



## Consumer Advisory Committee

### Meeting Summary, April 10, 2018

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**Support and Backbone Staff:** Jennifer Brackeen- *CHOICE*, Rene Hilderbrand – *CHOICE*, Megan Moore- *CHOICE*

**In Attendance:** Kevin Haughton – *Thurston County*, Samuel Silvestro – *Thurston County*, Erin Oly – *Thurston County*, Michelle Richburg – *Thurston County*, Heather Ristow – *Thurston County*, Gary Paul Sweet – *Thurston County*, Doug Levitt – *Pacific County*, Mindy Bergen – *Thurston County*, Freddy Lessenger – *Pierce County*, Bonnie West – *Pierce County*, and Marie Stone – *Thurston County*

#### I. Welcome and Introductions

Jennifer Brackeen welcomed committee members and facilitated introductions. She then reviewed the desired meeting outcomes:

- Welcome and Introductions
- CPAA Updates
- Presentation from Carlos Mejia Rodriguez, Community Engagement/Southwest Region Outreach Specialist
- Presentation from Dr. David Meyers, Cowlitz County Dental Director

#### II. CPAA Updates

Jennifer introduced the new Community and Tribal Liaison, Rene Hilderbrand. Rene gave a brief introduction on her experience. She grew up in WA, on her reservation. She has 20 years of experience working with underserved populations and indigenous communities. Rene shared that she is very excited to be a part of CHOICE, and she is looking forward to the future.

#### III. Presentation from Carlos Mejia Rodriguez

Carlos Mejia Rodriguez, Community Engagement/Southwest Region Outreach Specialist, gave a presentation on Molina and their involvement within the community. The presentation can be found in two parts, [part one](#) and [part two](#). Carlos emphasized that there are many barriers for people to receive proper care, so he stressed the importance of meeting people where they are at. Molina is taking multiple steps to eliminate those barriers including partnering with organizations that work with social determinants of health, creating a Mobile Clinic, and recruiting translators for multiple languages.

Molina also created a Community Connector position to help connect clients with resources in their community. A Community Connector teaches people how to use different systems from housing, work source, lifestyle, nutrition, and any specific needs.



Molina also participates in community organizations, festivals, and performs school visits to reach the youth. Even the materials that Molina distributes promote healthy lifestyle choices to teach people to make healthy decisions.

Carlos ended his presentation by requesting consumers to use their voice in the legislature to advocate for transformation. He emphasized the importance of everyone having access to care and that consumers have the power to make changes to the healthcare system.

**Consumer Feedback:**

- Do you think integration will improve provider availability?
  - Molina is partnering with UW and other universities to create job opportunities and awareness of the needed jobs in the medical field
  - Molina is also working with other organizations to lobby for provider incentives
  - Creating a Value Based Care Payment with a standard of measures for each patient in order for the doctors to receive funding
- Does Molina have any LGBTQ liaisons?
  - Not specifically, but Molina does have specific training with LGBTQ populations
- Does Molina offer daycare services at appointments?
  - Molina does not specifically offer daycare but would be willing to partner with providers to offer those services
  - Molina is also exploring partnerships to create a Silver Sneakers Program

#### **IV. Presentation from Dr. David Meyers**

Dr. David Meyers is the Dental Director at Cowlitz Family Health Center. He created a presentation on integrating Oral Health with Medical and Behavioral Health. His presentation can be found [here](#).

Dr. Meyers shared that there are over 200 types of bacteria that can gain access to the blood stream through the mouth. He also shared that dental diseases can cause severe health problems that are very costly with hospitalization. For behavioral health integration, swollen gums, abscess teeth, and exposed bone in the mouth can be extremely painful. Patients are in pain and discomfort, some will self-medicate and others can have behavioral issues such as frustration and even violence. He believes that it is extremely important to integrate oral health into primary care. One suggestion Dr. Meyers had was for the different medical schools to incorporate a rotation to all the different providers while training to provide more education on how they are all related.

**Consumer Feedback:**

- Realistically, how does it look to have all health integrated?
  - Depends on size of the community
  - One problem with coordinated care is that there is still separation and lack of communication



- Dentists have not been able to see patients medical chart, some places can, but still needs improvement
  - Will need a lot of education between all parties to create a universal language that they all can understand
- Want to create educational integration between clinical providers, behavioral health providers, and dentists
- Should incorporate trauma informed care for dentists as well as providers

## **V. Next Steps & Closing**

- The next meeting is May 8<sup>th</sup> 12pm-2pm
  - Cascade Mental Health
  - 2428 W Reynolds Ave; Centralia, WA 98531