



**Long Term Solution for Health and Human Services  
Work Group Meeting Agenda  
October 31, 2016**

**Mission:** We work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system.

**Attendance:**

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Required</b>
<b>Welcome and Introductions</b>	Gini introduced herself as facilitator for open and fair process.	
<b>Review of agenda, context meeting norms and outcomes</b>	Reviewed Purpose Statement: The purpose of the planning process is to identify 2-4 major strategies that will significantly improve the coordination, delivery, and accessibility of health and support services in Grand County.	
<b>Summary of where we have been and where we are headed</b>	<p>Jen stated GCRHN was created in the mid-1990s as the neutral advocate for the people of Grand County. Reviewed mission and cross-sector groups. GCRHN currently consists of an 11 member board, including two permanent positions for a board of county commissioner or designee thereof (currently Merrit Linke) and the Director of Public Health (Brene Belew-LaDue).</p> <p>This process began in response to Hospice and Home Health announcing their closure. Economic drivers to rural issues exist. Economies of scale means that we lack the numbers of people to serve for the miles we have to drive and to make said program or system function administratively or financially effectively.</p> <p>Best practices or targets are generally for urban or suburban,. An example includes Patient Navigators seeing 50 cases in rural communities instead of 100 in urban areas due to the miles they have to drive and lack of overall resources available.</p> <p>Regulations or Policies may have a negative impact, or unintended consequences on rural areas.</p> <p>Reviewed Underlying Barriers to Care.</p> <p>Summary of process: Meeting in January with attendance of over 107 people. Completed a Grand County SWOT analysis. Completed visioning exercises through community in March. What does healthy Grand County look like to you?</p>	Please see the attached document for the presentation given at the meeting.

Grant from private donor and The Colorado Trust to hire a neutral facilitator and engage the community, especially those using support services, in creating solutions. A work group was created and met in May and June.

Through these work groups and community meetings, 8 overall themes were created:

- Transportation
- Education
- Sustainability
- Mental Health
- Environmental Health
- Physical Health
- Recreation
- Support Services

Goal Statement: The residents of GC have access to a variety of affordable, high quality programs, services and health environments that support their health and over-all well-being. Supporting those in our community that are the least healthy. Sustainable, ensure broad based coordination across systems, keep healthcare dollars local, ensure citizen health is always the first priority.

The work group decided to continue to explore Transportation, health literacy, physical health and support services.

Next steps for the Rural Health Network included getting feedback and guidance from the Health and Human Resources Coalition (a coalition of nonprofit and government agencies that provide supportive services in our community); and the Healthcare Professionals Society. We did not present to the Society for a variety of reasons. However, the HHRC recommended more data and community engagement to make sure the voice of the underserved is truly elevated and considered in this process.

The Network then conducted One on One surveys by 22 community consultants and completed a community survey on Survey Monkey. We partnered with Grand County Public Health. 307 residents interviewed, including over 40 Hispanic. Also 166 Survey Monkey surveys completed. The data today includes the survey monkey data and the 94 surveys entered (of 307), which includes 48 Hispanic and 2 Native American.

<p><b>Presentation on key findings and major themes</b></p>	<p>Data shows that many people have difficulty living and staying here. Other key areas include Specialist services, grocery shopping especially for healthy food.</p> <p>Survey Monkey info: Solutions</p> <p>Different funding changes: Marijuana, Cigarette, Alcohol Tax. Several comments included taxing tourists and not taxing property taxes or basic commodities because that impacts the low-income at a greater percentage of their overall income.</p> <p>Transportation results discussed, Support of Organization Co-location Discussion of aggregating data from Survey Monkey vs. One-on-one interviews. Jane Mather stated she will definitely aggregate. Will also review survey answers to see if sample represents demographics of county.</p> <p>Themes recommended and discussed:</p> <ul style="list-style-type: none"> <li>• Centralized Services</li> <li>• Translation Services for monolingual Spanish-speaking residents</li> <li>• County wide transportation</li> <li>• Health Care Cost-less expensive, competitive</li> <li>• Health Care Quality</li> <li>• Sustainability</li> </ul> <p>Other ideas: Impact fee on water going to the front range Health Insurance Providers that accept Medicaid/Medicare, specifically Dental/Optical</p>	<p>Jen to put Survey Monkey data up on website after the survey is complete.</p>
<p><b>Discussion on possible major systems shifts</b></p>	<p>Discussion on narrowing options and the difficulty to make decisions on direction.</p> <p>Criteria: Is it do-able? Will it be supported? It must have leadership and strong public will. Is there another group championing this area? Does it improve coordination, delivery, and accessibility?</p> <p><b>Discussion of Centralized Services:</b> Eden Recor provided example of what the centralized concept would work. Gini provided example of Frisco where the hospital is attached to Mental Health, Social Services, Medical offices. It is better for the client as well as organizations, cost sharing opportunity, shared resources, and collaboration.</p> <p>However, Kremmling residents via Survey Monkey do not support centralized services. Why is that? We need to dig deeper for info on Kremmling views. What it looks like/Who. Stakeholders need to be involved at every level. Centralized billing would be useful.</p>	

**Translation services discussion:** Ceci from PH stated there is a need for an additional person. What is the need and scope? Is it translation or lack of understanding of culture? We need cultural competency. How deep? Education to providers, not just medical, pharmacy example as well. Cultural competency is a broader umbrella.

**Transportation Discussion:** DiAnn Butler stated that transportation is being discussed at Grand County Economic Development. Do we need to make this linked to health and human services? DiAnn asked about delivery services (for pharmacy, for example) instead of transport. Economy/Business Practices was added to the list of trends.

**Health Care Cost discussion:** MPMC stated costs need to be higher based on rural location. It costs more to deliver care in rural areas. MPMC explained insurance reimbursement, particularly Medicaid and Medicare, is 35-40 cents on every dollar. The government sets the price, therefore MPMC must keep costs down. MPMC has charity care and self-pay systems in place. Can this be effected on a local level? Collect data.

Can we look at creating better economies of scale? We should use economies of scale as a lens.

Question about why they did not use a single geographical area for health care costs discussion? We have a local advocate for the single geographic effort. Jane Mather stated that according to the data by the Division of Insurance, the per person costs by county up until 2013 were the same as Denver. We have the potential to get with other small counties that are not Aspen, Vail, etc. to advocate for reduced health insurance rates.

Discussion about not having a urgent care facility. MPMC stated that they have urgent care in Kremmling and Saturday clinic in Granby.

