

**Yamhill Community Care Organization**  
**Community Health Improvement Plan**  
**July 2014 – June 2019**



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# Table of Contents

Executive Summary.....	4
Community Health Improvement Plan Development.....	5-6
Top Community Concerns.....	5
Vision, Mission, and Guiding Principles.....	7
Yamhill Community Care Organization Member Profile.....	8-9
Goals, Objectives and Strategies.....	10
Community Health Improvement Plan Goals.....	11-26
Goal 1: Chronic Conditions.....	11-14
Goal 2: Oral Health.....	15-18
Goal 3: Increasing Capacity.....	19-21
Goal 4: Behavioral Health.....	22-26
Contact Information.....	27



## Yamhill Community Care Organization Your Local Health Partner

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## Executive Summary

The Yamhill Community Care Organization (Yamhill CCO) Community Health Improvement Plan (CHIP) is an action-oriented plan designed to address the health needs of Yamhill CCO members through an established set of strategies based on the Community Health Assessment (CHA). The Yamhill CCO Community Advisory Council (CAC) took the lead on developing this CHIP based on the information from the Community Health Assessment, which included data from County Health Rankings, Yamhill CCO and community surveys and focus groups. The CAC members prioritized the top health concerns of Yamhill CCO members. The process involved comparing information received by the community along information contained in the Yamhill CCO Transformation Plan, the Healthy People 2020 objectives and other resources. The CAC decided on the following four goals as priority through 2019:

- Promote overall well-being by reducing prevalence of chronic conditions.
- Integrate oral health with physical and behavioral health.
- Leverage existing providers and health care teams' capacities in more innovative and creative ways.
- Value the mind-body connection by integrating behavioral and physical health prevention, education, and treatment.

The CAC held bi-monthly meetings to develop this CHIP which included the objectives and strategies based on the input from Yamhill CCO members, participants in the Latino focus groups, and leveraged current momentum in the community to address health specific needs.

The CAC worked closely with the Clinical Advisory Panel (CAP) and Yamhill CCO Board of Directors in the development of the CHA and CHIP and will continue to work together as the CHIP is implemented, with a goal of meeting monthly to discuss progress toward the CHIP priority goals, objectives, and strategies.

This plan outlines the objectives and strategies that Yamhill CCO and its community partners will pursue over the next five years, and will continually monitor progress to make sure Yamhill CCO is best serving its members. We will continue to engage all of our members and develop new partnerships to increase our capacity to improve the health and well-being of Yamhill CCO members.

Sincerely,



Jim Carlough, CEO  
Yamhill Community Care Organization

## Community Health Improvement Plan Development

The Yamhill Community Care Organization (Yamhill CCO) Community Health Improvement Plan (CHIP) was developed by the Yamhill CCO Community Advisory Council (CAC). The CAC is made up of Yamhill CCO members or the representative of a Yamhill CCO member. The development of the CHIP was based upon the results found in the Community Health Assessment (CHA). The MAPP process, Mobilizing for Action through Planning and Partnerships, was used for the assessment. This process included a health status assessment, quality of life survey, community survey, forces of change survey, and environmental scan. We also included results from focus groups for our Latino population because it is the largest growing race/ethnicity population and is underserved by current resources.

The CAC's responsibility was to develop the priority areas first and then the goals, objectives, and strategies in the CHIP. The data sources were from County Health Rankings 2013, the Oregon Health Authority, Behavioral Risk Factors Surveillance System, Care Oregon, Yamhill CCO, and from community members by using surveys and holding focus groups. Based on current community support and partnerships, the data collected, incentive metrics, and community input, the CAC determined our four priority areas, through a voting process, as:

- Yamhill CCO  
CHIP Priorities Areas
- 1) Chronic Conditions
  - 2) Oral Health
  - 3) Capacity of Primary Care Providers & Medicaid Enrollment
  - 4) Behavioral Health & Addictions

After selecting the four priority areas, the CAC members began the process of developing goals, objectives, and strategies to address the needs of Yamhill CCO members. The target outcomes are based upon Healthy People 2020, County Health Rankings, and Oregon Health Authority targets so that Yamhill CCO health outcomes can be compared to state and national standards. The goals, objectives and strategies can be found starting on page 10, which also includes information on Funding Streams and an Identified Lead for each strategy. In order to ensure that the outcomes are addressed in multiple ways the CAC learned and used the Socio Ecological Model's multi-level approach to improving community health. By using this model the strategies developed do not just focus on the person but include the family unit, environment, economy, health care system, policies, and organizations and how these things influence health and well-being.

