

OREGON'S COORDINATED CARE MODEL SUMMIT: INSPIRING HEALTH SYSTEM INNOVATION

2014 Annual Coordinated Care Model Summit

December 3-4, 2014

Oregon Convention Center

777 NE Martin Luther King, Jr. Blvd., Portland, OR 97232

Wednesday, December 3

11:00 – 12:00

Summit Registration

Oregon Ballroom

Lobby

12:00 – 12:30

Welcome & Lunch

Oregon Ballroom

- *Cathy Kaufmann, Director, Transformation Center, Oregon Health Authority*
- *Suzanne Hoffman, Interim Director, Oregon Health Authority*
- *Susan Johnson, Regional Director, U.S. Department of Health and Human Services, Region X*
- *Nichole Maher, President and CEO, Northwest Health Foundation*

12:30 – 2:45

Opening Plenary – Innovation and Inspiration: Celebrating Achievements and Looking Towards the Future

- *Governor John Kitzhaber, M.D.*
- *Don Berwick, M.D., Former Administrator, Centers for Medicare and Medicaid Services; Founding CEO, Institute for Healthcare Improvement*

Transformation in Action: Stories from CCOs

Trillium CCO – The Tipping Point: Integrating Medical Homes

- *Pilar Bradshaw, M.D., Eugene Pediatric Associates*
- *Alexander Holmes, Clinic Nurse, PeaceHealth Oregon West Network*
- *Lynnea Lindsey-Pengelly, Medical Services Director, Trillium Behavioral Health, Trillium CCO*

Eastern Oregon CCO – One CCO and Twelve Local Community Advisory Councils: Modeling Community Input and Involvement

- *Kevin Campbell, Chief Executive Officer, Greater Oregon Behavioral Health, Inc.*
- *Megan Lee Gomeza, Child & Adolescent Program Manager, Lifeways, Inc.; Coordinator, Eastern Oregon CCO Malheur Community Advisory Council*
- *Sean Jessup, Director of Medicaid Programs, Moda Health*

Health Share of Oregon – Meeting Members Where They Are, With What They Need

- *David Labby, M.D., Chief Medical Officer, Health Share of Oregon*
- *Rebecca Ramsay, Director of Community Care, CareOregon*
- *Amy Vance, Health Resilience Specialist, CareOregon*

Yamhill Community Care Organization – Connecting Health and Early Learning

- *Kyra Donovan, Director of Elementary Programs and Federal Programs, McMinnville School District; Co-chair, Yamhill Early Learning Council; Board Chair, Yamhill Head Start*
- *Suey Linzmeier, Executive Director, Head Start of Yamhill County; Co-chair Yamhill Early Learning Council; Board Member, Yamhill Community Care Organization*
- *Lindsey Manfrin, Public Health Manager, Yamhill County Health and Human Services; Clinical Advisory Panel, Yamhill Community Care Organization; Member, Yamhill Early Learning Council*

Reflections

- *Don Berwick, M.D.*
- *Susan Johnson, Regional Director, U.S. Department of Health and Human Services, Region X*
- *Sean Kolmer, Health Policy Advisor to Governor Kitzhaber*

Moderator: *Diana Bianco, Principal, Artemis Consulting*

2:45 – 3:00

Break

3:00 – 4:15

Breakout Session 1

Room B113-114

1A: Coordinated Care Organizations 101

- *Mimi Haley, Regional Executive, Columbia Pacific CCO*
- *Judy Mohr Peterson, Medicaid Director, Oregon Health Authority*
- *Coco Yackley, Operations Manager, Columbia Gorge Health Council; PacificSource Community Solutions CCO, Columbia Gorge*

Moderator: *Cathy Kaufmann, Director, Transformation Center, Oregon Health Authority*

Coordinated care organizations (CCOs) are networks of all types of health care providers (physical health care, addictions and mental health care and sometimes dental care providers) who have agreed to work together in their local communities to serve people who receive health care coverage under the Oregon Health Plan (Medicaid). This session will focus on the history, definition and legislation of CCOs and why Oregon chose to use this model to transform its health care system.

