



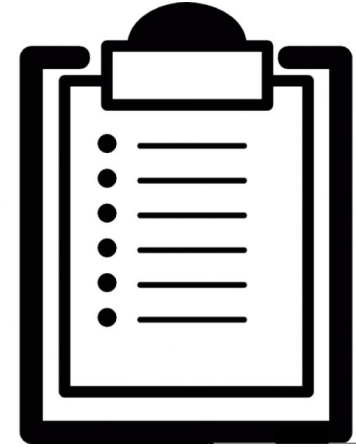
CCO 2.0: Maintaining Crucial Community Investments During Crisis

November 19, 2020

We will get started shortly. Your lines are muted upon entry. This event will be recorded.

Welcome!

- Today's event is being recorded
- All participants are muted on entry
- Ask questions using the Q&A Box
- Please fill out satisfaction survey



About Oregon Health Forum



- Advancing health policy solutions through meaningful community dialogue
- Affiliate organization of The Lund Report
- Nonprofit supported by donations and sponsorships
- OregonHealthForum.org/make-a-donation



TODAY IS A GIVE BIG DAY!



You Give: Donation of \$10+

You Get: Chance to win Skamania Lodge overnight package for two!



PLEASE SUPPORT  THE LUND REPORT

Check Out Our Upcoming Events



Free Admission

Nurses Out Front: The Future of Nurse-Driven Health Reform

Dec. 11 • 10am • Zoom Livestream



SHAPING TOMORROW TODAY



Free Admission

Oregon's Pioneering Approach to Addiction: An Upstream Perspective

Dec. 17 • 10am • Zoom Livestream



SHAPING TOMORROW TODAY



Free Admission

Healthcare Post-Election: A Conversation with Sen. Ron Wyden

Dec. 4 • 10am • Zoom Livestream



SHAPING TOMORROW TODAY



Thank you to our annual sponsors!



CareOregon®



KAISER
PERMANENTE®



Scribe-X



The Heatherington Foundation
for Innovation and Education in Health Care

Thank you to our Presenting Sponsor



allcare health®

Thank you to our Platinum Sponsor



curandi

The Science of Community Health



curandi

The Science of Community Health



Thank you to Our Silver Sponsor

health

share

Health Share of Oregon

CCO 2.0: Maintaining Crucial Community Investments During Crisis

Moderator: Rep. Andrea Salinas, Oregon State Representative District 38-Lake Oswego

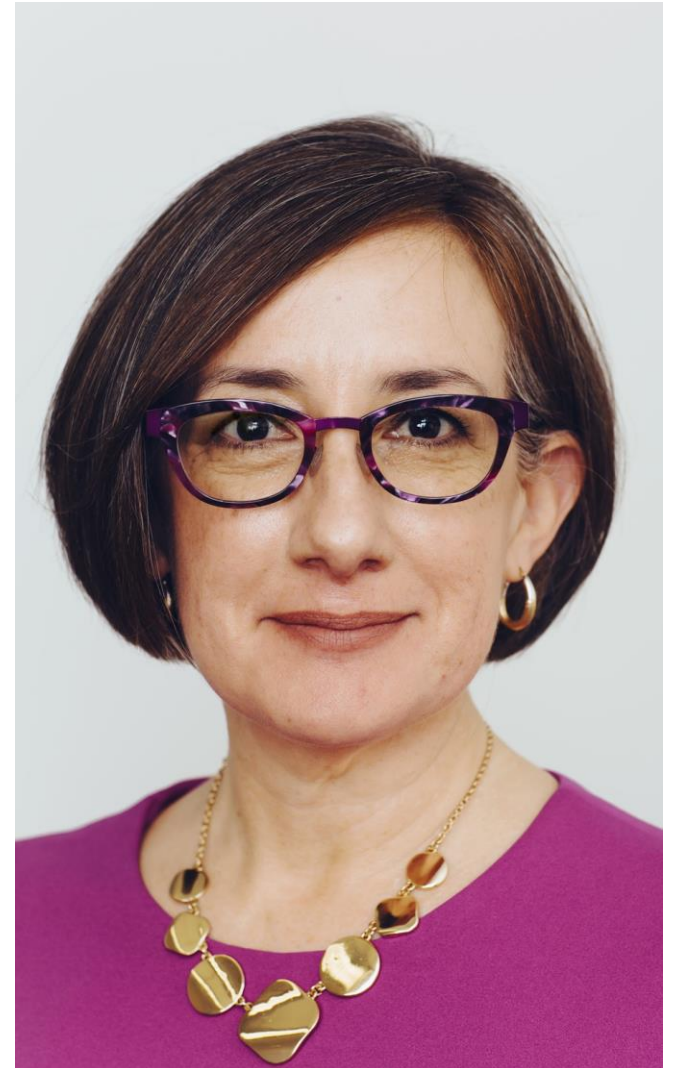
Speakers

- **Marko Vujicic, PhD**, Chief Economist & Vice President, American Dental Association Health Policy Institute
- **Rep. Pam Marsh**, Oregon State Representative District 5-Ashland
- **Richard Williams, MD**, Family Physician, Mountainview Family Practice, Associate Medical Director and Board member, AllCare Health
- **Amit Shah, MD**, Chief Medical Officer, CareOregon
- **Kristina Espinoza, Q-MHI**, Language Access Coordinator, AllCare Health.