The CAC members worked through a health disparity and health equity worksheet to help them use the information from the surveys and focus groups to create strategies to make sure we improve health disparities and eliminate health inequities. This worksheet and discussion followed a presentation and discussion from the Oregon Health Authority Office of Equity and Inclusion (OEI). The OEI discussion helped CAC members to better understand the personal

stories gathered from the Latino focus groups as well to develop objectives and strategies to eliminate health disparities. The most prominent health disparities and health inequities focus on geographical isolation and the health of the Latino community. These were prioritized because of the number of people they affect. There is a lack of healthcare access in the rural parts of the Yamhill CCO service area as well as a lack of transportation. Through the community surveys and focus groups we found that there is a lack of bilingual-bicultural providers and staff to address the health needs of the Yamhill CCO Latino members. Also identified is a need for more support for Latinos living with diabetes, such as group classes offered in Spanish. Woven within the strategies for each of the four goals are various methods of addressing health disparities such as bilingual and bicultural provider recruitment and retention in the areas of physical, mental, and oral health services; health literacy trainings for providers; developing and distributing culturally and linguistically appropriate member materials. We are committed to researching options to better reach members that are geographically isolated, and developing new partnerships to better serve all members.

The Latino focus groups were instrumental in developing new relationships with the Latino community. These new relationships will allow Yamhill CCO to better serve the Latino community by allowing for regular feedback about services and care provided. Due to the success of these focus groups Yamhill CCO will be researching ways to make a stronger presence throughout its service area to regularly gather input and feedback from all members, with a focus on members that are experiencing the greatest health disparities.

There has also been participation from the Yamhill CCO Clinical Advisory Panel (CAP) and the Early Learning HUB Committee. The CAP has provided feedback on the clinical aspects of the CHIP, which include but are not limited to provider network, partnerships, contracting, cultural competency, interpreters, and health equity issues. The Early Learning HUB is housed within Yamhill CCO and focuses on the development of children and their families. Their input has been valuable in developing the CHA and CHIP because about half of Yamhill CCO members are children. This participation will strengthen the ability of Yamhill CCO to implement these changes to improve the overall health and well-being of its community members.

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## Yamhill CCO Vision, Mission, and Guiding Principles

The Yamhill CCO Vision, Mission, and Guiding Principles were developed by the Community Advisory Council and agreed upon to guide the development of the Community Health Assessment and Community Health Improvement Plan.

### Vision:

“A unified healthy community that celebrates physical, mental, emotional, spiritual and social well-being”.

### Mission:

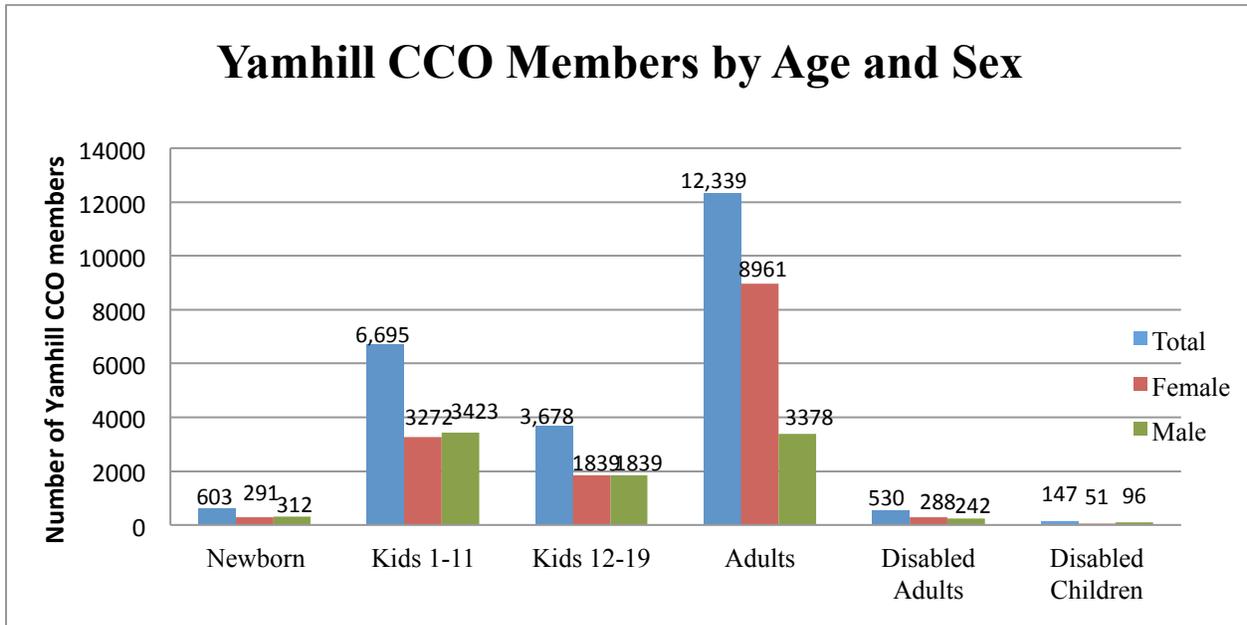
“Working together to improve the quality of life and health of Yamhill Care Organization members by coordinating effective care”.

