

**CASCADES EAST RIDE CENTER**  
Advisory Committee Meeting  
Central Oregon Intergovernmental Council  
COIC, 334 NE Hawthorne Ave, Bend, Oregon

**Minutes**  
March 28, 2018

Members Present

Lindsey Stailing – Mosaic Medical  
Chuck Daugherty, Central Oregon MediTran  
Molly Taroli – Pacific Source Community Solutions  
Randy Moss – American Medical Transit  
Harry Hall – Loving Lift Transport  
Elizabeth Schmitt – Central Oregon Health Council  
Donna Mills – Central Oregon Health Council  
Therese Helton – Department of Human Services  
Rachele – St. Charles Medical Center (for Lesley Srikantaiah)

Staff Present

Tamara Powell – CERC Policy & Services Administrator  
Mike Derrickson – CERC Brokerage Manager

**A. Introductions and Welcome**

1. Meeting called to order @ 1:05

**B. Adoption of Minutes**

1. Mr. Daugherty made a motion to approve the minutes. Mr. Hall seconded the motion.

**C. Brokerage Reports**

1. The brokerage reports were not available at the meeting. Ms. Stailing indicated that they would be emailed out later or provided at a later meeting.

**D. Follow-Up From Prior Meeting**

1. Ms. Powell indicated that the prior meeting was about making changes to the meetings. Ms. Powell indicated that as there were not many changes indicated to be made to the reports, not many changes were made. Ms. Powell did report that the Advisory Committee report was sent to the providers this past month for business planning needs and it will be provided on a regular basis for business planning needs.
2. Ms. Powell indicated that as one suggestion for the meetings was to do more presentations. At this meeting we will be having one of those presentations. Our originally scheduled presenter for the day is actually unable to make it, so Ms. Powell reached out to the providers who were at the meeting to present information on their Tales from the Road.
3. Ms. Stailing asked about if a provider meeting was able to be held. Ms. Powell indicated that one was able to be held. Ms. Powell stated that likely to be held on a quarterly basis ongoing.

## **E. New Business –**

### **1. Introduction of Brokerage Manager – Mike Derrickson**

- a. Mr. Derrickson introduced himself. He was previously working with Washington County and brings his contract and purchasing experience with him. He was in the military for 25 years. He also has many years of transportation, logistical and supervisory experience. His main goal right now is to get to know the staff and the programs, to see what issues and goals are at hand. He recently participated in interviews for new CSRs to fully staff the call center.
- b. He is reviewing all files for compliance. He wants to develop a good training schedule and partnership with community partners for trainings.
- c. Vehicle inspections will be available for providers in Bend.
- d. Will be riding with providers, going to medical providers, working with CCO on issues and asking for advice.
- e. Ms. Powell indicated that had been asking the Advisory Committee in the past for assistance on brainstorming how to assist with issues as had varied parties at the table. Asked again if had agenda item that want on the agenda, please let her know and it will be put on the agenda as it is everyone's meeting.
- f. Mr. Derrickson asked for each person present to state what they may need from CERC.
  1. Mr. Moss – Provider training schedules and records. Insurance has also been an issue that does not make sense in the insurance world. No shows has also been an ongoing issue, would like more teeth and expectations. Mr. Derrickson did address the fact that some of the insurance directives came from the state.
    - a. Ms. Powell indicated that some of the insurance frustration also arises from the fact that the administrative rules are written from a tort perspective and it does not translate well into car insurance. She indicated that one future task for the Advisory Committee may be to work on language to present for an administrative rule change.
  2. Mr. Hall – Requested a mini provider meeting after the meeting
  3. Ms. Helton – Spoke to the fact that DHS drivers used to be with DHS and are now handled by CERC. Mr. Derrickson and Ms. Helton discussed future meetings to discuss volunteers.
  4. Ms. Taroli – Plans on bringing items if hears things from member services at Pacific Source or community partners.
  5. Ms. Schmitt – Latino Community Association would benefit from coming to these meetings. Ms. Powell indicated that CERC previously reached out to address issues. Also offered assistance with insurance issues.
  6. Ms. Mills – Advantageous to hear different perspectives
  7. Mr. Daugherty – Asks for more time to implement changes
  8. Rachele – St. Charles social work department intern - CERC plans to meet with St. Charles in the near future on various issues.
  9. Ms. Stailing – Wants to determine if things that they are doing are inadvertently affecting drivers, she would want to know that. For example, if they ask for a lot of same day rides and that affects the brokerage, that is important. They put patients on same day restrictions and that can have an unintended consequences she can communicate it to her team. Kudos for same day adds and wait times

after appointments as not hearing complaints right now. Ms. Powell stated that while did forget reports she did analyze complaints around the same time last year and they were around the 20's and now down around 13. Also stated that same day adds are very high right now.

10. General discussion was had about no shows and their effect on lost opportunity and non-payment for providers. Mr. Hall also talked about issues with changed appointments. Mr. Moss spoke to issues with wrong contact info for clients.

11. Mr. Derrickson indicated that we will be working on a client survey. We will be aiming to do a phone survey for a better rate of return.

**2. Presentation – Tales from the Road**

a. Mr. Moss indicated he loves same day adds because it is more likely that they will go. One frustration is when the exception becomes the expectation. Does form bonds with clients. HIPAA often creates a disconnect of information because CERC can't tell them what is going on with a client. Hospital discharges are also an area of concern because of unknown conditions of clients that being exposed to when picking up clients. Have been provided with gowns and masks, but sometimes communication is not there. Ms. Powell did indicate that when CERC knows CERC puts "contact precautions" in the ride directions.

b. Mr. Daugherty indicated that he had formed a lot of close relationships with the clients as well. Mr. Daugherty asked about the status of the VA program. Ms. Powell responded that there was no VA program. It was given to the individual counties to determine how to handle the VAs and there was no comprehensive VA program through CERC after that point.

c. Mr. Hall indicated that he has also developed personal connections with clients. Has rarely had complaints and does not do well with false accusations. Described fact that Madras had ordered 48" wheelchairs that are way too wide to fit.

**F. Meeting adjourned at 2:29pm**