**Discussion on Health Care quality:** Traditional office hours do not work for tourist town. Accessibility includes affordability such as a community care clinic or some sort of sliding scale. Customer service concerns were also discussed. Discussed perception that people have to drive out of county for care. Question about what percentage of services that MPMC can provide locally. Deb Plemmons stated that MPMC is: increasing orthopedics, OBGYN, cardiologist, urologist, and dermatologist. General surgery, and GI doctors.

MPMC would like data on what services people leave the county for, they are constantly looking at needs. Chemotherapy cannot be done here currently. Pediatrics and delivery mentioned. MPMC staff fielded a question on surgery services.

**Discussion on Sustainability:** Sustainability affects all services. Research needs to be done, what are the sources of funding. Consider economies of scale. Sustainability needs to be a piece of all strategies. It

	<p>may be its own strategy, but definitely needs to be in all strategies chosen.</p> <p><b>Discussion on Health Insurance:</b> Group policies are so much less expensive that many small business owners are aware, per DiAnn Butler. More education is needed. Advocacy is important. Discussion on a Health Care Trust. Dental/Vision is a problem with insurance, no access to in-network providers in GC.</p> <p><b>Discussion about Providers taking Medicaid/Medicare:</b> More costly to take Medicaid unless a clinic is a Federally Qualified Health Clinic, then Medicaid payments triple. It often costs doctors money to accept Medicaid and Medicare because reimbursement rates are so low.</p>	
<b>Narrowing of options and prioritize</b>	<p>Major emerging themes:</p> <ul style="list-style-type: none"> <li>• Centralized Services</li> <li>• Cultural Competency</li> <li>• Health Insurance/Costs</li> <li>• Health Care Quality</li> </ul> <p>What else do you want to know?  What type of revenue could we generate with taxes? Taxes for alcohol, marijuana, and cigarettes were mentioned. Also taxing the tourists was mentioned.</p>	<p>Jane will champion putting together a guide of education on taxing.</p> <p>Jen and team to research income for various taxes.</p> <p>Jen and Jane Tollett to request some information regarding taxes to the county.</p>
<b>Next Steps</b>	<p>We need a workshop with commissioners upon conclusion to make our voice louder.</p> <p>Research, see full data to understand this better.</p>	
<b>Next Meeting</b>	Looking to host the next meeting the week after Thanksgiving.	



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# Long Term Solution for Health and Human Services

Work Group

Monday, October 31, 2016

3:00 pm at the Hot Sulphur Springs Fire House

# Desired Outcomes For Today

- ▶ Review purpose of planning effort and GCRHN role
- ▶ Understand major phases in the planning process
- ▶ Learn about significant themes and possible system improvements that were identified in all of the research
- ▶ Discuss each focus area in greater depth
- ▶ Prioritize most important system improvement suggestions
- ▶ Identify next steps to further understand and action plan priorities



# Agenda

- ▶ Welcome and introductions
- ▶ Review of agenda, context ,meeting norms and outcomes
- ▶ Summary of where we have been and where we are headed
- ▶ Presentation on key findings and major themes
- ▶ Discussion on possible major system shifts
- ▶ Narrowing of options and prioritize
- ▶ Review of shared agreements and determine next steps
- ▶ Adjourn.

# Solution-Oriented Meeting Rules

- ▶ Respect others.
- ▶ No side talking.
- ▶ Turn off your cell phone, or put it on vibrate.
- ▶ Solution-oriented comments or clarifying questions.
- ▶ Let everyone talk.
- ▶ Participation throughout encouraged.

# Vision Statement

- ▶ The residents of Grand County have access to a variety of affordable, high quality programs, services and open space that supports their overall health and well being.



# Purpose Statement

- ▶ The purpose of the planning process is to identify 2-4 major strategies that will significantly improve the coordination, delivery, and accessibility of health and support services in Grand County.



# Why the Rural Health Network?

- ▶ Created to be the NEUTRAL advocate for the people of Grand County
- ▶ Mission: We work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system
- ▶ Administers cross-sector groups focusing on long-term solutions
  - ▶ Grand County Healthcare Professionals Society
  - ▶ Grand County Health and Human Resources Coalition
- ▶ 2 Permanent Board of Directors seats - BOCC and Director of Public Health
- ▶ Transparency and community-driven action



# Unique Economic Challenges in a Rural Community

- ▶ Not enough people for profit or sustainability
- ▶ Huge geographical area served = LOTS of miles travelled
- ▶ Best practices or targets are generally for urban or suburban
- ▶ Regulations and policies have unintended negative consequences for rural
- ▶ Few providers available for insurances or other services

## Examples:

- ▶ Patient Navigator - 50 active cases Rural versus 100 active cases Urban

# Underlying Barriers to Health

- ▶ Rural
- ▶ Uninsured
- ▶ Income
- ▶ Race
- ▶ Gender
- ▶ Disability
- ▶ Stigma
- ▶ Transportation
- ▶ Housing
  - ▶ Lack of availability
  - ▶ High cost of housing
- ▶ Wages
  - ▶ High cost of living
- ▶ Childcare Costs



We do business really well.

But can we do it better?

# Phase I - Community Visioning

- ▶ Meetings held in:
  - ▶ Granby (23 attendees)
  - ▶ Fraser (16 attendees)
  - ▶ Kremmling (2 attendees)
  - ▶ Granby for Hispanic population (16 attendees)
- ▶ Visioning exercise: What does Healthy Grand County look like to you?



# Visioning Meeting Results

- ▶ Transportation
- ▶ Physical and Mental Health
- ▶ Environmental Health
- ▶ Support Services
- ▶ Sustainability
- ▶ Education
- ▶ Recreation

# Hispanic Community Visioning Outcomes

1. Affordable housing - rent and own
2. Spanish-speaking healthcare providers
  - ▶ Medical, dental
3. Community care clinic
4. Deliver babies
5. More English as a Second Language classes

## Other Themes:

- Higher Education
- No more marijuana in-county
- Affordable healthcare
- More tight-knit community/ Socialization
- Fresh, affordable food
- Hispanic grocery store
- Transportation
- Affordable childcare
- Recreation Center in Granby
- Affordable recreation opportunities
- Multi-faceted parks
- Pediatrician
- More Specialists



# Phase II - Narrowing the Focus from Visioning

- ▶ Extensive analysis of common themes across visioning exercises
- ▶ 8 Themes:
  - ▶ Transportation
  - ▶ Education
  - ▶ Sustainability
  - ▶ Mental Health
  - ▶ Environmental Health
  - ▶ Physical Health
  - ▶ Support Services