Room C123-124

1B: Behavioral Health Integration Across Populations and Settings: The Oregon Experience

- *Sybil Berkley, State Certified Traditional Health Worker, Peer Wellness Coach, Cascadia Behavioral Healthcare*
- *Renee Boak, Director of Integrated Health Services, Cascadia Behavioral Healthcare*
- *Sandy Bumpus, Executive Director, Oregon Family Support Network*
- *Dan Embree, Assistant Director, Training & Consultation, School of Social Work, Portland State University*
- *Jammie Farish, Training & Development Director, Youth M.O.V.E. Oregon*

- *Robin Henderson, Chief Behavioral Health Officer and Vice President of Strategic Integration, St. Charles Health System; PacificSource Community Solutions CCO, Central Oregon*
- *Dinorah Lopez, Patient, Salud Medical Center*
- *Brian Sandoval, Primary Care Behavioral Health Program Manager, Licensed Psychologist (OR, WA), Yakima Valley Farm Workers Clinic, Salud Medical Center*

Moderator: *Dan Reece, Consultant, Transformation Center, Oregon Health Authority*

A panel of care providers and members will discuss behavioral health integration across care settings and populations including:

- Core components of primary-care based integration, including an example of integrated services at a clinic largely serving a Latino population,
- A behavioral health home serving persons with severe and persistent mental illness, and
- Efforts to create comprehensive, integrated systems of care for youth.

Room B115-116

1C: Community Health Improvement Plans: A Key Step in Improving Population Health

- *Sandra Clark, Senior Project Manager, Health Share of Oregon*
- *Bonnie Corns, Project Manager, Yamhill Community Care Organization*
- *Shannon Cronin, Community Advisory Council Coordinator, PrimaryHealth of Josephine County*
- *Heidi Hill, Community Engagement Coordinator, Jackson Care Connect*
- *Kari Swoboda, Community Liaison, AllCare Health Plan*

Moderator: *Cara Biddlecom, Health System Transformation Lead, Public Health Division, Oregon Health Authority*

Panelists will share examples of cross-sectoral partnerships developed for community health improvement planning efforts, highlight innovative population health interventions underway in Oregon communities, and articulate the value of a collaborative approach to improving population health.

Room B117-119

1D: Spreading the Coordinated Care Model: Vision and Strategies

- *Carol Backstrom, Program Director of Health Division, National Governors Association*
- *Robert Gluckman, M.D., Chief Medicaid Officer, Providence Health Plans*
- *Sean Kolmer, Health Policy Advisor to Governor Kitzhaber*
- *Robin Richardson, Senior Vice President, Moda Health*

Moderator: *Jeanene Smith, M.D., Chief Medical Officer, Oregon Health Authority*

This session will distinguish between the coordinated care model (CCM) and CCOs. Presenters will explain the Governor's vision for spreading the model to all markets in the state, describe the current picture of adoption outside Medicaid and outline plans for future dissemination.

4:15 – 5:30

Dragon Boat Foyer

Reception and Poster Session

Thursday, December 4

7:30 **Doors Open**

8:30 – 8:40 **Welcome**

Oregon Ballroom *Cathy Kaufmann, Director, Transformation Center, Oregon Health Authority*

8:40 – 9:45 **Morning Plenary – Moving Upstream: Strategies to Achieve Health**

- Oregon Ballroom*
- *Marko Vujicic, Chief Economist and Vice President, Health Policy Institute, American Dental Association*
 - *Kelly Hall, Senior Vice President of Catalyze, Health Leads*

