



## Health & Human Services – Civic Engagement Series

Tuesday, October 17<sup>th</sup>, 2023 | 5:00 – 7:00 PM | In-Person

**In-Person:** La Pine Activity Center, 16450 Victory Way, La Pine, OR 97739

### AGENDA

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| 5:00 – 5:30 | <b>A. Community Meal</b> <ul style="list-style-type: none"><li>• Catered by La Pine Activity Center Kitchen</li></ul>  |
| 5:30 – 5:35 | <b>B. Meeting Begins</b> <ul style="list-style-type: none"><li>• Introductions</li><li>• Moderator: Courtney Ignazzitto, La Pine Community Health Center</li></ul>   |
| 5:35 – 5:45 | <b>C. Purpose &amp; Survey Overview</b> <ul style="list-style-type: none"><li>• Who are We?<ul style="list-style-type: none"><li>○ Newberry Regional Partnership – a team of public and private citizens who have come together to develop a long-range plan for growth in South Deschutes County</li><li>○ Project Goal: collaborative organization of community leaders engaged in planning for and dealing with changes associated with growth in the future.</li></ul></li><li>• Purpose<ul style="list-style-type: none"><li>○ Address the effects of growth in Newberry Country (South Deschutes, North Klamath, West Lake Counties)</li><li>○ Serve as facilitators for collaborative, community-led development.</li><li>○ Create a Community Strategic Action Plan</li></ul></li><li>• Today's Purpose<ul style="list-style-type: none"><li>○ Engaging community discussion on matter of interest and/or concern</li><li>○ Candid conversations welcome</li><li>○ Bring forth issues, problems, challenges, successes, opportunities, and ideas for action to address today's topic.</li></ul></li><li>• Survey Overview<ul style="list-style-type: none"><li>○ Total study population: 16,800 in 97739 and 97707 zip codes</li></ul></li></ul> |

- Sought to collect information on community priority issues and values.
- Biggest Concerns from Survey:
  - Growth & Change
  - Public Safety – wildfire, homelessness, drug use & crime
  - Increasing traffic
  - Social divisions in the community
  - Quality of public education
  - Lack of local restaurants, shops, and competitive grocery stores
  - Access to healthcare and 24/7 emergency care
- Important Results
  - 60% of respondents were very or somewhat concerned about access to local health care
  - Another major concern suggested by respondents: Better access to health care, specifically 24/7 emergency care and more clinic and hospital options in La Pine, without the need to drive to Bend

5:45 – 6:05

#### **D. Panelist Presentation**

##### **Erin Trapp, BSN, RN – CEO, La Pine Community Health Center (LCHC)**

- Worked in healthcare for 29 years, joined clinic as Director of Nursing
- Passionate about creating a patient centric clinic, how do we best get the services to the patient? Rather than vice versa.
- LCHC has primary care, behavioral health, clinical pharmacist, dietician (diabetic educator), lab and x-ray services, outreach team
- Building a one-stop shop to provide services to South County community.
- There are many different specialists that operate out of the health center, which specialist come is based on common referrals.
- Experienced staffing crisis during COVID, but have since rebuilt and added new providers to increase capacity
- Current capacity for 3,900 patients, average booking is a week to week and a half for appointments.
- New expansion – can expand healthcare services, new imaging suite (cat scans, mammography, ultrasound – don't need to be a patient to access these), dental services, behavioral health services.
- Operate a walk-in clinic, but it is not an urgent care.

##### **Kaylyn Grammeter, MSN, RN – St. Charles Family Care, La Pine**

- St. Charles has primary care providers, Monday-Friday, just hired two more to hopefully increase access to care.
- Registered Nurses in the clinic who can do many types of visits, this also helps increase access
- Pharmacist who also can help patients with various needs.

- Cardiologists at the clinic 2x a week, telehealth services for psychiatry, and urgent care 7 days per week for acute needs (not emergency level care)
- Labs and x-rays on site at clinic
- Looking to increase staffing and find bigger space, also expand parking lot!

**Susan Turner, THW – Outreach and Enrollment, La Pine Community Health Center**

- Certified by the state to advise people with and about the Oregon Health Plan, do not need to be a patient to receive this service
- Connect people in community with proper care and resources.
- Encourage people to reach out and tell them what they need, the Outreach Team is here to help.
- Veteran’s community, working to increase engagement with veterans and raise awareness about resources available to them.