Representative Andrea Salinas

Oregon State Representative District 38-
Lake Oswego



Rick Williams

MD, Family Physician, Mountainview
Family Practice, Associate Medical
Director and Board member, AllCare
Health



Community Investments & Response to the 2020 Crises

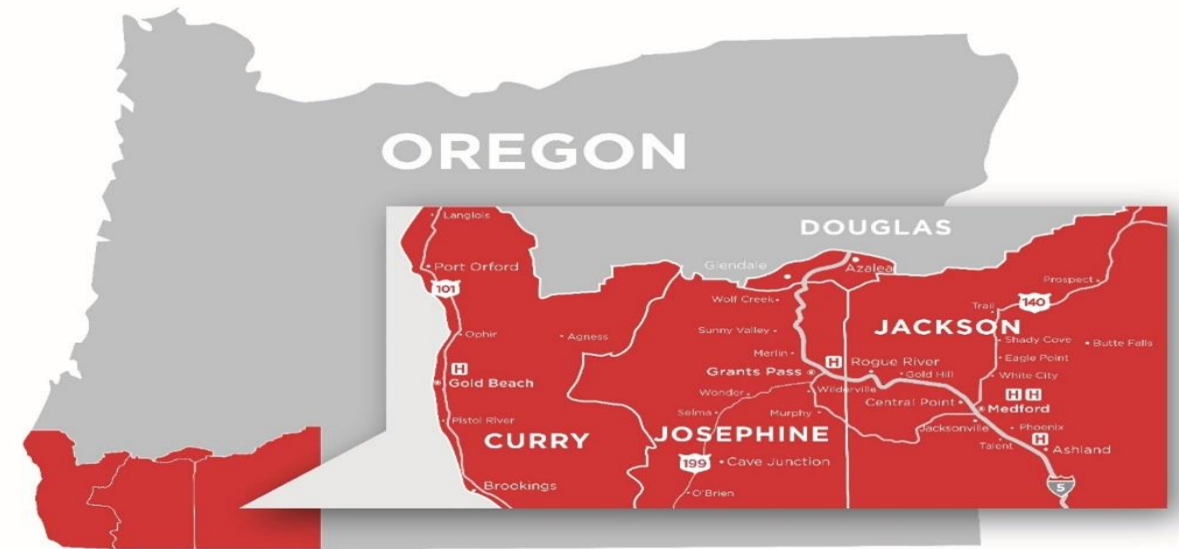
Richard Williams, MD

Family Physician, Mountainview Family Practice

Associate Medical Director
& Board Governor, AllCare Health

About AllCare Health

- AllCare Health is a **Certified B Corporation** – dedicated to providing positive benefits to our community, employees, and environment.
- A family of companies that includes **AllCare CCO**, a southern Oregon Coordinated Care Organization.
- The AllCare CCO Board of Governors is a 21-member Board that has **50% representation from clinicians**, in addition to educators, healthcare administrators, and community members.



Our Service Area

Interdependence



allcare health®

Disaster Preparedness

- When the COVID-19 Pandemic and local wildfires occurred, AllCare Health was prepared to help because of:
 - Local relationships
 - Understanding of the needs of community



MASLOW

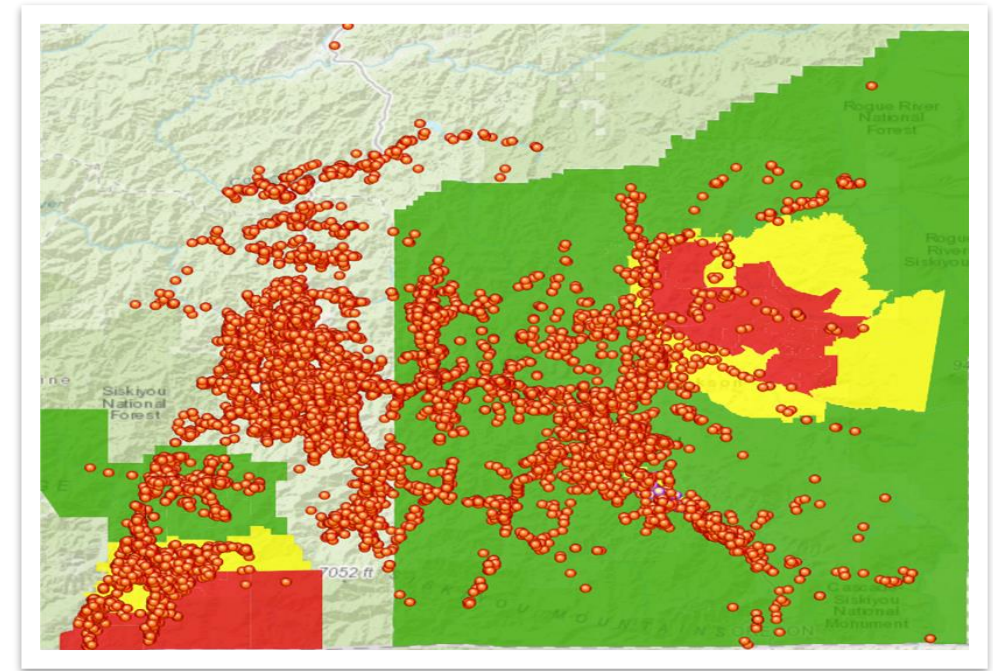
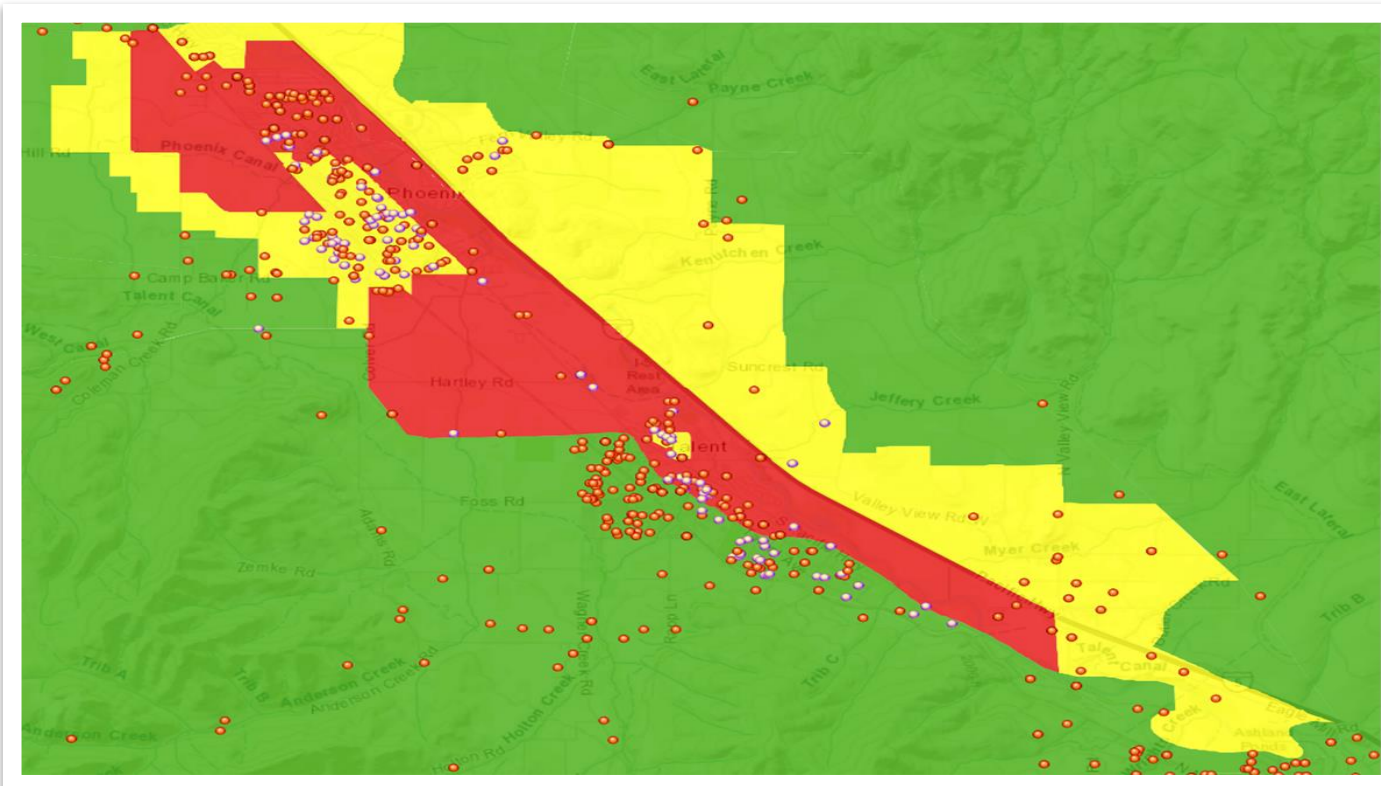
PROJECT

