
Supporting Meaningful Engagement through Community Advisory Councils

The logo for the Oregon Health Authority is centered within a light blue, rounded rectangular background. It features the word "Oregon" in a smaller, orange, serif font positioned above the "Health" part of the word "Health Authority". The word "Health" is in a large, blue, serif font, and "Authority" is in a smaller, orange, serif font positioned below it. A thin blue horizontal line is located just above the "Authority" text.

Oregon
Health
Authority

Introductions



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About Us



Transformation Center

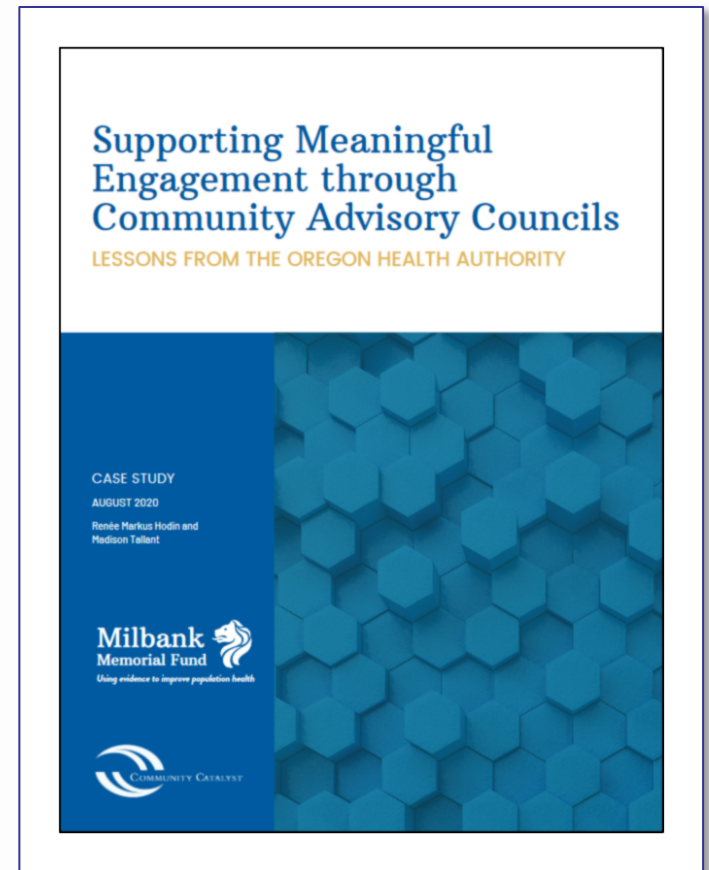


Poll

In what ways has your organization engaged consumers in organizational-level decisions?

Case Study Background

- Coordinated Care Organizations (CCO) established
- Community Advisory Council (CAC) requirement
- OHA invested in CACs with time and resources
- Case study “looks under the hood”



Case Study Methodology



Columbia Pacific CCO

Oregon
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PacificSource
Community Solutions



