Supporting Meaningful Engagement through Community Advisory Councils
Introductions

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About Us

Transformation Center

Community Catalyst
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

Logos:
- Columbia Pacific CCO
- PacificSource Community Solutions
- Eastern Oregon Coordinated Care Organization
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

Transformation Center

Innovator Agents

CCO CAC Coordinators

CCO CAC Members
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 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.

Contact: Tom Cogswell (thomas.cogswell@dhsoha.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

Coordinated Care Organization 2.0 Service Areas

Overlapping coverage areas.

Oregon Health Authority
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**