COVID-19 Investments

- AllCare invested approximately \$2 Million into the local community to support the immediate needs of:
 - **Providers**
 - Continued Capitation Payments to Primary Care Providers
 - Increased frequency of PCPCH payments from quarterly to monthly
 - Early release of Alternative Payment Model (APM) Payments
 - Grants awarded to specialists
 - Establish telehealth capabilities
 - **Community Benefit Organizations**
 - Grant funding to improve capacity and/or to stabilize services that promote health

Wildfire Supports

- AllCare quickly identified impacted members using real-time geomapping.



Alameda Fire (left),
all evacuation zones (above)



Representative Pam Marsh

Oregon State Representative
District 5



Almeda Fire, September 8





The Almeda Fire: A humanitarian crisis

- **The September 8 Almeda fire destroyed 2,500 homes in southern Oregon. Approximately 1,700 of these were individual homes in manufactured or RV parks.**
- **This was the community's naturally occurring affordable housing, serving seniors, low and moderate income workers, and our Latinx families.**



Lessons from the ground

- **Astounding community response provided immediate assistance.**
- **Communication challenges limited our ability to find and assist survivors.**
- **What was lost can only be replaced with significant public investment.**
- **Pain and trauma is manifested on both the individual and community level.**
- **Climate change is real.**

LOVE
for
ALL

Strong
Together

Marko Vujicic

PHD, Chief Economist and Vice
President, American Dental
Association Health Policy Institute



Oral Health in a Pandemic...