**Kristin Mozzochi, LPC – AOP Program Manager, Deschutes County**

- Oversee outpatient mental health clinic for all ages in La Pine, South County Hub
- Therapy, wrap around services, individual and group counseling, peer support services, medication providers, employment support, bilingual services, and overall care coordination.
- Homeless outreach program, harm reduction, and school based counselling
- Deschutes County Stabilization Center and Crisis Response Team based in Bend adds additional support and community response
- Program in La Pine has gone through transitions in the last few years with staffing challenges since COVID, now fully staffed.
- Want to continue increase quality of care in La Pine
- Co-occurring substance abuse treatment to support both mental health and substance use recovery.

6:05 – 7:00

**E. Group Discussion**

- Community Members in the Health and Wellness sector introduced themselves
- Group activity – participants wrote on sticky notes about Challenges, Opportunities, Successes, and Ideas for Action concerning the topic “Access to Local Healthcare”
- Participants also asked questions of the panel and took part in large group discussion.

**Challenges:**

- No access for residential care, only so much out-patient care can do

- Cascades East Transit is not easily navigable from La Pine to Bend
- Recruiting healthcare providers to the La Pine area
- Drug and alcohol recognition and treatment with mental health focus
- Segmentation of helpful data and ability to better define disparities – apart from Bend
- No pediatric specific care in town
- Travel to Bend for specialists
- Large rural service area
- Trauma having significant impacts on local youth and individuals (seems like a hidden underbelly)
- Funding for mental health and addiction care program

#### **Successes:**

- Nice to know the Community Health Center's expansion services can be opened to patients who don't have resources elsewhere.
- La Pine Community Health Center expansion
- Fully staffed at Deschutes South County Hub for behavioral health services
- Urgent care 7 days/week at St. Charles

#### **Opportunities:**

- Pediatric trauma informed care Committee
- Infusion center in La Pine or at least a service
- More drug and alcohol rehab care. Intensive outpatient or inpatient care.
- Deschutes Children's Foundation building – expand site for other services
- Women specific health care especially OBGYN/Prenatal services
- Add activities and hag outs for challenged adults for support and entertainment. Many of these folks' routines were not restored after COVID
- L'Arche non-profit that helps create networks of community for people with and without intellectual disabilities.
- Expand services to community with LCHC Wellness Center
- Primary family care access on weekends and not just weekdays at St. Charles
- Partner with local gyms for free/reduced fees for people in high-risk health categories
- Spread hope – leverage position as key community stakeholders to build this culture/asset, increase awareness and communication
- Lead efforts to address ALE's/trauma at community level – a more intentional focus

#### **Ideas for Action**

- Community partners, city council, county, and health providers joining together to make things (mental health, addition, substance abuse treatment) facilities happen.
- Reduce stigma around seeking services.
- Medical transport services, especially for seniors who may not drive and cannot afford cab fare.
- Enhanced mental health crisis response teams with physical capabilities as part of a team.

- More specialist visits to La Pine and make them known to the community.
- Reach out to home health & infusion services that are outside of the medical center.
- La Pine Community Health Initiative through OSU Extension Services
- Incentivize providers with housing and wellness.
- Trauma-informed practitioner network.

#### **IMPORTANT RESOURCES:**

<https://www.lapinehealth.org/>

<https://www.stcharleshealthcare.org/locations/la-pine-family-care-clinic>

<https://www.deschutes.org/health/page/south-county-hub-soco-lapine-or>

**La Pine Community Health Center Outreach Team: [\(541\) 536-3435](tel:5415363435)**

#### **General Questions:**

How do you address prevention?

- La Pine Community Health Center is a Federally Qualified Health Center, must report impact on prevention of diseases through measurements.
- Data helps identify what diseases impact the community the most and where investments should be made.
- Held to quality measures, breast cancer screening, cervical cancer screening, lung cancer screening, all types of screenings.
- Trying to get nurses scheduled for wellness check-ups to do more preventative care
- Increasing access to care through transportation, healthy foods/nutrition.
- Initiatives for adults to help with obesity related health conditions.
- Initiatives for childhood obesity, fruit and vegetable voucher program to increase access and education about healthy foods.
- Mental health screening: depression, anxiety, substance use, alcoholism.

Medical transportation for specialized care, specifically for people with disabilities, low-income, etc.

- Transportation is a huge difficulty in South County for the elderly population, youth, disabled.
- Cascade Easts Transit, not always easily navigable, but you can schedule rides.
  - Dial-A-Ride: 541-385-8680
  - More information here: <https://cascadeseasttransit.com/routes-schedules/all-cities/La%20Pine/>
  - Service Hours: 6 a.m. – 6 p.m., Monday-Friday
- Veteran's Free Transportation program, will not transport to ER
  - <https://cascadeseasttransit.com/about/vet-rides/>
  - Call 541-385-8680, let them know you are a Veteran interested in scheduling a healthcare transportation ride.
- LPCH can help pay for gas for longer commutes

Infusion services in La Pine, people must travel to Bend for these services.

