

# Eastern Oregon CCO Health Care Transformation

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Moda Health



**eoocco**

EASTERN OREGON  
COORDINATED CARE  
ORGANIZATION

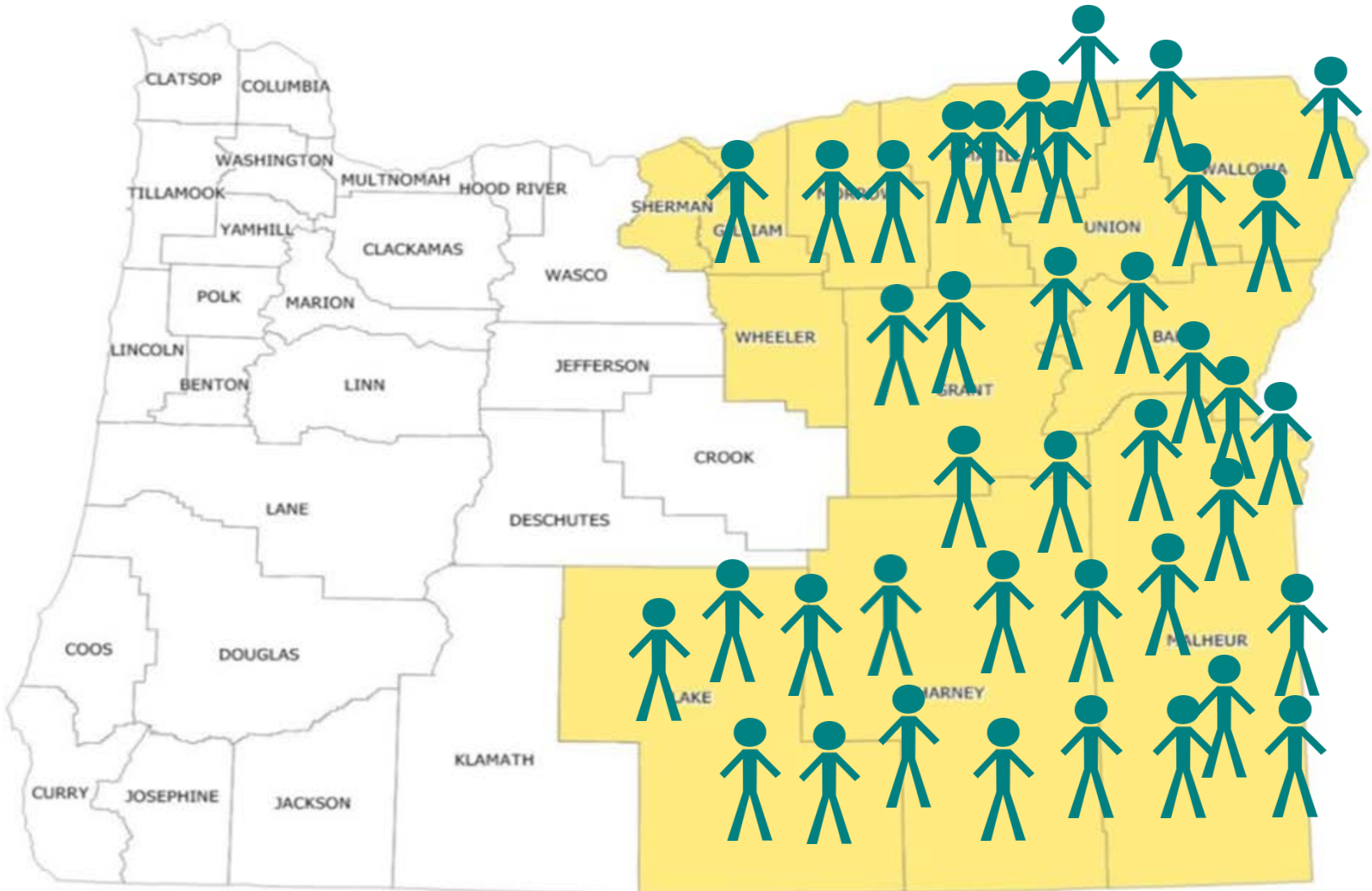


# Today's Objectives

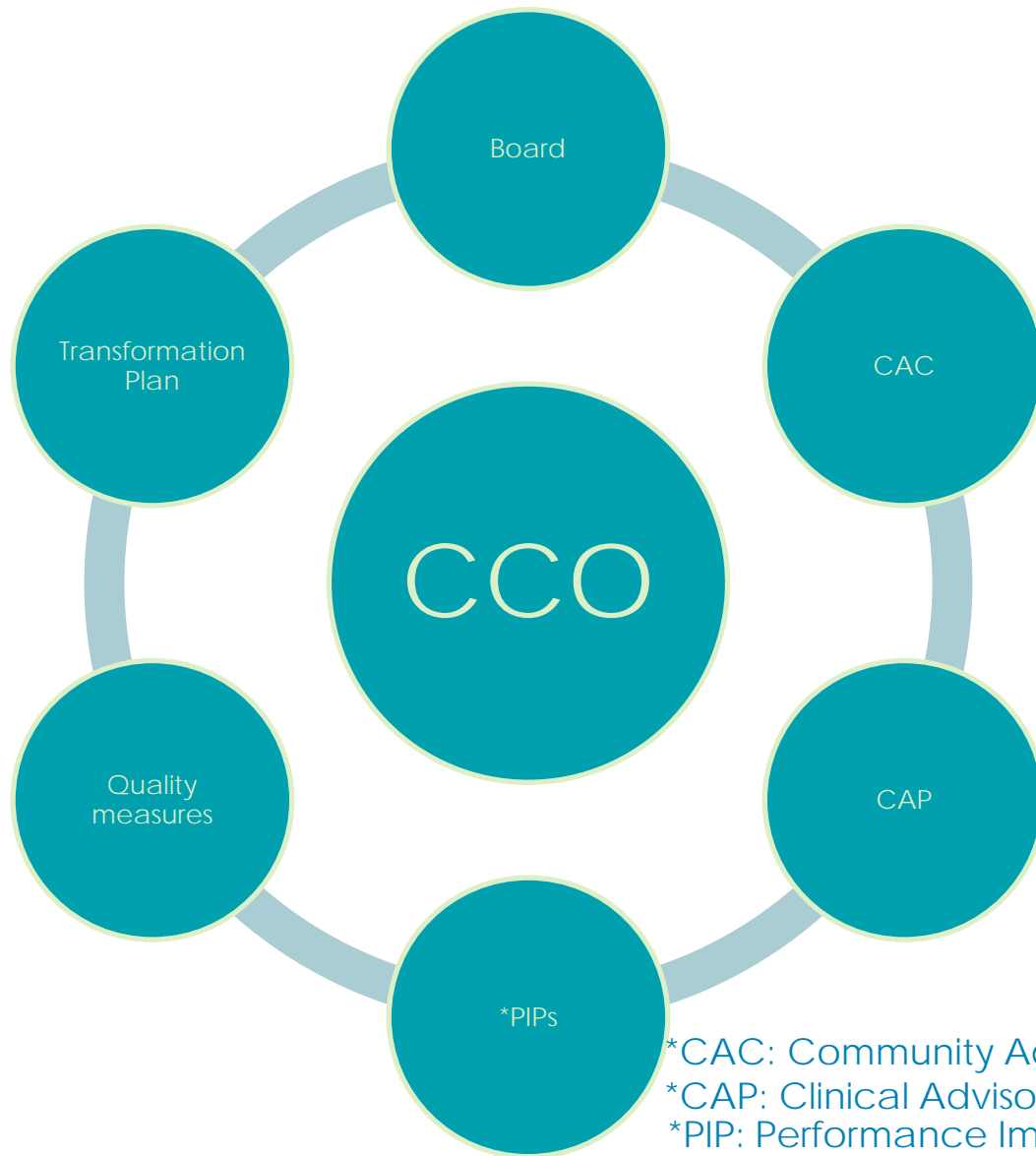
- **Learn about Eastern Oregon Coordinated Care Organization (EOCCO)**
  - What makes EOCCO unique?
- **Community based approach in EOCCO planning**
  - Decision making
  - Reinvestments in the community
- **Upstream approaches (Proactive > reactive)**
  - \* LCAC projects
  - Transformation Grants
  - Public health partnership

# EOCCO

better health, better care and lower costs



# CCO Structure



\*CAC: Community Advisory Council  
\*CAP: Clinical Advisory Panel  
\*PIP: Performance Improvement Project

# Community approach- decision making

- **12 Local Community Advisory Councils**
  - › Appointed by each County Commission & EOCCO Board
  - › Governed by a Charter
    1. Preventative services
    2. Implement and report on Community Health Improvement Plan
  - › Informs the Regional Community Advisory Council (RCAC)
  - › RCAC Chair **informs** the EOCCO Board

