

**Cascades East Ride Center (CERC)
Advisory Committee Meeting
11/14/06
DHS
1135 SW Highland
Redmond, Oregon**

Members present:

Betty Marie Baker, Deschutes County / STF; Julie Rychard, Full Access Brokerage; Lin Gardner, DHS Deschutes County; Yvonne Iverson, Indian Health Services; Kathy Rementería DHS Harney County; Debbie Quant DHS Harney County; Margaret Davidson Community Connection; Jane Padgett DHS Malheur County; Marilyn Jones DHS Baker, Union, Wallowa Counties; Ron Tamminga, Deschutes County Mental Health; Tom Wright, Bend Fire and Rescue; and Ted Comini, Crook County.

Members Absent:

Toni Landis, City of Sisters; Susan Ross, Deschutes County; Kathy Ostrom, City of Bend Dial-A-Ride; Dennis Conley, Seniors and People with Disabilities; Jan Goodwin, Medical Facility and Clyde Wright, City of Culver.

Staff present:

Karen Fenty Friend and Esther Warren, COIC.

Approval of Minutes:

Mr. Tamminga moved to approve the minutes of the October 10, 2006, Advisory Board meeting. Ms. Rychard seconded.

M/S/U Tamminga/Rychard/Unanimous

Medical Transportation Program Update:

Ms. Friend referred to the October 2006 Advisory Committee Reports. The report was incomplete and will be faxed to the committee after the meeting.

There were 3576 total rides in October 2006. The average cost per ride is consistent at \$36.00 a ride.

Mr. Tom Wright noted that it looked like the Bend bus system has not been much of an impact on the brokerage yet. Ms. Friend stated she is meeting with the City of Bend to work through issues on getting tickets to clients and working it into our program. Ms. Baker stated the difficulties that she has seen with people using the bus system.

Mr. Tom Wright asked if there is any more information on Secured Transportation providers. Ms. Warren answered that there is a new Secured provider that has about completed their contract and the brokerage will be able to use soon. She also informed the committee that a new Wheelchair provider signed a contract with us, ADA Transport and they have two wheelchair vans.

Mr. Tom Wight and Ms. Friend explained to the committee members who were absent last month about the new chart that was distributed to the local Hospitals for nightly discharges to help make sure we are using the lowest cost providers.

Other Items for Discussion – Committee Members:

Mr. Tom Wright brought up old business of Complaint process and time lines with Marilyn Jones that was postponed from the October meeting. Ms. Jones noticed when going through the complaint process and after there was a complaint filed there was no notification and what happened to that complaint. Ms. Jones wanted to know if there was a policy or procedure in place. Ms. Jones wanted to know if there was a 30 day response to a client or if the information was passed on to the managers or caseworkers for follow up. Ms. Jones stated it hard to follow up when she gets a call and does not know what's happening with the client and complaint.

Ms. Friend handed out a flow chart (CERC complaint Process) explaining what happens when a complaint comes in. Ms. Friend explained that the flow chart does not address Ms. Jones questions about notification. Ms. Friend explained that when a complaint comes in that the call takers determine whether the complaint is urgent or non urgent. Whether the complaint is urgent or non urgent it goes to the call center supervisor. Complaints are followed up by the call center supervisor via talking with the client, facility or provider depending on the complaint. A letter goes out to the provider if the complaint is about something that has occurred with the provider. Then we get a response back from the provider. It's not part of our process to respond to the client or the DHS case manager. The other step is reporting the complaints to the Advisory Committee monthly in general.

Ms. Jones stated that Lloyd is corresponding with her regarding the complaints in Eastern Oregon. Ms. Jones stated when it's an urgent complaint there has been more of an investigation and the timeline goes out further. Ms. Jones wanted to know if there was a policy or procedure on complaints as she could not find any. When questioned about a complaint she would like to know what the timeline is for a response.

Ms. Rementeria asked if the client is told what the resolution of the complaint is. Ms. Friend explained that the specifics are not given out and the client is told the complaint will be investigated and necessary actions will be taken.

Ms. Rementeria suggested maybe the caseworker be CC on the complaints. Ms. Friend explained if the complaint comes from the caseworker then the response is sent to them. If the complaint if from a client the post card will go to them or a caretaker if they are living in a facility.

Ms. Davidson asked if there is a timeline for the whole complaint process. Ms. Friend explained that it depends as the last complaint took a couple of months to resolve, but usually there is a quick response like within the week.

Ms. Jones explained that she has to oversee all the complaints in her three counties and it would be helpful if she received all the responses to those complaints. A copy of the complaint form sent to DHS would be helpful. Ms. Rementeria suggested there be one contact person for each region/county to receive a copy of the complaint and the follow up on that complaint.

Ms. Friend stated that DHS can contact the call center regarding any complaint. Mr. Tom Wright asked what information from a complaint is public information. Ms. Friend can share all the information with DHS as they are the case managers for our clients. Ms. Padgett asked if the complaint form will be filled out at the call center and if the complaint and resolution can be sent back to the central contact person in the county that is affected. Ms. Friend asked that the

contact person for each area give her their contact information and she will make sure they receive the report that it brought to the monthly advisory committee meeting.

Ms. Friend will amend the complaint process form as agreed upon today and bring back to the next meeting.

Mr. Tom Wright conducted a round table discussion and Ms Rementeria stated that last month she asked that the computer system be updated so she could look at her rides more in advanced and said she was very delighted that the system was updated the next day. Ms. Jones would like to know if nursing homes that do their patient transport if they will be reimbursed. Ms. Friend stated that the discussion when we started the brokerage in Eastern Oregon that the Nursing homes would need to sign a contract with the brokerage. The Nursing homes decided to continue with the homes having transportation and DHS reimbursing the client. As a result the brokerage stayed out of it. Ms. Jones also wanted to know if there could be a little more lead time on the notification for when a client needs to go out of town for an appointment. Ms. Friend said that we let them know as soon as the client informs us of the ride. Ms. Iverson notified the committee that Rick Ribeiro is working with social services regarding the transportation with the reservation for rides between Warm Springs and Madras.

Adjournment:

As there was no further discussion Mr. Tom Wright adjourned the meeting.

Next meeting Tuesday January 9, 2007