

NEWS from BENTON COUNTY

At Your Service...Every Day since 1847



April 28, 2011

Benton County, Oregon

Volume 3, Issue 2

Triple Aim: Healthy people, quality care and affordability



*Mitch Anderson, Director
Benton County Health Dept.*

Over the past two and a half years the Health Department and Community Health Centers have been actively involved in transforming the way we organize and deliver our services. Our goal is to deliver a full range of services from population health to person-centered care through a health home model. The name Health Services is used to reflect the integration of our departments' work.

We are pleased to feature a snapshot of our work through this edition of the "News from Benton County". Our employees recognized the unique opportunity we have here and embraced the challenge to meaningfully change the way we think about and deliver services. Providing our patients and community improved access to a full spectrum of services from prevention,

environmental impact and engaging at-risk populations, to direct service delivery that combines primary care, mental health, oral health and care coordination within the broader community is our future.

The outcome we strive for is to achieve the "Triple Aim" of a healthy population, extraordinary patient care and reasonable costs. We have organized this edition of the newsletter to provide some highlights. While it doesn't reflect the full depth of our services, we hope it piques your interest to learn more about the great work happening here.

*Mitch Anderson, Director
Benton County Health Department*

*Sherlyn Dahl, Director
Community Health Centers*



*Sherlyn Dahl, Director
Community Health Centers*

Repeat: Benton again tops Oregon health ranking

For the second consecutive year, the health of Benton County was ranked No. 1 out of 36 Oregon counties by the Robert Wood Johnson Foundation (RWJF), based on several key public health indicators.

Key indicators of healthy communities were divided into two factors – Health Outcomes and Health Factors – and Benton County earned the top ranking in both.

"Having a healthy community involves many partners, - including Samaritan Health Services, schools, private agencies and providers - working together to address determinants of health that go

far beyond treatment of illness," Health Department Director Mitch Anderson said. "This high ranking is the result of our communities working together to provide a healthy environment, a great educational system, providing and improving access to quality healthcare and promoting wellness and healthy lifestyles. While we have much to celebrate we also have much work to do to address inequities in healthcare, assure access to healthcare for everyone and increase opportunities for every individual to succeed in improving their mental and physical wellbeing."

Benton County – with the help of a

Health Centers: 'Medical Homes' serving communities

Whenever a patient walks through the door of one of our Community Health Center locations they are stepping into an experience designed to meet their comprehensive health needs.

Dr. Kristin Bradford is a physician in the Community Health Centers and she says the team approach not only allows the clinic to respond better and faster; it also improves the connection between the patient and provider. Patients who otherwise might have been lost in the system trying to make contact can easily be connected with a member of their personal health team.

"Some of the changes we've made have made it much easier to serve patients," she said. "Overall it's improving patient care through a team approach."

On the first visit to a Health Center location, each patient is asked to choose a provider who will best meet his or her needs. These providers include family physicians, pediatricians, internists, physician assistants, family nurse practitioners and women's health nurse practitioners.

Each provider is part of a larger team that includes a Registered Nurse care coordinator and medical assistants. There is a strong focus on prevention and chronic disease management, so teams also include a behavioral health professional and



*Dr. Kristin Bradford examines Joy Gipson at a
Community Health Center location.*

patient navigator to help address other issues that may impact health, ensure follow-up with the patient and coordinate access to health services and prevention opportunities within the community.

This approach puts the individual in a partnership with his or her team to maintain the person's overall health.

This approach to healthcare – treating the whole person through both prevention and treatment – can pay huge dividends relative to personal health for those who participate and the Community Health Centers are proud to be considered a Patient-Centered Health Home.

professional epidemiologist, paid for with Public Health and Safety Levy dollars, passed by voters in 2007 – is actively monitoring health trends in Benton County to address problem areas before they become major issues. Benton County was rated among the top five counties in most individual indicators. These rankings, along with the local health status report provided by the Health Department, are designed to raise awareness of public health issues and focus attention on the multiple factors that influence health.