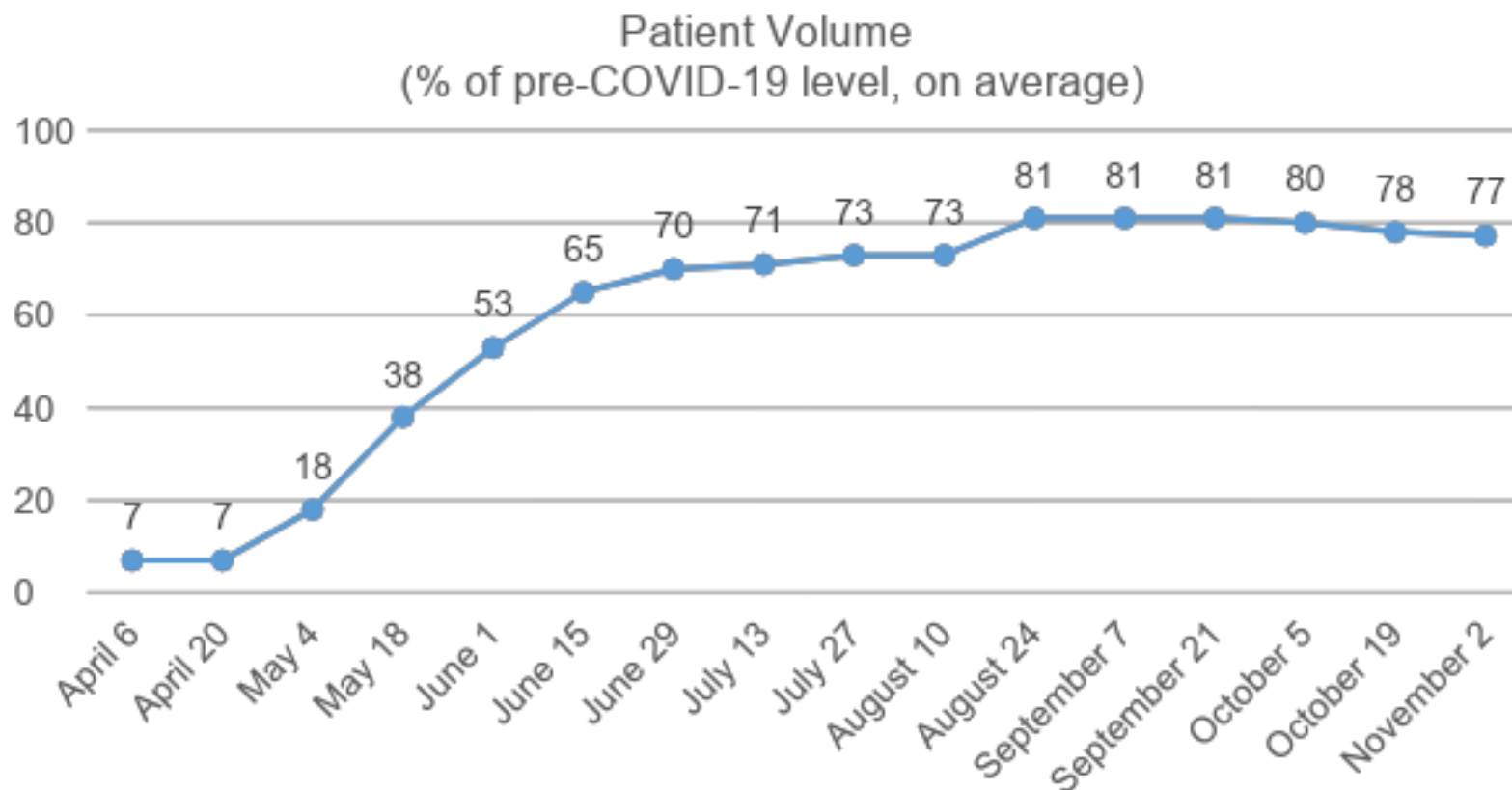
...and Beyond

Marko Vujicic, PhD
Chief Economist & Vice President
Health Policy Institute

Dental Care Visits

How does this week compare to what is typical in your practice, in terms of... *

Total Patient Volume



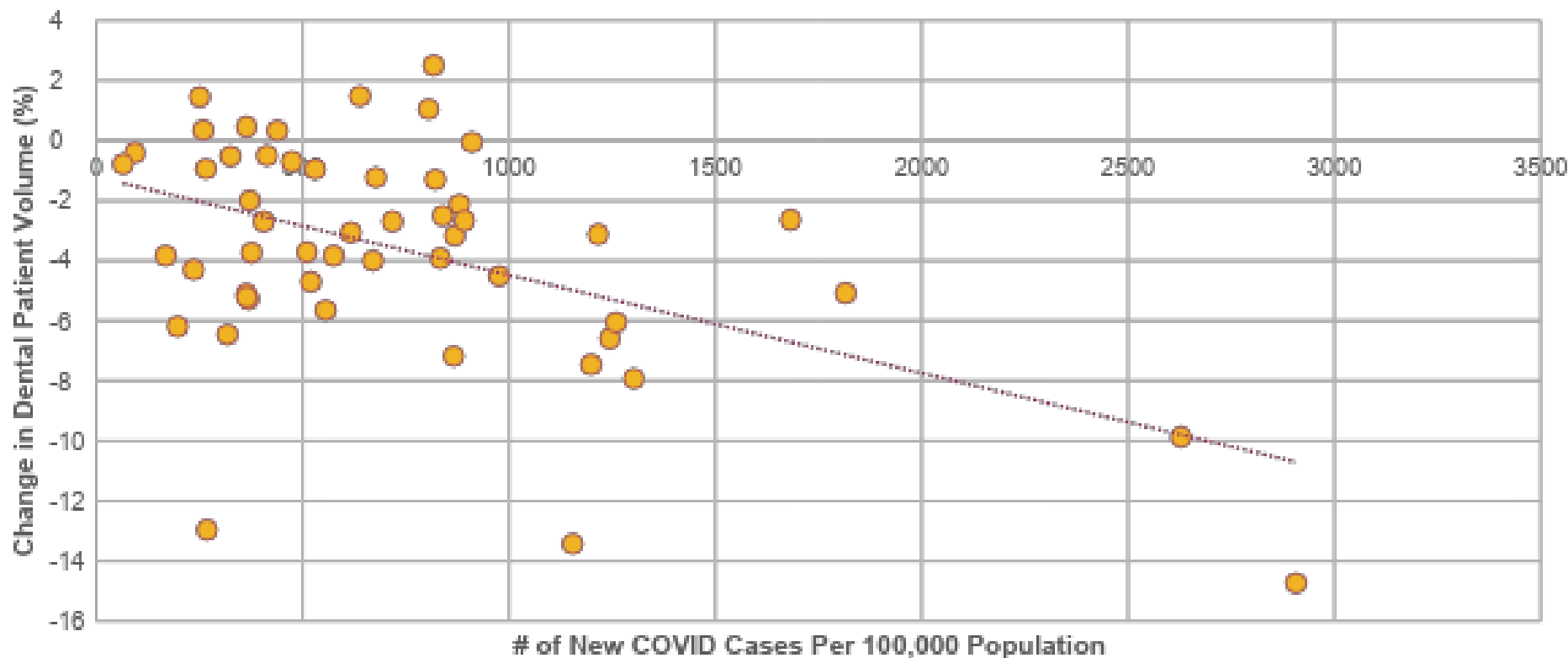
Insight: Patient volume in dental practices was at 77% of pre-COVID-19 levels the week of November 2nd.

