

Individual Needs are met timely, easily, and compassionately Action Collaborative

May 4, 2022; 1:00-2:30 pm

See calendar invite for meeting location and zoom link

COVID-19 Protocols: *To best protect and honor everyone's safety, county and venue-specific safety precautions are followed at all OCH events. At this event the following safety precautions will be followed:*

- *In alignment with county and venue protocols, masks will be optional.*
- *OCH is requiring proof of up-to-date COVID-19 vaccination for in-person attendance, in support of the health-serving workforce. Up-to-date means fully vaccinated and received a booster dose, if eligible.*
- *OCH encourages participants to take additional safety precautions as they aid in personal comfort.*

Purpose

The purpose of the individual needs are met timely, easily, and compassionately action collaborative is to create a 4-year action plan (2023-2026) with organizational, Tribal, community, and regional actions to advance this focus area including: a desired regional result, indicators, target population, and both near- and long-term actions.

At the end of 2022, the four action collaboratives will come together to present to the OCH Board of Directors on progress and plans for the upcoming year.

Objectives

- Review the action collaborative purpose and process
- Adopt a charter
- Collaboratively finalize a universal regional result
- Shared understanding of indicators

Agenda

Item		Topic	Lead	Purpose	Attachments
1	1:00-1:15	Welcome, introductions, and housekeeping	Celeste Schoenthaler	Welcome, connecting, norms, and housekeeping	
2	1:15-1:25	Summary of kickoff & milestones	Ayesha Chander	Shared understanding: what happened at the first meeting and where are we going next?	1. March 30 kick-off summary 2. Action collaborative milestones
3	1:25-1:40	Group charter	Celeste Schoenthaler	Group discussion & agreement on the purpose, principles, responsibilities, and timeline for the path forward	3. Charter (draft)
4	1:40-2:05	Finalize a universal regional result	Celeste Schoenthaler & Ayesha Chander	Group agreement on a big picture goal	4. Results statements discussion summary 5. Situational overview: Individual needs
5	2:05-2:25	Exploring indicators	Ayesha Chander	Begin process of identifying indicators that will be used	

				to track progress toward the result	
6	2:25-2:30	Next steps	Celeste Schoenthaler	Confirm next meeting & review action items	Olympic Action Collaboratives 2022 Meeting Schedule

Next Meeting (don't forget to book travel time):

Date: June 8, 2022; 1:00-2:30pm

In-person location: Port Gamble S'Klallam Wellness Center, Room 212, 32014 Little Boston Road, Kingston, WA 98346

