

CASCADES EAST RIDE CENTER
Advisory Committee Meeting
Central Oregon Intergovernmental Council
COIC, 1250 NE Bear Creek, Bend, Oregon

Minutes
July 26, 2017

Members Present

Lindsey Stailing – Mosaic Medical
Ben Nichols – Bend City Cab
Chuck Daugherty, Central Oregon MediTran
Audrey Lipskey – Fresenius Kidney Care - Madras
Kristina Winkler – PacificSource
Lesli Dickinson – Fresenius Kidney Care - Bend
Hannah Friese – Fresenius Kidney Care - Bend
Lisa Bray – Aging and People with Disabilities
Heidi Guenin- Gridworks (arrived later)
Abe Moland – Gridworks (arrived later)
Elizabeth Schmitt – Central Oregon Health Council - (arrived later)
Therese Helton (arrived later)
Michelle Rhoads – COIC Transportation Manager (arrived later to introduce self)

Staff Present

Tony Morales, CERC Contracts and Services Administrator

A. Introductions and Welcome

1. Meeting called to order @ 1:05

B. Adoption of Minutes

1. Ms. Stailing moved to approve the May 24, 2017 meeting minutes. Mr. Nichols seconded the motion which passed unanimously.

C. Brokerage Reports

1. Mr. Morales reported the following:
 - a. CERC trying to make a concerted effort to share rides. Previously assigned to one person, now assigned to various staff. About 10% of rides shared. This is a manual task for CERC. Easier to share volunteer rides (about 40% are shared), harder with cab companies as they often drive their own schedules.
 - b. Client no shows, which impacts all services - CERC, providers, facilities and clients - holds at about 2.5% -3% every month no matter the number of rides we do. This and cancels stay a constant percentage no matter how many rides are scheduled.
 - c. CERC is working on complaints as we see them as a gateway to providing better service. All items get addressed even if not captured as an official complaint. We try to gather as much info as we can and do our best to address them fully. Most are from late pickups and provider no shows. An example of how we have addressed these complaints is expanding pickup times in Bend. We are beginning to see potential trend in rides to Sisters, so may be looking to

make changes there as well. These are examples of our attempts to track trends and make changes to create a better service experience.

- d. Ms. Stalling asked about the increase in denial numbers for PacificSource. Mr. Morales explained that these can often be just a few people who were denied for a large number of rides or reimbursements. This is not a reflection of their service ending.
- e. Volunteer Ride Match ending officially July 31, 2017. CERC had been carrying this since the end of the funding over a year ago. This is a very small number of persons who are not on OHP that we take to various life-needs appointments, medical or other. For those who used the service for medical appointments, we reached out to their medical providers to see if they could assist with alternate transport methods. Additionally, we have sent out letters to all of the clients who had been using this program so that they are aware of the official end date.

D. Follow-Up From Prior Meeting

1. Ms. Stalling is the current chair of the committee and will fulfill this role for as long as she can with consideration of her new role with Mosaic.

E. New Business - Eclipse Planning Continued

1. Updates on Steps Taken
 - a. CERC update: CERC will be operating all days and will serve to provide all client needs. Staffing normally. Mr. Morales will be available on the Sunday prior to the eclipse due to medical services increasing to Sunday to avoid services on the day of the eclipse. Staff will work from offices closer to their homes. Anticipating only a few staff that may be unable to get to work. Firming up which providers will be working as event approaches. Bend City Cab and CoMeditran will be operating on the day of the eclipse.
 1. Ms. Guenin asked if NEMT vehicles will have access to roads closed for EMS. Mr. Morales explained that some passes have been provided for some roads in the Madras area.
 - b. Bend City Cab: Mr. Nichols has made arrangements for different placement of vehicles prior to the event to ensure they are available in the area. Plan is to try their best to accomplish all rides assigned.
 - c. COMeditran: Mr. Daugherty stated operations as usual. He had questions about whether Bend Treatment Center will be providing weekend supplies. Mr. Morales indicated this has been a consideration by BTC. Mr. Morales will be following up with BTC's eclipse plans.
 - d. Fresenius: Ms. Lipskey indicated their clinics have sent correspondence and communicated to their clients regarding the fact that all Monday operations/appointments are moved to Sunday. They have also provided clients with resources relating to specialized diet that can be used in anticipation of possible missed appointments. Committed to staying late if patients arrive late. Asked that diabetic clients bring supplies in the event there are long waits/rides. Working with staff in clinics to have foods and liquids available for clients as well. Mr. Morales clarified that this was for all clinics – Bend, Redmond & Madras.