# Phase III - Understanding Key Themes

- ▶ May Work Group meeting - 18 residents & leaders
- ▶ Draft Goal:
  - ▶ *The residents of Grand County have access to a variety of affordable, high quality programs, services and healthy environments that support their overall health and well-being.*
- ▶ Reviewed major themes
- ▶ Filters:
  - ▶ Scope of the issue
  - ▶ Another group working on it;
  - ▶ Clearly defined solution
- ▶ Recommendations:
  - ▶ Continue exploring solutions to Sustainability & Physical Health

# Phase III - Understanding Key Themes

- ▶ **June Work Group meeting** - 15 residents & leaders
- ▶ **Foundational questions to ask first:**
  - ▶ What are the current challenges in Grand County that might limit the group's ability to create an effective health plan?
  - ▶ What general concepts about community health need to be clarified to make planning efforts easier?
- ▶ **Reviewed major themes**
- ▶ **Primary Filters.** All new health improvement strategies must be:
  - ▶ Sustainable
  - ▶ Ensure broad based coordination across systems
  - ▶ Keep healthcare dollars local
  - ▶ Ensure citizen health is always the first priority

# Phase III - Understanding Key Themes

- ▶ Work Group Recommendations:
  - ▶ Continue exploring solutions to Transportation, health literacy, physical health & support services
  - ▶ Present focus areas and filters to:
    - ▶ Grand County Healthcare Professionals Society
    - ▶ Grand County Health & Human Resources Coalition
- ▶ GCHHRC - 2 meetings - July 27 & Sept 28 - 10 & 16 attendees
  - ▶ Recommended to better capture resident voices and build a stronger field of voices for health needs in Grand County
    - ▶ One-on-one surveys by community consultants
    - ▶ Survey Monkey community survey

# Phase IV - Responding to Resident Voices in a Different Way

- ▶ GCRHN & GCPH partnered to create the survey.
- ▶ Data will also go to the Community Health Needs Assessment.
- ▶ GCPH has a MPH intern - helped create the survey and training
- ▶ HHRC provided feedback on survey design and questions desired
- ▶ GCRHN & MPH intern trained 22 Community Consultants to do one-on-one interviews
  - ▶ 307 residents interviewed
- ▶ GCRHN & GCPH/MPH intern adjusted survey to survey monkey format
  - ▶ 157 completed surveys

# Resident Voices - One-on-One Surveys

- ▶ GCRHN engaged independent evaluation consultant & MPH intern to create database
- ▶ MPH intern entering in all data for consistency
- ▶ 307 total one-on-one surveys; 94 surveys currently entered; 48 Hispanic; 2 Native American
- ▶ **Preliminary findings:**
- ▶ Services needed in Grand County: Pediatric medical services, public transportation, better quality and more affordable grocery options, better employment opportunities, and affordable housing options.
- ▶ Difficulty living and staying here: high cost of living, need for more options for employment with livable wages and health benefits.
- ▶ Services sought outside of Grand County: predominantly medical services, grocery shopping, and miscellaneous needs shopping (clothing and household goods).

# Resident Voices - One-on-One Surveys

- ▶ Some additional suggestions:
  - ▶ requiring bicyclists to register and insure their bicycles,
  - ▶ increase corporate sales tax,
  - ▶ requiring businesses operating within county borders on State or Federal lands to pay county taxes,
  - ▶ decrease county commissioner salaries,
  - ▶ allow oil and gas exploration and drilling in Grand County,
  - ▶ limit Vacation Rental By Owner (VBRO) in Neighborhoods,
  - ▶ develop a community fund to help provide services,
  - ▶ sell Forest Service lands,
  - ▶ and reduce government and stipulations for services.

