



Rogue Way to Health

Addressing the Challenge Luncheon Highlights Collaborative Approach to Healthcare Barriers

Collaboration might best describe the message presented at the 2017 Rogue Way to Health luncheon. KOBI President Patsy Smullin welcomed guests to an hour filled with information on how Rogue Community Health (RCH) and six other agencies are partnering to improve access to a variety of services in the valley. The collaborative effort is known as the "Rogue Challenge" and its purpose is to create a culture that invests in families and children who do not have all the resources they need to succeed in life.

A standing ovation recognized the 2017 recipient of the *John Forsyth Community Health Award*, Dr. Patrick Gillette. Dr. Gillette is recognized nationally for his expert knowledge on Alzheimer's disease and dementia. He has served as Rogue Community Health's medical director and most recently was the medical director for Rogue's Integrative Health Center.

Keynote speaker Zeke Smith, Chair of the Oregon Health Policy Board, shared a heart-wrenching story of how his younger brother struggled with drug abuse and eventually lost his life. RCH board member Marya Kain shared her own personal experience of how her children's father succumbed to addiction. Zeke went on to explain how Oregon Health Policy Board's "upstream" approach to promote health through prevention will create a robust, sustainable, equitable health system that serves all Oregonians. Reducing the harms associated with alcohol and substance use (including opioids), preventing deaths from suicide, improving immunization rates and oral health, slowing the increase of obesity, and preventing and reducing tobacco use are all areas that Rogue Community Health can make a difference in our community.

Over \$75,000 has been raised so far as a result of the Luncheon to help reduce cost as a barrier to accessing healthcare services for uninsured and underinsured people. Our thanks to Presenting Sponsor, AllCare Health Plan, and to all sponsors for their support of Rogue Community Health.

United Way helps here!



Photography by Eagle Point H.S. Photography

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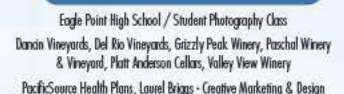
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Catch the Health Bug

A fleet of five new Volkswagen Beetles were introduced on Nov. 1 to help educate the community on the importance of healthy behaviors and to reach patients throughout the valley who experience barriers to accessing healthcare services. The Health Bugs will also provide support to other organizations, nonprofits and small businesses through direct services. Five “bugs” were wrapped with attention-grabbing art and invite the community to “Catch the Health Bug!” The purchase was made possible thanks to an Oregon Health Authority “I’m Healthy” grant along with the generous support of Lithia Volkswagen of Medford.



For more visit www.healthbugs.net

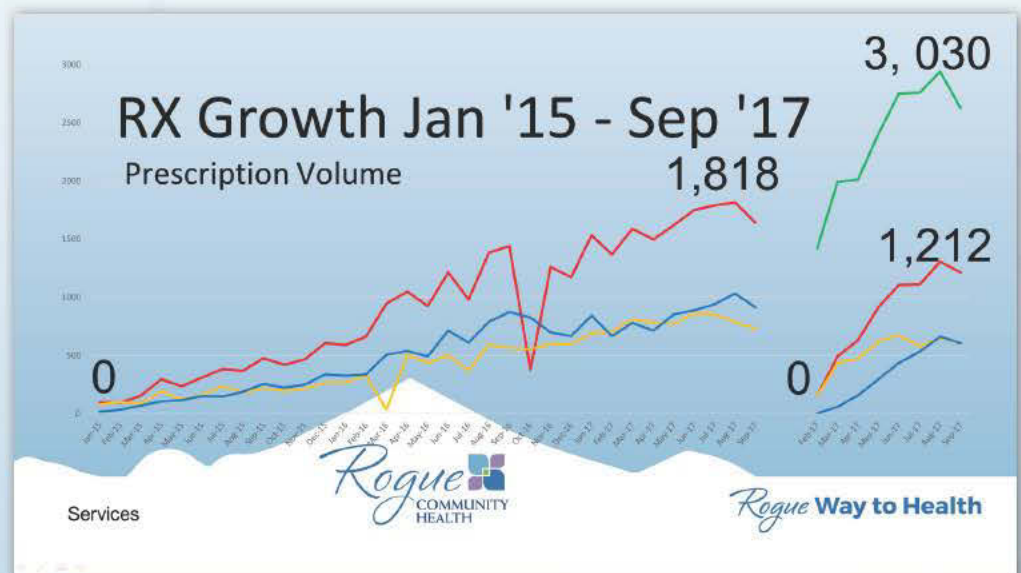
Grant Helps Expand Mental Health and Addiction Services