"Benton County is fortunate to have first-class health care providers, yet this

report confirms that our overall health is affected by environment, economics, safety, families, education and more – factors far beyond provision of medical services," Benton County Health Department Deputy Director Charlie Fautin said. "These outstanding results were not achieved overnight and demonstrate the need for ongoing support of all factors that contribute to health. Benton County Health Department will continue to use this and other health data to guide and direct our programs for greatest benefit and cost-effectiveness."

Continued on page 3

Dispose of unused or expired prescription drugs at event



From left to right, Reserve Deputies Brian Lundy and Roy Morris and Sheriff Diana Simpson look over the items collected at last year's Drug Take Back event.

Free event will help residents protect kids and the environment

The public is invited to bring expired or unused prescription drugs to a safe disposal event from 10 a.m. to 2 p.m. on Saturday, April 30, at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis. Drop-off sites also will be available:

- From 10 to 11 a.m. at the Benton County Sheriff's Office Substation, 672 Commercial St., in Monroe;
- From 11:30 a.m. to 12:15 p.m. at the John Boy's Alsea Mercantile parking lot, 186 E. Main St., in Alsea; and
- From 1 to 1:30 p.m. at the Kings Valley Store parking lot, 39086 Kings Valley Highway.

The drive-through event is being organized by the Benton County Sheriff's Office in partnership with the Philomath Police Department and the Benton County Fairgrounds. It coincides with the National Drug Take Back Initiative sponsored by the U.S. Drug Enforcement Administration.

"Last year we collected over 250 pounds of unwanted drugs for safe disposal," Sheriff Diana Simpson said. "This year, in addition to our main collection site at the Benton County Fairgrounds, we will have deputies stopping in Monroe, Alsea and Kings Valley for pick-up from our rural locations as well."

No questions will be asked about the

prescription medications brought in, who the prescriptions were made out to, or the type or amount brought in.

"This is a public safety issue," Simpson said. "We want to keep unused prescription drugs from being misused, especially by children, and we also want to help keep them out of the water supply."

Disposing of medications by flushing them down the toilet or throwing them in the trash can lead to contamination of our drinking water. While most drugs can be treated at wastewater treatment plants, some cannot. Drugs collected at the public event will be disposed of in an environmentally sound manner.

Unwanted medications can be collected from individual households only. They cannot be accepted from businesses such as nursing homes, doctor's offices or any other institution or business. Individuals who bring drugs to the event are asked to keep the medications in their original containers, if at all possible, but to mark out any personal information such as name, phone number and prescription number prior to turning them in. Do not bring needles, EpiPens, thermometers or medical waste of any kind, as these items cannot be collected. Expired prescription medications, drugs that are no longer used, medicine from deceased family members, over-the-counter tablets and capsules and veterinary medicines all can be collected.

Health Navigators: Guiding clients to better health

When patients don't show up for appointments it can be a troubling trend for the office, but it can mean even bigger issues for patients.

The Benton County Health Department and Community Health Centers were noticing a troubling and high percentage of patients not showing up for their dental appointments. When patients don't show up for their appointments, it results in wasted time for the dental clinic and a lost opportunity for dental care for patients. In an effort to reduce the "no show" rate, health center and dental staff met to determine the barriers that prevent people from coming back for regular dental care. The findings were both logical and relatively easy to address.

Thanks to a group of bilingual and bicultural "health navigators" whose job it is to identify and remove barriers to accessing health care, the clinic has been able to decrease the number of "no shows" for dental appointments. The navigators are focused on certain demographics and are community members with whom the patients can develop a connection.

The health navigators proactively enroll eligible children with a suitable form of insurance so they can access preventive dental care. Many of these children are recent immigrants and may not have had access or exposure to preventive dental care. The navigators have been working with those patients – in their own language and on their own terms – to educate them on the importance of preventive dental care.

"We identified issues around education," Health Navigation Program Manager Kelly Volkmann said. "And we were able to identify a couple of delivery system issues that weren't user friendly.

We were having a conversation and looking at ways we could work together to adjust what we were doing to better meet the needs of the client."