eocco

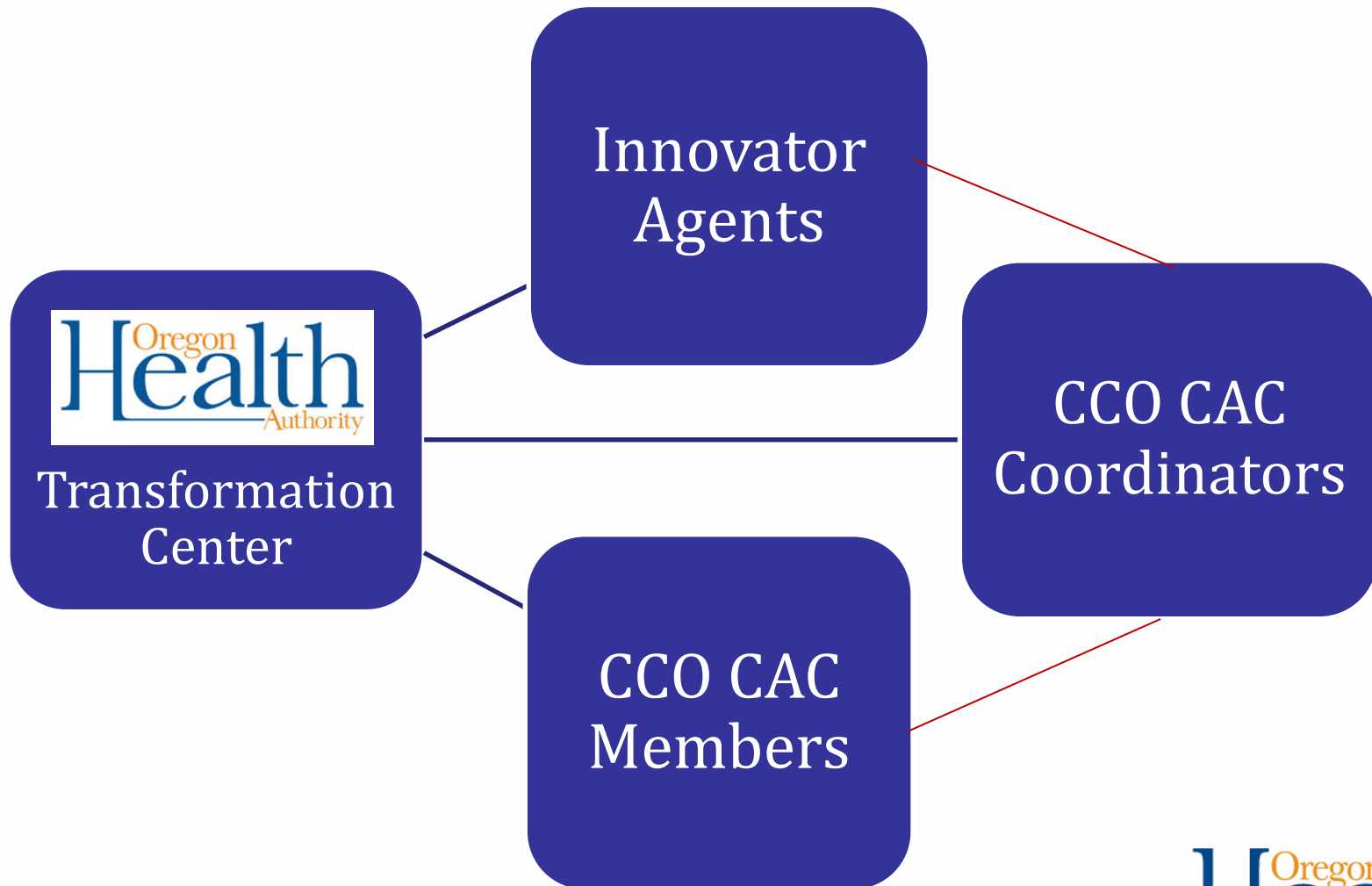
EASTERN OREGON
COORDINATED CARE
ORGANIZATION

Oregon
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Legislative CAC Requirements

- Made up of OHP members and community representatives
 - At least 51% must be OHP members
- Advocate for preventive care practices
- Oversee a community health assessment (CHA)
- Develop a community health improvement plan (CHP)

OHA Supports



OHA Supports

- Transformation Center
 - Dedicated CAC staff who coordinate:
 - Annual in-person conference
 - Peer-to-peer networking calls (i.e., learning collaboratives)
 - Additional in-person trainings
 - Webinars, recruitment materials & resources
- Innovator Agents

Transformation Center Supports

The screenshot shows the Oregon Health Authority website. The top navigation bar includes links for 'About OHA', 'Programs and Services', 'Oregon Health Plan', 'Health System Reform', and 'Licenses and Certificates'. A search icon is in the top right. Below the navigation, the 'Oregon Health Authority' logo is on the left, and 'Transformation Center' is in the center. On the right, there is a graphic of the state of Oregon with a house icon and the text 'STAY HOME. SAVE LIVES.'. A breadcrumb trail reads: 'Home > Health Policy and Analytics > Transformation Center > CAC Supports'. A yellow notification banner states: 'OHA COVID-19 Updates: Visit our COVID-19 page for Oregon updates and community resources, or visit our healthcare partner resources page.' The main content area is titled 'CAC Supports' and contains the following text:

WHO TO CONTACT
Transformation Center Staff

The OHA Transformation Center provides support and learning opportunities to CCO Community Advisory Councils (CACs). To find out more about Oregon CACs, please visit [OregonCAC.com](https://www.oregon.gov/oha/HPA/dsi-tc/Pages/CAC-Learning-Community.aspx).

Contact: Tom Cogswell (thomas.cogswell@dhsosha.state.or.us, 971-304-9642).

<https://www.oregon.gov/oha/HPA/dsi-tc/Pages/CAC-Learning-Community.aspx>

CAC Successes/Impacts

- Health and wellness resources
- Collaborative health planning
- Improving CCO policies and procedures
- Making health planning more inclusive