### Guiding Principles (Values):

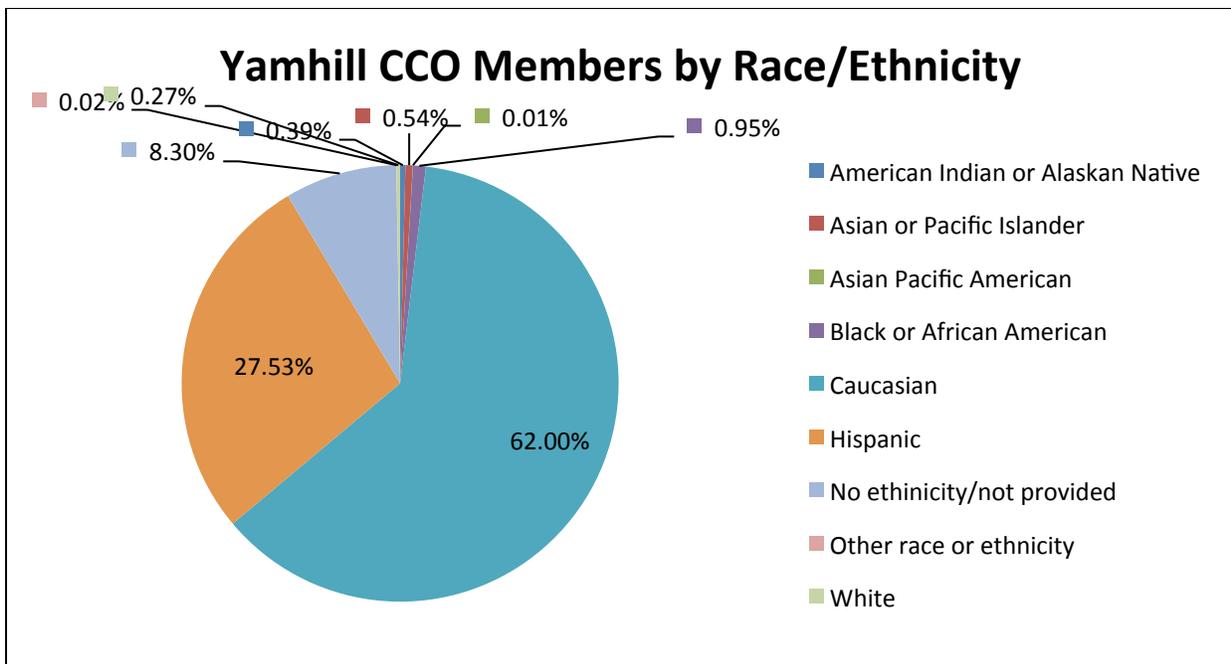
- Cost efficiency
- Accountability
- Innovation
- Evidence-Based Clinical Care
- Transparency
- Shared Responsibility
- Member empowerment
- Wellness promotion
- Equity
- Stewardship

## Yamhill Community Care Organization Member Profile

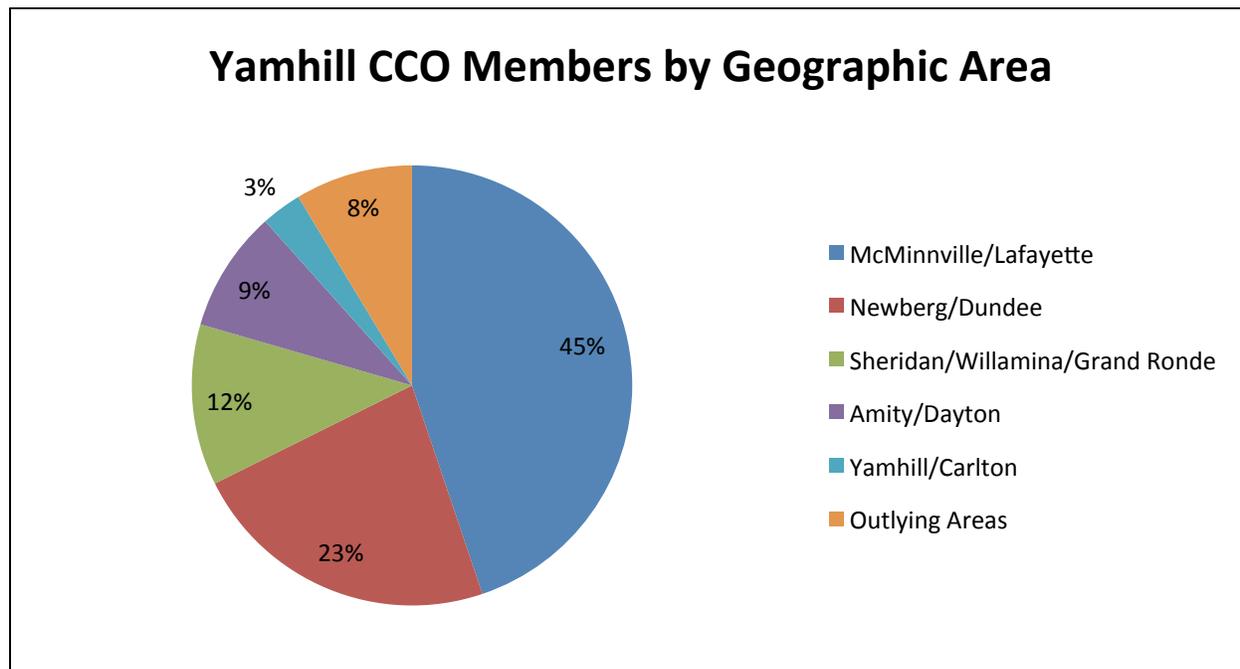
These three graphs provide a brief picture of Yamhill CCO members. More information about specific health outcomes and factors can be found in the Yamhill CCO Community Health Assessment.