Moderator: *Diana Bianco, Principal, Artemis Consulting*

9:45 – 10:00 **Break**

10:00 – 11:15 **Breakout Session 2**

Room B113-114

2A: Early Learning Hubs and CCOs: Collaborating Across Systems

- *Kevin Campbell, CEO, Greater Oregon Behavioral Health, Inc.*
- *Pam Curtis, Director, Center for Evidence-Based Policy, Oregon Health & Science University*
- *Susan Fischer, Consultant, Southern Oregon Early Learning Services*
- *Dana Hargunani, M.D., Child Health Director, Oregon Health Authority*
- *Megan Irwin, Early Learning System Director, Oregon Department of Education*
- *Jennifer Johnstun, Director of Quality Improvement, PrimaryHealth of Josephine County*
- *Jennifer Lind, Regional Executive, Jackson Care Connect*
- *Suey Linzmeier, Executive Director, Head Start of Yamhill County; Yamhill Community Care Organization*
- *Cathy Wamsley, Executive Director, Umatilla-Morrow Head Start, Inc.; Eastern Oregon CCO*

Moderator: *Liz Stuart, Child Systems Collaboration Coordinator, Oregon Health Authority*

Under Governor Kitzhaber’s leadership, Oregon is transforming both its health and education systems. In addition to changes within each system, a key component to transformation is cross-system work and coordinated service delivery at the community level. This session highlights ways CCOs and Early Learning Hubs have come together to achieve shared outcomes. Three communities will discuss their successes, challenges and lessons learned, as well as the path forward for their continued work together.

Room C123-124

2B: Incentive Measures: Moving the Needle on Reform

- *Karri Benjamin, Quality Project Specialist, FamilyCare, Inc.*
- *Lori Coyner, Director, Health Analytics, Oregon Health Authority*
- *Beth Hankins, Quality Improvement Director, Cascade Health Alliance*
- *Tracy Muday, M.D., Medical Director, Western Oregon Advanced Health*

Moderator: *Ron Stock, M.D., Director of Clinical Innovation, Transformation Center, Oregon Health Authority*

The Oregon Health Authority is using quality health metrics to show how well CCOs are improving care, making quality care accessible, eliminating health disparities and curbing the rising cost of health care. Seventeen outcome and quality measures were developed by the Metrics and Scoring Committee for measurement years 2013 and 2014. This session will provide an overview of the measures and include presentations from CCOs who have made great gains.

Room B115-116

2C: Affordable Housing: Supporting Health Transformation

- *Rachael Duke, Supportive Housing Program Director, Home Forward*
- *David Fuks, CEO, Cedar Sinai Park*
- *Howard Klink, Principal Consultant, Klink Consulting Group*

Moderator: *Margaret Van Vliet, Director, Oregon Housing and Community Services*

This session includes a primer on affordable housing, including key industry players and tools used by state government to promote housing development for people with low incomes. The session will highlight two recent developments in Portland that have successfully linked health supports with housing and are demonstrating improvements in resident health and reduced health care costs. Panelists will also share Oregon's efforts to deepen collaboration between affordable housing and health transformation.

Room B117-119

2D: Dental Integration: A Tool for Reducing Medical Costs

- *Bruce Austin, D.M.D., Director of Community Dentistry, Capital Dental Care; Intercommunity Health Network CCO*
- *Patricia Braun, M.D., Clinical Associate Professor of Dental Medicine, Denver Health*
- *Susan Kirchoff, Executive Director, Dental 3, Inc.*
- *David Mosen, Director of Research, Kaiser Permanente Northwest*
- *Kim Whitley, Chief Operating Officer, Intercommunity Health Network CCO*

Moderator: *Jeff Sulitzer, D.D.S., Chief Clinical Director, Capital Dental Care*

Several recent studies have shown that integrating and managing oral care can reduce the costs of overall medical care. Presenters will share their experiences with integrating oral care and medical care. Learn how this integration has improved the quality of care, improved patients' health and reduced the costs of care.