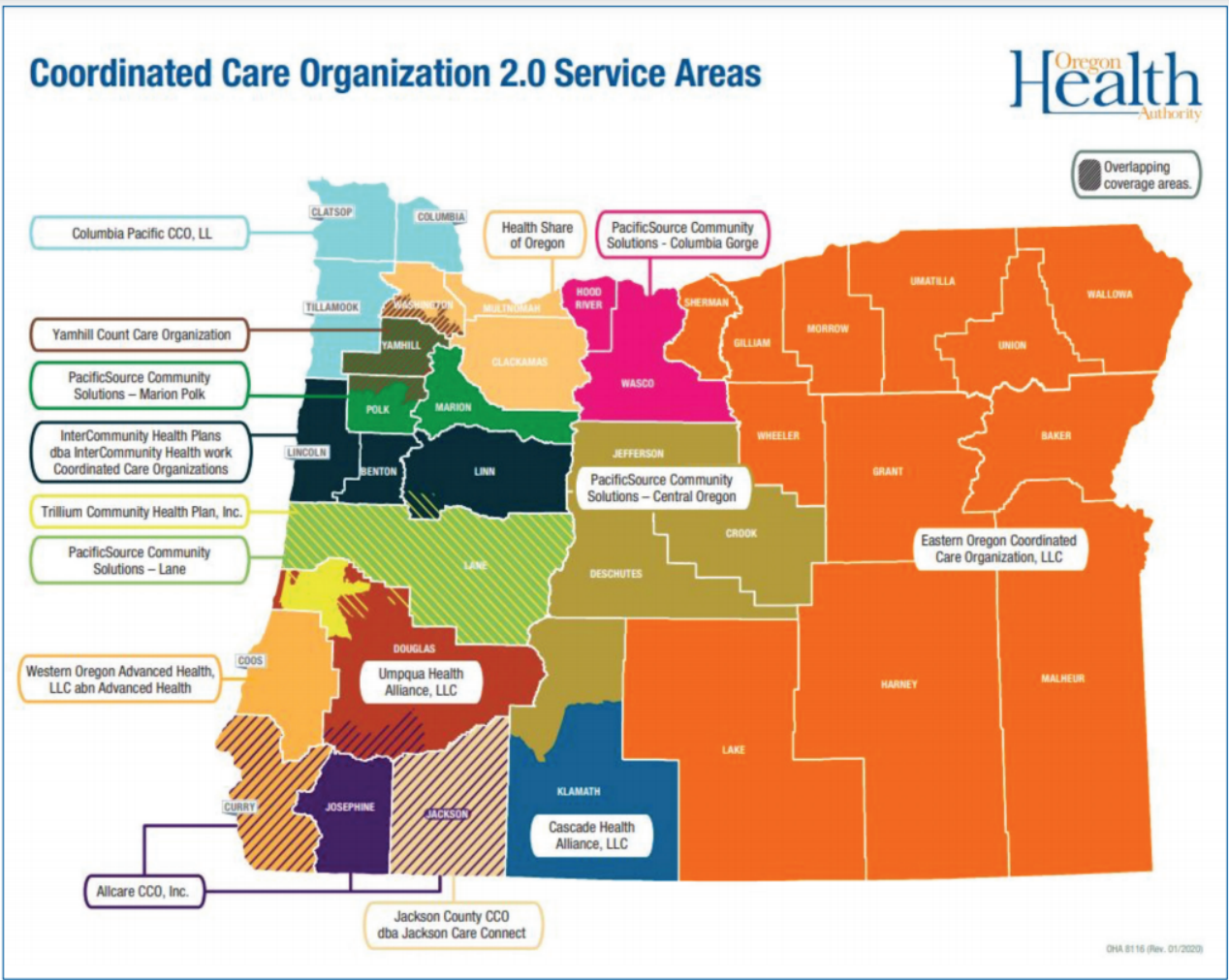
Challenges

- Recruiting and supporting OHP members
- Representing the diversity of communities
- Measuring impact
- Acknowledging differences among regions

Best Practices

- Prioritize engagement
- Invest staff time and financial resources
- Give beneficiaries meaningful work
- Measure and communicate outcomes
- Support an inclusive environment
- Share “what works”

CCO 2.0



CCO 2.0 CAC Requirements

- Two CAC members (at least one who must be a consumer) on the CCO's governing board
- Tribal CAC representatives (based on CCO service area/tribal areas)
- CCOs carve out a role for CACs in reviewing social determinants of health & equity spending
- Annual CAC Demographic Report

Beyond CACs: OHA Community Engagement

- OHA's goal is to eliminate health inequities in Oregon in the next 10 years
- The importance of intentionally engaging the community in this work has become even more apparent because of COVID-19
- *OHA recognizes the impact longstanding health inequities, rooted in systemic racism and oppression, are having on COVID-19 infections in Oregon*

Beyond CACs: OHA Community Engagement (Cont.)

- OHA's 10-year goal will involve community collaboration, shifting resources, priorities, power – *and changing practice* – which requires honest reflection, hard conversations and tough decisions
- Strategies under development:
 - Diversifying Oregon Health Policy Board committees
 - Building community input into OHA's work

Discussion Question

What strategy for consumer/community engagement are you most proud of?

or

What is your greatest challenge around consumer/community engagement?

Questions?

Additional Resources

- *Supporting Meaningful Engagement through Community Advisory Councils: Lessons from the Oregon Health Authority*
- *OHA's CAC Supports Page*
 - *CCO Community Advisory Councils: Handbook of Best Practices*
- *Change Package: Person-Centered Engagement at the Organizational Level*