The biggest barrier was language, as many patients may have limited English ability. The team quickly identified the lack of signs in Spanish directing patients to the dental clinic. A culturally appropriate appointment reminder and follow-up system was initiated, and a bilingual phone message for the dental clinic was created. In addition, a Health Navigator stops by the clinic weekly to see how things are going.

Another big issue was scheduling. Comparing the bus schedule to the timing of appointments told a lot about why many patients might be missing appointments. Now, when transportation is an issue for a patient, appointments are

scheduled to closely match when the bus will be dropping off or picking up passengers near the clinic. This improves patients' access to care.

Putting these simple changes into effect, and thinking in terms of meeting patient needs rather than trying to make patients comply with the health care system of delivery, yielded nearly immediate results. The number of missed dental appointments has decreased.

Working across different Health Center programs to identify and correct barriers to care is another step toward the integrated health model that Benton County is putting into place. The hard work is paying off.

"We're starting to see a shift," Volkmann said. "The majority of the population can navigate the system, but there are those patients who can't because the system was not necessarily designed to be user-friendly. We are working hard to rectify that."

100% Lincoln!

Health Navigators don't just work with Latino populations or dental services. At Lincoln School, some dedicated Navigators have undertaken 100% Lincoln with the aim of making sure 100 percent of those students have health insurance. In just five months the percentage of children at that school with health insurance skyrocketed from just 38 percent to 91 percent!

Oral Health: Rising to the occasion for local children

In February 2008 the dreams and hard work of retired local dentist Dr. Ken Johnson and his wife, Dot, came to fruition with the opening of the Children's Dental Clinic at the Boys and Girls Club of Corvallis.

Many more community dental professionals volunteered their time and expertise to begin addressing children's dental needs. Demand continued to increase and, in July 2010, the Boys and Girls Club partnered with the Community Health Centers to expand capacity to provide dental services to children and pregnant women in need. Since July, more than 425 clients have been served, totaling 810 visits.

Benton County provides a full-time dental site coordinator at the location, contracted dentist and dental assistant two days each week, as well as a hygienist one day a week. Dental volunteers continue to play an important role by providing

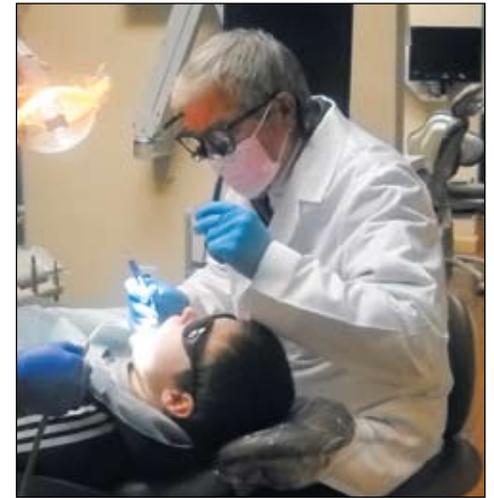
additional services up to two days a week. Benton County's goal for this program is to meet demand and help children improve oral health. The outcomes align the county's dental services with Healthy People 2020's oral health objective, which is to increase the proportion of low-income children and adolescents who receive preventive dental service during the past year.

School nurses, employed by Benton County, are responsible for scheduling oral health screening days at public schools. During this school year, approximately 8,000 students have been screened. Dental Site Coordinator Amanda Lindsey assists Dr. Johnson, Dot Johnson and nurses with screenings. Students needing dental care are referred to the Children's Dental Clinic or local dentists. Amanda assists in determining if children have insurance and scheduling appointments.

The Community Health Centers are

proud to be part of a community working together to provide preventive services for targeted groups. Currently, oral health screenings and fluoride varnish are offered for children 1 to 4 years old. Preventive and dental treatments are provided at the clinic for children 5 through 18 years old and pregnant women who are uninsured or covered through Oregon Health Plan Plus.

Benton County Oral Health Coalition was formed nearly two years ago to engage other community partners in addressing oral health issues. Representation includes local dentists and dental team members, dental plans, schools, health care providers and community organizations interested in addressing oral health issues. The Coalition is committed to working together to explore and develop a wide range of strategies to assure oral health is a critical component of improving the overall health of our community.