- e. Ms. Schmitt: Jefferson County held an eclipse planning meeting. Brochures passed out at the meeting. CO Health Council has no plans at this time.Ms. Winkler indicated that the information distributed is also available on the web.
- f. Ms. Helton: Therese Helton, DHS-CAF/CW – all offices usual. Staff have been approved to work at offices closest to their homes. No visitation rides set up for that day.
- g. Ms. Stailing: Mosaic Madras clinic will be open usual hours, but no walk-in clients. All sites are allowing staff to work at sites live in. Closing satellite sites, but main offices will be open. Bend office will be working business as usual, but are scheduling with the idea that clients may not be able to attend and/or will be late.
- h. Ms. Winkler: PacificSource business as usual. Staff has option to work remote from home if able. Trying to alert patients to get medications taken care of early and getting early approvals for refills.
- i. Ms. Guenin: Gridworks – no local actions, they are transportation brokerage consultants

2. CERC/CET Brochure

- a. Mr. Morales presented the brochure and requested review. This brochure was worked on as a general, joint information brochure for clients using transportation. They are to be put in provider vehicles and at medical facilities. Mr. Morales made clear that the intention was to prepare people for transportation when used on the days of concern.
- b. Questions were asked about CET's schedule for the day, which was unknown at that point in time.
- c. Ms. Winkler asked if backing up pickup times to accommodate. Mr. Morales indicated that when closer and people start arriving, CERC will be looking at the rides and may modify pickup times and communicate this information to the clients.

3. Takeaways from Other Community Meetings

- a. Ms. Lipskey indicated that the Oregon Health Authority personnel will be working at the command center to understand what is going on on the roads in real time and getting that information out as needed. Asked for communication when see issues on the roads. Willing to speak with groups and give information. Options for clients stuck in traffic is to call EMS to get ride, but Ms. Lipskey had concerns about coverage of the ride and group had concerns about the use of the emergency resource when could be better purposed elsewhere. Ms. Lipskey also indicated that surveys have shown Tuesday will be the worst day on the road.
- b. Ms. Stailing heard that technology may attempt to reroute to other less congested areas which could then become over-congested as well as these routes cannot accommodate the traffic. Suggestion is to stay on original intended course.
- c. Ms Schmitt stated that Jefferson County also has fire concerns. Mr. Morales indicated that crews have been strategically positioned. Be aware of language barriers for foreign travelers. Some concerns about the import of medical viruses that will show effects well after eclipse over, recommended updating immunizations.

- d. Ms Winkler indicated there would be ODOT crews out to make sure that people moving. No bathroom facilities will be provided. 10 hours still being anticipated as travel time from Portland area.
- e. Ms. Guenin stated that heard intention that seeking to keep people moving in order to reduce fire.
- f. Mr. Moland reminded group that 211 is multi-source info point.

F. RoundTable Discussion Topics

- 1. Mr. Morales indicated looking forward to the eclipse passing so that we can move on to other issues around providing great service to our clients.
- 2. Ms. Guenin indicated working on program to increase utilization and may reach out to group members via email to see what their needs and ideas are around increasing exposure and utilization of program.
- 3. Mr. Daugherty indicated concerned about Bend Treatment Center providing guest dosing that may increase service to Center. Mr. Morales indicated will follow up with BTC on their plans.
- 4. Ms. Lipskey is also working on Sunday in case there are Fresenius coordination issues.
- 5. Ms. Bray indicated that DHS offices open as usual and staff may work in offices local to their homes starting on Friday.
- 6. Ms. Stailing inquired about Spanish CERC cards. Mr. Morales will find for her.

G. Meeting adjourned at 2:09pm