Yamhill CCO, June 2014



Yamhill CCO, June 2014



Yamhill CCO, June 2014

## Goals, Objectives and Strategies

The goals, objectives, and strategies outline what Yamhill CCO will focus on to improve the health outcomes of Yamhill CCO members from July 1, 2014 to June 30, 2019. As we work through these activities we can change them as we accomplish activities or as more pressing needs arise. Our efforts to improve health outcomes and reduce health disparities will not end with the completion of this CHIP but will continue as we evaluate our health outcomes and strive to develop a culture of health equity for all Yamhill CCO members.

Yamhill CCO will continue to gather the most up-to date information to evaluate and improve the CHA and CHIP. This information will be gathered by getting input from Yamhill CCO members, using population level data of Yamhill CCO members, and from Yamhill CCO partners. This information will be both qualitative and quantitative that will help evaluate current efforts and plan for future efforts as well as make sure Yamhill CCO is providing quality services. The goal is to gather feedback that is more granular over time and specific to diverse populations. Yamhill CCO will continue to outreach into the community to get diverse feedback from Yamhill CCO members. From this data and from continuing education we will be able to deepen our understanding of cause, effects, and solutions to address health inequities for Yamhill CCO members. The ultimate goal of this work is to continue addressing health disparities and

encourage Yamhill CCO members to take an active role in their health to achieve the Triple Aim of Better Care, Better Health, and Lower Costs.

**How to read the goals, objectives and strategies of the CHIP:**

Each of the four priority areas has a goal. Each goal has multiple objectives and each objective has multiple strategies. A goal is a broad, overarching outcome that is desired. An objective is a specific and measurable step taken to reach a goal. A strategy is how you are going to achieve your objective.

The strategies have identified funding streams and leads that will help describe what resources are available to achieve the strategies and who will take ownership of the strategies.

At the bottom of some of the following pages there are footnotes, which help explain what some of the terms mean.

## Priority Goal #1

# Promote overall well-being by reducing prevalence of chronic conditions.<sup>1</sup>

**Objective #1:** Reduce rates of obesity from the current rate of 29% to 26% in Yamhill CCO adult members and from the current rate of 12.4% to 11.2% in Yamhill CCO child members by June 2019.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Increase access and awareness about resources offering healthy affordable food options	Transform Forward Grants	SNACK Program Coordinator, CAC
2. Provide education to all providers on how to choose psychiatric medications with a lower side effect risk of developing metabolic syndrome.	Yamhill CCO	CAP
3. Provide resources to assist providers help their members taking psychiatric medications to manage metabolic syndrome.	Yamhill CCO Global Budget	CAP, CHW Hub
4. Provide classes like Walk with Ease, Living Well with Chronic conditions and Tomando Salud classes in English and Spanish	Tobacco Master Settlement Agreement (TMSA) Grant	CHW Hub, Yamhill County Public Health (YCPH) TMSA Health Educator
5. Promote Student Nutrition and Activity Clinic for Kids program <sup>2</sup> throughout Yamhill County clinics serving children	Transform Forward Grant	Physicians Medical Center- Dr. Koenig
6. Develop comprehensive plan to address child and adult overweight and obese individuals which combines existing community resources into a coordinated referral resource	TMSA grant	YCPH TMSA Health Educator, CHW Hub

<sup>1</sup> Chronic Condition – A condition that develops and worsens over an extended period of time (e.g. heart disease, diabetes, stroke, and chronic respiratory problems).

<sup>2</sup> Student Nutrition and Activity Clinic for Kids (SNACK) Program – A program that provides free nutrition and physical activity services to the community through an internship based program. It is run by Physicians’ Medical Center in McMinnville.

**Objective #2:** Develop regularly offered provider education courses to integrate chronic conditions, mental health, and health literacy topics by December 2015.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Provide monthly Adverse Childhood Experiences <sup>3</sup> trainings to providers to develop a better understanding of the relationship between childhood trauma and chronic conditions.	Yamhill CCO Global Budget	CAP, Project ABLE
2. Regularly offer classes to providers on health literacy and the culture of poverty.	Potential grant funding	CAC
3. Develop referral system and training for providers to connect members with significant mental health challenges and chronic conditions to ensure members get the services they need.	Yamhill CCO Global Budget	CHW Hub
4. Provide information to providers on how to talk with members about the side effects and risks of medications and treatments and how to weigh their options to make informed decisions about their health.	Yamhill CCO Global Budget	AmeriCorps VISTA, CAP
5. Provide information to providers on how to listen to the physical health needs of patients with high mental health needs.	Yamhill CCO Global Budget	AmeriCorps VISTA, CAP
6. Research options on mechanisms of learning to cater to the busy schedules of providers.	Yamhill CCO Global Budget	AmeriCorps VISTA, CAP

<sup>3</sup> Adverse Childhood Experiences (ACEs) – Verbal, physical or sexual abuse, as well as family dysfunction all of which have been linked to a range of negative health outcomes in adulthood.