11:15 – 11:30	Break
11:30 – 1:00 <i>Oregon Ballroom</i>	<p>Lunch Plenary</p> <p>CCOs and the National Health Care Debate: Delivery System Innovation</p> <ul style="list-style-type: none"> • <i>Susan Johnson, HHS Regional Director, Region X (Alaska, Idaho, Oregon & Washington)</i> • <i>Susan Mende, Senior Program Officer, Robert Wood Johnson Foundation</i> • <i>Piper Su, Vice President, The Advisory Board Company</i> <p>Moderator: <i>Carol Backstrom, National Governors Association</i></p> <p>Creating a Shared Vision to Improve Care Transitions</p> <p>Introduction: <i>Peggy Maguire, President & Board Chair, Cambia Health Foundation</i> <i>Eric Coleman, M.D., Professor of Medicine and Head of the Division of Health Care Policy and Research at the University of Colorado, Anschutz Medical Campus</i></p>
1:00 – 1:15	Break
1:15 – 2:30	Breakout Session 3
<i>Room B113-114</i>	<p>3A: Health Information Technology: A Tool for Optimizing Health</p> <ul style="list-style-type: none"> • <i>Gina Bianco, Executive Director, Jefferson Health Information Exchange</i> • <i>Homer Chin, M.D., Board Chair, We Can Do Better</i> • <i>Robert Dannenhoffer, M.D., CEO, Umpqua Health Alliance</i> • <i>Amy Fellows, Executive Director, We Can Do Better</i> <p>Moderator: <i>Susan Otter, Director, Health Information Technology, Oregon Health Authority</i></p> <p>Learn about how Oregon is ensuring the coordinated care model is optimized and supported by the right health information technology. Current technology enables providers and care teams to share critical patient information, allows CCOs and health systems to manage care across populations and ensure quality of care, and can be used by Oregonians to access their own health information and better engage in their care.</p>
<i>Room C123-124</i>	<p>3B: Alternative Payment Methods: New Ways to Pay for Reaching Health Goals</p> <ul style="list-style-type: none"> • <i>Cynthia Ackerman, Vice President, Community Engagement and Government Affairs, AllCare Health Plan</i> • <i>Sean Jessup, Director of Medicaid Programs, MODA Health, Eastern Oregon CCO</i> • <i>Maryclair Jorgensen, Director of Health Plan Administration and Contracting, St. Charles Health System; PacificSource Community Solutions CCO, Central Oregon</i> • <i>Allison Leof, Senior Policy Analyst, Center for Evidence-based Policy, Oregon Health & Science University</i> • <i>John Ryan, Executive Director, Central Oregon IPA; PacificSource Community Solutions CCO, Central Oregon</i> • <i>Michelle Vest, Special Projects Manager/Portfolio Manager, AllCare Health Plan</i>

Moderator: *Pam Curtis, Director, Center for Evidence-based Policy, Oregon Health & Science University*

This session includes findings from the Center for Evidence-based Policy on the status of alternative payment methods in Oregon and a panel discussion with representatives from three Oregon CCOs that have implemented alternative payment methods in their systems.

Room B115-116

3C: Patient-Centered Primary Care Homes: Patient and Provider Stories

- *Jill Boyd, Practice Enhancement Specialist, Patient-Centered Primary Care Home Program, Oregon Health Authority*
- *Sharon Denison DeHart, District Manager, White River Health, Deschutes Rim Clinic; PacificSource Community Solutions CCO, Columbia Gorge*
- *Betty Gwillim, Patient of Deschutes Rim Clinic, Maupin, OR; PacificSource Community Solutions CCO, Columbia Gorge*

Moderator: *Nicole Merrithew, Director, Patient-Centered Primary Care Home Program, Oregon Health Authority*

This session will focus on specific processes that a patient-centered primary care home (PCPCH) clinic has used to address the needs of its patient population. A patient will share the story of their experiences with the PCPCH clinic. This same story will then be told from the perspective of the provider, including what they needed to do to best meet their patients' needs. The session will conclude by identifying resources available to providers to help them transform their practice.

Room B117-119

3D: Traditional Health Workers: Integrating the Health Equity Workforce

- *LaKeesha Dumas, Community Health Worker and Peer Support Specialist, Urban League of Portland; Health Share of Oregon*
- *Pepper McColgan, Network Development Coordinator, Northeast Oregon Network; Eastern Oregon CCO*
- *Reaben Nolan, Certified Doula, Mother Tree Doula Services*
- *Noelle Wiggins, Director, Community Capacitation Center, Multnomah County Health Department*

Moderator: *April Johnson, Health Equity Workforce Manager, Office of Equity and Inclusion, Oregon Health Authority*

This session will focus on the role of traditional health workers in Oregon's integrated and coordinated health care delivery system. Traditional health workers include birth doulas, community health workers, peer support specialists, peer wellness specialists and personal health navigators. Members of the Traditional Health Worker Commission will present on their work to support and foster the use of traditional health workers as a strategy to ensure high-quality, culturally competent care and to achieve Oregon's triple aim of better health, better care and lower costs.