Dr. Ken Johnson serves Johnny Boleck at the dental clinic.

AT YOUR SERVICE

Children's Dental Clinic

provides services from 9 a.m. to 5 p.m.

on Tuesday, Wednesday and Thursday each week at the Boys

and Girls Club of Corvallis, 1112 NW Circle Boulevard, in Corvallis. Call 541-257-4758 to schedule a visit.



Rankings *Continued from page 1*

Breaking down barriers between the types of services that are offered which impact health has played a big role in keeping the community healthy.

The Health Department and Community Health Centers operate jointly as separate, but tightly connected, departments within Benton County. This places Benton Health Services – which is how the two entities together refer to themselves – in a unique position to offer coordinated services to best meet your needs as a patient. Public health programs, environmental health, community-based mental health and addiction services and physical medicine all work together to improve community health. Our goal is to make it easy for you to get care and advice when you need and want it and to provide flexible, responsive options for you to get care in a timely way.

Benton Health Services' goal is to provide or help you get the health care and services you need, prevention services, understanding health risks and condi-

tions and providing tools to support self-management to improve your health. We want to be your partner over time in caring for your health and in helping you navigate the health service system so you get care in a safe and timely way.

While our Community Health Center clinics care for people in their "medical homes" our public health workers collaborate with the medical system, schools, businesses, other local government agencies and families so that the entire county becomes everyone's "health home." Benton County's visiting nurses are full members of our pediatric teams and their work in the homes of chronically ill children, teen mothers and other high-risk families assures treatment recommendations are followed, preventing costly and dangerous medical complications.

Two school-based Community Health Centers – one at Lincoln School in Corvallis and the other at Monroe Elementary School in Monroe – provide clinical care in portions of the county where

there are no other providers nearby. They have been operating since the mid-1990s and in addition to being fully functional medical clinics, they also serve the communities as sites for the state-run Women, Infants and Children program clinics, health fairs, Oregon Health Plan enrollment and other services.

We no longer think of health as something we get only in a doctor's office. Instead, health is something that starts in our families, in our schools and workplaces, in our playgrounds and parks and in the air we breathe and the water we drink. Public health provides and protects all of those critical health assets so we don't need to cure as many illnesses later. Our goal is for you to be the most important member of your health care team and to recognize that you are ultimately responsible for your overall health and wellness. We want to help you succeed in improving your health by focusing on strategies that meet your goals and provide for your health and safety.

News from Benton County

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Board of Commissioners	766-6800	Elections	766-6756/766-6277	Natural Areas and Parks	766-6871
Public Information Officer	766-6082	Fairgrounds	766-6521	OSU Extension Service	766-6750
Assessment Department	766-6855	Health Department	766-6835	Public Works	766-6821
Commission on Children and Families	766-6751	Human Resources	766-6081	County Clerk/Records	766-6831
Development Department	766-6819	Community Health Centers	766-6835	Sheriff's Office	766-6858
District Attorney	766-6815	Juvenile Department	766-6810	Tax Collection	766-6808

Health Community Forum

- Health Home Presentation
- Community Collaborations that Support Health Presentation
- Opportunity to discuss general topics with the Board of Commissioners
- Free and open to the public!
- Refreshments provided!

6 to 7:30 p.m.
Wednesday, May 4
Passenger Room
Corvallis Depot
700 SW Washington Avenue
in Corvallis

Visit Us Online! www.co.benton.or.us

Leveraging Resources: It takes all kinds

Health Centers exist in areas where economic, geographic or cultural barriers limit access to primary health care, and seek to improve that situation by providing affordable, accessible healthcare.

Charles Wilder, a 44-year-old Corvallis resident, is one of the many patients who has benefitted from these services. Wilder, who has a heart condition requiring transplant, first walked through the doors at the Community Health Centers locally as a Medicaid client. Today, he is uninsured but awaits Medicare eligibility in November. He and his family gladly pay the sliding scale fees, based on income, at the Health Center locations at Lincoln School and on 27th Street in Corvallis.