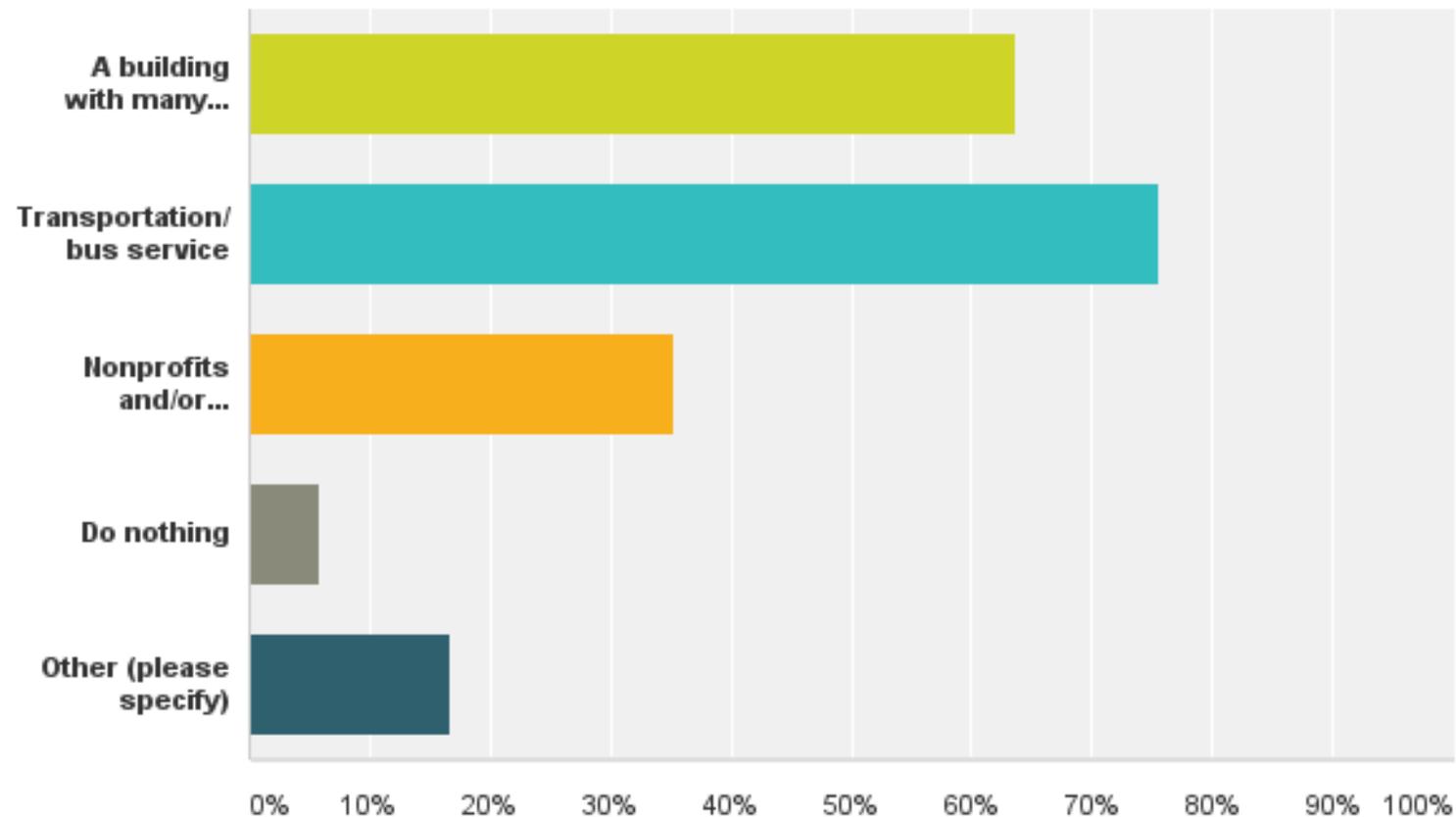
# Resident Voices – One-on-One Surveys

According to the current progress of our survey analysis in regards to support for solutions, we have found the following:

- ▶ 55% of residents are in favor of service providers in one building or in a central location
- ▶ 6% of residents are in favor of increasing property tax rates
- ▶ 81% of residents agree to support an additional marijuana tax
- ▶ 54% of residents would support public transportation services
- ▶ 15% residents support an additional county sales tax
- ▶ 29% support an additional lodging tax
- ▶ 77% are in favor of an increase on cigarette, alcohol, and marijuana tax
- ▶ 26% support merging of government and/or non-profit organizations
- ▶ 10% support a tax on building permits

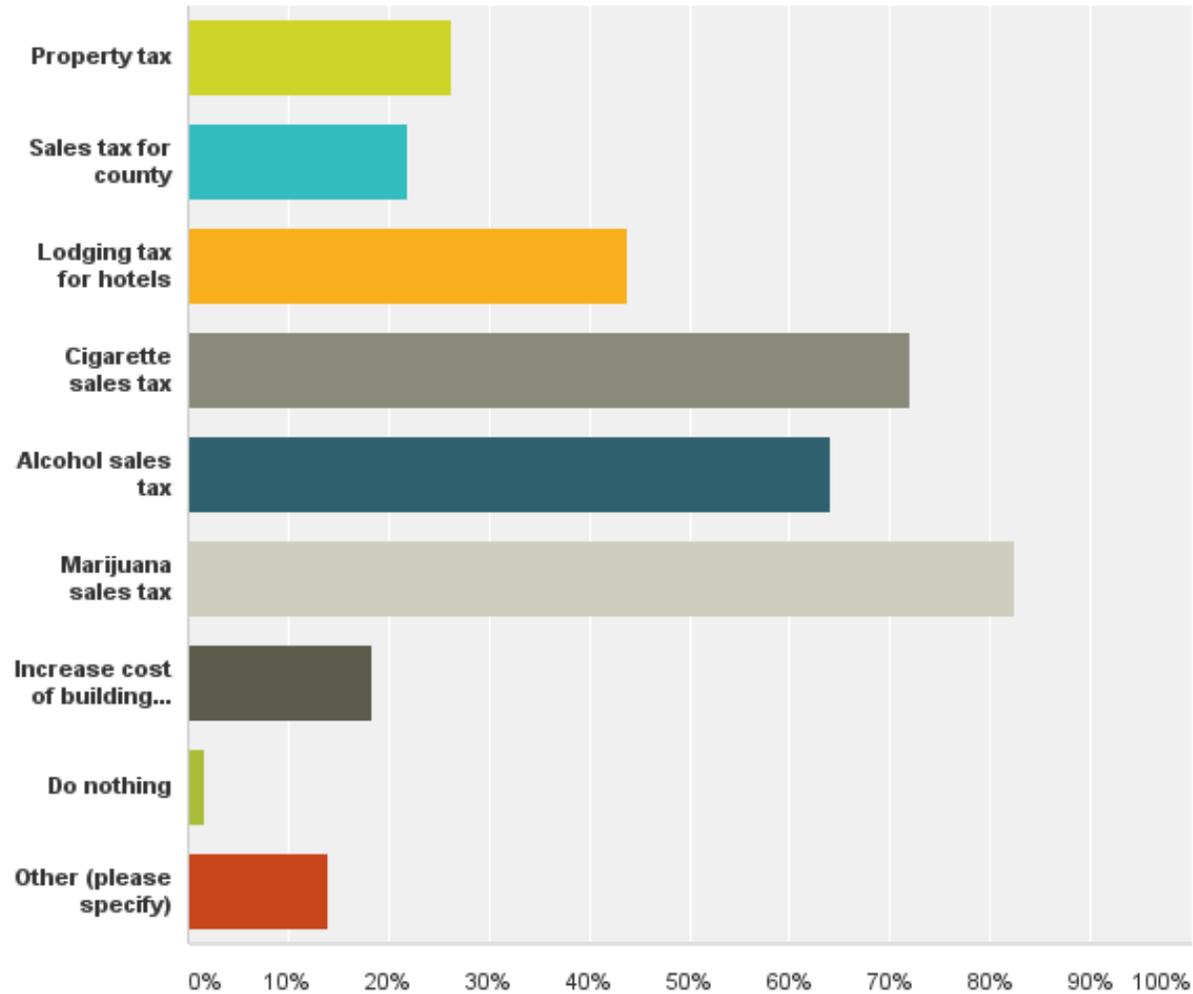
**Q26 What changes would you support to help improve community services to make sure they function well and every possible dollar gets to the people who need it? Please check as many as needed.**

Answered: 102 Skipped: 64



**Q27 What funding changes would you support to help improve community services?(Assume all of the money from the following would go to community services.)**

Answered: 114 Skipped: 52



# Community-Driven Data Trends

## 1. Centralized Services

- ▶ Stated in general community meetings and visioning meetings
- ▶ 55% support in One-on-one surveys
- ▶ 64% support in Survey Monkey

## 2. Translation services for monolingual Spanish-speaking residents / Spanish speaking providers

- ▶ #2 priority in Hispanic focus group
- ▶ Priority amongst Hispanics in One-on-One surveys

# Community-Driven Data Trends

## 3. County-wide Transportation

- ▶ Stated in general community meetings and visioning meetings
- ▶ 54% support in One-on-one surveys
- ▶ 75% support in Survey Monkey

## 4. Health Care Cost

“Less expensive”      “competitive”

