



## What is FamilyCare?

Since 1984, FamilyCare has supported the health of Oregonians through innovative systems that increase access to healthcare, improve quality of care, and lower healthcare costs. We serve more than 115,000 residents of Multnomah, Clackamas, Washington, and Marion counties who are eligible for benefits through Medicaid (Oregon Health Plan) and Medicare. (Medicare also includes Clatsop, Umatilla, and Morrow counties.)

### Developing the FamilyCare CHIP

In 2013, FamilyCare joined the Healthy Columbia Willamette Collaborative, a regional health assessment partnership designed to improve the health of the community by reviewing local population data and health information. The Collaborative covers Clackamas, Multnomah, and Washington Counties in Oregon and Clark County in Washington and is comprised of representatives from 15 hospitals, four county health departments, and two CCOs operating in this region, FamilyCare and Health Share of Oregon.

The Collaborative identified four prioritized health issues:

- Access to health care
- Chronic disease
- Mental health
- Substance abuse
- Delivery of health services through culturally specific and culturally competent approaches (added by FamilyCare's Community Advisory Council, or "the Council")

To develop FamilyCare's Community Health Improvement Plan (CHIP), the Council viewed these health priorities with an emphasis on prevention. The Council also narrowed the scope of our focus to transition age youth. Transition age youth, or TAY, are defined as FamilyCare members ages 15 to 25. The Council believes that unless we take action today, we're going to see these youth suffer health declines and become the high utilizers of tomorrow.

### Homing in on FamilyCare CHIP Health Priorities

The Council recommended, and FamilyCare believes, that a CHIP focused on bettering the health and wellness of transition age youth will fulfill the triple aim of improving the patient experience of care, improving the health of populations, and reducing the per capita cost of healthcare.

The CHIP identifies that youth ages 15 to 25 need the following:

- Access to and engagement in care, specifically around mental health and substance use treatment
- A culturally-competent healthcare system with a true understanding of the transition age youth population
- Support in transitioning from child to adult healthcare systems, especially for youth exiting the foster-care system

The FamilyCare CHIP focuses on preventive strategies rather than reacting to acute care, beginning with health literacy and continuing through engaging youth during their transition into adult healthcare.

### Implementing the FamilyCare CHIP

To fulfill our goals, we are pursuing three initiatives and strategies for fulfillment.

#### 1. Conduct listening sessions with transition age youth to assess their engagement in health and healthcare

- For the Community Health Improvement Plan to be successful, assessment and improvement strategies should be guided by the youth population itself.
- The expected outcome is to identify measures and metrics to establish health engagement baseline data and listen for opportunities.
- Currently FamilyCare is refining the list of organizations and individuals the Council has recommended and is preparing for outreach.

#### 2. Increase care coordination and engagement in health and healthcare for transition age youth served by FamilyCare

- FamilyCare values innovation and collaboration. We are inviting individuals, nonprofit organizations, and agencies to partner with us in serving transition age youth via a grant program outlined in a fall 2014 Request for Proposal.
- The expected outcome is to support and engage with community organizations, helping us all improve the transition of youth from child healthcare to adult care, improve the patient experience of care, and improve the health of youth in our community.
- An invitation and request for proposals has been announced. FamilyCare plans to engage selected partners by the end of the year.

#### 3. Assess and improve FamilyCare's system-wide cultural agility and sensitivity to better service this transition age population

- FamilyCare understands its responsibility to serve socially, economically, culturally, and linguistically diverse communities, but further training is always welcome.
- We will coordinate cultural agility and sensitivity training for FamilyCare's Board of Directors, Committees, and staff.
- We are also meeting with the Office of Equity and Inclusion to discuss a partnership for cultural agility and sensitivity assessment and opportunities.