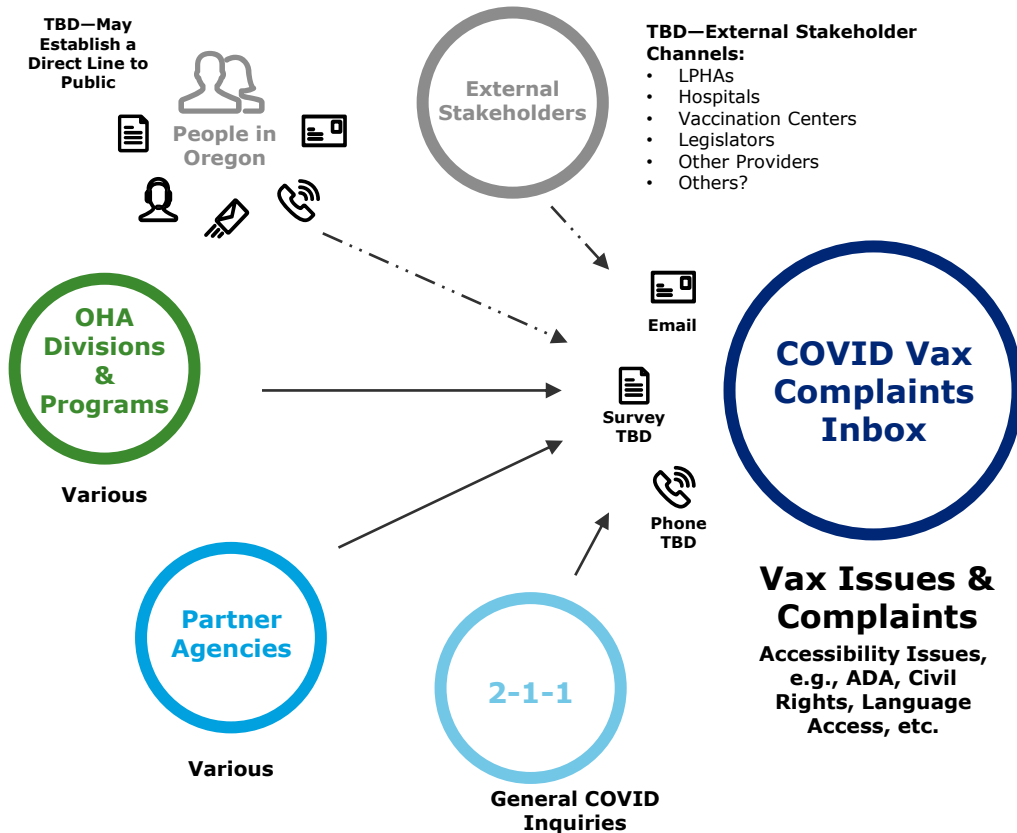
- **Recognizes and addresses the needs and expectations of people in Oregon:** We engage people in the solution, listen to and act upon their concerns.
- **Centers equity:** Our process is culturally and linguistically-appropriate and accessible and includes options that are easy to find and easy to use.
- **Drives change:** We elevate health inequities for rapid response while tracking trends to enact changes at the systems-level.



COVID-19 Vaccine Complaints Process

Preliminary Mapping

Interim Intake Process



TIER 1

Urgent

Examples

- Person with disability is not able to access vax site due to parking issues.
- Person with Limited English Proficiency is not able to use state or county tools to schedule a vax appointment.

TIER 2

Immediate

Examples

- In-home care worker is eligible under Phase 1a, but is turned away from a mass vax site.
- Individual is unable to schedule second dose within recommended timeframe due to systems barriers (e.g., individual leaving prison, migrant worker travelling to different part of state).

TIER 3

Follow-up as needed

Examples

- A person calls to express frustration over state vaccination eligibility guidelines.