In Oregon it was at 81% of pre-COVID-19 levels and has been stable.

COVID-19 Cases and Patient Volume

Is Dental Patient Volume Correlated with the Number of COVID-19 Cases among the Population?

October 5 - November 2, 2020



Insight: There is a fairly weak relationship between growth in COVID-19 cases and dental patient volume at the state level.

In Oregon, cases are growing slower than in most states and dental patient volume is stable compared to declining in most states.

Ongoing Infection Tracking Study

Original Contributions

Cover Story

Estimating COVID-19 prevalence and infection control practices among US dentists

Cameron G. Estrich, MPH, PhD; Matthew Mikkelsen, MA; Rachel Morrissey, MA; Maria L. Geisinger, DDS, MS; Effie Ioannidou, DDS, MDS; Marko Vujicic, PhD; Marcelo W.B. Araujo, DDS, MS, PhD

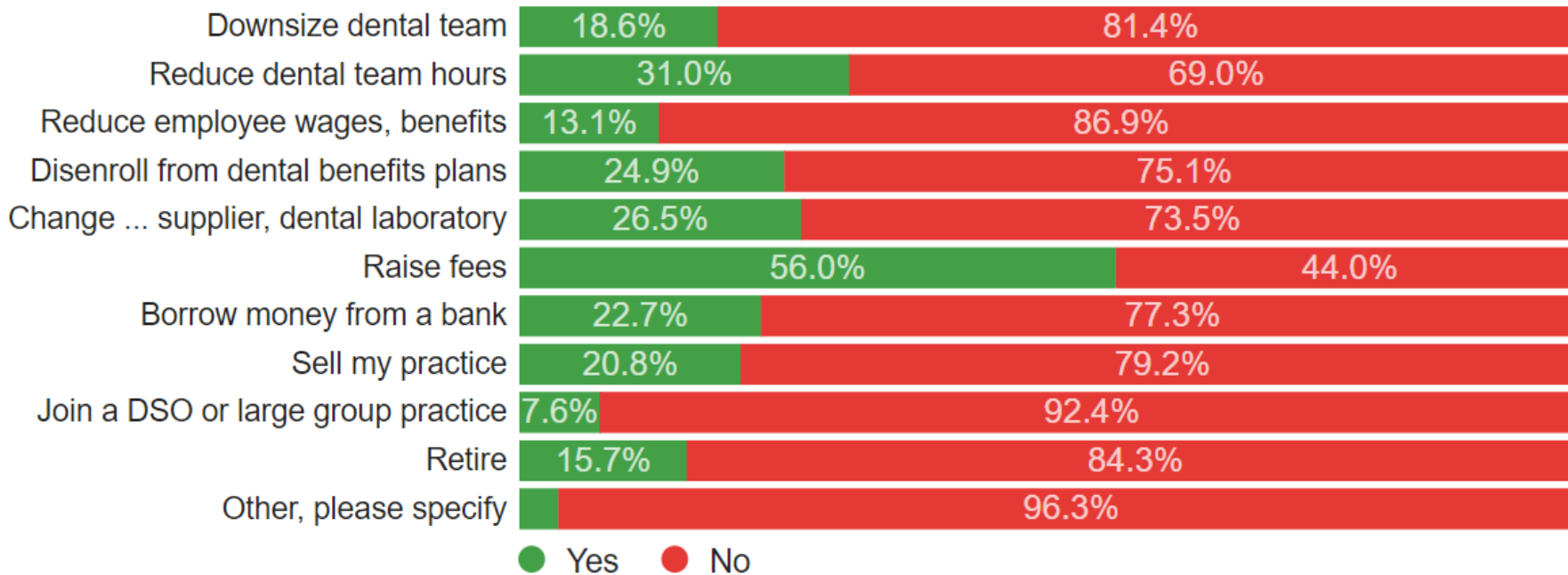


As dentists reopened in late spring, very few got Covid-19, survey finds

Early on in the pandemic, it was widely believed that dentists would be at high risk of contracting Covid-19.

Impact on the Dental Workforce

Assuming your patient volume remains what it is through the end of the year, would you seriously consider any of the following *additional* measures?

