

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

Minutes
May 23, 2018

Members Present

Lindsey Stailing – Mosaic Medical
Chuck Daugherty - Central Oregon MediTran
Danielle Snyder – Fresenius Kidney Care
Molly Taroli – Pacific Source Community Solutions
Dawn Frey - Pacific Source Community Solutions
Therese Helton – Department of Human Services
Lesley Srikantaiah – St. Charles Medical Center
Rachele Gallinat– St. Charles Medical Center
Elizabeth Schmitt – Central Oregon Health Council (arrived later)

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. Ms. Frey made a motion to approve the minutes. Ms. Srikantaiah seconded the motion.

C. Brokerage Reports

1. The brokerage report format is back to multi-month format to provide a better opportunity for analysis.
2. Same day ride info was added. About 13% are same day adds. This affects workload and costs as well. Stops what schedulers are doing. Not looking at lowest cost provider as lowest cost provider has already been scheduled out. Scheduler has to stop and call providers to determine if available, can't just schedule to a provider so a lot more time consuming. Takes up to ½ hour to schedule each of these rides. A lot of these rides are called in within a 1-2 hour window of their appointment.
3. Travel reimbursements: some of the #'s are affected by processing flows & are not necessarily a true reflection of how many are there, but sometimes how fast we process. The overall trend does show that reimbursements are increasing. PacificSource is marketing TR program. We are also trying to market it on each call as well.
 - a. Ms. Stailing asked about decrease in February. Ms. Powell indicated that likely due to staffing turnover, so were not processing as many that month.
4. Complaint numbers are staying decently low. Finally capturing compliments.
5. Reports are to be emailed to Ms. Helton, Ms. Bray and Ms. Snyder.

D. Follow-Up From Prior Meeting

1. Mr. Derrickson indicated that CERC started the surveys this month. The surveys were developed in conjunction with PacificSource to determine client treatment and vehicle status. We have accomplished this month's in-house survey goal. Last night passed out provider surveys. Each month will pass out 100 surveys to providers. Will also post a survey monkey survey on website. Getting positive feedback so far. Goal is to combine info in late January to get some raw data info. Completely anonymous.

E. New Business –

1. Mr. Derrickson indicated that CERC is working with DHS on ideas to fulfill volunteer/dual driver roles. Possibly going to use retired persons who will volunteer to attend appointments with children. Another idea is to use SMART volunteers who are already working with the school children and are cleared as volunteers.
 - a. Ms. Powell indicated that the switch would be that the driver used to be the attendant, but now there would be a volunteer attendant who is separate from the driver.
2. Mr. Derrickson talked about CERC working on getting people on the bus. If clients are within a ½ mile of the bus route, they are a candidate for the bus route. Coach clients about the bus route option. This will allow them to use their pass for non-medical purposes as well. This also allows them to flex their ride times as well.
 - a. Met with Gridworks and Abilitree who are running ride training program.
3. Mr. Derrickson talked about how CERC is addressing customer service. We have been working with staff on how to provide the need to clients who are in crisis. We are currently fully staffed for the first time in a while. Providing a script of things to ask/say/do and focusing in on how to take situation and bring it down a notch & empathize while doing it quickly and correctly.
 - a. Ms. Stailing asked if looking for any resources on training/trainers. Email to Ms. Powell or Mr. Derrickson if have this info.
4. Mr. Derrickson asked for advice on any issues that committee may have.

F. Other Business –

1. Advice/Recommendations from Committee
 - a. Ms. Stailing asked about rider trainings update. Mr. Derrickson indicated this was the Abilitree piece of the bus training. They are working on different cohorts and capturing data on how to reach people, what the fears are of riders. The next step is hopefully to move on to larger groups of riders. Ms. Powell indicated that first group was Abilitree clients. The second group was high school students. They have not hit the Medicaid population yet as it was a multi-year project.
2. Ms. Powell asked Ms. Srikantiah about St. Charles' perspective for after-hours providers. How would CERC get info in the right hands? Ms. Srikantiah indicated that would get an email quarterly updating list. Ms. Srikantiah would also send a reminder link to website. Getting providers who answer on the first ring is most helpful. After 15 minutes they are moving on to the next option. Ms. Schmitt did say has seen a lot of improvement while has been at SCMC with CERC. Makes most rides seamless and gets same days covered.
 - a. St Charles has been using Uber as well
3. Ms. Schmitt talked about working with victims of trauma. There has been a lot of training out there lately on this issue. Central Oregon Health Council and United Way have been providing this training. Think CERC should provide this training and providers should get

training. Mr. Daugherty says that his drivers have had experience with this training because have medical background. Ms. Stailing indicated that Mosaic is receiving trauma informed care training. Ms. Srikantiah indicated that SCMC is not currently doing it. Ms. Frey indicated PacificSource does not currently make it mandatory.

G. Meeting adjourned at 1:46 pm