Olympic Community of Health

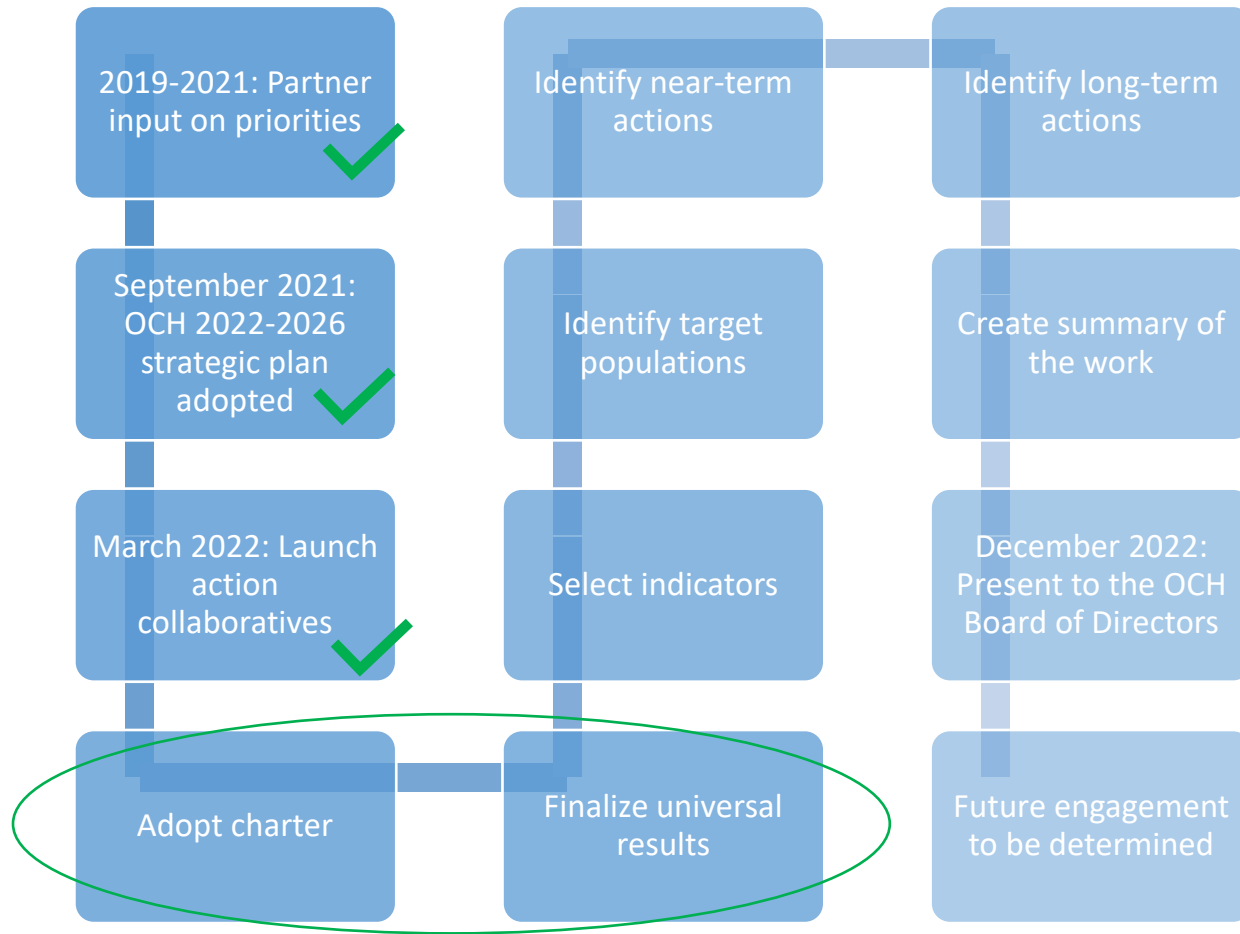
Meeting Summary –

Olympic Action Collaborative kick-off

Date: 3/30/2022	Time: 1:00-3:00pm	Location: 7 Cedars Hotel Blyn, WA
Attended: 40 Roomies and 23 Zoomies representing local hospitals, primary care, behavioral health, community-based organizations, local health jurisdictions, community coalitions, and more! Staff and Contractors: Amy Brandt, Ayesha Chander, Celeste Schoenthaler, Debra Swanson, Drew Gilliland, Miranda Burger		
Purpose The purpose of the Together, Recovery is Possible action collaborative is to collaboratively create a 4-year action plan (2023-2026) with organizational, Tribal, community, and regional actions to advance the focus area including: a desired regional result, indicators, target population, and both near- and long-term actions. At the end of 2022, the four action collaboratives will come together to present to the OCH Board of Directors on progress and plans for the upcoming year.		
Topic	Discussion/Outcome	Action/Next Steps
Opening & welcome	<ul style="list-style-type: none"> Partners had opportunities to connect and share the superpower they bring to this collaborative work! Passion, persistence, and perspective stood out as top superpowers across the group. 	
What's happening & getting to why	<ul style="list-style-type: none"> See the meeting slides OCH shared the 2022-2026 strategic plan and process of creation. OCH also shared an overview of the four action collaboratives: Everyone housed, Everyone has access to the full-spectrum of care, Individual needs are met timely, easily, and compassionately, and Together, recovery is possible. We're stronger when we partner together. Region-wide workgroups like these strengthen relationships and tap into a range of expertise and are one of the ways we can work toward improved health and well-being for all. These groups will establish regional priorities and projects that will inform funding and partnership opportunities down the road. 	
Grounding in Targeted Universalism	<ul style="list-style-type: none"> We introduced Targeted Universalism as a principle for our collaborative work. One participant identified this principle in action at their clinic where client success is the goal and the pathways to get there are different and unique for each client. Participants grappled with identifying universal result statements for each action collaborative. A result statement (sometimes called 	OCH staff will compile result statement drafts and bring back to each action collaborative at next meeting.