Jackson County is one of eight Oregon counties listed as a HIDTA, a High Intensity Drug Trafficking Area. Recognizing the need for additional treatment resources, RCH applied for and was awarded a \$175,700 U.S. Health Resources and Services Administration (HRSA) grant to further expand access to mental health and substance abuse programs. Five additional community health workers and eight mental/behavioral health staff were hired, along with two psychiatric nurse practitioners and a behavioral health director.

The behavioral health care team can see adults, teens, children and families for psychiatric diagnostic evaluations, depression, anxiety, suicide prevention, substance abuse treatment, behavioral health group and individual counseling, and crisis intervention. Appointments can be made by calling (541) 500-0977.

Pharmacy Program Demand Grows

A guiding principle of the patient-centered medical home model of care is to tailor resources to meet each patient’s needs. We heard the request and added pharmacy services, and now the program has grown from zero, when it started in 2015, to filling approximately 3,000 prescriptions per month with its expansion to White City in 2017. RCH pharmacists review complex medication regimens, ensure safety and efficacy of patient medications, and work to tailor medication regimens to optimize patient outcomes. RCH pharmacies are conveniently located within the Medford and White City health centers, and prescriptions are delivered to Ashland, Prospect and Butte Falls for patient pick up.



Meeting our Mission

We improve health, especially for the most vulnerable, by nurturing wellness in people and in our community.

Executive Team

William North, Chief Executive Officer
 Daniel Weiner, DO, Chief Medical Officer
 Terry Keesling, Chief Operations Officer
 Rick Rankin, Chief Administrative Officer
 Ryan Bair, LCSW, Chief Network Officer

About the Balanced Scorecard

The Balanced Scorecard provides information on the quality of the services we provide, our workforce, stewardship and community involvement.

Services

Providing quality service which results in improved clinical outcomes for our members is a high priority. As of Quarter 3, we have sustained or improved performance on 90% of our clinical metrics. Another priority, same-day appointment availability, has shown steady improvement as well.

Workforce

We are putting systems in place to incentivize staff to higher performance in quality and productivity. To date, our staff has met 20% of their incentive metric goals. Employee retention, measured by the percent of staff who voluntarily resign, has improved in 2017.

Community

We are solidifying our formal relationships with six non-profit Rogue Challenge partners. This group has identified goals of a shared referral system and single point of entry for community members in need of services. RCH is also measuring our contacts with members, for medical and social determinant needs.

Stewardship

Membership increased slightly over the past quarter, and our Financial Performance remains strong to meet our goals for organizational stability and sustainability.

Chart reflects efforts for 2nd & 3rd quarters in 2017.