<sup>4</sup> Behaviorists – A person who practices a theory in psychology called behaviorism which states that human and animal behaviors can be explained in terms of conditioning, without appeal to thoughts or feelings, and that psychological disorders are best treated by altering behavior patterns.

Yamhill Community Care Organization; Community Health Improvement Plan

**Objective #3:** Increase the number of patient and community education courses offered about chronic conditions available and course participation rates by December 2015.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Increase early education of healthy behaviors and oral health through pediatrician offices	Yamhill CCO Global Budget	AmeriCorps VISTA
2. Offer tobacco, prescription drug, and alcohol and other drug use prevention classes for adolescents	TMSA	TMSA Health Educator, AmeriCorps VISTA
3. Promote the services of community health workers in managing chronic conditions	Yamhill CCO Global Budget	All Providers
4. Provide nutrition education information and classes based on cultural dietary habits or cultural diets	Transformation Funds	AmeriCorps VISTA, SNACK Program
5. Develop exercise programs for members who can benefit from prescribing less medications and more exercise in managing chronic conditions	Transformation Funds, Yamhill CCO Global Budget	CHW Hub and Providers, Yamhill CCO Global Budget
6. Improve community-wide understanding of mental health needs as a way to address societal stigmas towards people with mental illnesses.	Yamhill CCO Global Budget	AmeriCorps VISTA, CAP, CAC

**Objective #4:** Increase resources available to Yamhill CCO members to manage diabetes and pre-diabetic conditions by December 2016.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Promote hA1c <sup>5</sup> screenings for all patients with diabetes	Yamhill CCO Global Budget	CAP
2. Promote regular LDL <sup>6</sup> and hA1C testing status for Severely Mental Ill population by clinic/provider	Yamhill CCO Global Budget	CAP
3. Increase screening of pre-diabetic members	Yamhill CCO Global Budget	CAP
4. Partner with NorthWest Senior and Disability Services to promote Diabetes Self-Management Programs for English and Spanish speaking Yamhill CCO members.	Yamhill CCO Global Budget	North West Senior & Disability Services

<sup>5</sup> Hemoglobin A1c (hA1c) – Measured in people with diabetes to provide an index of average blood glucose.

<sup>6</sup> Low-Density Lipoprotein (LDL) – Also known as the “bad” cholesterol. When a body has too much LDL cholesterol, it can slowly build up in the artery walls and has the potential to result in heart attack or stroke.

## Priority Goal #2

# Integrate oral health with physical and behavioral health.

**Objective #1:** Establish a system to integrate expanded practice dental hygienists (EPDHs)<sup>7</sup> with maternal medical homes (MMH)<sup>8</sup> and preschool expansion programs by August 2016.

Strategies	Funding Streams	Identified Lead
1. Educate health care providers and members about what EPDH's are and the services they can provide	Yamhill CCO Global Budget	Oral Health Coalition
2. Promote importance of preventive dental check-ups and routine dental care to pregnant women at maternal medical homes	Yamhill CCO Global Budget	Maternal Medical Home providers
3. Develop centralized referral process with a dedicated coordinator to facilitate referral of members from Maternal Medical Homes and preschools to EPDH	Yamhill CCO Global Budget	Oral Health Coalition, CHW Hub

<sup>7</sup> Expanded Practice Dental Hygienist (EPDH) – can perform dental hygiene duties, without the supervision of a dentist, for specific populations and in specific locations. They can provide dental hygiene screenings, cleanings, periodontal treatment, fluoride varnish, dental sealants and triage.

<sup>8</sup> Maternal Medical Homes (MMH) – a clinic set-up that makes sure women who are pregnant or have just had a baby have access to a wide variety of services to make sure both the mother and the baby are healthy.

**Objective #2:** Incentivize pediatric medical providers to provide early childhood caries<sup>9</sup> prevention services into the well-child visit by August 2016.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Reimburse medical providers for oral health screening, fluoride varnish and oral health education when providers' complete First Tooth or Smiles for Life Early childhood (caries <sup>9</sup> ) education	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer
2. Pediatric medical providers share importance of oral health in early childhood development with parents during well-baby checks	Yamhill CCO Global Budget	Pediatricians and other providers that see children
3. Offer group education classes to members and provide information about healthy dental habits for adults and children	Yamhill CCO Global Budget	Oral Health Coalition, AmeriCorps VISTA
4. Develop centralized referral process with a dedicated coordinator to facilitate referral of members from physical health setting to oral health setting and/or EPDH.	Yamhill CCO Global Budget	Oral Health Coalition

**Objective #3:** Expand sealant program for children to all eligible Title 1 schools by August 2016.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Establish baseline data for first molar sealant <sup>10</sup> percentages and a system to monitor second molar sealants.	Yamhill CCO Global Budget	Oral Health Coalition, AmeriCorps VISTA
2. Provide sealants in first and second molars in middle schools.	Yamhill CCO Global Budget	Oral Health Coalition, AmeriCorps VISTA

<sup>9</sup> Caries - Also known as tooth decay or a cavity.

<sup>10</sup> Sealant – A plastic material that is applied to parts of teeth with imperfections usually to prevent dental decay.