- Currently services offered in Bend at St. Charles Cancer Center
- Huge need in South County for patients with chronic infusion needs. Working on getting LPCH RN's get certifications to help with some of this work.
- St. Charles would really like to see these services offered in La Pine.
- Have not explored the option of working with other companies or organizations that can provide these services in-home.

Do you intend to partner with the La Pine 2045 group to ensure goals are aligned and not against each other?

- La Pine 2045 is the City of La Pine's update to the Comprehensive Plan, gathering feedback from community for this plan.
- 2045 plan only applies to La Pine city limits, Newberry Regional Partnership reaches beyond the city limits and works to address the needs of the broader community.

Where can we see the full survey results?

- <https://coicruralcommunity.org/wp-content/uploads/2023/10/2023-NEWBERRY-RESEARCH-REPORT-FINAL-10-11-23.pdf>

Are there points of cross-sector collaboration with schools or other youth serving organizations?

- Deschutes County is working with the La Pine schools and meeting with them.
- There is more that needs to be done, Deschutes County is working on this and it is a priority for them.
- In Redmond they are opening a teen drop-in center, space to spend time, hang out, and access services for youth. Could be an idea for La Pine?
- Schools and external partners are helping drive these conversations.
- Resources from Bend-La Pine School District are needed to invest in the South County community.
- La Pine and Gilcrest have school-based health centers, and an outreach team connects to youth to address their needs. Services expanding to 3 days/week in Gilcrest.
- What are the schools seeing? What is LCHC seeing?

Is there a network childhood trauma informed care providers in this community?

- Network of providers, public safety, schools, to provide education and resources to help identify children who have experienced trauma and have mental health needs.
- One was started in Columbia County and was used to address childhood suicides. Columbia Pacific had a specialized person to help organize this group.
- Before the pandemic, a group from LCHC went to a conference about pediatric trauma care. No uniform structure of care is going to work for every patient.
- Are there plans to bring partners in to La Pine for childhood trauma informed care?

- Saving Grace has an office in La Pine, potential partner in this work.

Where are the supports or organizations for young adults/adults over the age of 18 that are developmentally delayed or have special needs.

- After you turn 21 and leave school and transition programs, there is nothing in La Pine
- Summers are often difficult for special needs young adults when school is not in session.
- Pat Stone with Special Gatherings for Special People
  - Inability for folks to leave their homes. There is a need to connect them to services as adults, that way they can get connected with folks to drive them to the store, the movies, and create new social opportunities.
- Creating a social bank for adults with intellectual and developmental disabilities (IDD).
  - Older parents often don't have the capacity to provide these things for their adult children.
  - Create organizations and environments with supports and activities for folks with IDD.
- FitZone – has a class from 12:30-1:30 on Wednesdays for people of all abilities middle school age and above.
  - The challenge is how do you connect people with IDD to these opportunities, transportation, etc. and we need more support for these activities in La Pine.
- Special Gatherings for Special People
  - Follow and share their Facebook page:  
<https://www.facebook.com/profile.php?id=100053561535602&sk=about>
  - Contact Pat Stone if you're interested in volunteering with her group
  - [Flyer here](#)

Mental Health services for Veterans?

- Deschutes County clinic serves veterans in La Pine

Is there a tracking or network for people who are alone and homebound so they can be checked on?

- Partners in Care provides hospice care, in-home care.
  - La Pine Branch Office: 51530 S Huntington Rd, Suite 1, La Pine, OR
  - Phone: 541-382-5882
  - <https://www.partnersbend.org/non-profit-donation-information/contact-us/>
- Specific need for patients who are inaccessible, may have unreliable internet
- LCHC is notified if patients are admitted to emergency room or hospital. Can be followed up with for a check-in. If someone comes into contact with Deschutes County Sherriff they are notified.
- First step is to find where they are, second is to contact family to get familiar with the situation
  - Council on Aging can do a needs/resource assessment
  - If they have home infrastructure needs LCHC will reach out to Habitat for Humanity's Critical Home Repairs Program

- St. Charles has a team through the hospital system of case coordinators who follow-up with patients after discharge and help them get to follow-up appointments.
- At St. Charles clinic the providers really care about their patients and are committed to maintaining their health
- Deschutes County reaches out to people, connects them to resources, case manager, and peers who go to peoples' homes to check on them,
  - The homeless outreach team also checks in on folks, but they must be enrolled with the County in order to be reached.
- What if people don't have smart phones?
  - Phone calls are an option, grant funding from LCHC to purchase a prepaid phone for patients to make emergency calls, LCHC staff will help arrange this.
  - Mobile Clinic is a point of discussion at LCHC, potential service to fill the gaps if a patient cannot do virtual visits or come into the clinic

How do the different clinics collaborate with each other?