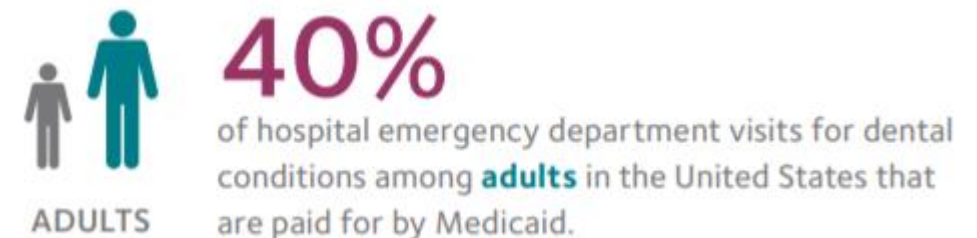
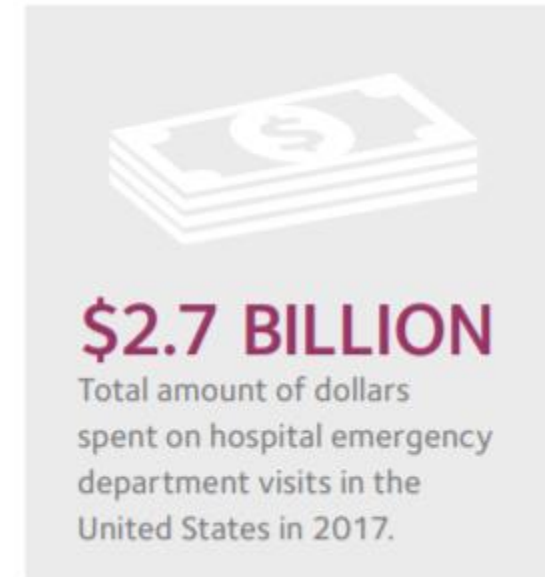
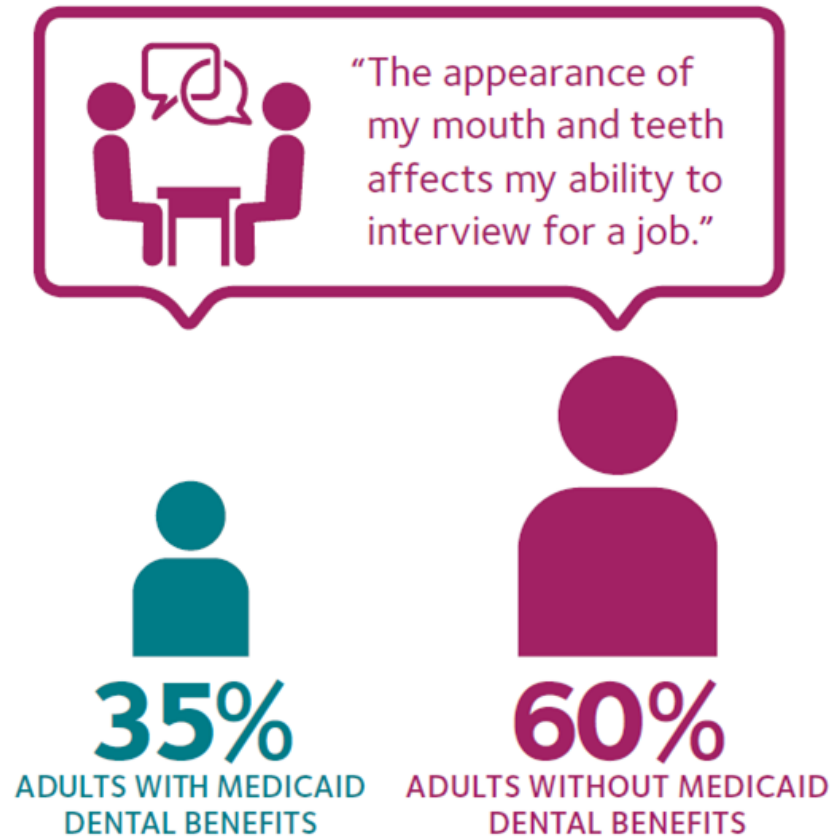


Insight: Dentists are likely to raise fees and reduce their dental team's hours if patient volume remains flat.

About 1 in 5 are likely to sell their practice, including about 1 in 6 who are likely to retire.

About 40% of dentists 65 and older indicated they would retire.

ROI of Investing in Oral Health



Thank You!



