



healthmattersSM *of Central Oregon*



Many voices. One vision for health.



healthmattersSM
of Central Oregon

Mission

To develop and implement innovative strategies that improve health through the active participation of the Central Oregon community.

Vision

The vision of HealthMatters of Central Oregon is to become the premier community model by improving the health of Central Oregonians through innovative, equitable and sustainable systems.

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Who We Are...

The Board of Directors includes health and human service leaders, business leaders, policy makers, community advocates and others.

All of us at healthmatters are **working together through the *Community Integrated Health Services HUB*** to coordinate services, improve access and effect health system change within our region.

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Care Coordination HUB

Partnering with the community, we can help establish a healthier community and lower overall health care costs for the future.

- Focus on **Care Coordination and Population Health Management** by emphasizing preventative medicine and education
- Provide community members **education & access to health and human services** to increase quality of life and create healthy lifestyles

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Health Integration Project

Community Health Workers role in (HIP)

- ER Diversion
- Peer Specialists with additional training
- Work with the Primary Behavioral Health Consultant at the Primary Medical Home

Many voices. One vision for health.



healthmattersSM
of Central Oregon

ER Diversion Central Oregon

Serving: Tri-Counties of Central Oregon; Jefferson, Crook, and Deschutes.

Focusing on the cities of:

Bend, La Pine, Madras, Prineville, Sisters, and Redmond

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Program Identifying Factors

Patients who came into the ER 10 or more times in a 12 month period during a study from mid 2009 to mid 2010 were identified as the group of initial candidates for the ED Diversion project.

Many voices. One vision for health.



healthmattersSM
of Central Oregon

How ER Diversion Works

A **Community Health Worker** helps clients navigate services and community resources.

Examples may include:

- **Life Skills Education**
- **Medical Care coordination**
- **Managing standardized treatment plans for ER use**
- **Utilizing local and statewide social services**

Many voices. One vision for health.



healthmattersSM
of Central Oregon

ED Diversion Goals

- Improve patient health
- Patient satisfaction with care
- Reduce costs by identifying frequent users of emergency room.
- Effective utilization of Health Home

Many voices. One vision for health.



Community Health Workers (CHW)

- A CHW is a **frontline community health worker** who is a patient advocate, trusted care coordinator, and has a close understanding of the community served.
- A CHW **serves as a link or connection** between the individual/family and medical, behavioral health and social services, and helps to facilitate access to services and to improve the quality of health and wellness of the community.
- A CHW maintains connections with clients **through outreach, community education, social support and advocacy.**

Many voices. One vision for health.



healthmattersSM
of Central Oregon

CHW Competency Areas

- Communication
 - Interpersonal Skills
 - Care/Service Coordination
 - Advocacy
 - Organizational Skills
- Basic Knowledge of Human Health and Development

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Training and Support of CHW

- HealthMatters is the “HUB” organization for the ED Diversion Project.
- ED Diversion Project uses needs assessment and problem-solving techniques to help individuals navigate the health care and social service systems by identifying and eliminating barriers to access and utilization.
- The techniques address and strive to minimize health disparities that exist for Central Oregon residents, including presence of disease, health outcomes and access to health care.

Many voices. One vision for health.



healthmattersSM
of Central Oregon

My Role in ED Diversion

- **Set protocols for client enrollment in project**
- **Initiate contact for patients who meet program criteria.**
- **Gathering intake data for short term patient goal.**
- **Finding/Utilizing Medical Home**
- **Care/social service coordination**
- **Patient Advocacy**

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Misconceptions of Clients

Often Labeled as:

- Drug seekers
- Hypochondriacs
- Mentally ill
- Socially dysfunctional

Many voices. One vision for health.



healthmattersSM
of Central Oregon

In actuality:

- Most are people like you and I.
- They have faced difficult challenges in life.
- Continue to have daily struggles with various issues.
- They share common bond in their dependency in our health care system.

By acknowledging their individual strengths, respecting each client for who they are and not where they have been is how the ED Diversion Project provides us with our success stories.

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Successes

Articles:

- As Hospitals Push ERs, States' Medicaid Budgets Pressured.
- Diversionary Tactics
- The Perspective of a Community Health Worker

Many voices. One vision for health.



healthmattersSM
of Central Oregon

Board of Directors

Mike Bonetto, PhD: *Board Chair*

Patrick O’Keefe: *Board Secretary*

Sidney Henderson, MD

Laura Brennan, MSW

Bryan Iverson

Beth Ann Beamer, RN

Scott Johnson

James A. Diegel

Marvin Lein

Ryan Gallivan, MD

Robin Solomon

Megan Haase, FNP

Dan Stevens

Gunnar Hansen

Senator Chris Telfer

Many voices. One vision for health.



healthmattersSM
of Central Oregon

*Dedicated to improving the health of
Central Oregonians through these initiatives:*

Shared
by healthmatters of Central Oregon



CareSM

Links4HealthSM



LIVING
Well
CENTRAL OREGON



Many voices. One vision for health.