# 2014 CCO quality measures

- Adolescent well-care visits
- SBIRT
- ED utilization
- Colorectal cancer screening
- Developmental screening < 36 months
- Follow-up after hospitalization for mental illness
- Follow-up care for children prescribed ADHD meds
- Early Elective delivery
- EHR adoption
- Health assessments for children in DHS custody
- PCPCH enrollment
- Timeliness of prenatal care
- Satisfaction with care: health plan and customer service (CAHPS)
- Getting care quickly (CAHPS)

## *EOCCO "Technology Plan"*

- Screening for clinical depression and follow-up
- Controlling high blood pressure
- Diabetes: HbA1c poor control

# Community Approach- reinvestments

- Reinvestments in 2013 and 2014 include:

- > *Shared savings/APM returns*

- *Provider incentive*

- > *Quality Metrics returns*

- Enhanced Patient Centered Primary Care Home funds
    - Community Health Workers
    - Expand workforce
    - *Community Advisory Councils*



➤ Photo courtesy of Simon Cunningham



# Community Advisory Councils go upstream

- **Focus on education & access**

- Co-located school based health center
- Education events
- Colorectal cancer screening kit distribution
- Preventative screening events
- Health promotion material
- Family/women's health planning
- Incentive gift cards for accessing preventative services

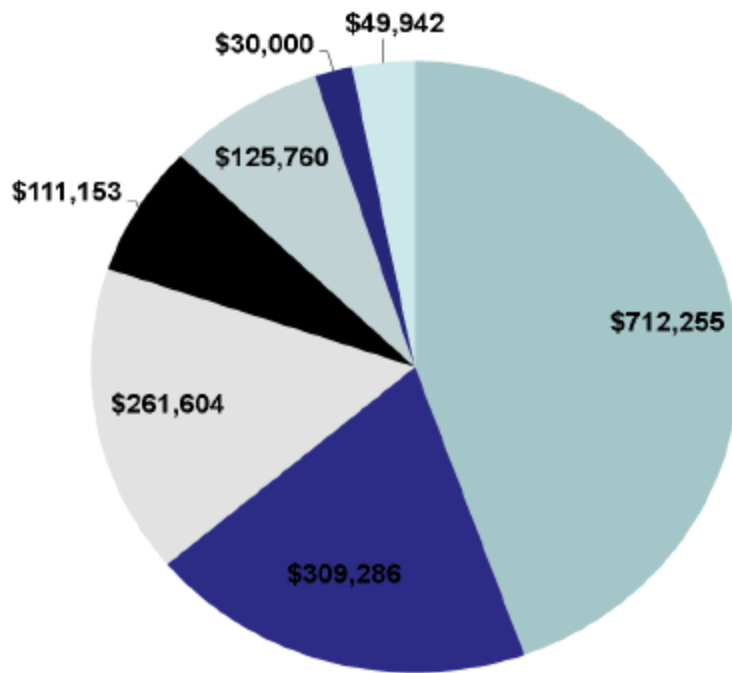
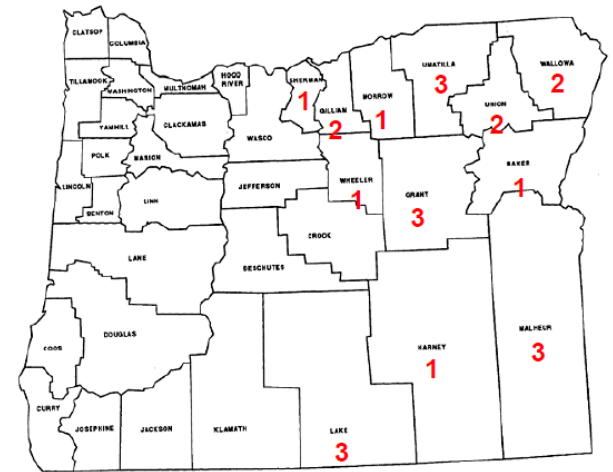


➤ Photo courtesy of Rens van den Heuvel



# 2014 Transformation Grants

- 23 selected



- Care Coordination
- Co-Located Services
- Health Promotion/Screening
- IT/Telemedicine/EMRs
- Mental Health Services/Training
- PCPCH
- Transportation

# Transformation grants go upstream

- Good Shepherd Health Care Systems (Umatilla County)
- South Gilliam County Health District (Gilliam County)
- Morrow County Community Advisory Council (Morrow County)



Lisa Rose, left, of Boardman talks Monday at her home with community health care workers Heather Metcalfe and Cate Brannan with the Connections program out of Good Shepherd Medical Center, Hermiston.