"It's been excellent; the whole family goes there," Wilder said, adding that he is not able to see his cardiologist until November when Medicare picks him up. "At the Health Center they are able to talk to (the cardiologist) and keep my case going until I get on Medicare."

The underlying philosophy is that everyone should have access to high-quality health care they can afford, but it takes a broad financial approach to support and sustainably offer those services.

One of the most pressing access barriers people face is lack of health insurance. Estimates indicate there are more than 28,000 people in Benton and Linn counties without insurance. Last year the four Community Health Centers sites served nearly 5,000 of those individuals.

What is less well known about Health Centers is that serving people with insurance coverage helps provide services to more uninsured people. Federally Qualified Health Center (FQHC) designation makes it possible to leverage additional resources.

Last year the Community Health Centers locally served 2,000 people on

Medicaid, more than 500 patients on Medicare and 1,000 individuals with private insurance. The ability to leverage resources is particularly evident with Medicaid. Of the total visits, 35 percent were reimbursed by Medicaid which generated over 60 percent of the Health Centers' total patient revenue. If you are currently privately insured or on the Oregon Health Plan and choose to make the Health Center your medical home, you can feel good that your choice is not only good for your own health but is helping to provide access to care for others in our community who do not have health insurance.

Health Centers are required to offer a sliding fee scale program for people without insurance. The cost of services is discounted based on family size and income. By pooling resources among all the patient groups and serving the needs of patients with traditional insurance, Medicare and Medicaid, the Health Centers also can provide affordable services to the uninsured. Everyone in the system receives high-quality care with a holistic "health home" approach at the lowest possible cost.

These services make a huge difference to people like Wilder. He moved to Corvallis 18 months ago from California to be closer to family members.

"I can tell you where we were at in California there wasn't anywhere that offered this sliding scale based on income," he said. "It's been a really big help."

Meeting the Need

The Community Health Centers served 8,297 patients last year falling into several classifications based on their insurance status. Those visitors break down as follows:

Medicaid Patients: 24%
Medicare Patients: 6%
Private Insurance Coverage: 13%
Uninsured Patients*: 57%

*Uninsured patients are charged sliding scale fees, based on ability to pay and no one is turned away.

Patient Race and Ethnicity

White 60%
Hispanic 20%
Asian 15%
Other Race 3%
Unreported 2%

Community Health Centers

Benton Health Center
530 NW 27th Street
Corvallis, OR 97330
Phone: 541-766-6835
Fax: 541-766-6366

(non-confidential business fax)
Fax: 541-766-6186 (confidential, protected health information)

Lincoln Health Center
121 SE Viewmont Avenue
Corvallis, OR 97333
Phone: 541-766-3546
Fax: 541-766-6143

Monroe Health Center
610 Dragon Drive
Monroe, OR 97456
Phone: 541-847-5143
Fax: 541-847-5144



THIS IS YOUR OPPORTUNITY TO BE A BENTON COUNTY ADVISORY BOARD MEMBER

The Benton County Board of Commissioners is seeking volunteer residents in the following areas:

Disposal Site and Solid Waste Advisory Committees

- 1 - Resident of Adair Village
- 1 - Resident of Philomath

Emergency Medical Advisory Committee

- 1 - Public-at-Large

Food Service Advisory Committee

- 1 - Food Service Industry

To request an application or for more information contact Teresa at:

Benton County Board of Commissioners
Benton Plaza
408 SW Monroe Avenue
PO Box 3020
Corvallis, OR 97339-3020
Phone: 541-766-6800
Email: teresa.farley@co.benton.or.us

Mental Health, Addictions and Developmental Disabilities Advisory Committee

- 4 - Representatives with the following affiliation or experience in: Student/Staff of Public Schools/Universities; Law Enforcement/Courts; Lay Citizen; Local Advocacy Groups; Business or Community Service Organizations/ Assoc.; Service Provider Representatives; Allied Agencies/Dept. of Human Services; Medical Practitioner
- 2 - Consumer/Lay Persons

Public Health Planning Advisory Committee

- 1 - Well Informed on Public Health Matters

For screening and interview purposes, please return applications to the Board of Commissioners Office.