@ADAHPI

ADA.org/HPI

ADA.org/HPIConsulting

hpi@ada.org



ADA American Dental Association®

Amit Shah

MD, Chief Medical Officer,
CareOregon



Delivering on CCO 2.0

Navigating 2020 crises while making an impact

Amit Shah, MD, Chief Medical Officer
CareOregon

careoregon.org

twitter.com/careoregon

facebook.com/careoregon

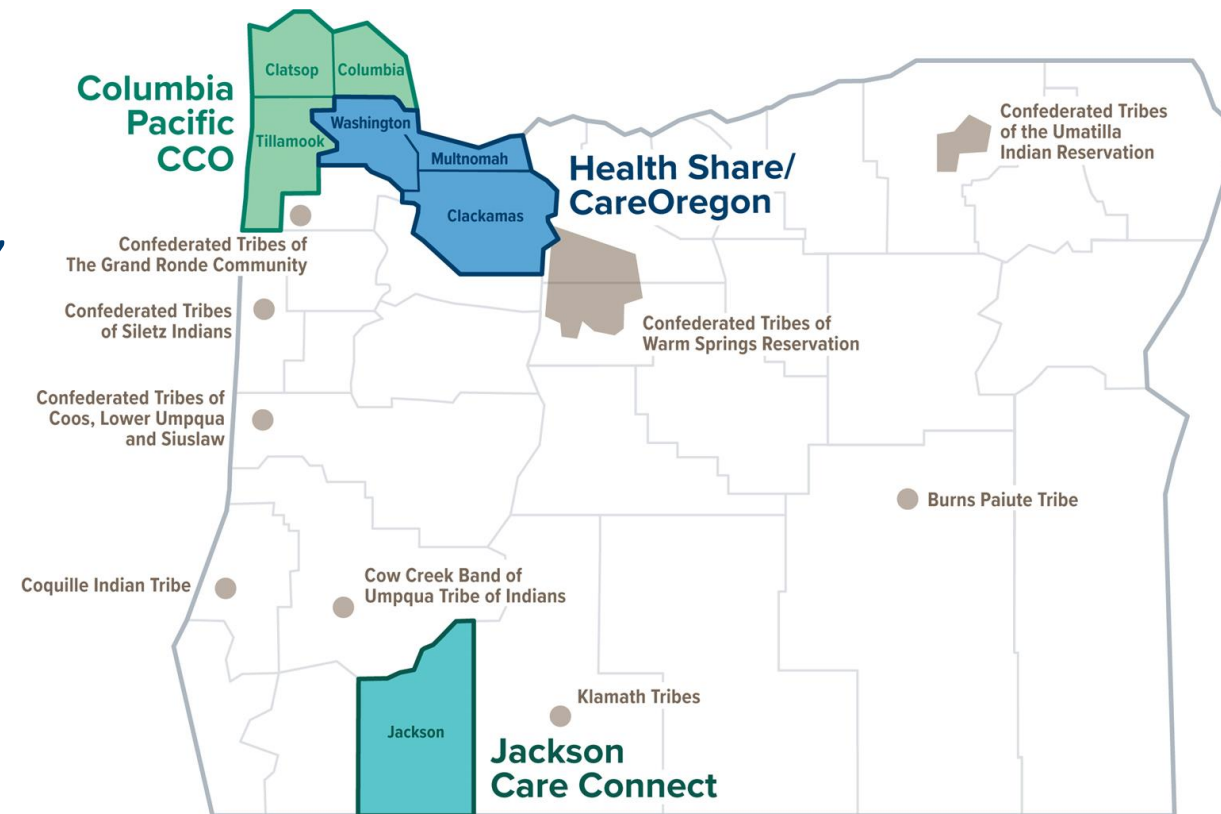
n



About CareOregon

Community led care

- Serves 450,000 Oregon Health Plan members
- Members are located in CCOs in the Portland metro, north coast, and southern Oregon areas; we additionally serve Oregon Tribal members enrolled through open card
- Each region is locally led, community driven and 100% focused on delivering community responsive care



High Risk Member Outreach

Using COVID response to improve access to care + integrate behavioral health

- Identified approximately 55,000 members who could benefit from direct outreach in response to COVID-19
 - Provided foundation for Wildfire response as well
 - Uncovered significant social needs
- Worked with clinical networks to conduct outreach. Member outreach was led by the organization with the closest relationship with the member.
- Conducted phone outreach and if could not be reached sent information by mail that covered:
 - **Educational:** Here's what happening with COVID-19
 - **Wellness check:** How are you doing, do you know how to access care
 - **Social Determinants of Health:** Do you have what you need to stay healthy and if not, can we connect you with resources



Intervention	Specifics
Technology	Paid for devices and delivered
Personal Protective Equipment	Procured and delivered
Durable Medical Equipment	Facilitated delivery
Food/Household Items	Increased Community Benefit Organization/ partnership/ increased use of Health-Related Services Fund
Information	Standard outreach communications for teams to use High Risk Tool Kit
Telehealth	Providers-payment Members-device/ internet access (especially BH)
Regional Care Team	CO teams to assist with care coordination
Panel Coordinator Program	Embedded CO staff who support clinics with metrics/preventive care outreach
Provider Stability Payments	Help support providers as utilization dramatically reduced to preserve access to care

Delivering on CCO 2.0 Metrics + Scoring

Leveraging our crisis response to build infrastructure needed for CCO 2.0

- How to maintain continuous quality improvement to build on transformative work CCO Metrics program has achieved
- We know care has been deferred so even more important to ensure chronic, acute AND preventive care occurring
- Need to ensure that metrics continually push transformation as well as making an equity approach a priority



SDOH: Building Community Capacity

Partnering with and financially supporting community-based organizations

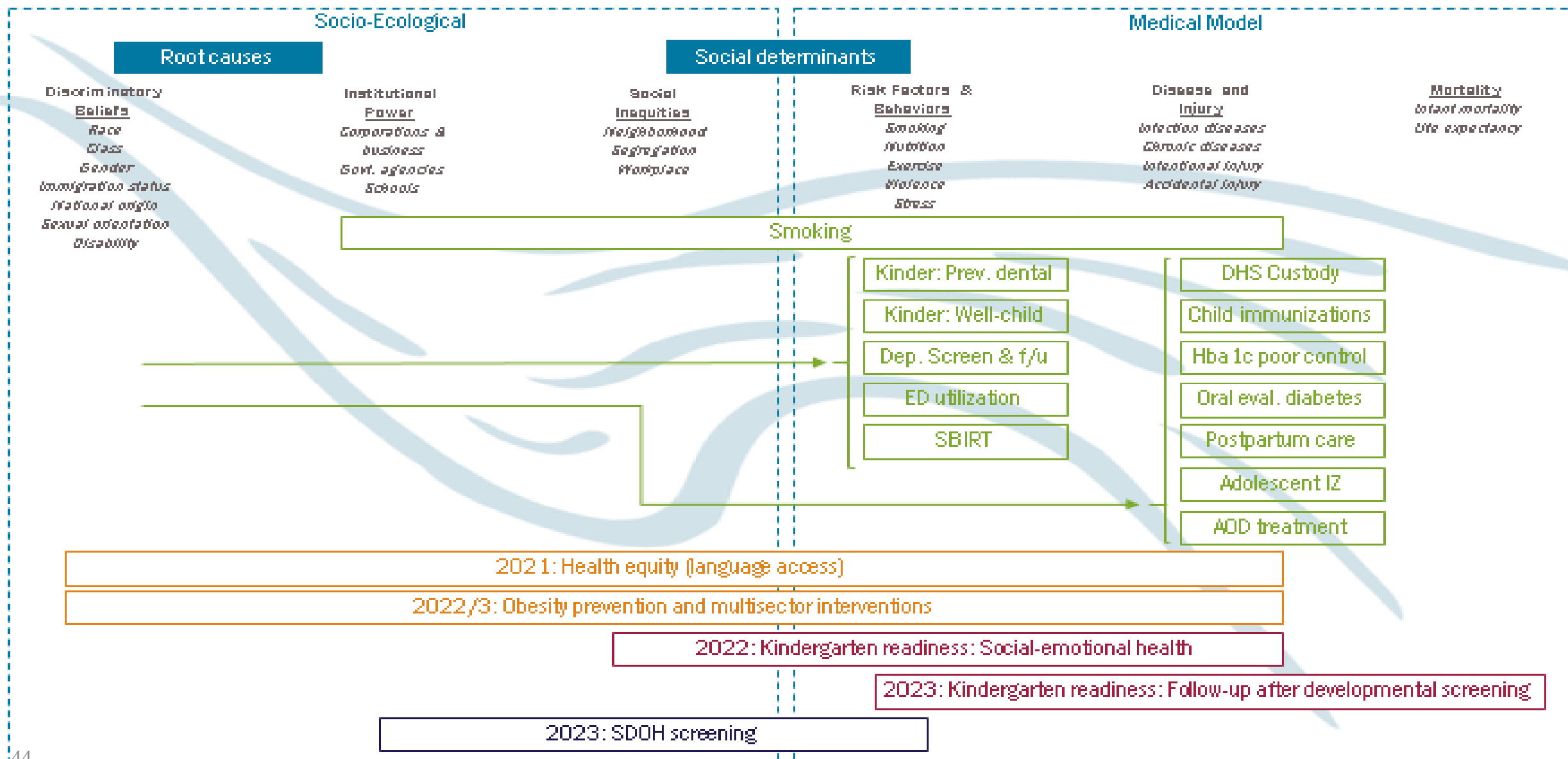
- Focused on deepening relationships with community organizations that serve our members
- Distributing ~\$2.5 million in grants to local organizations, selected by staff living in each region we serve
- Creating and funding a program to support community-based organizations using Traditional Health Workers to best serve our members



