



Yamhill Community Care Organization

Annual Summary Report

Community Health Improvement Plan

2017-2018

Introduction

The Community Health Improvement Plan (CHIP) for Yamhill Community Care Organization is a community owned plan that helps guide health improvement activities and efforts both for Oregon Health Plan members, and for individuals who reside in Yamhill County and other bordering counties.

Summary of CHIP Process

Yamhill Community Care has continued the development of systems and processes to implement, track, and evaluate the improvement activities identified in the plan. This work is driven by the Community Advisory Council (CAC) and internal staff and supported by key community partners and committees to accomplish the work. Responsible partners are identified in the plan and work collaboratively to build upon the organization's culture of collective impact to improve the health of the community.

This past year, collaboration among the CCO and Community Advisory Council has increased engagement and the implementation of strategies through the following advancements:

- Introduction to the CHIP for new CAC members
- Ongoing focus on CAC engagement with CHIP strategies and preparation for the upcoming Community Health Need Assessment
- Promote sharing of the recently updated CHIP and the Spanish translated version
- CCO designated funding for CAC development and CHIP project grant funds
- Planning for the CAC to release a Request for Proposal to fund CHIP related projects
- CCO accepted transformation funds from the Oregon Health Authority to fund CHIP projects

This work has created a pathway for community members to understand, have deeper commitment, and accountability to the work. In the spirit of continuous improvement, it remains a focus to highlight and reinforce CHIP strategies during organizational committee meetings and continued affirmation of the importance of stakeholders' support to the work.

Key governing bodies that support the work of the CHIP:

Community Advisory Council (CAC) – The primary group that represents member voice among organizational leadership. CAC is the designated committee for overseeing the CHIP.

Historically, the CAC worked closely with the Quality and Clinical Advisory Panel (QCAP) and Yamhill CCO Board of Directors on the development of the CHA and CHIP in 2013. The CAC continues to work together as the CHIP is implemented, and has established a goal of meeting monthly to discuss progress toward the priority goals, objectives, and strategies of the plan.

Quality and Clinical Advisory Panel (QCAP) - With a blended focus of clinical transformation and attention to quality assurance and improvement activities this body represents primary

care providers, local hospital systems, behavioral health providers, dental providers, early learning partners, health plan consumers, community peer organizations, Yamhill County Public Health and Health and Human Services.

Community Prevention & Wellness Committee (CPW)- With a focus of developing a comprehensive population-based plan for wellness for Yamhill CCO members, this committee is a cross-agency representation from the community including Health & Human Services, community-based organizations that provide wellness and prevention education services such as Peer Support and Head Start.

Early Learning Hub and Council (ELC) – Developed to work collaboratively with K-12 education, early childhood education, health, social services, business and parents to support coordinated systems that are child-centered, family friendly, and community-based to meet the needs of Yamhill County children and families.

Internal Planning Workgroups - Team of staff members responsible for planning, implementation, and evaluation activities around CHIP priorities.

Responsible Partners - These are the members in the community that through a collaborative planning process, were identified as key community leaders and champions of the work.

**CHIP
Infrastructure
and
Organizational
Development**

Coordination with the CAC, QCAP, CCO staff support, and the community are key to the development of how the plan is put to action. Yamhill Community Care has developed CHIP implementation strategies to further the work:

- *Designated staff resources*- Community Engagement Coordinator, Grant and Project Coordinator, Equity and Community Programs AmeriCorps VISTA, Quality Improvement Specialist, Quality Manager, CHIP Implementation team
- *Alignment of the CHIP with organizational plans* - the Transformation Plan, Quality Plan- now combined to form the Transformation Quality Strategy (TQS), Organizational Strategic Plan and key internal departments including quality management and business analytics
- *Earmarked financial support*- CAC and CHIP funding to support committee development, staff support, and community granting to fund interventions, received Transformation Center CHIP Grant
- *Hosted community forums*-for community education and discussion on key topics including an Annual Fall Forum, Family Resiliency Conference, Provider Continuing Medical Education events, and Pain Summit

**Highlights of
the Past Year**

No major changes to CHIP priorities, resources or community assets occurred in the past year. Much of the focus of the year was to continue to pursue identified strategies and to identify service, resource and/or partnership gaps. Gaps identified have been discussed at CAC meetings and escalated to YCCO leadership. A few key gaps identified and solutions:

Gap: Limited staff resource to support the CAC and CHIP efforts

Solution: Developed a full-time role to support the CAC and community health improvement work

Gap: New membership has joined the CAC and CHIP priorities are not fully understood

Solution: Seven (7) CAC meetings contained planned conversations with CAC members to promote awareness, understanding and engagement of the CHIP work and upcoming Community Health Assessment (CHA).