## 5. Health Care Quality

“Doctors that care”      “Reduce Wait Times”      “Better customer service”

# Community-Driven Data Trends

## 6. Sustainability

- ▶ Marijuana Taxes:
  - ▶ 81% support one-on-one surveys; 82% support on Survey Monkey
- ▶ Cigarette or alcohol taxes
  - ▶ 77% support one-on-one surveys; 71% support cigarette & 64% alcohol on Survey Monkey
- ▶ Other ideas:
  - ▶ Tax second home owners and visitors:
    - ▶ Air B&B; VRBO tax; private home owners renting to visitors
    - ▶ Impact fee on water going to front range

# Community-Driven Data Trends

## 7. Health Insurance

- ▶ Stated in general community meetings and visioning meetings
- ▶ 42% support in One-on-one surveys
- ▶ 75% support in Survey Monkey

## 8. Providers that accept Medicaid/Medicare

- ▶ Dental and optical

# Narrowing of Options & Prioritize

- ▶ Filters
  - ▶ Do-ability
  - ▶ What else?



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# Thank You!

# Contact Information

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Our PowerPoint will be available electronically via email and on our website at [www.gcruralhealth.com](http://www.gcruralhealth.com).



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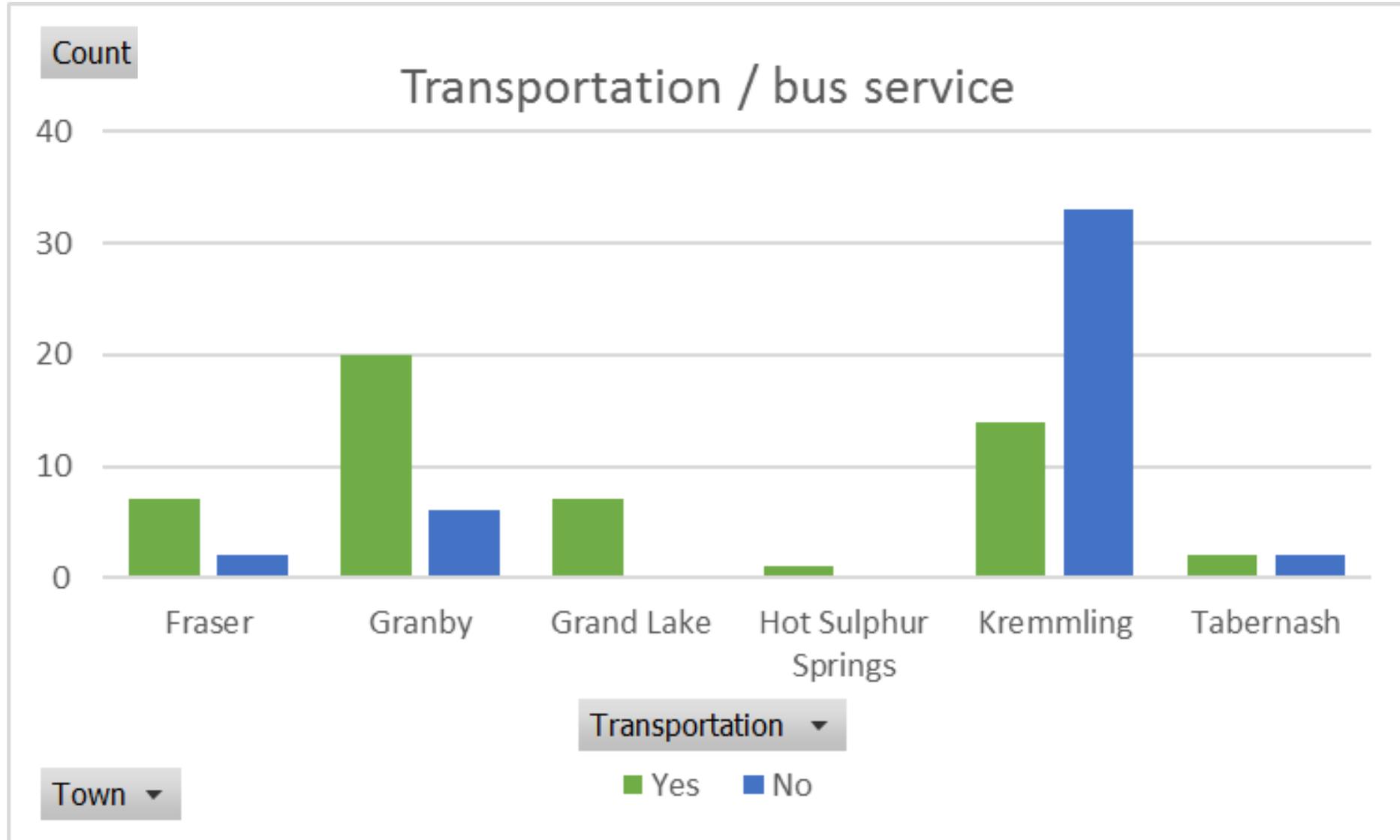
Monday, October 31, 2016

