

CASCADES EAST RIDE CENTER
Advisory Committee Meeting
Central Oregon Intergovernmental Council
Headquarters Building, 334 NE Hawthorne Avenue, Bend, Oregon

Minutes
May 24, 2017

Members Present

Lesley Srikantaiah, **Vice-Chair**, St. Charles Health System
Peggy Gilbert – Abilitree (acting chair for meeting)
Ben Nichols – Bend City Cab
Lindsey Stailing – Mosaic Medical
Shannon Dearth – Crook County Veterans
Bethany McMurray – PacificSource Community Solutions
Audrey Lipskey – Fresenius Kidney Care - Madras
Lesli Dickinson – Fresenius Kidney Care - Bend
Therese Helton
Randy Moss

Staff Present

Tony Morales, CERC Contracts and Services Administrator
Tamara Powell, CERC Policy and Services Administrator
Esther Leithauser, CERC Call Center Manager
Michelle Rhoads, COIC Transportation Manager

A. Introductions and Welcome

1. Meeting called to order @ 1:07

B. Adoption of Minutes

1. Ms. Stailing moved to approve the March 22, 2017 meeting minutes. Mr. Nichols seconded the motion which passed unanimously.

C. Brokerage Reports

1. Mr. Morales reported the following:
 - a. Ridership is pretty unpredictable. Mr. Morales showed the difference in ridership across three months.
 - b. Ridership is at highest point since we have been tracking (over a year)
 - c. Changes puts strains on capacity at some points and results in less rides to providers at other points.
 - d. Complaints are usually from late or missed pickups. The causes of these vary from CERC, provider, and client fault. CERC has been working on reducing these issues. We recently increased ride time within Bend to 45 minutes from 30 minutes to decrease late pickups. Drivers appreciate this, clients don't like longer wait time at appointments when rides do not take long, but drivers did need extra time and CERC's main priority is getting clients to appointments.
 - e. Provider no shows in April was 10 of about 9-10k rides per month, so appears having an impact.
 - f. Same day ride requests from November to January jumped up 14%. High number of next day requests as well. These rides are challenging. Some

requests are for transport within an hour of call. CERC provides 99% of these rides, but encourage people to call 48 hours ahead when know about appointments in advance. This may help decrease no shows as not as likely to forget about ride, but it does present coordination and resource issues to wait until the last minute.

D. Follow-Up From Prior Meeting

1. Ms. Powell addressed the following:
 - a. Travel Training Program that was addressed in January meeting by Molly Taroli has been approved. This program, which will provide education to certain cohorts of providers, will begin in the near future.
 - b. Talking points for client education about reshaping expectations for riders is still in the works by Tamara.

E. Committee Elections

1. Ms. Powell addressed the need for a new committee chair needed every 2 years, and that the time is now
 - a. Required to have meetings, so would have to ask for an exception for CERC staff to chair if no volunteers
 - b. Ms. Srikantaiah willing to remain as co-chair
 - c. Ms. Stailing willing to chair until such time as she would not be attending meetings due to change in job position.
 - d. Mr. Moss indicated he would be willing to step into the position at the point at which Ms. Stailing could no longer chair.

F. Eclipse Planning

1. Initial discussion of known information
 - a. Mr. Moss shared that:
 1. Mr. Hall of Way to Go asked that Mr. Moss convey that he would not be transporting during the eclipse period.
 2. St. Charles will not be permitting vacations during this time
 3. His suggestion would be for required procedures only be scheduled
 4. His suggestion would be for dialysis to close Monday and schedule patients on Sunday instead.
 - a. Discussion was had that dialysis patients cannot skip 2 days, so switching to Sunday may be an option. This option would require additional provider staffing on Sunday.
 5. He has spoken with ODOT and the latest estimate was 4 hour commute from Redmond to Madras
 2. See attached for brainstorming ideas and persons who volunteered to assist with obtaining information (either at the meeting or later). The attachment has been updated with information from the 6/21/17 eclipse update meeting.