**Objective #4:** Increase preventative and periodontal services for Yamhill CCO patients by June 2017.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Establish baseline data for services already available.		AmeriCorps VISTA
2. Explore the use of teledentistry <sup>11</sup>	Yamhill CCO Global Budget	AmeriCorps VISTA
3. Investigate options to make higher quality dentures available to patients in need at lower costs	Yamhill CCO Global Budget	AmeriCorps VISTA
4. Promote referrals from physical health providers to oral health preventative care for diabetic patients.	Yamhill CCO Global Budget	AmeriCorps VISTA, Oral Health Coalition

**Objective #5:** Increase tobacco and other drug cessation counseling in dental homes by June 2017.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Encourage dentists and dental hygienists to provide information regarding tobacco and other drug cessation and incentivize the service by reimbursing dentists.	TMSA grant	YCPH TMSA Health Educator, Yamhill CCO Health Strategy Officer
2. Provide quit resources to members willing to quit and encourage follow up with members to make sure they make it to scheduled appointments.	Yamhill CCO Global Budget	YCPH TMSA Health Educator, CHW Hub, AmeriCorps VISTA
3. Incentivize dentists and dental hygienists for providing tobacco and other drug cessation counseling if completed specific program and submit for this service.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer

<sup>11</sup> Teledentistry – A tool that combines telecommunications and dentistry involving the exchange of clinical information and images over remote distances for dental consultation and treatment planning.

Yamhill Community Care Organization; Community Health Improvement Plan

**Objective #6:** Community Health Workers<sup>12</sup>, Paramedicine<sup>13</sup>, and Project ABLE<sup>14</sup> peer support specialists will discuss oral health need referrals with 50% of their members by June 2015

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Provide trainings to Community Health Workers, Paramedicine professionals, and Project ABLE peer support specialists on how to discuss oral health needs with members and conduct referrals.	Yamhill CCO Global Budget	Oral Health Coalition, AmeriCorps VISTA
2. Create an oral health referral form and system to be used by community & develop centralized coordinator position/program to facilitate referrals	Yamhill CCO Global Budget	Oral Health Coalition, AmeriCorps VISTA
3. Community Health Workers, Paramedicine professionals, and Project ABLE peer support specialist will be encouraged to follow up with members with referrals to make sure members went to their dental appointments.	Yamhill CCO Global Budget	CHW Hub (pilot test)

<sup>12</sup> Community Health Workers (CHW) –Work with Yamhill CCO members who frequently use the emergency department and try to connect them with a primary care provider and other resources as needed.

<sup>13</sup> Paramedicine – A new model of community-based health care in which paramedics function outside their customary emergency response and transport roles which enhances access to primary care for the medically underserved populations.

<sup>14</sup> Project ABLE – Provides peer services and support to people with mental health and co-occurring issues which helps them come out of isolation and reconnect with the community.

## Priority Goal #3

# Leverage existing providers and health care teams’ capacities in more innovative and creative ways.

**Objective #1:** Implement a system to connect Electronic Health Record (EHR) <sup>17</sup> clinical data for physical, mental, and oral health providers by December 2017.

Strategies	Funding Streams	Identified Lead
1. Research the feasibility of using Telehealth <sup>15</sup> and Paramedicine <sup>16</sup> for physical, mental <sup>18</sup> , and oral health services for Yamhill CCO members.	Yamhill CCO Global Budget	AmeriCorps VISTA, CAP
2. Implement Crimson <sup>19</sup> , a health information exchange of population risk data and client data, to improve patient care coordination.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer
3. Use diverse data sources, such as claims data, to determine and address client needs in a coordinated fashion.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer, AmeriCorps VISTA

<sup>15</sup> Telehealth – The use of electronic information and telecommunication technologies to support long-distance clinical health care, patient and professional health related education, public health and health administration.

<sup>16</sup> Paramedicine – A new model of community-based health care in which paramedics function outside their customary emergency response and transport roles which enhances access to primary care for the medically underserved populations.

<sup>17</sup> Electronic Health Records (EHR) – Allow for the systematic collection and management of patient health information in a form that can be shared across multiple health care settings.

<sup>18</sup> Mental Health – A state of well-being in which the individual can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community.

<sup>19</sup> Crimson- a program that collects data from different clinics to highlight community and individual needs and risks as well as helps improve clinic workflow and patient services.

**Objective #2:** Develop and establish a holistic provider recruitment and retention plan that includes physical, behavioral, and oral health providers and staff by June 2017.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Research and implement strategies on provider recruitment and retention in underserved areas (i.e. rural areas and at FQHC <sup>20</sup> for student loan repayment).	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer and Director of Operations, AmeriCorps VISTA
2. Conduct geographical gap analysis <sup>21</sup> on Yamhill CCO service providers	Yamhill CCO Global Budget	AmeriCorps VISTA
3. Provide trainings for service providers in rural areas	Yamhill CCO Global Budget	CAP, AmeriCorps VISTA
4. Develop Lunch and Learn provider trainings <sup>22</sup> on needed topics for Yamhill CCO such as cultural competency, culture of poverty, and motivational interviewing.	Yamhill CCO Global Budget	CAC, CAP, AmeriCorps VISTA
5. Build a culture of collaboration between different service providers by providing cross-discipline trainings	Yamhill CCO Global Budget	CAP, AmeriCorps VISTA
6. Recruit bilingual providers and staff.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer and Director of Operations

<sup>20</sup> Federally Qualified Health Center (FQHC) – A health center that is designated by the Bureau of Primary Health Care (BPHC) to provide health care to a medically underserved population.