For discussion, DRAFT: CCO Incentive Measures Over a Framework of Health Equity

Upstream

Downstream



Kristina Espinoza

Q-MHI, Language Access
Coordinator, AllCare Health



COVID-19 Communications and Language Access in Southern Oregon

Presented by Kristina Espinoza

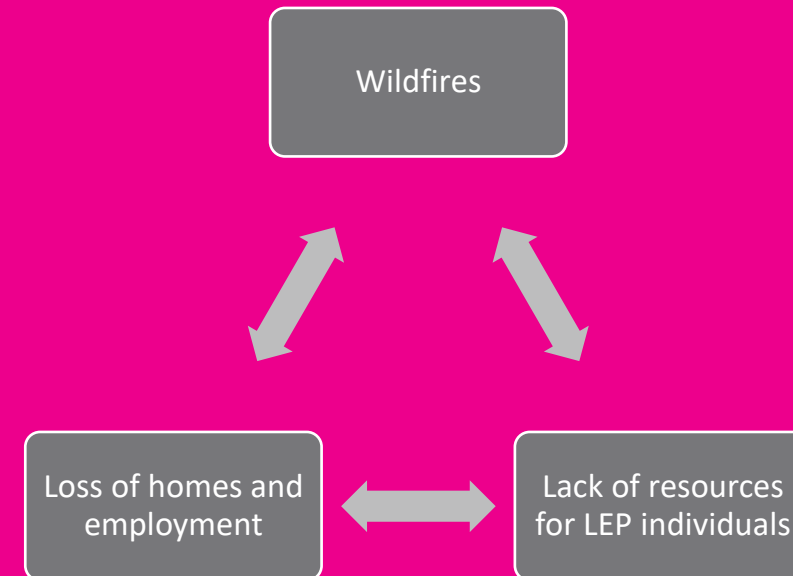
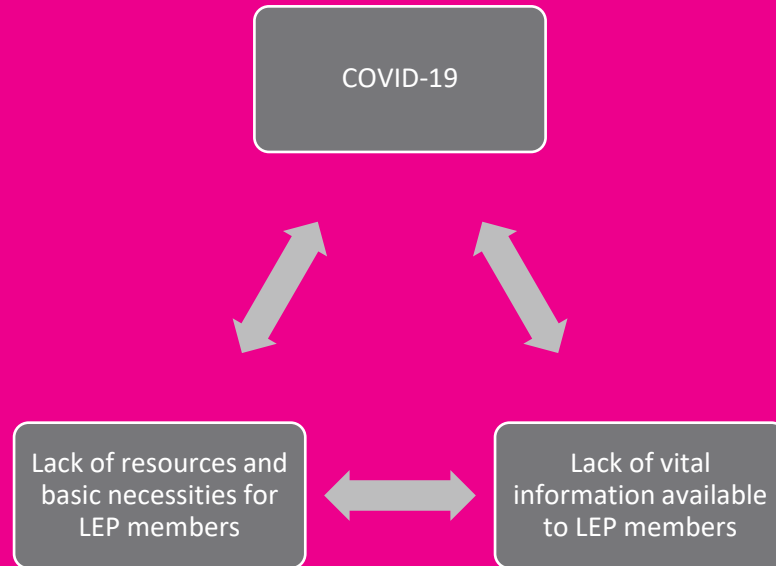
Language Access Coordinator, AllCare Health

AllCare Health

What we are doing....

- Language Access Coordinator Role was added in 2019
- Translations
- Language Access Trainings
- Interpreter Qualification Training Class
- Interpreter Resources
- Spanish Social Media – Instagram and Facebook

Challenges Faced



Opportunities

Interpretation Program for Food Banks

3 Counties

15 Locations

375 Hours

447 Members

5 Languages



Supporting Public Health

Translation Support



Traducción del idioma provista por



Opportunities

Language Access at Wildfire Shelters



The Future

Lessons Learned

- Need to increase interpreter resources in certain areas.
- Increase vital information available to LEP community
- Provide education to LEP community on resources and empowerment for them regarding language access needs
- Learning from the community on their needs
- Continue to provide linguistically and culturally appropriate services



Thank you to our annual sponsors!



KAISER
PERMANENTE®



The Heatherington Foundation
for Innovation and Education in Health Care

Thank you to our Presenting Sponsor



allcare health®

Thank you to our Platinum Sponsor



curandi

The Science of Community Health

Thank you to our Silver Sponsor

health

share

Health Share of Oregon

Audience Q&A

Thank you for attending!