Benton County Calendar of Events

April 28

- "Making Sense of Streams" panel discussion from 7:30 to 8:30 p.m. at the Alsea Hope Grange Hall, 27373 Alsea-Deadwood Highway. Speakers will include Dr. Bob Zybach and Andrew Kittel, Alsea Watershed Council; and Adam Stebbins, Benton County Water Projects Coordinator.

April 29

- "What You Should Know About Prescription Drugs" workshop, led by Eric Martin, from 8 a.m. to noon at the LaSells Stewart Center on the Oregon State University campus. For more information, or to register, contact Kelly Locey at 541-766-6247 or kelley.locey@co.benton.or.us.

April 30

- Benton County Sheriff's Office Prescription Drug Take Back Event is scheduled from 10 a.m. to 2 p.m. at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis. Pickups also are scheduled that day from 10 to 11 a.m. in Monroe at the Benton County Sheriff's Office Substation, 672 Commercial St., in Monroe; from 11:30 a.m. to 12:15 p.m. at John Boy's Alsea Mercantile parking lot, 186 E. Main St.; and from 1 to 1:30 p.m. at the Kings Valley Store parking lot, 39086 Kings Valley Highway.

May 1

- 45th Annual Antique Auto Show & Swap at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis. Gates open at 7 a.m. and admission is \$3 for adults 16 and older. For more information, those interested can call 541-740-3120.

May 4

- Benton County Community Forum to discuss health and health care in the county, scheduled from 6:30 to 8 p.m. at Corvallis Depot, 700 SW Washington Ave., in Corvallis.

May 5

- Benton County Budget Committee Meeting from 6 to 8 p.m. in the Benton Plaza, Board of Commissioners Meeting Room (basement), 408 SW Monroe Ave., in Corvallis.

May 6

- 4-H Tack Sale from 6 to 9 p.m. at Guerber Hall of the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

May 7

- 4-H Tack Sale from 9 a.m. to 2 p.m. at Guerber Hall of the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

- Master Gardeners' Annual Plant Sale, scheduled from

9 a.m. to 2 p.m. at the Floral Courtyard at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

- Spring Tractor Pull, scheduled at 2 p.m. in the Benton Arena at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

May 10

- Benton County Budget Committee Meeting from 3 to 5 p.m. in the Benton Plaza, Board of Commissioners Meeting Room (basement), 408 SW Monroe Ave., in Corvallis.

May 13

- Benton County Budget Committee Meeting from 3 to 5 p.m. in the Benton Plaza, Board of Commissioners Meeting Room (basement), 408 SW Monroe Ave., in Corvallis.

May 16

- Applied Suicide Intervention Skills Training, scheduled from 8:45 a.m. to 5 p.m. at St. Mary's Catholic Church, 501 NW 25th St., in Corvallis. Interested participants need to register early by contacting Kelly Locey at 541-766-6213 or kelley.locey@co.benton.or.us.

May 17

- Applied Suicide Intervention Skills Training, scheduled from 8:45 a.m. to 5 p.m. at St. Mary's Catholic Church, 501 NW 25th St., in Corvallis. Interested participants need to register early by contacting Kelly Locey at 541-766-6213 or kelley.locey@co.benton.or.us.

May 30

- Benton County offices closed for Memorial Day holiday.

June 1

- Benton County Budget Committee Meeting from 3:30 to 5:30 p.m. in the Benton Plaza, Board of Commissioners Meeting Room (basement), 408 SW Monroe Ave., in Corvallis.

July 4

- Benton County offices closed for Independence Day.

Aug. 3

- Benton County Fair, noon to 11 p.m. at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

Aug. 4

- Benton County Fair, noon to 11 p.m. at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

Aug. 5

- Benton County Fair, noon to 11 p.m. at the Benton County Fairgrounds, 110 SW 53rd St., in Corvallis.

Aug. 6

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