Tiers of Response

Ensuring Equity Issues Emerge for Rapid Response

TIERS	WHAT THIS LOOKS LIKE	RESOLUTION
1 URGENT: Issues involving ADA/Civil Rights/Protected Class/Language Access	<p><i>Physical access:</i> Person with disability is not able to access a mass vax site due to parking issues.</p> <p><i>Language access:</i> Person with Limited English Proficiency is not able to use our tools to schedule a vax appointment.</p>	Escalate issue for individual resolution & systems-level change.
2 IMMEDIATE: Access issues for those who are eligible but have been turned away	<p>An in-home care worker is eligible under Phase 1a but is turned away from a mass vax site.</p> <p>An individual is unable to schedule second dose within time frame due to systems barriers (e.g., individual leaving prison, migrant worker travelling to different part of state).</p>	Elevate for corrective action (e.g., issue guidance or follow-up directly with site needing guidance).
3 FOLLOW-UP AS NEEDED: General feedback on vaccine policies and decisions	<p>A person calls to express frustration over state vaccination eligibility guidelines.</p> <p>A person wants to provide additional comments and share their experiences, concerns, or thoughts on how Oregon is rolling out the vaccine.</p>	Actively listen and express empathy for the situation and the frustration the person is experiencing.

Discussion & CCO Involvement

-
- How to contact us:
 - Email: covidvaccine.complaints
covidvaccine.complaints@dhsoha.state.or.us
 - Phone: *Coming soon!*
 - Batch complaints: contact us for more info!
 - Interval vs. External
 - How to best work with and connect with your team
 - 4/17 CCO Operations updates



Vaccination Outreach to Members with Underlying Conditions

Dave Inbody, CCO Operations Manager
Health Systems Division



Vaccination outreach to members with underlying conditions

- 4/1 Governor's request for outreach by CCOs to members with underlying health conditions.
- 4/2 meeting with CCOs
- Reports to CCOs identifying members with underlying conditions
 - 4/1: Initial reports - members with chronic condition.
 - 4/9: Report more closely aligned with list of underlying conditions
- 4/7 shared with LPHAs

- Planning meeting of CCO PIOs to coordinate outreach
- Exploring performance metric for CCOs related to vaccines

Lunch



PLEASE **MUTE** YOUR PHONE OR DROP OFF THE CALL

Do not put your phone on hold.

It is better if you drop off the call and rejoin if needed.

QHOC

Quality Performance Improvement (QPI) Session

Monday, April 12, 2021

1–3 p.m.

Phone: 1-888-278-0296 Participant code: 310477

PLEASE MUTE YOUR PHONE IF YOU AREN'T SPEAKING.

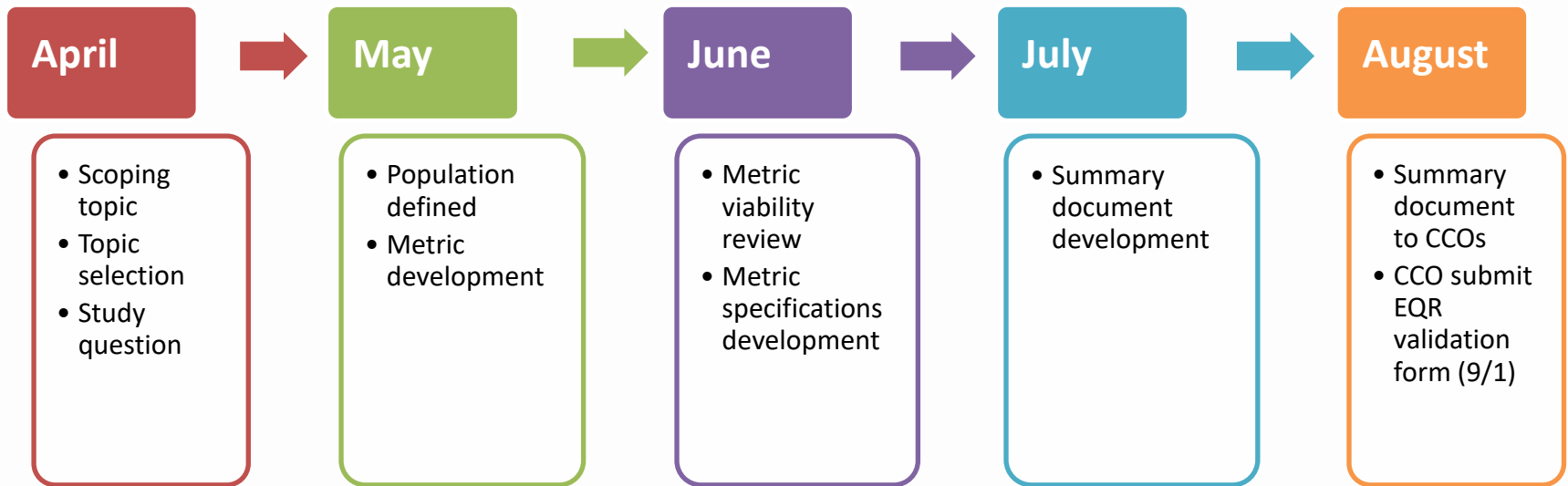
Do not put your phone on hold.