Balanced Scorecard Key Performance Measures Jul-Sep 2017



Improvement > 5% or increase in actual number
No change



Decline > 5% or decrease in actual number
Goal met or sustained

Strategic Objectives	What We're Measuring in 2017-2018	Plan Year Goal	Baseline QTR 2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Trend to Baseline
Services								
Complete High Performance Service Delivery System	Clinical Measures Goal: Sustain or achieve improvement on 90% of federal, state and CCO clinical measures	80%	81%	90%				★
Engage Community and Members in Health	Same-Day Visit Access Goal: To increase same-day visit availability to 33% of total visits	33%	25.49%	26.06%				■
Create Change Leader Market Position	Baseline Data Goal: Timely, Accurate & Complete (TAC) reporting on clinical, financial, operations metrics	100%	50%	50%				■
Workforce								
Complete High Performance Service Delivery System	High Performing Staff Goal: Achieve Quality, Productivity, Membership and Gain Sharing incentive metrics	67%	25%	20%				■
Engage Community and Members in Health	System Dynamics Goal: Percentage of staff with System Dynamics, Quality Improvement training, and PDP	50%	10%	10%				■
Create Change Leader Market Position	Employee Retention Goal: < 20 % of total staff voluntarily leave the organization (includes staff who retire)	<20% (<5% per QTR)	6.7%	4.6%				★
Community								
Complete High Performance Service Delivery System	Care STEPs & Social Determinants Goal: Percentage of APCM members receive at least one Care - Services That Engage Patients	100%	56%	53%				■
Engage Community and Members in Health	Community Partnerships Goal: Grow virtual network of nonprofit and community-based programs	12	7	7				■
Create Change Leader Market Position	Small Business Partnerships Goal: Engage community and businesses in employee retention program testing	15	0	0				■
Stewardship								
Complete High Performance Service Delivery System	Membership Goal: Increase percentage of assigned CCO patients to established patients	70%	38%	39%				■
Engage Community and Members in Health	Total Cost of Care Goal: Develop process maps for primary service lines driving Total Cost of Care	7	0	0				■
Create Change Leader Market Position	Financial Sustainability Goal: Maintain financial and operational metrics to invest in change processes	100%	100%	100%				★





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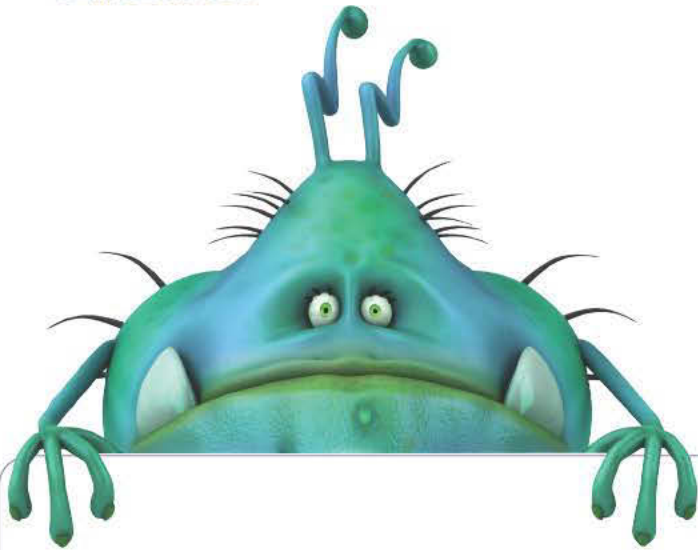
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5 STAR Recognition *RCH named 3 of 34!*



Benchmarks set by Oregon Health Authority’s Patient-Centered Primary Care Home (PCPCH) Program gives Rogue Community Health the distinction of being recognized as a 5 STAR clinic. This designation acknowledges exemplary clinics that have implemented advanced transformative processes into their workflow and recommended best practices. PCPCH fosters strong relationships with patients and their families to better care for the whole person by catching problems early, focusing on prevention and wellness, and managing chronic conditions.

Over 615 clinics in Oregon are recognized PCPCH programs, but only 34 are designated as 5 STAR. “We are very pleased that three of our clinics are among Oregon’s top clinics with five star recognition,” says William North, CEO.

Rogue Community Health is also recognized by the National Committee for Quality Assurance (NCQA) as a Tier 3 Patient-Centered Medical Home, the highest recognition available. NCQA recognition is the widely-adopted model for transforming primary care practices into medical homes for patients.

Rogue Community Health is a tax-exempt, 501(c)(3) organization founded in 1972. The mission of the organization is improve health, especially for the most vulnerable, by nurturing wellness in people and in our community. Rogue Community Health is an equal opportunity employer.