3:00 pm at the Hot Sulphur Springs Fire House

Data Compilation of One-on-one surveys by Jane Mather

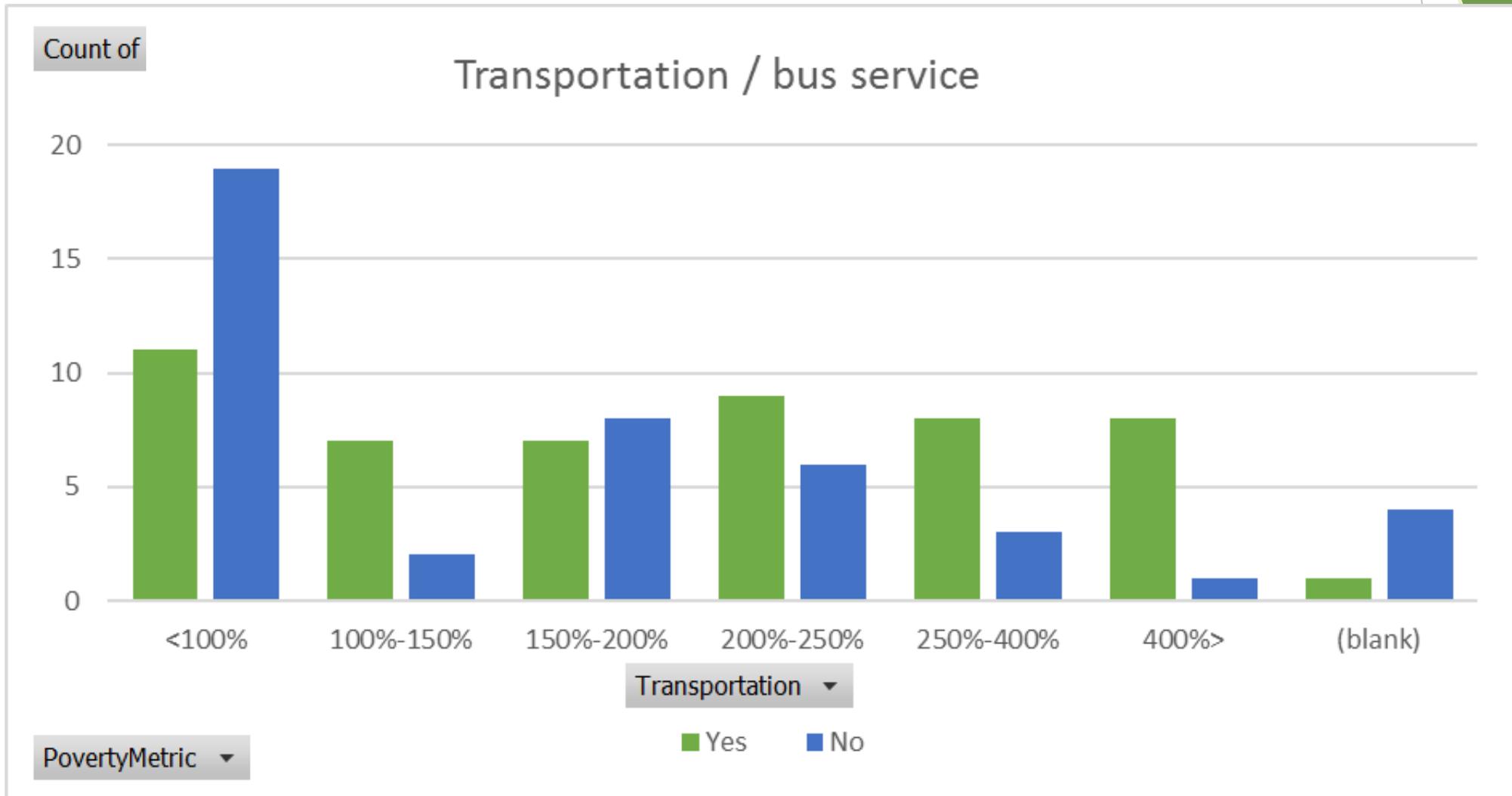
# Support for Transportation / Bus service