	a goal or outcome) is a condition of well-being for the region stated in plain language. Examples from other initiatives are: “a healthy workforce”, “children ready for school”, “a safe and clean neighborhood”	
What comes next & commitments	<ul style="list-style-type: none"> Participants committed to an action collaborative and OCH shared the 2022 meeting calendar. 	OCH staff will send 2022 calendar invites

Olympic Action Collaboratives Milestones



Identify and recruit key partners

Olympic Community of Health

Olympic Action Collaborative Charter: Individual Needs are met timely, easily, and compassionately

Purpose

The purpose of the Individual Needs are met timely, easily, and compassionately action collaborative is to collaboratively create a 4-year action plan (2023-2026) with organizational, Tribal, community, and regional actions to advance the focus area including: a desired regional result, indicators, target population, and both near- and long-term actions.

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Principles

- To the extent possible, membership will include and leverage strengths from representatives from Clallam, Jefferson, and Kitsap counties, Tribes, and sectors including hospitals, primary care, mental health, substance use disorder treatment, community-based organizations, those with lived experience, and other interested groups or individuals.
- Action collaboratives will be welcoming and value the expertise of all members.
- Action collaboratives will be action oriented and balance a portfolio of both near- and long-term actions that add value to the region.
- Members have knowledge of or experience in the focus area and a curiosity to learn more.
- Action collaboratives are accountable to the OCH Board of Directors.

Member responsibilities

- Attend with a collaborative spirit to advance the OCH goal to improve individual and population health and advance equity by addressing the determinants of health.
- Review applicable agenda materials in advance of meetings.
- On occasion, review other materials or support action items between meetings.
- Actively participate in at least 75% of scheduled meetings.
- Bring resources, tools, and learnings back to individual organizations/Tribes/communities.
- Collaboratively identify a desired regional result, indicators, target population and actions.
- Engage with additional partners to support action collaborative priorities.
- Present on progress and plans to the OCH Board of Directors.

OCH responsibilities

- Craft action-oriented agendas and materials that spark curiosity and respect partner time.
- Send agendas and meeting materials one week in advance of each meeting.
- Foster a welcoming environment for all.
- Clearly track and communicate desired outcomes, progress, and next steps.
- Bring resources, tools, and learnings to support identified priorities.
- Effectively facilitate meetings that honor all perspectives and stay focused.
- Embed opportunities for fun.

Meetings

The Individual Needs are met timely, easily, and compassionately action collaborative shall meet 7 times in 2022. Meetings beyond 2022 will be assessed in December 2022.

Individual needs are met timely, easily, and compassionately – action collaborative

Purpose: The purpose of the action collaborative is to collaboratively create a 4-year action plan (2023-2026) with organizational, Tribal, community, and regional actions to advance the focus area including: a desired regional result, indicators, target population, and both near- and long-term actions.

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Milestone: Finalize the universal result statement

What is a result statement?

Sometimes called a goal or outcome, a result statement is:

- A condition of well-being for children, adults, families, or communities
- Positive
- Everyday language
- Universal (the “targeted” part of targeted universalism comes later)

Examples: Children born healthy, children ready for school, safe communities, clean environment, prosperous economy.

At the March 30 kick-off, participants (both roomies and zoomies) spent time brainstorming universal results for each action collaborative.

