



Media Kit

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About Willamette Valley Community Health

Willamette Valley Community Health (WVCH) is a coordinated care organization (CCO) dedicated to serving Willamette Valley residents covered by the Oregon Health Plan. We strive to provide a system that focuses on prevention and wellness that is integrated, patient-centered, cost-efficient and equitable. We coordinate a network of over 600 healthcare providers, including physical, dental, and mental health and addiction specialists, to improve quality and access to care for our more than 100,000 members.

Our Story

In 2012, CCOs were formed with a commitment to improving care and saving taxpayers money. Willamette Valley Community Health has a diverse ownership structure that includes provider and hospital systems that deliver care to members eligible for the Oregon Health Plan.

Willamette Valley Community Health Partners/Owners

- › ATRIO Health Plans
- › Capitol Dental Care
- › Mid-Valley Behavioral Care Network
- › Northwest Human Services
- › Salem Clinic, P.C.
- › Salem Health/Salem Hospital
- › Santiam Hospital
- › Legacy Silverton Health
- › West Valley Hospital
- › WVP Health Authority
- › Yakima Valley Farm Workers Clinic

Each of these entities works in partnership with hospitals, provider groups, public health organizations and departments, county governments, and other community partners with the goal of improving health and focusing on prevention for its members.

Board of Directors

Maggie Hudson: Chair

COO/CFO, Santiam Hospital

Sarah Brewer: Vice-Chair

President, Legacy Silverton Medical Center

Paul Logan: Secretary/Treasurer

CEO, Northwest Human Services

Ryan Farwell

Administrator, Salem Clinic, P.C.

Brett Robinson, M.D.

Primary Care Physician

Bruce Rodgers

CAO, West Valley Hospital

Carlos Olivares

CEO, Yakima Valley Farm Workers Clinic

Craig Pope

Polk County Commissioner

James Parr

CFO, Salem Health/Salem Hospital

Jan Baldwin, Ph.D.

CEO, Willamette Valley Providers WVP Health Authority

Janet Carlson

Marion County Commissioner

Justin Hopkins

Executive Director, Mid-Valley Behavioral Care Network

Lisa Harnisch

Marion County Community Representative

Mark Shalvarjian

CEO, Capitol Dental

Robert Brannigan

Polk County Community Representative

Tayo Akins

ATRIO Health Plans

Teri Alexander

Community Advisory Council, Chair

Tim Markwell

LMSW, Owner, New Perspectives Center

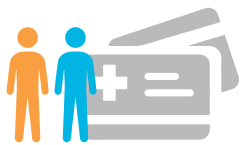
Our Mission

We improve the health status and outcomes for Oregon Health Plan members in the Willamette Valley through promoting prevention and wellness in a system that is cost-effective, integrated and equitable.

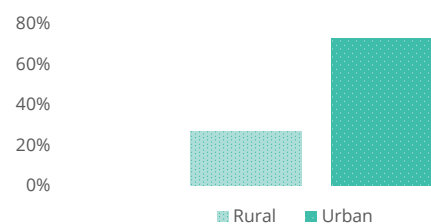
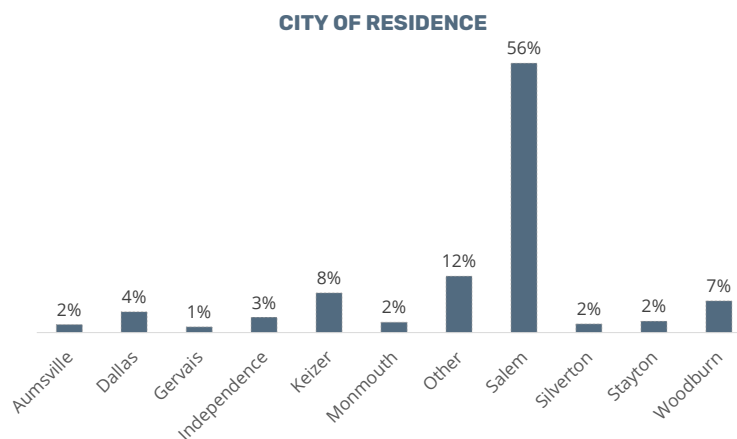
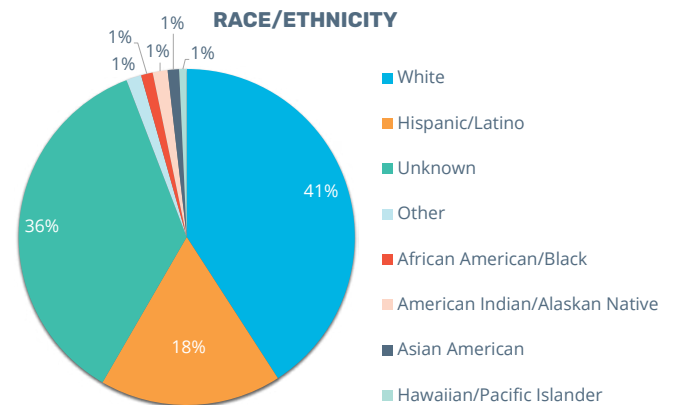
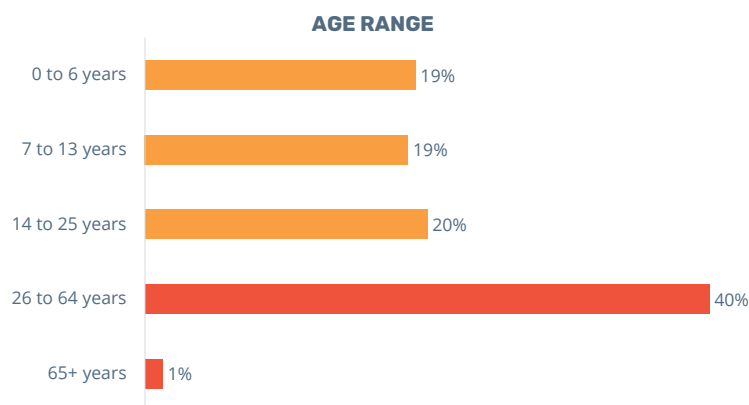
Our Vision