## House calls, not ER visits

Community health workers make free stops at patients' homes to encourage preventative care

By KATHY ANEY  
Staff Writer

Maybe all that's needed to ease out-of-control health care costs are house calls, early intervention and compassion.

That's the idea behind Connections, a two-year-old program based at Good Shepherd Medical Center that has occasionally lured workers to improve lives while saving the cost of ER care.

Boardman resident Lisa Rose contacted her doctor Monday to find two community health workers at her porch. Heather Metcalfe and Cate Brannan had stopped by to check on Rose, who was diagnosed with multiple sclerosis in March. The two ac-

company health workers, Leidi Rodriguez and Maritza Madrigal, both have medical backgrounds and are fluent in Spanish. The program is catching on so quickly, the workers may have to find a way to clone themselves.

At first, referrals trickled in, Brannan said, but now are up to more than 10 each day.

At a formal launch this week of the program, Brannan, Metcalfe and others associated with the program spoke to about 65 people from various agencies and the public who had gathered for a lunch in a hospital conference room about Connections. Juli Gregory, Good Shepherd's Director of Education Services, said the need for this personal and proactive service is great.

"People keep falling through the cracks," Gregory said. "This is a team approach. Hopefully, it will decrease inappropriate use of the ER and the doctor's office. Some people use the ER as their doctor. Some don't go to the doctor at all."

Metcalfe and Brannan are joined by two other com-

Brannan, who has a public health background, and Metcalfe, a nurse, aim to improve health and keep people from needing expensive emergency room care by visiting people in their homes, helping their ailments and health goals and early detection. The service is free to anyone in Umatilla and Morrow counties. Referrals come from agencies, concerned friends and family members and individuals themselves.

At Rose's apartment on Monday, the two discussed doctor's visits, medications, phys-

icians. Brannan, who has a public health background, and Metcalfe, a nurse, aim to improve health and keep people from needing expensive emergency room care by visiting people in their homes, helping their ailments and health goals and early detection. The service is free to anyone in Umatilla and Morrow counties. Referrals come from agencies, concerned friends and family members and individuals themselves.

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— Kathy Thomas, Good Shepherd Educator

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## HEALTH: More than 10 referrals now made each day

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Good Shepherd Educator Kathy Thomas shared some heavy statistics.

"The use of community health workers has reduced health care spending by \$4 billion (in the U.S.) and saved over 15,000 lives," Thomas said. "This data helped define our program."

The program is one of 23 funded by Transformation Grants awarded by the Eastern Oregon Coordinated Care Organization using \$1.6 million in funds provided by the State of Oregon. Transformation Center, The EOCCO, which serves 12 Eastern Oregon counties, examined 36 proposals, looking for innovation, looking for larger populations.

The EOCCO awarded three grants in Umatilla County. Good Shepherd received \$91,200. The Vikims Valley Farm Workers was awarded \$100,000 to embed a behavioral health clinician at the Miraval Family Health Center in Hermiston. Lifeways received \$88,118 to place community health workers inside St. Anthony and Good Shepherd to focus on people with behavior health issues who end up at the emergency room in crisis.

A Morrow County project uses a care team to improve prenatal care, promote well-child checkups and encourage screening for children and pregnant women.

The grants pay for a year of service. Kevin Campbell, the CEO of the EOCCO, said he is cautiously optimistic the funding will continue.

"There's a lot of pretty innovative ideas I expect a good return on the investment," Lisa Rose said. Connections is a blessing after a frightening diagnosis.

"It's scary," she said. "We help me figure out what to do and where to go."

For more information about Connections, call 541-667-3504 or go to [healthcentral.org](http://healthcentral.org).

Contact Kathy Aney at [kane@eastoregonian.com](mailto:kane@eastoregonian.com) or call 541-966-0810.

# Upstream- public health CCO partnership in Morrow & Umatilla counties

- EOCCO Maternity Case Management
  - › Every \$1 spent on prenatal care saves \$3.33 in medical care after birth
- Strategy
  - › Identify local priorities on prenatal care
  - › Build partnerships
  - › Identify key barrier for PIP to address
  - › Explore payment options
  - › Solicit county proposals
  - › Contractual agreement
  - › Workflow for EOCCO medical claims department
  - › EOCCO material for enrolled members



\*LCAC: Local Community Advisory Council



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