



**MEMBER ADVISORY COUNCIL (MAC)  
MEETING MINUTES**

November 8, 2011

**ATTENDEES:** Maria Morrow, Nancy Judkins, Brenda Berger, Madeline Mettler, Ed Pulanco, Charles Robertson, Annette Parker, Kevin Rouse, Judy McClenny, Mahin Asagari Sereshki, and Diane Myers

**GUESTS:** Allison Elliott, Denise Johnson, Dr. Amit Shah, James Schroeder

**STAFF:** Lisa Hughet, Marian Salas, Martin Taylor

**ABSENT:** Mike Morgan, Sele D’Amato

Agenda Item	Action/Decision	Responsible Person(s)	Due Date
<b>Introductions &amp; Announcements</b>	<ul style="list-style-type: none"> <li>Open House – targeting January. Planning Committee met and Diane Meyers to join Charles, Kevin, Brenda, Nancy, Sele and Ed.</li> </ul>	All	11/29
	<ul style="list-style-type: none"> <li>Update on Flu Vaccination Campaign – November 22 confirmed @ New Columbia Clinic. Expect 150 people. Charles and others to volunteers with CareOregon nurses. Open to all.</li> </ul>	Denise J. /Charles	11/22
	<ul style="list-style-type: none"> <li>SDI Training postponed until MAC Coordinator position is filled. <b>Nancy and Annette to complete SDI Inventory.</b></li> </ul>	Lani F	TBD
	<ul style="list-style-type: none"> <li>“Better Together” guide project members to meet - Diane, Ed, Charles &amp; Maria. <b>Project Members to meet 11/29 and provide feedback for next meeting – 12/13/11.</b></li> </ul>	Sherry Hansen	11/29
	<ul style="list-style-type: none"> <li>Letter to CareOregon President/CEO to request MAC Office on first floor to be used to do project work. Parameters were mentioned.</li> </ul>	Maria/Charles	Done



<b>Minutes</b>	Minutes from 10/11/11 MAC meeting were submitted for approval.		
<b>CAHPS Consumer Assessment of Health Plan Survey</b>	Martin Taylor introduced an overview of the CAHPS survey which several members returned surveys. He walked a PPT presentation and explained what the measurement and ratings mean and how individuals are surveyed. He hoped MAC projects could be generated that affected member's "experience of Care" ultimately improving quality and satisfaction of care. The PDSA assessment cycle (Plan Do, Study, Act) was explained for evaluating any projects in order to track and measure success of authentic projects that can improve customer service and member satisfaction. <b>MAC members to submit ideas for how CareOregon can improve customer service and what else we might be able to do to improve our member satisfaction.</b>	<b>Diane, Ed, Charles, Maria</b>	11/8/11
<b>Pain Management</b>	Amit Shah, MD – Mult. Co. Health Dept Medical Director & CareOregon Board Member & James Schroeder, Director of Neighborhood Health Clinics received feedback from MAC on policy changes regarding pain management changes. Members reported concerns on spikes in suicide and street drugs as well training and urgent care services for chronic pain. Dr. Shah provided a historical context, plans and alternatives that are to be explored to move patients away from abuse and toxicity problems of prescription narcotics. A multi-disciplinary team approach on what to do about pain including, exercise, recreational park passes as options to improve health and reduce pain were suggested solutions. The Hooper detox approach to "doing something as better than nothing" was also suggested.		
<b>Dental Access</b>	James Schroeder, Director of Neighborhood Health Clinics provided an overview of the Dental Access programs offered throughout the tri-county area. He offered that these services hopefully will continue to		



	grow as dental/medical ad behavioral relationships grow closer.		
<b>MAC Membership</b>	Mahin Asagari Sereshki is leaving MAC to move closer to family in England. She will also need to resign from the Medi-Medi Integration of Care and Services Work Group.		
<b>Adjourn/Next Meeting</b>	The next monthly meeting is scheduled for December 13, 1:00 – 3:00PM. Agenda items for future meetings: CAHPS Project ideas, Flu Vaccine, Open House, “Better Together Guide”	ALL	