<sup>21</sup> Geographical Gap Analysis – Provides project teams with a format in which to compare the biggest practices with the processes currently taking place in an organization, and to determine the “gaps” between your organizations practices and the identified best practices.

<sup>22</sup> Lunch and Learn Provider Trainings – A meeting format that allows attendees to receive short, focused trainings in a 60 minute slot often during their lunch hour.

**Objective #3:** Develop Yamhill CCO consumer education materials and classes by June 2015.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Develop a Healthcare 101 Orientation packet/in-person class, in both English and Spanish, for new members to be more prepared to talk with providers, such as Abriendo Puertas/Opening Doors Curriculum.	Yamhill CCO Global Budget	AmeriCorps VISTA, CHW Hub
2. Have a regular presence at community fairs to distribute information about Yamhill CCO and the services it provides.	Yamhill CCO Global Budget	CAC
3. Utilize social media and newsletters to share information about upcoming community health classes and events.	Yamhill CCO Global Budget	Member Engagement Coordinator
4. Provide classes and information on the importance of preventative measures.	Yamhill CCO Global Budget	AmeriCorps VISTA, CHW Hub
5. Recruit bilingual staff, specifically Spanish speaking staff, to meet the needs of the growing Latino population we serve.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer and Director of Operations, Providers
6. Develop materials and process to meet the needs of members who are deaf or hard of hearing.	Yamhill CCO Global Budget	AmeriCorps VISTA, Care Oregon
7. Partner with faith-based organizations to assist in distributing education materials and hosting classes.	Yamhill CCO Global Budget	AmeriCorps VISTA

## Priority Goal #4

# Value the mind-body connection by integrating behavioral and physical health prevention, education, and treatment.

**Objective #1:** Build upon partnerships with local community-based providers and health partners to offer community health and prevention education courses for Yamhill CCO providers and members by June 2016.

Strategies	Funding Streams	Identified Lead
1. Outreach with local organizations (non-profits, religious organizations, school districts, West Valley Community Campus, businesses) about what Yamhill CCO does and how a partnership can be mutually beneficial.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer
2. Provide quarterly Adverse Childhood Experiences (ACE) <sup>23</sup> trainings to providers to develop a better understanding of the relationship between childhood trauma and chronic conditions. <sup>24</sup>	Yamhill CCO Global Budget	AmeriCorps VISTA, Project ABLE
3. Expand upon regularly offered ACE trainings for parents and foster parents to develop a better understanding of the relationship between childhood trauma and chronic conditions.	Yamhill CCO Global Budget	Early Learning HUB
4. Identify the need for Applied Suicide Intervention Skills Training (ASIST) <sup>25</sup> , QPR <sup>26</sup> , Collaborative Assessment and Management of Suicide (CAMS) <sup>27</sup> , and Mental Health First Aid training for service providers.	Yamhill CCO Global Budget	CAP
5. Provide recertification trainings for ASIST, QPR, and Mental Health First Aid trained service providers.	Yamhill CCO Global Budget	CAP

Yamhill Community Care Organization; Community Health Improvement Plan

6. Partner with Providence Newberg Medical Center and Willamette Valley Medical Center to provide group classes, such as pain management courses, for patients including Yamhill CCO members at free or reduced rates.	Yamhill CCO Global Budget	Yamhill CCO Director of Operations
7. Develop a cooperative relationship with the Early Learning HUB <sup>28</sup> to conduct more outreach to identify behavioral and developmental delays earlier in life through ACEs, parenting education courses, ASQ <sup>29</sup> , and adolescent wellness screenings.	Yamhill CCO Global Budget	Early Learning HUB, CAP, AmeriCorps VISTA
8. Expand on services provided by Lutheran Community Services for family health by further promoting the array of classes offered to support parents and prevent child abuse or neglect and the family relief nursery.	Yamhill CCO Global Budget	Early Learning HUB, CAP, AmeriCorps VISTA
9. Determine the need for employment services for Yamhill CCO members with behavioral health needs.	Yamhill CCO Global Budget	CAC
10. Research methods to improve employment referrals and engagement from community for employment opportunities.	Yamhill CCO Global Budget	CAC

<sup>23</sup>Adverse Childhood Experiences (ACE) – Verbal, physical or sexual abuse, as well as family dysfunction all of which have been linked to a range of negative health outcomes in adulthood.

<sup>24</sup>Chronic Conditions – A health condition that develops and worsens over an extended period of time (e.g. heart disease, diabetes, stroke, and chronic respiratory problems).

<sup>25</sup>Applied Suicide Intervention Skills Training (ASIST) – ASIST is a suicide intervention training project designed to create learning experiences that help communities prevent suicide.

<sup>26</sup>Question, Persuade, Refer (QPR) – People trained in in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.