Summary of the conversation:

- Happy and healthy community
- Everybody feels seen and has the resources they need to be healthy
- Individuals feel seen, heard, and easily connected to resources and care (trying to identify what the person wants/needs/prioritize).
- Each individual feels seen and heard and connected to self-identified resources
- Each person has knowledge and resources to meet their needs

Draft universal results statements (for discussion & finalization):

- Olympic region community members feel seen and heard and are connected to resources
- All individuals are provided with information and resources to meet their own health needs
- Olympic Region community members feel seen and heard, and have the resources they need to be healthy

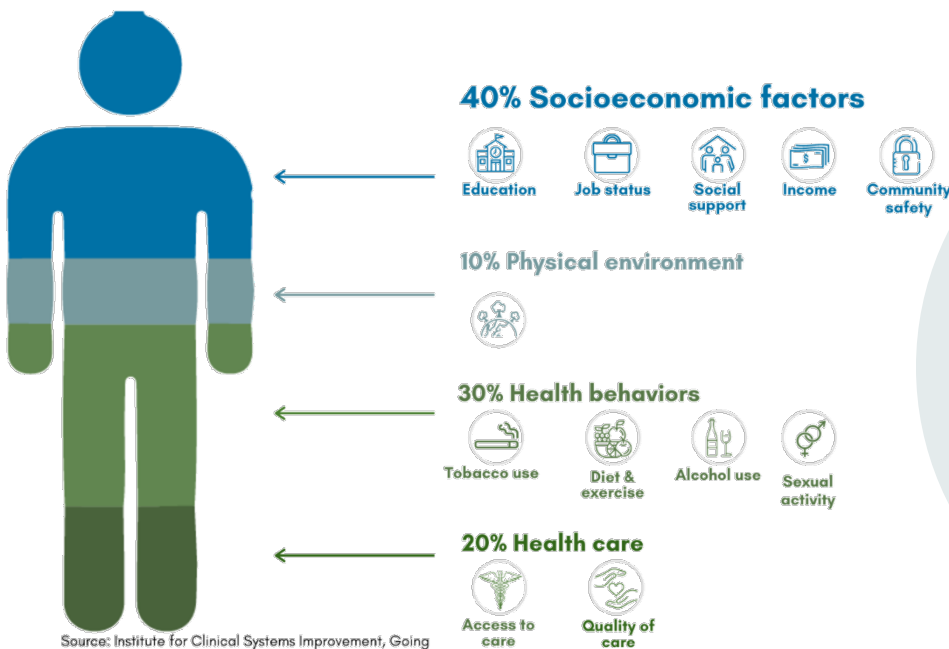
Individual needs are met timely, easily, and compassionately

Situational overview

Olympic Community of Health (OCH) believes that all people deserve to live with dignity. This includes a coordinated system of care that is tailored and compassionate to individual needs, putting the patient at the center. With a vision of healthy people, thriving communities, OCH has prioritized addressing individual needs as one of four focus areas beginning in 2022.

OCH can support and maximize local efforts to address the determinants of health by coordinating partner activities, identifying gaps, and expanding innovative and equitable solutions. OCH aims to enhance communication and collaboration across partners to achieve a healthier, more equitable three-county region.

Background



Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls Solving Complex Problems (2014)

Ensuring that care is not only available but also easy to understand and navigate is necessary for individuals to achieve their thrive and reach their full potential. Care delivered in a culturally sensitive and appropriate way support equity advancements and the health of the overall population. A more streamlined, positive experience for the individual will result in better health outcomes and reduced costs in the long-term. This focus will preserve emergency resources and provide approachable pathways for quality health care.

Clallam

Clallam County is mostly rural and surrounds parts of the Olympic National Park, impacting travel and other barriers to care. Clallam County has an older population (30% age 65 and over) and is the home of three sovereign Tribal nations (Jamestown S’Klallam, Lower Elwha Klallam, and Makah). Unemployment rates are higher than state averages (6.8% Clallam, 4.8% WA, 2017) as are food insecurity rates among youth (15.4% Clallam, 12.1% WA, 2018).

Jefferson

Jefferson County has the oldest population (38% age 65 and over) in the state. A mostly rural county surrounded by much of the Olympic National Park with the majority of the population residing in Port Townsend. Severe affordable housing shortfalls and limited access to childcare are common challenges

among residents. Jefferson County has the highest rates of mental health among youth at 47.2% (as measured by the percent of students who reported feeling sad or hopeless every day for two weeks or more in row in the past 12 months, *Healthy Youth Survey, 2018*).

