



OPCA

**Oregon Primary
Care Association**



O&E Peer Meeting

October 2017

The Oregon Primary Care Association

What we do

Provide technical assistance to Oregon's federally qualified health centers.

Learn from, educate and influence health policy at state and national level.

Our mission

Lead the transformation of primary care to achieve health equity for all.

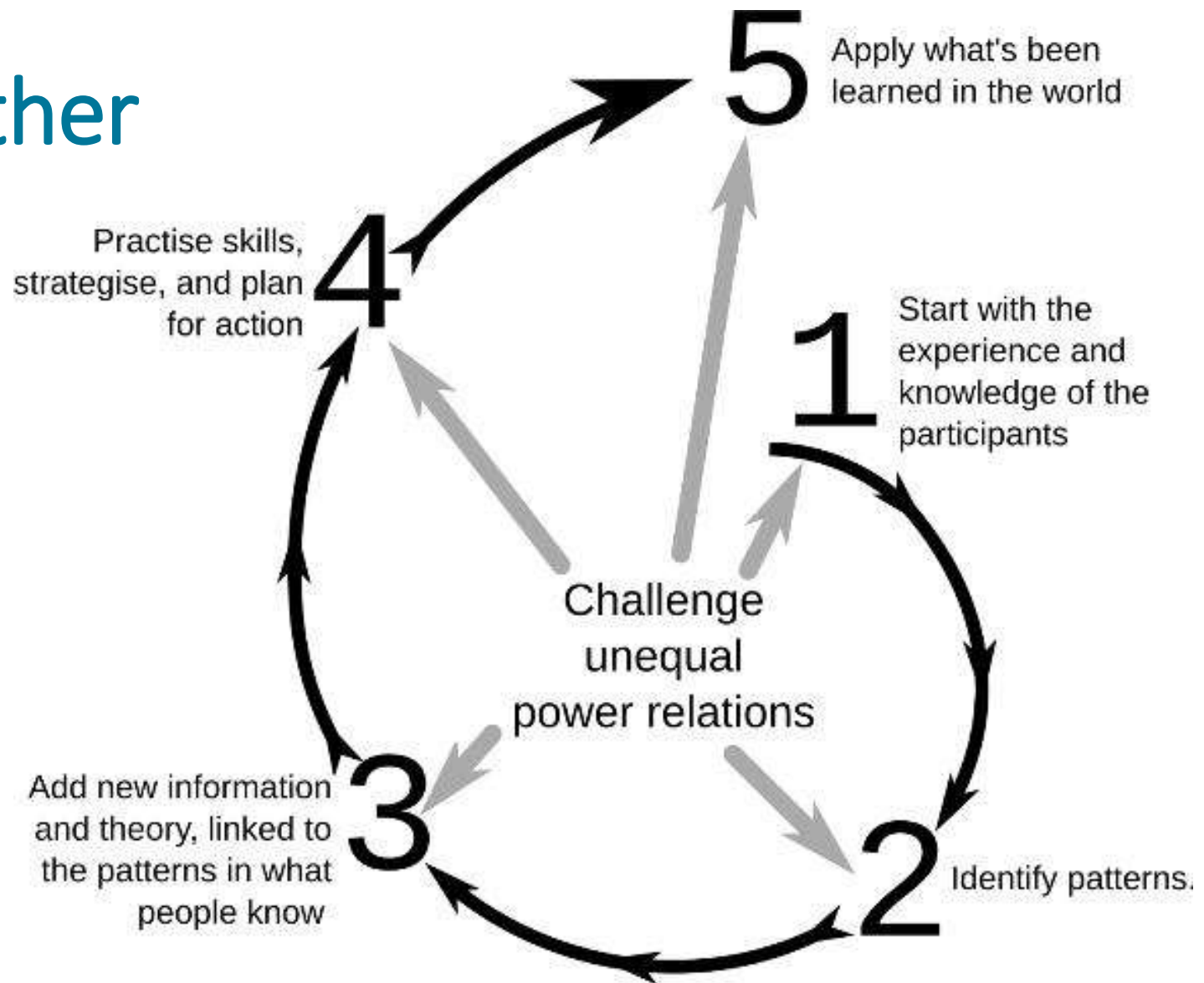


Today we will...



Let's get know each other with a Dinámica!

Dinamicas are games used in Popular Education to upset any hierarchies, break the ice, and engage individuals with a purpose in mind.



HRSA Expectations for O&E



- HRSA expects health centers to continue to provide outreach and eligibility assistance, as these are required enabling services through the Health Center Program. We understand that health centers may need to adjust their resources in order to appropriately address the demand for these activities within their service area. Health centers are expected to provide information through the annual Uniform Data System (UDS) submission on the number of outreach and eligibility assistance workers, as well as the number of assists provided by trained assisters at the health center during the previous year.
- Now (in 2017), HRSA requires that all health centers report O&E assistances on an **annual basis** through the Uniform Data System (UDS) Reports.

CHC Work

Oregon's Community Health Centers: Serving vulnerable communities statewide

OREGON'S 32 COMMUNITY HEALTH CENTERS (CHCs):



▶ Provide primary care to more than 410,000 patients—that's **1 in 10** Oregonians



▶ Employ over **4,500** providers and staff

▶ Are critical to the provider networks of Oregon's Coordinated Care Organizations (CCOs), and **serve 1 in 4** patients on the Oregon Health Plan



▶ Deliver care to rural and urban **underserved communities**, with 1/3 of clinic locations in rural areas

▶ Work to integrate **medical, dental & behavioral** health care, and address the upstream social determinants of health

Value of Outreach and Enrollment

- Front line work with vulnerable patients – to get them the resources and support that they need.
- Requires expertise in enrollment and engagement – the creation of TRUST.
- An evolving role – ACA and insurance expansion – a shift to more insurance enrollment and then to engagement with the health care system.

From Enrollment to Engagement

- The role you play is critical in helping patients understand and navigate the health care system.
 - » Reduced power differential
 - » Demonstration of empathy
 - » Creation of trusting relationship
 - » Addressing needs and misunderstanding
- [Expanding the role of Enrollment Assistors at CHCs](#) – new issue brief from NACHC on the work of the Michigan PCA

Lunch

Updates from our State Partners

Israel Estrada, Department of Consumer Business & Services

Colette Bird, Department of Human Services



Self Care Practices

How are you taking care of yourself and team?

Self-care



Walk to the library and the supermarket



Make something yummy and familiar



Nap, possibly snuggled with cats



Tidy, and enjoy the clear space



Read for fun: books or fiction, not forums



Hang out with W-



Hang out with the cats



Review & build on old sketches/posts



Have cookies (make cookies!)



Change perspective, practise equanimity

2016-01-18h
ref: 2015-04-17b

For when I might feel:

- tired
- fuzzy
- slow
- frustrated
- bleah
- meh
- buzzy
- argh
- waah
- Kerflop

...

(It happens. That's okay.)

Thank you!

Stay in touch.

Stephanie Castano: scastano@orpca.org

Office: 503-228-8852

www.orpca.org