To transform the health of our community by overcoming the social determinants of health to provide better care and well-being, and lower healthcare costs. We envision Willamette Valley Community Health's completely integrated model of care and sustainable healthcare system providing coverage to all OHP-eligible residents of Marion and Polk Counties, and producing health outcomes that are viewed as national benchmarks.

By the Numbers



102,732
MEMBERS



Executive Bios



Robert Johnson

Chief Executive Officer

Rob Johnson, Chief Executive Officer, brings strategy and vision to Willamette Valley Community Health. As part of his role at Willamette Valley Community Health, Rob is tasked with keeping on top of the healthcare industry marketplace and evaluating how to move the organization forward.

Read Full Biography online at: wvhealth.org



Nancy Rickenbach

Chief Operating Officer

Nancy Rickenbach is an experienced healthcare executive with achievements in a series of roles spanning the healthcare industry, including with Home Health, Medicaid Managed Care, Medicare Advantage, and the Office of Information Services with the State of Oregon.

Read Full Biography online at: wvhealth.org



Dr. Jeanne Savage

Chief Medical Officer

Jeanne Savage, Chief Medical Officer, has been a family physician for 15 years, working in underserved communities of Woodburn and surrounding areas in Marion and Polk counties.

Read Full Biography online at: wvhealth.org



Dick Sabath

Chief Compliance Officer

Richard Sabath joined Willamette Valley Community Health in June 2016 after a six year stint as the Compliance Officer for one of Oregon's other Medicare/Medicaid CCO.

Read Full Biography online at: wvhealth.org

Frequently Asked Questions

What is a CCO?

A coordinated care organization (CCO) is a network of healthcare providers (physical health, dental care, and addictions and mental healthcare providers) that work together in their local communities to serve people who receive healthcare coverage under the Oregon Health Plan (Medicaid). CCOs focus on prevention and helping people manage chronic conditions such as diabetes. This helps reduce unnecessary emergency-room visits and gives people support to stay healthy.

Can anyone get health insurance through Willamette Valley Community Health?

We serve individuals who are eligible for the Oregon Health Plan.

How is Willamette Valley Community Health working to address the overall health of the community?

We support and partner with community organizations to improve health outcomes and social determinants of health for Willamette Valley residents covered by the Oregon Health Plan.

We do this by partnering with community and social-service providers and organizations, many of which receive partnership and/or funding through sponsorships or projects to advance their efforts throughout the community. Our community partners include:

- › Marion County
- › Polk County
- › Health systems and clinics
- › Mid-Valley Community Action Agency
- › Marion-Polk Early Learning Hub
- › Addictions and mental health treatment providers
- › Marion County Psychiatric Crisis Center and Youth and Family Crisis Center

- › Housing authorities and housing providers
- › Community-service agencies focused on improving social health outcomes
- › Council of Governments
- › Homeless initiatives
- › Dental-care organizations
- › Tribes
- › Transportation providers
- › FQHCs
- › NorthWest Senior and Disability Services
- › Project Able (peer-delivered services)
- › The faith community
- › Boys & Girls Clubs
- › Family Building Blocks
- › DHS
- › Juvenile Justice
- › Law enforcement
- › Other CCOs

What is Willamette Valley Community Health doing to increase member engagement and health equity?

We convene the Community Advisory Council to ensure that the healthcare needs of the consumers and the community are being addressed. Based on the results of several focus groups, we are executing a communications strategy to reach our membership, stakeholders and partners. To engage an even broader range of members in diverse communities, we have expanded our Community Advisory Council to host Regional Advisory Councils in more rural areas of the community, which have higher rates of Spanish-speaking members and members with greater health disparities.

Frequently Asked Questions

What is Willamette Valley Community Health doing to improve access and treatment for mental health and addiction?

