

THE MAC TRACKER

	Description	Start Date	Work Completed	Members Involved	Responsible Person	Completion Date	MAC Hours
LEADERSHIP & DEVELOPMENT							
Facilitation Training	Facilitation training for MAC Chair & Co-Chair	10/10/11	Completed half day training with CareOregon staff	Maria	Melissa	10/10/11	4
Popular Education	Facilitated training by Mult. Co. Community Capacitation Center.	6/8/11	6/8: Reserved Aug 16th for Popular Education Training. Coordinated workshop goals, logistics, etc with facilitators. Invited MCT staff.	All + CareOregon staff	Melissa	8/16/11	176
HIPAA Training	Provide HIPAA and confidentiality training to MAC members	7/12/11	To be discussed at 6/14 MAC meeting. Erin Fair will provide training at July meeting. 7/12: All MAC members received training and signed acknowledgement form	All	Erin Fair	7/12/11	6.5
Customer Correspondence Training	Training on "plain language" and the process for reviewing written correspondence	6/10/11	Training complete. Members given OHP Plus member handbook to review and provide feedback	Mike, Nancy, Kevin, Maria, Diane, Sele	Jeanie, Melissa	6/10/11	12
Strength Deployment Inventory	Facilitated training by CareOregon's Operational Excellence Dept	Sept '11	Met with Lani F. to develop a draft plan/sched. Reviewed with Maria & Diane and will move forward with SDI as first step. Scheduled 11/15 for SDI Team assessment	Maria, Diane, eventually ALL	Melissa, Lani		
API Training	Accelerated Process Improvement Training	Nov 1 & 2	Brenda Berger is scheduled to participated in a new API team	Brenda Berger	Rebecca Fortune		
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PROJECTS							

"Better Together" Guide	Creating a mirror image card for members & providers to set shared expectations & goals	10/4/11	Martin & Melissa met with CareSupport Dept Manager to discuss project. Next step is to choose subcommittee and sched. meetings. 10/4: Full team meeting convened	Diane, Ed, Charles, Maria	Melissa, Martin, Yedda, Sherry, Sherianne, Allison		4
Patient Portal	Creating the capability for members to view health information & connect w/ providers online	TBD	Researching capabilities of "Shared Care Plan," an existing online program	TBD	Melissa/Martin		
MAC as Faculty (new employee orientation)	MAC members orient new CareOregon employees on member issues and MAC's work	8/18/11	Melissa met with Cathy Merge about inviting MAC members to orientation. Need to identify 2-3 members who can come to monthly meetings & create talking points. 7/5: Will schedule e/o month session for all new hires and a couple MAC members starting Aug 18th	Brenda, Diane, Maria, Kevin, Charles	Melissa	ongoing	7
New Member Video	Create a video version of member handbook. MAC to help identify key topics, write script and participate in filming	4/4/11	Had first meeting April 4 th , identified MAC members to work on project. 2 nd meeting May 10, 2011, identified 6 subjects to create videos for. MAC members & staff teamed up to develop ideas/script for each. 3rd meeting June 10th – review scripts and turn in edits to Melissa by 6/17. Filming completed 8/18, waiting on edits from Ian.	Mike, Judy, Diane, Nancy, Kevin, Mahin	Jeanie, Ian	8/18/11	15
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PROJECTS, cont.							

Member Open House Follow-up	Respond to comments/questions received at member open house	2/1/11	Reviewed questionnaire responses submitted by members. Majority of comments focused on prevention. Sent acknowledgement letter to members	All	Maria/Melissa	5/12/11	1
Community Health Worker/Member Mentor Program	Train MAC members and others to be Community Health Workers	TBD	Denise Johnson is working with CHWs in New Columbia Neighborhood to develop this program	Charles Robertson	Denise Johnson		4
Community Commons Map	Develop a map of resources our members access – centers, churches, stores, etc.	TBD					
Patient-Centered Care Medical Intern Program	Train/work with medical interns/ residents in patient-centered care in clinics	TBD					
Flu Shot Outreach	MAC members to encourage other members to get their flu shot	9/13/11	Denise Johnson is leading this effort in conjunction with CHWs in New Columbia	All	Denise Johnson		
Photo Project	QCorp Project: Capture photos of what quality health care looks like to them. The primary goal of this project is to learn more about what matters most to the people receiving health care		Summer Boslaugh is leading this effort at QCorp.	Kevin Rouse			
ENGAGEMENT EVENTS							
Brown Bag Lunch with CareOregon Staff	Meet with CareOregon Staff, share some project work and have question/answer session	5/9/11	Scheduled for June 14, 2011. Will meet with planning subcommittee week of May 23rd	All	Melissa	6/14/11	13

Member Open House	Party introducing MAC to the community.	11/1/11	Held well-attended open house with members, staff and community attendees	All	Melissa	1/25/11	20
Health Care Action Day at The Capitol	Day of advocacy in Salem with other health care organizations	3/15/11	Attended day of advocacy in Salem	Brenda, Judy, Maddie, Kevin, Mike, Ed, Nancy	Melissa	4/18/11	40
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ENGAGEMENT EVENTS, cont							
Health Care Action Day Feedback meeting	Invited members that attended Health Care Action Day to provide us with feedback	4/20/11	Held feedback meeting with nearly all members that attended Health Care Action Day	Judy, Maddie, Kevin, Mike, Ed, Nancy, and other CareOregon members	Allison	4/29/11	12
CareOregon Coffee Hour	Hold regular informal meetings with MAC, staff and CareOregon members in community spaces	TBD		TBD	Melissa		
							314.5