2:30 – 2:45

Break

2:45 – 4:00

Breakout Session 4

Room B113-114

4A: Coordinating Across Systems: CCOs and Long-Term Services and Supports

- *Cynthia Ackerman, Vice President, Community Engagement and Government Affairs, AllCare Health Plan*
- *Molly Mardesich, Member Support Specialist, PacificSource Community Solutions*
- *Carol Mauser, District Manager, Aging and People with Disabilities, Oregon Department of Human Services*
- *Devona Tafalla, Member Support Specialist, PacificSource Community Solutions*
- *Dave Toler, Director, Senior and Disability Services, Rogue Valley Council of Governments*

Moderator: Ashley Carson-Cottingham, Deputy Director, Aging and People with Disabilities, Oregon Department of Human Services

CCOs and long-term services and supports agencies in Oregon have created innovative partnerships, including shared care coordination and health promotion activities. Through cooperative agreements, innovative thinking and emerging care coordination mechanisms between health and long-term care, the two systems are working together in new ways that foster progress toward the triple aim and consumer values of dignity, independence and choice.

Room C123-124

4B: Evaluating the Coordinated Care Model: Early Findings and Lessons

- *Carol Irvin, Associate Director of Research, Mathematica Policy Research*
- *John McConnell, Director, Center for Health Systems Effectiveness, Oregon Health & Science University*
- *Bill Wright, Director, Providence Center for Outcomes Research and Education*

Moderator: Lisa Angus, Policy Development Director, Office for Oregon Health Policy & Research, Oregon Health Authority

This session will cover early evaluations of the coordinated care model in Oregon's Medicaid program. Findings include qualitative work exploring how the Oregon Health Authority and CCOs have supported and implemented transformation activities and quantitative work which includes following a cohort of Medicaid members through CCO implementation and exploring the early effects of CCOs on access, quality and cost.

Room B115-116

4C: Patients as Partners: Evidence-Based Strategies for Patient Engagement

- *Susan Butterworth, Associate Professor, School of Medicine, Oregon Health & Science University*
- *Ann Larsen, Care Manager, Intermountain Healthcare Medical Group*

Patient engagement uses intentional efforts to meaningfully engage people in their health care and healthy living. This session will describe evidence-based patient engagement strategies and highlight examples of direct-care settings that have used these strategies successfully.

Room B117-119

4D: Reducing Opioid Misuse: Community-based Strategies to Save Lives

- *Mark Altenhofen, Pain Specialist Contractor, CareOregon*
- *Thomas Burns, Director of Pharmaceutical Purchasing, Oregon Health Authority*
- *Dwight Holton, Oregon Coalition for Responsible Use of Medications*
- *Paul Lewis, M.D., Multnomah County Health Officer; Clackamas County Health Officer*
- *Jim Shames, M.D., Medical Director, Jackson County Health and Human Services*

Moderators:

Anne Alftine, M.D., Director of Clinical Development, Jackson Care Connect

Ron Stock, M.D., Director of Clinical Innovation, Transformation Center, Oregon Health Authority

In 2013, Oregon led the nation in nonmedical use of prescription opioids, and opioid overdose deaths in the state have increased five-fold since 2000. In response, a Governor's Prescription Drug Task Force and multiple clinician and community groups have been convened to develop strategies and implement interventions to reduce opioid misuse, decrease overdose deaths and provide alternative pain management approaches. This session will review the Governor's Task Force report; discuss statewide strategies to address opioid misuse; and hear from public health and community clinicians who are actively implementing innovative approaches to address this urgent public health issue.

Thank you to our generous partners!



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