G. RoundTable Discussion Topics

1. Mr. Moss addressed fact that there was an after-hours procedure for access to providers that Fresenius had been unaware of. Mr. Morales indicated information is also online. Fresenius will address with staff.
 - a. Website address are: Ridecenter.org OR coic2.org

H. Meeting adjourned at 2:10pm

Eclipse Brainstorming

Red items are those in "limbo"

<u>Suggestions</u>	<u>Who May Handle?</u>
Have Pacific Source hold message info address	PacificSource will reconsider doing this.
KTVZ/Bulletin – can they research plans being made (roads, business closures)	Audrey has been in touch with Barney at KTVZ and he is working on various stories – willing to assist in any way. CERC will prepare a suggested "Bulletin Board" message and provide to Audrey for Barney.
Chamber of commerce – do they have info?	Visitor's association guide produced. Provides basic information on being prepared for traffic and supply issues and to visit the area while here.
Notices via media to plan medically (KTVZ, Radio, Bulletin)	Audrey has been in touch with Barney at KTVZ and he is working on various stories – willing to assist in any way.
Pacific Source outreach to docs to determine closures/hours for day	Molly is working with PacificSource staff on this, no update at this time; Disaster Medical Care Coalition meeting on 6/22 was to further address facility closures/changes. Agenda from previous meeting attached. CERC will provide additional info on this from the 6/22 meeting when obtained.
Pacific Source outreach to docs to discuss appointments <ul style="list-style-type: none"> • Booking only triage/life sustaining appointments that day • No PCP appointments day of event • Planning less appointments so can accommodate late clients 	Pacific Source is going to reconsider making this suggestion to providers.
BTC – seeking a federal exception to providing services that day	BTC still working on exception for full services on day of eclipse. They will be open for visitors needing dosing. They will be extending their schedules certain days surrounding the event (uncertain when/how long at this time)
St Charles – no vacations	Has been implemented by St. Charles – Lesley S. requested that St. Charles communications update CERC about specific variations of services.
Construction – info on what going on in the various areas that could increase delays further	Randy Moss will follow up
Providers handing out "planning sheets" – info bites on how to prepare – medically	CERC will request transportation providers hand out. Draft is prepared and attached. Input

and other health concerns	requested.
Requests to medical providers to only provide life sustaining and triage appointments during this time.	Lindsey reported that Mosaic will be staffing more nurses for phone triage. They will be staffed and open to assist with keeping clients out of the ER. Madras will not have any scheduled appointments for the day. They do not anticipate servicing any non-Mosaic clients during this time. Each clinic will be making their individual decisions – will provide update as they become concrete. PacificSource will reconsider suggesting this.
Reach out to Governor’s office for assistance	No one took this task on.
Fresenius to holiday schedule	Fresenius Redmond & Madras closed on Monday, Monday services being provided on Sunday. Fresenius Bend – normal schedule. Facilities will try to be as flexible as possible with delayed arrivals.
More providers to perform rides on Sunday prior (August 20 th)	CERC will determine provider availability. Update from 6/22 meeting – so far only one provider will not be providing service on the day of the eclipse (this eliminates one wheelchair provider only).
Flexibility with late hours by medical providers	PacificSource will look into making this request.
Police escort for priority treatments (i.e. dialysis, chemotherapy, etc.)	Audrey has reached out to Jefferson and Deschutes law enforcement – Emergency Planning Officers Deschutes Co – 541-388-6655 (message left) Jefferson Co – 541-475-6520 (message left)
Request a State exception to do only priority nemt rides on day of eclipse	Pacific Source will not be requesting exception. OHA has not responded to CERC’s request.
Police coordination – so can access roads/facilities	Audrey has reached out to Jefferson and Deschutes law enforcement – Emergency Planning Officers Deschutes Co – 541-388-6655 (message left) Jefferson Co – 541-475-6520 (message left)
RX preparation education to CERC callers	CERC will implement in July.