The Journey Continues
2016 Rogue Way to Health Luncheon

The course was set at the 2015 Rogue Way to Health Luncheon for a new approach to improving and sustaining health for southern Oregon -- we called it the “Rogue Way to Health.” In 2016, the journey continued to create a whole person health program capable of connecting medical, behavioral, dental, pharmacy services as well as recognizing lifestyle choices (those aspects of life where we live, work and play) to improve health. Hundreds of people gathered at the Inn at the Commons on Nov. 2 for lunch to learn about Rogue Community Health’s progress and to help raise over $73,000 in support of uninsured and underinsured patient access to care. AllCare Health Plan was the presenting sponsor of the event for the second year in a row.

Marlene Yesquen, and John Littleton for their service. Keynote speaker, Peter Buckley, shared information on “Self-Healing Communities.” He explained the implications of the landmark ACEs Study (Adverse Childhood Experiences Study) in the connection between lifestyle and health. The study reveals that medical services impact on average about 30% of a person’s health and that the environment in which we grew up, live, work and play has a much greater role in chronic health concerns. We are discussing how we can better help people who have experienced adverse

“The ACE’s research represents one of the most important opportunities to change health outcomes,” says William North, CEO

Continued on page 2

One of Oregon’s 100 Best Nonprofits

Rogue Community Health (RCH) is one of the 100 Best Nonprofits to Work For in Oregon in 2016 as named by Oregon Business Magazine. There are more than 30,000 nonprofits

Continued on page 2
childhood events. “The ACE’s research represents one of the most important opportunities to change health outcomes,” says William North, CEO.

Conversations are underway now among several community partners to create learning networks intent on meeting the needs of patients and families no matter where they enter the system – our first effort is what we call “The Rogue Challenge.” William North, CEO, went on to explain the Rogue Challenge and how people will benefit from this community effort.
About the Balanced Scorecard

The Balanced Scorecard provides information on how we are meeting our Mission. It shares information on the quality of the healthcare we provide, our workforce, volunteers, community partnerships, and our financial health.

- **Services.** As we have begun refining our quality and service measures, we have also identified the need to clarify definitions and processes. This occurred in the 4th Qtr and we are now on track to meet Goal in this important area.

- **Workforce.** The incentive metrics available were met in 4th Qtr. Voluntary turnover increased in the 3rd Qtr. We are gathering staff feedback to identify issues we can control that have contributed to this negative trend.

- **Community.** Development continues with our small business program and nonprofit partnerships, including the introduction of The Rogue Challenge at the annual Rogue Way to Health Luncheon.

- **Stewardship.** Membership and Patient Engagement increased over the past quarter and our Financial Performance remains strong to meet our goals for organizational stability and sustainability.

### Meeting Our Mission: Balanced Scorecard

#### What we’re measuring in 2016

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<tbody>
<tr>
<td>Improvement &gt; 5% or increase in actual number</td>
<td>Goal: Sustain or achieve improvement on 90% of federal, state &amp; local clinical measures</td>
<td>90%</td>
<td>76%</td>
<td>73%</td>
<td>88%</td>
<td>86%</td>
<td>95%</td>
<td>100%</td>
<td>86%</td>
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<tr>
<td>Goal: Develop performance measures for RCH team services</td>
<td>7</td>
<td>0</td>
<td>-</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>No change</td>
</tr>
<tr>
<td>Goal: Same-day access for established patients; 1 day or less until 3rd next appointment</td>
<td>&lt; 1 day</td>
<td>1.47 days</td>
<td>.82 days</td>
<td>.43 days</td>
<td>.48 days</td>
<td>2.22* days</td>
<td>Incomplete data</td>
<td>Incomplete data</td>
<td>N/A</td>
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### Services

- **Clinical Measures**
  - Goal: Sustain or achieve improvement on 90% of federal, state & local clinical measures
  - Performance remains strong to meet Goal in this important area.

- **Patient-Centered Medical Home**
  - Goal: Develop performance measures for RCH team services
  - Voluntary turnover increased in the 3rd Qtr. We are gathering staff feedback to identify issues we can control that have contributed to this negative trend.

### Workforce

- **High Performing Staff**
  - Goal: Achieve Quality, Productivity, Membership and Gain-Sharing incentive metrics
  - Voluntary turnover increased in the 3rd Qtr. We are gathering staff feedback to identify issues we can control that have contributed to this negative trend.

### Community

- **Community Partnerships**
  - Goal: Create new small business partnerships for employee retention program testing
  - Volunteer Providers
  - Goal: Create a volunteer-directed specialty health institute for practicing providers
  - Social Determinants of Health
  - Goal: Implement nonprofit partnerships and participate in community-based programs

### Stewardship

- **Membership**
  - Goal: Increase active patients enrolled as RCH members by 10% (18 month period)
  - Improvement > 5% or increase in actual number

- **Patient Engagement**
  - New in 2015
  - Goal: Increase Alternative Payment Method “touch” per member by 10%

- **Financial Performance**
  - Goal: Meet all operating ratio standards for services provided
  - Restorative and preventive dental care is also available in Butte Falls, and with the support of The Reed and Carolee Walker Fund of the Oregon Community Foundation, preventive dental services will continue to be provided for children attending Eagle Point, Prospect and Butte Falls schools.

### School-based health

Healthy kids learn better and we have certainly found that to be true in our school health centers. In fall 2016, we opened two new school-based health centers in the Eagle Point School District. One at White Mountain Middle School and one at Table Rock Elementary. The Table Rock clinic is

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Download the report at: www.roguecommunityhealth.org/about/balanced-scorecard
open to the community as well as students. We also opened a satellite clinic for behavioral health services at Walker Elementary School in Ashland.

**Integrative Health Center**

Integrative health provides our patient members with options for whole person health including nutritional counseling, herbal medicines, lifestyle and supplementation support. We encourage a collaborative approach to achieve optimum health and healing for our patients.

The Integrative Health Center works with our medical providers, behavioral health staff and Community Health Workers in support of whole person care. Care plans are unique to the individual providing a broader understanding of the nature of illness, healing and wellness.

The new center is located at 900 East Main Street, Medford. For more information, please call 541.500.0977.

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**OPEN HOUSE**

at Rogue Community Health

Integrative Health Center

900 East Main St. • Medford

Thursday • January 12, 2017

4:00 - 6:30 pm

Meet the Staff • Door Prizes • Healthy Refreshments