Kitsap

Kitsap County is home to a mix of suburban and rural communities. The county has a large military and veteran presence. The population has steadily increased as travel to and from Seattle & King County has become more convenient by multiple ferry options, which has consequences for the resources of local communities such as infrastructure, housing, social services, access to care, and more.

Examples of Current efforts

Organization	County	Program/Project Description
Kitsap Strong and Clallam Resiliency Project	Clallam, Kitsap	Community-based interventions to support well-being and prevent behavioral health problems are evident in the work of Kitsap Strong and the Clallam Resiliency Project. These non-profits provide education on N.E.A.R. Science (Neuroscience, Epigenetics, Adverse Childhood Experiences, and Resilience) and trauma-informed practices for health care providers, schools, faith-based organizations, and other community groups.
Quileute Tribe	Clallam	During COVID-19, the Quileute Tribe delivers community wellness kits to households on the reservation. Each delivery contains different activities and resources and often contains items rooted in Quileute tradition such as coloring pages, essential oils, fry bread ingredients and recipes, carved feathers, canoe pins, and dream catchers.
Clallam Care Connection (3C)	Clallam	North Olympic Healthcare Network, Port Angeles Fire Department, Peninsula Behavioral Health, and ReDiscovery collaborate on community-based care coordination to improve the health of individuals with complex, chronic conditions. The group aims to deliver a seamless experience of care that is person-centered, cost-effective, addresses determinants of health, resulting in improved health and wellness. During the initial pilot, 3C saw a 90% decline in 911 calls among eight community members who graduated from the program and a cost savings of over \$100,000 by preventing 67 emergency calls and medic unit rollout.
Jefferson Healthcare	Jefferson	Jefferson Healthcare's Health Equity Committee works to provide culturally relevant and sensitive training for staff.
Peninsula Community Health Services	Kitsap	PCHS's community health workers are innovatively partnering with local organizations including the county jail, local emergency department, Salvation Army, and WorkSource to better understand and provide for community needs.
Port Angeles Fire Department	Clallam	The Port Angeles Fire Department launched a Community Paramedic program. Initial results show a 50% decrease in emergency room visits among clients.
Olympic Community of Health	Clallam, Jefferson, Kitsap	OCH completed an environmental scan, literature review, and survey of local partners to look at how adverse social conditions across the region are impacting health and explore opportunities for region-wide collaborative interventions. Findings were shared at regional convenings in 2020 and are available on the OCH website .

Major gaps

- Resources and services for **those without English as a second language or limited English proficiency** individuals is limited.
- There are limited resources for the **LGBTQ+ community**. There is a need for additional education for health and service providers on appropriate terminology, tailoring care, and **trauma-informed** practices.
- **Stigma** can be a barrier for those seeking behavioral health services, both mental health and substance use disorder. It can also be a barrier to reaching out to friends or employers for help as stigma contributes to alienation from others who do not understand the disease or how to help.
- Effective **linkages between community and clinical providers** are limited due to communication barriers and ongoing changes to resources resulting in fragmented referral systems and less support for patient needs.
- To support and address equity, there is a need for more **culturally sensitive practices and policies** that consider historical trauma, racism, and bias.
- Communication barriers and competing priorities and approaches lead to **fragmented coordination** among clinical, community, and public health services.

Example activities

- Support evaluation and expansion of community paramedicine and navigator programs across the region.
- Provide opportunities for health care providers, teachers, and community members to participate in culturally relevant, equity-based, and trauma-informed care trainings.
- Implement, support, and evaluate a region-wide health information exchange platform with closed-loop referral and bi-directional communication in alignment with key privacy laws, HIPAA and 42 CFR Part 2.
- Expand cross-sector, community-based, patient-centered care coordination solutions that improve patient experience as well as reduce unnecessary health care costs.
- Implement screening on the determinants of health at the point of care with workflows that support appropriate referral, care coordination, and follow-up.
- Empower health care consumers to become active participants in their own health and health care, for example by implementing an [Own Your Health](#) campaign (WA Health Alliance).