Gap: Limited alignment with the timelines of Local Public Health and local Hospital community needs assessment and improvement planning work has resulted in duplication and/or gaps in focus areas

Solution: Deeper partnership building and alignment of the timelines and community resources to assess needs and develop improvement strategies that align across Yamhill County

Priority Goal 1: Promote overall well-being by reducing prevalence of chronic condition

- SNACK (Student Nutrition and Activity Clinic for Kids) facilitated cooking workshops where participating families built a healthy meal from scratch for a very low price. These workshops have been funded through August 2018 by Hurst Berry Farm, who is also providing fresh berries to families who attend.
- YCCO's Early Learning Hub held three focus group sessions with a total of 20 community partners to discuss the current work happening in the county around trauma. Partners shared gaps in services and education, and provided feedback to guide future trauma initiatives.



- YCCO is participating in a Sustainable Relationships for Community Health (SRCH) grant, while partnering with Yamhill County Health and Human Services, Virginia Garcia Memorial Health Centers, Physicians Medical Center and CareOregon, to promote community health improvements around Diabetes (DPP Program) and Colorectal Cancer (CRC Fit Kits and Community Promotion).

○ *Priority Goal 1 Progress: **ON TRACK***

Priority Goal 2: Integrate oral health with physical and behavioral health

- Capitol Dental Care held a "Sealants with Santa" event in December, and allowed community members to have their picture taken with Santa, also to promote and administer Dental Sealants to eligible children (ages 6-14).



- Capitol Dental Care began planning for an expanded-practice dental hygienist, to be performing services in non-clinical and physical health locations: Champion Team (a peer support program), Physicians' Medical Center (for pediatric patients), and WVMC (for pregnant people).
- SNACK, YCCO, Capitol Dental and other community partners worked together to plan the upcoming Toothtastic event in McMinnville. The early 2018 event featured an increased focus on offering Dental Sealants to the adolescent population of Yamhill County.
- Yamhill CCO's Community Health Worker Hub engages all members to see a dentist and help make connections with a dental provider. This includes providing information to newly pregnant moms and recommending quit resources to current users of tobacco.

○ *Priority Goal 2 Progress: **ON TRACK***

Priority Goal 3: Leverage existing providers and health care teams' capacities in more innovative and creative ways

- Local provider groups have continued focused partnerships with YCCO to pilot projects around wrap-around care for high needs members, including a project focused on cancer patient care. These projects also aim to address the Quadruple Aim element of Provider Burnout, by improving workflows and processes, to better support providers.
- YCCO continued to promote its services by sharing information and materials at community events, including: Beyond Backpacks, Dayton Grade School's kindergarten transition camp event, as well as open house night, and Virginia Garcia's health resource fair.
- YCCO's evening CME sessions continued in Q1 of 2018. The topics for this quarter were Provider Burnout/Mindfulness, Diabetes, and Trauma Informed Care. The sessions had 11, 10, and 32 attendees, respectively. YCCO will continue to offer these sessions throughout the year, on a variety of topics.
 - *Priority Goal 3 Progress: **ON TRACK/NEEDS ATTENTION***
 - *While progress continues to be made in this area, a lack of engagement from clinic and community partners, due to provider burnout and competing priorities, has created barriers for steady progress and improvement. Strategic engagement and focused outreach to community partners continues to be a focus for YCCO and progress for this Priority Goal is tracked on a consistent basis.*



Priority Goal 4: Value the mind-body connection by integrating behavioral and physical health prevention, education, and treatment

- Physicians Medical Center and Yamhill County Health and Human Services are partnering around a project to better integrate Behavioral Health care within the Primary Care setting.

- YCCO is working with clinic partners to further integrate the use of PreManage, to help manage patients with high Emergency Department use tendencies, as well as to better facilitate communication and wrap around care integration for members with Mental Illness.



- Yamhill CCO's Early Learning Hub has been hosting a series of focus groups to discuss trauma-informed care with cross-sector partners. YCCO has also held several Community Café events to provide a platform for individuals who have experienced trauma (or who care for those who have) to interface with cross-sector providers to discuss trauma-informed care in our community.
- Yamhill Community Care is working with the community to identify how integration of physical and behavioral health care delivery will help improve complex care management. With the use of consultants, national standards and evidence-based research, the community is working to identify best practices and a model that will result in improved care delivery, quality of life and cost savings for members with the most complex health issues.

○ *Priority Goal 4 Progress: **ON TRACK***

Next Steps

Persistence and community collaboration has been key in the current CHIP success. Yamhill CCO is committed to continue the work needed to develop more robust programs and approaches in the coming year and for the life of this plan.

Leverage of the CCO and community resources to support CHIP strategies will continue through:

- Stakeholder engagement and support
- Shared accountability
- Data and analytics to improvement strategies
- Comprehensive communications to highlight CHIP efforts and progress to community partners

- Continued designation of critical resources
- Ensuring CHIP work is sustainable and plans are in place to continue existing work

Attachments

CHIP Progress Report

Community Health Improvement Plan- Revised

Community Health Improvement Plan- Revised Spanish Translation