It is better if you drop off the call and rejoin if needed.

The logo for the Oregon Health Authority. The word "Oregon" is in a smaller, orange, serif font, positioned above the "H" of "Health". The word "Health" is in a large, dark blue, serif font. The word "Authority" is in a smaller, orange, serif font, positioned below "Health". A thin blue horizontal line is underlined under the "Health" text.

Oregon
Health
Authority

Statewide PIP development timeline



Resources

Meetings

- Weekly internal OHA meetings
- Bi-monthly OHA/CCO meetings (QHOC and 4th Wednesday)
- Monthly HSAG/OHA check in meetings

Staffing

- Lisa Bui (Lisa.T.Bui@dhsoha.state.or.us)
Project sponsor; subject matter expert
- Laura Kreger (Laura.E.Kreger@dhsoha.state.or.us)
Project manager support
- Marissa Pantley (Marissa.A.Pantley@dhsoha.state.or.us)
Support staff; scheduling and notes
- Dawn Creach (Dawn@creachconsultingllc.com)
BH contractor; subject matter expert

Statewide PIP summary

- One statewide topic all CCOs required to work on
- Integration Focus Area from 1115 waiver
- Follows CMS validation protocol; design to implementation
- Topic selected collaboratively between CCOs and OHA
- OHA runs performance measure for validation
- Usually runs at least 3 years

October 2020

- Quality Council approved moving to behavioral health access.
- Quality Council brainstormed scoping of the BH access topic
 - Aligns with early child efforts
 - Aligns with kindergarten readiness work
 - Aligns with health complexity work

What's been done so far...

- Topic area chosen: child/adolescent behavioral health access
- OHA internal team created; including project support for design
- Meeting structures established
- Preliminary environmental scan: started by OHA

Current OHA brainstorm summary

Themes

- Access
- Integration
- Specialty BH
- Rural vs. urban

Topics

- Availability of services
- Cultural responsiveness
- Trauma-informed care
- Workforce
- Value-based payment

Population

- Services for youth lacking
- Perinatal maternal mental health (prevention)
- Ages 0–5 (build resilience; align with early learning efforts)
- Ages 5-21 (align with school health, SBHCs)
- Up to age 25

Discussion questions for CCOs

1. What does your CCO currently measure for BH access?
 - Population: Adult, children and/or combination; special populations
 - Areas: outpatient, inpatient, specialty
 - Type: outcomes and/or utilization
2. What are the current child BH needs in your community?
3. What's your CCO's priorities for child BH in the coming years?

Review environmental scan

- Includes CCO contract requirements, OHA programs
- What's missing?

Parking lot:

- How will the environmental scan inform topic selection