With our partner Mid-Valley Behavioral Care Network (MVBCN), we have been proactive in increasing timely access to providers and expanding existing services for members. This effort is focused on increasing access for Willamette Valley Community Health members wishing to receive mental health services, with the goal of at least 95 percent of patients getting an appointment for services within 14 days.

MVBCN actively recruits culturally and linguistically diverse staff, and provides a wide array of training for them, as well as mental health providers. Additionally, a Provider Spanish Assessment Audit is conducted quarterly to verify all of Willamette Valley Community Health's Spanish-speaking members are provided services in Spanish from their initial call.

What is Willamette Valley Community Health doing to limit growth in healthcare spending/ lower costs?

In 2012, CCOs were formed with a commitment to improving care and saving taxpayers money. Since then, CCOs in Oregon have saved taxpayers an estimated \$2.2 billion while still improving healthcare of members on the Oregon Health Plan.

Here are some of the efforts Willamette Valley Community Health is currently making to improve the health statuses and outcomes of our members:

- ▶ We are improving access to clinical services in rural areas for prevention and treatment before conditions become higher-cost needs, including access to clinical pharmacists, behaviorists, dietitians and quality-improvement coordinators to analyze utilization trends.
- ▶ WVCH partnered with Salem Health to fund a full-time health navigator for parents of children with complex healthcare needs to help them better manage care and care plans.

- ▶ WVCH is also committed to reducing costly emergency department (ED) visits. After identifying a small subgroup of the population whose ED visits are frequent, we've implemented strategies to reduce the rate of these visits, specifically for those people experiencing mental health challenges.

- ▶ We also aim to reduce the number of days in the hospital for patients with a history of high ED utilization.

How is Willamette Valley Community Health incentivizing providers for improving quality of care rather than for each visit or test?

We invest in value-based payment models that align payment with health outcomes to achieve better care, controlled costs and better health for members.

What is Willamette Valley Community Health doing to reduce language and cultural barriers that affect access to healthcare?

At Willamette Valley Community Health, we serve over 10 ethnic communities. As part of our commitment to these communities, we make every effort to hire culturally and linguistically diverse employees, and to provide applicable materials and resources to our members. We're also committed to health equity to help ensure that our members get the best-quality care possible. Willamette Valley Community Health has implemented regional advisory councils to gain member experience and feedback from diverse populations and culturally specific members. We have also conducted member focus groups in English and Spanish to ensure we are hearing from members speaking our two most prevalent languages. Beyond that, we conducted outreach and hosted a luncheon with our regional Cambodian population to hear from members experiencing cultural and linguistic barriers in the healthcare system and communications.

Frequently Asked Questions

What is Willamette Valley Community Health doing to help improve access to housing, transportation, education and other health-related services for its members?

Providing better access to housing, transportation, education and other health-related services is a big area of focus for us. Some examples of our work in this area:

- › **Health-related Services:** Willamette Valley Community Health makes sure member-specific health-related services and supports are provided if they are part of a member's active care plan, including housing, transportation, gym memberships, air-conditioning units, mattresses, etc.
- › **Parent education classes:** All Willamette Valley Community Health members have access to free parent education classes in both English and Spanish.
- › **Employment assistance:** Willamette Valley Community Health funded the Collaborative Job Start Program in 2015 and 2016 to help members minimize the social, emotional, and psychological effects of chronic unemployment, offering them case-management and skill-building educational opportunities to make them employable and to help them navigate the process of getting a permanent job.
- › **Service integration teams:** Willamette Valley Community Health funds service integration teams in our region that provide health-related services to community members in need through collaboration with clinical and social service agencies and partners located in high school catchment areas.
- › **Transportation:** We're committed to providing transportation to our members in rural communities who don't have direct access to healthcare facilities. An example of this is a grant we provided to support the Fall City Direct Connect, which provides transportation to healthcare services for its rural community.

What is Willamette Valley Community Health doing to address the opioid crisis?

Oregon has one of the highest rates of prescription opioid misuse in the nation. An average of three Oregonians die every week from prescription opioid overdose, and many more develop opioid disorder.

At Willamette Valley Community Health, we're taking an all-encompassing look at the issue. Some of the areas we're focused on:

- › The likelihood of opioid addiction skyrockets for people who experienced childhood trauma. To help address this issue, we're providing trauma-informed care training to the caregivers on the front lines. We're also working with more schools and social service programs to implement trauma-informed care to help support children who are experiencing this sort of stress. By teaching them how to handle short-term stress, we aim to give kids resilience so they'll know how to say no to drugs and instead turn to healthy coping mechanisms.
- › We're leading the state in adoption of strict guidelines for our partners who prescribe painkillers. As a first step, all of our dental-care partners have unanimously agreed to not prescribe opioids to kids under the age of 19.
- › We're also looking to our community partners and working behind the scenes to make sure they're equipped with Naloxone to treat overdoses. We're also working to ensure that our partners have the resources and connections to get people who overdose into treatment.