- Mental and physical health are one in the same, must be aligned.
- Deschutes did medical consults with LCHC for cases they are both in contact with, looking to get that up and running again.
- Not competitors, they want to work together to serve the community and work on solutions together.
- Working to grow relationships and future collaborations.
- At LCHC Outreach, there was a houseless patient living in their vehicle. They purchased a cooler to help keep their food cold but could not get in contact with the patient to deliver it. They then connected with Deschutes County to get in contact with the patient because they were also on the case.
  - This is a common example.
- Work with the fire department and EMS crew often as well.
- Each patient is everybody's patient.

Is there talk of a hospital in La Pine?

- LCHC cannot open a hospital
- St. Charles says that's not an option as of right now, would need space, infrastructure, staff, technology – would have to start from scratch.
- Believes our community will be able to support that in time with our growing region.
- Awkward stage of in-between growth, having a hospital will also increase growth, which was noted as a concern by the community.
- They researched stand alone emergency departments as an option, but they have different rules around Medicare repayment which wouldn't work for La Pine's population that has a high percentage of people with Medicare.

Do we have a program in La Pine for drug and alcohol treatment programs with a focus on mental health?



- Deschutes Co. does not provide intensive level treatment for co-occurring disorders, this includes both in-patient and intensive out-patient.
- Deschutes County outpatient clinic can get people assessed for level of care and connected to local resources.
- Deschutes County treats mental health challenges, which is unique because many drug and alcohol programs do not address this as well as they should.
- LCHC, for patients that needs next level of intensive care, they can transport them to these services.
- Pfeifer & Associates offers many different treatment options for drug and alcohol abuse
  - Website to learn more: <https://pfeiferandassociates.com/treatment/>
- Huge need in South County for in-patient residential services for addiction and behavioral health

Any services in La Pine for Crisis Response from Deschutes County?

- Deschutes Co. Crisis team currently responds to La Pine, but there are delays.
- Operates similar to the CAHOOTS model, law enforcement does not always respond with the Crisis Response.
  - More information about CAHOOTS here: <https://whitebirdclinic.org/cahoots/>
- No healthcare provider coming with the crisis team, but cases go through triage to see who they need on the response team (mental health providers, law enforcement, etc.)

Who will take the initiative to implement actions in the community?

- Starts with the community expressing their needs and getting together to collaborate.
- Strategic plans from City of La Pine and Newberry Regional Partnership will provide steps for action.
- Deschutes County is advocating at the state level for increased funding for growing acute mental health and substance abuse treatment needs. Advocate with partners as well.
- There is a gap in hope in the community. Part of the issue is that the great work that happens, happens in silos – they don't have great ways to communicate with each other.
- Must celebrate the positive things, reduce stigma around getting public services and asking for help.
- Courtney, LCHC – there are schools in underserved communities with special programs that inspire hope, creativity, and long-term social health from an early age. Example La Pine could learn from.

Is there a plan to bring wrap around pre-natal and pregnancy care, possibly even a birthing center?

- St. Charles is hiring a nurse who is seeing pregnant women up to 28 weeks. Difficult to provide services for the entire pregnancy because of lack of ultrasound technology.

- LCHC is growing pre-natal care, screening for high-risk pregnancies. Can work with patients for 28 weeks then must hand them off to East Cascade Women's Group. Cannot handle admitting privileges because they are so far from the hospital.
- Need for pediatric and pre-natal programs, it's on providers to lead this.

Are there any services that the panelists' organizations provide for a family living with someone with IDD or adult living with IDD?

- The LCHC does not have specific services or support for the IDD community.
- LCHC Outreach Advisor, Susan, spoke with several individuals in La Pine that have family members with IDD about what resources they are utilizing/know about.
- Only resources they knew about was registering with the county's IDD services program.
- Receive periodic emails from the county explaining upcoming events and activities.

### **Community Comments:**

Katie Ahern – OSU Extension Services

What does nutrition and physical activity look like in La Pine? These conversations are happening right now. Creating a group that coordinates events, infrastructure building, gathering information. If interested, please join virtual meetings (ask Kathy DeBone for information on this or email [engage@newberryregionalpartnership.org](mailto:engage@newberryregionalpartnership.org))

Crescent Fire is funding a Community Medic position. Many of the medical transports are the same people over and over. People often put off medical visits leading to the condition worsening to the point of needing emergency care. Applied for a grant to fund this position with Central Oregon Health Council, hopefully will help address some of these problems.