<sup>27</sup>Collaborative Assessment and Management of Suicide (CAMS)- an evidenced based practice that uses CBT tools to focus on the function of suicidal symptoms and develop alternate coping strategies.

<sup>28</sup>Early Learning HUB- *Early Learning Hubs are communities working together to coordinate and align services to improve outcomes for children.* For the first time. in history, Oregon is coordinating a statewide, results-focused approach to early childhood education and school readiness.

<sup>29</sup>Ages and Stages Questionnaire (ASQ)- a developmental and social-emotional screening for children (1month to 5.5 years old) and shows developmental strengths and weaknesses.

**Objective #2:** Strengthen crisis outreach and intervention in the community by June 2017.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Identify community needs for crisis outreach and intervention by population and specific services.	Yamhill CCO Global Budget	AmeriCorps VISTA
2. Research the feasibility of using Telehealth <sup>30</sup> for specific populations and identified needs that are not realistic to address through face-to-face screening opportunities.	Yamhill CCO Global Budget	AmeriCorps VISTA

<sup>30</sup> Telehealth – The use of electronic communication modes to support health needs for specific populations with specific behavioral health needs.

**Objective #3:** Expand care coordination between behavioral and physical health for both co-located and stand-alone clinics for adult and child Yamhill CCO members who are receiving or need to receive mental health services by December 2015.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Integration of a primary care Nurse Practitioner within adult mental health and chemical dependency services at the Yamhill County Health & Human Services Evans Street clinic.	Yamhill CCO Global Budget	Yamhill County Health & Human Services (YCHHS), Virginia Garcia
2. Evaluate the care coordination of behavioral health and physical health at the co-located Virginia Garcia and Yamhill County Public Health clinic in Newberg for potential replication at other clinics.	Yamhill CCO Global Budget	AmeriCorps VISTA
3. Research options to expand the ability to fast track Yamhill CCO members when they are ready for treatment or services through the current Medication Therapy Management Services <sup>31</sup> model.	Yamhill CCO Global Budget	YCHHS
4. Explore options to refine the current behavioral health and physical health referral system.	Yamhill CCO Global Budget	AmeriCorps VISTA

Yamhill Community Care Organization; Community Health Improvement Plan

5. Implement Crimson <sup>19</sup> to improve patient care coordination and create systems change improve the overall health and well-being of members.	Yamhill CCO Global Budget	Yamhill CCO Health Strategy Officer
6. Continue placing behaviorists <sup>4</sup> in primary care clinics, as a workforce development activity and a model that is adhered to.	Transform Forward	Yamhill CCO Director of Operations
7. Develop a process or notification system where both Primary Care Providers and Behavioral Health providers are aware of their patients who are discharged from the hospital after an emergency room visit or stay for a mental health need.	Yamhill CCO Global Budget	YCHHS, AmeriCorps VISTA

**Objective #4:** Expand alcohol and other drug services for Yamhill CCO members by 10% by June 2016.

<b>Strategies</b>	<b>Funding Streams</b>	<b>Identified Lead</b>
1. Increase the number of primary care providers who are SBIRT <sup>32</sup> trained and use the intervention in their regular practice to meet CCO incentive metrics. (Should we first focus on the testing of this process with NP at Evans St., Virginia Garcia, PMC, and Providence Newberg and Willamette Valley emergency rooms and then expand to other clinics/locations?) Need to first assess how to integrate SBIRT	Yamhill CCO Global Budget	AmeriCorps VISTA
2. Increase the capacity for local intensive outpatient treatment for members with severe needs.	Yamhill CCO Global Budget	CAP, YCHHS
3. Explore options to increase alcohol and drug transition treatment services.	Yamhill CCO Global Budget	CAP, YCHHS
4. Explore the use of Vivitrol <sup>33</sup> or similar interventions for assisted outpatient treatment.	Yamhill CCO Global Budget	CAP, YCHHS

Yamhill Community Care Organization; Community Health Improvement Plan

5. Identify referral pathways for preferred providers for medical detoxification and residential care, including plans for care coordination and reintegration to local supports and services.	Yamhill CCO Global Budget	CAP, YCHHS
6. Build upon the Community Health Worker HUB outreach to include educating, engaging, and connecting members with alcohol and other drug services, as needed. (Providing Motivational Interviewing skills and techniques trainings to CHW and other service providers?)	Transform Forward	AmeriCorps VISTA, CHW Hub

<sup>31</sup>Medication Therapy Management (MTM)- is medical care provided by pharmacists to improve drug therapy and overall outcomes of patients with multiple chronic conditions, and/or taking multiple medications.

<sup>32</sup>Screening, Brief Intervention, Referral to Treatment (SBIRT)- is an evidence-based approach that primary care providers can use to address unhealthy substance use in patients.

<sup>33</sup>Vivitrol- a prescription injectable medicine used to treat alcohol dependence and prevent relapse to opioid dependence after opioid detox. Use of Vivitrol is combined with counseling.

## Yamhill Community Care Organization Contact Information

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***Office hours:***

Monday – Friday 8 a.m. to 5 p.m. We are closed on most government holidays.

Our offices are wheelchair accessible.