Interviews - 97 recorded as of 10/31



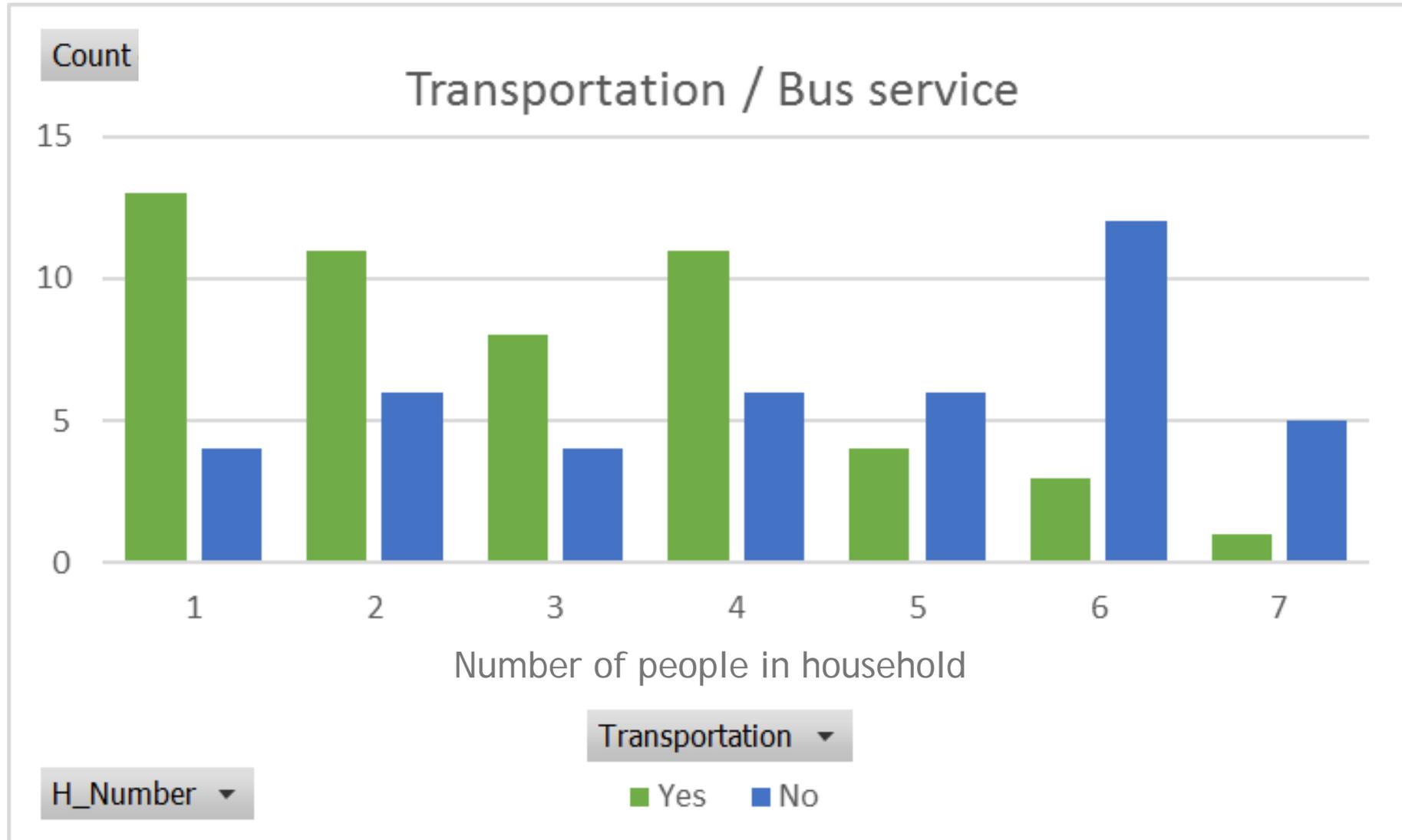
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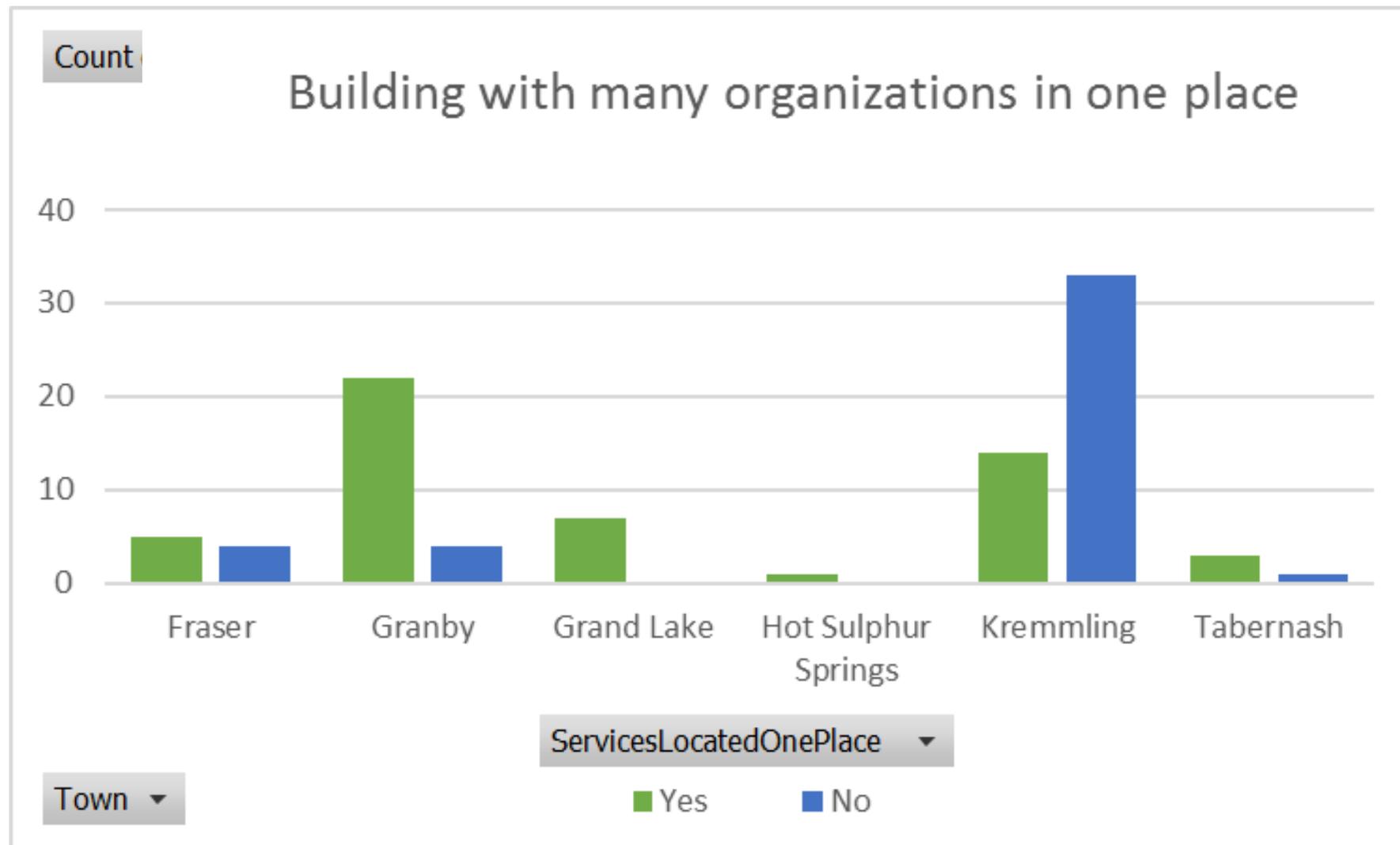
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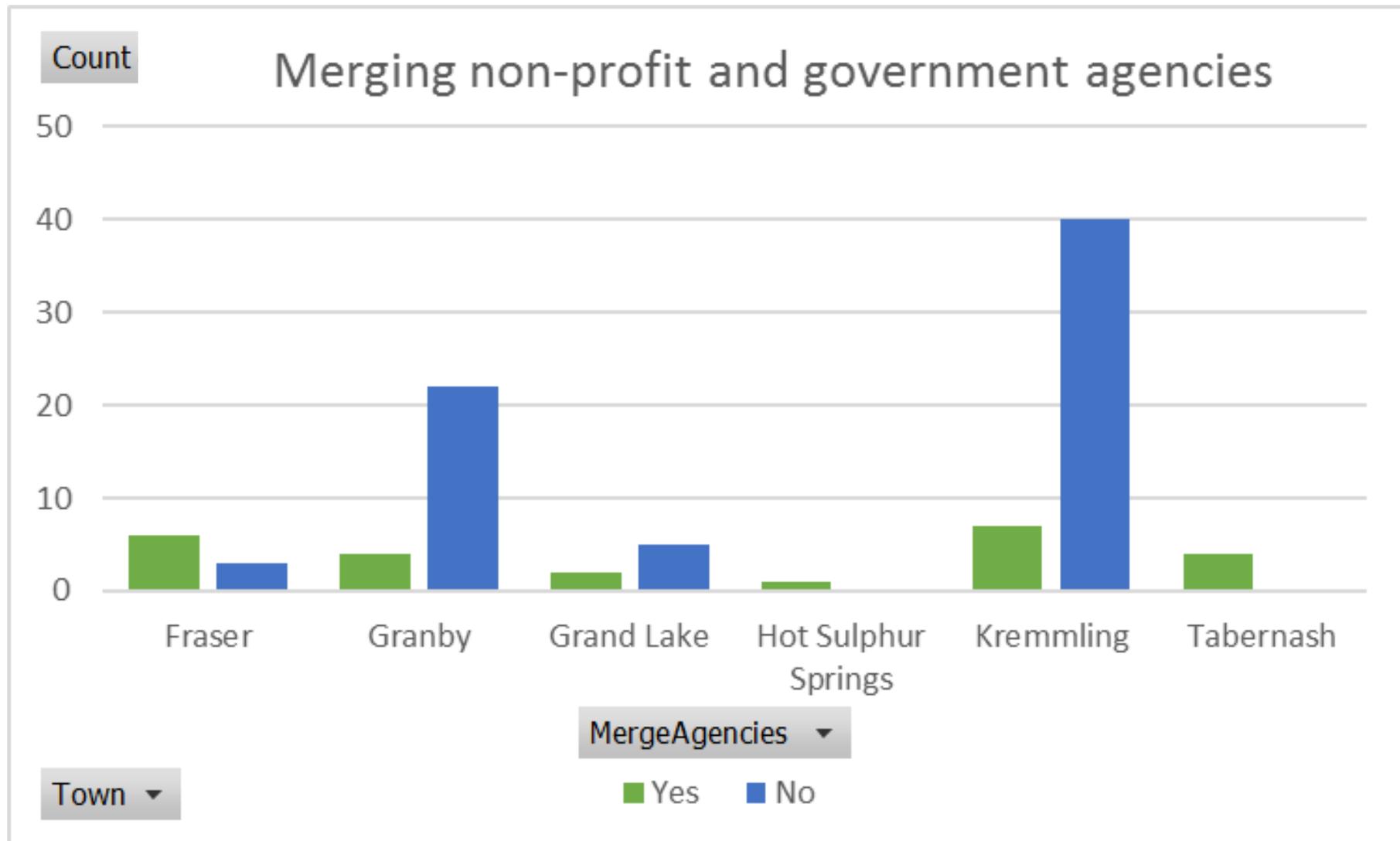
# Support for Organization Co-location

