

# Health Share of Oregon – Transportation Advisory Committee

## Meeting Minutes



**When:** Wednesday, May 2<sup>nd</sup>, 2018, 1-3pm

**Where:** Lincoln Building, 421 SW Oak St, Portland OR, Oak Room

**Facilitator:** Jeremy Koehler, Health Share of Oregon

**Present:** Stephanie Irby (Health Share of Oregon), Crystal Rouse (Access2Care), Mary Ann Goolsby (Consumer), Barb Rainish (Consumer), Malcolm Ricks (Empowerment Clinic), Amy Anderson (Consumer), Kirk Foster (Wapato Shores), Julie Wilcke (Ride Connection), Christy Keller (PBOT), Wendy Shumway (Consumer), Patty Arvizu (Consumer), Jan McManus (Multnomah County), Sandra Delarosa (Consumer), Angeline Hill (Providence), Abe Moland (GridWorks LLC), Kamar Haji Mohamed (GridWorks IC), Heidi Guenin (GridWorks IC)

Agenda Item	Notes	Next Steps and Action Items
<b>Welcome / Introduction</b> <i>Jeremy Koehler</i>	<ul style="list-style-type: none"><li>Jeremy introduced himself as the new facilitator for the Ride to Care Transportation Advisory Committee.</li></ul>	
<b>Approve April Meeting Notes</b> <i>Jeremy Koehler</i>	<ul style="list-style-type: none"><li>The TAC approved the April 4<sup>th</sup> meeting minutes and adopted the shorter format of the notes. If a TAC member feels something should be added, they can request that during the note approval process.</li></ul>	

<p><b>Ride to Care Transition Update</b> <i>Heidi Guenin</i></p>	<ul style="list-style-type: none"><li>• GridWorks IC held a three-day event to onboard transportation providers that will join the new network on June 1<sup>st</sup>. Transportation companies signed contracts, verified credentials, and received the provider manual that TAC provided feedback on.</li><li>• On May 1<sup>st</sup>, the new Ride to Care intake center went live. Members can now schedule rides beyond June 1<sup>st</sup> with the new management team. If a member calls about service before June 1<sup>st</sup>, they will be routed to Access2Care.</li><li>• A mailer is going out to all members who have used the Ride to Care program over the past year to announce the change in management.</li><li>• GridWorks IC has met with all major health plans, hospitals, and major health care destinations to share updates about the Ride to Care program. In mid-May a toolkit will be distributed to facilities with information about the benefit for both staff and members.</li><li>• If anyone knows of clinics or care facilities who will need additional assistance with the transition, they should reach out to the Community Health Programs team at <a href="mailto:communityhealth@gridworks-ic.org">communityhealth@gridworks-ic.org</a></li><li>• The Directors of Network Development and Member Services will likely be filling the Ride to Care program TAC seats.</li></ul>	
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<p><b>Updates from Access2Care</b> <i>Crystal Rouse</i></p>	<ul style="list-style-type: none"> <li>• Access2Care has shared all of their notes on preferred providers. They also will send data on trips already scheduled after June 1st with GridWorks IC for a smooth transition.</li> <li>• Access2Care has begun to personally call high needs members who may need extra help navigating the transition and will begin working with transportation companies to ensure a smooth transition. High needs clients have been identified over the past through conversation and experience. <ul style="list-style-type: none"> <li>○ GridWorks IC will not use terminology related to high needs members. When members call for the first time, they will go through an intake process to identify what their needs are.</li> </ul> </li> <li>• Access2Care will retain staff through the end of July. As staff are phased out, their e-mails will be forwarded to the remaining employees to keep up communication.</li> <li>• Kirk shared a story about the importance of matching drivers with the right skills and knowledge of member needs to clients. If providers are able are empowered to perform trips for regular clients, they can identify irregularities in client behavior. <ul style="list-style-type: none"> <li>○ Julie noted that these types of stories need to be turned into action items. She noted that with the smaller network, some members won't have the provider they have built relationships with.</li> <li>○ GridWorks IC now has the data from Access2Care on preferred providers and will begin analysis and outreach.</li> </ul> </li> </ul>	<p><b>GridWorks IC</b> will review available data to try and identify and contact members that have traveled consistently with a provider that was not accepted into the new network.</p>
<p><b>Charter Update - Recruitment/ Appointment</b> <i>Jeremy Koehler</i></p>	<ul style="list-style-type: none"> <li>• The TAC decided to vote on adopting the new language developed by the Membership Subcommittee. The language was adopted.</li> <li>• See attached <i>Proposed Recruitment/ Appointment</i> document.</li> </ul>	

<p><b>Feedback on FAQs</b>  <i>Kamar Haji</i>  <i>Mohamed</i></p>	<ul style="list-style-type: none"> <li>• The TAC broke into small groups to brainstorm and review frequently asked questions for members, transportation providers, and health care facilities. This input will be incorporated into the new Ride to Care website “Frequently Asked Questions” sections.</li> </ul>	
<p><b>Public Comment</b></p>	<ul style="list-style-type: none"> <li>• A transportation provider representative of 30-40 drivers requested a two-hour meeting with GridWorks IC to discuss the transition. They also affirmed the importance of sending drivers that are familiar with individual member needs.</li> </ul>	
<p><b>Wrap Up</b></p>	<ul style="list-style-type: none"> <li>• Barb encouraged everyone to learn about mental health first aid.</li> <li>• The TAC will reconvene June 6<sup>th</sup>, 2018 in the Oak Room at the Lincoln Building.</li> </ul>	<p><b>Jeremy</b> said he could send out information about available Mental Health First Aid trainings that TAC members share with him.</p>