Interviews - 97 recorded as of 10/31



# Support for Agencies Merging

Interviews - 97 recorded as of 10/31

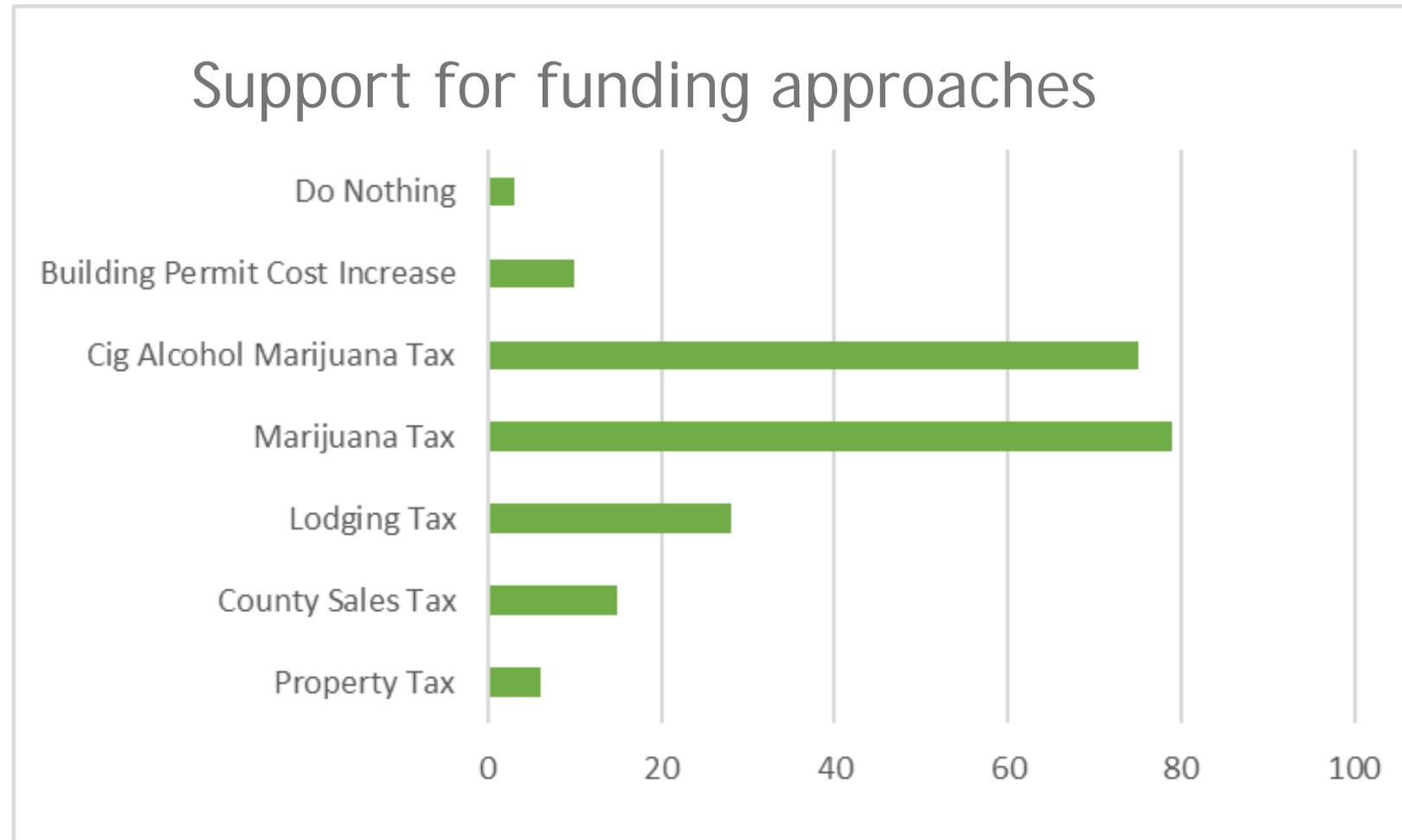


# Comments - Improvements

- ▶ Building with Community Organizations in one place-in Granby yes. Not in Hot Sulphur
- ▶ Would like community organizations in one place but depends on which organizations. Would not support growing MPMC.
- ▶ Merge agencies is a maybe
- ▶ Maybe organizations could share administration
- ▶ Reduce redundancy (ie. Chamber redoing their website).
- ▶ Less government / Less stipulations

# Support for Funding Approaches

Interviews - 97 recorded as of 10/31



# Comments - Funding

- ▶ Require bicycle registration and insurance
- ▶ Tax and fees for mountain bikes- We have to pay for 4 wheelers, snowmobiles, motorcycles, fishing, and yet mountain bikes are taking over the woods.
- ▶ Tax bicyclists to put in bike lane
- ▶ Sell Forest Service land
- ▶ Require local tax payment for businesses run on State/Federal land
- ▶ Have resorts pay local taxes
- ▶ Raise corporate taxes
- ▶ Permit oil & gas in county,
- ▶ Redistribute funds from marijuana sales,
- ▶ Increase building permit costs for second home owners and reduce cost for full-time year round residents.
- ▶ Lodging tax for Vacation Rental By Owner
- ▶ Require home repair services to be licensed and insured
- ▶ Transportation-Affordable fares,
- ▶ Impact fee on water
- ▶ Look for grants or contributions
- ▶ Private sector fundraising
- ▶ Amp up volunteer program