

GOBHI's COVID-19 Response

Background

Rural communities in Oregon have been disproportionately impacted by COVID-19. Greater Oregon Behavioral Health, Inc. (GOBHI) continues to work hard to serve our members and communities affected by the virus. The disease burden has been pronounced in the 12 Eastern Oregon Counties comprising the Eastern Oregon Coordinated Care Organization (EOCCO)/GOBHI service area. Despite accounting for less than 5% of Oregon's overall population, these counties represent more than 18% of all COVID-19 cases identified by the OHA through the end of August 2020.

However, this region's communities have shown resilience and flexibility in coordinated efforts addressing local healthcare needs.

Rather than diminishing during the pandemic, the need for safety net healthcare services is more important than ever. EOCCO's member enrollment has increased by 7.2%, or 3,736 members, since January. In light of this ongoing commitment, we look forward to collaborating with our local partners to better serve members, providers, and stakeholders at large.

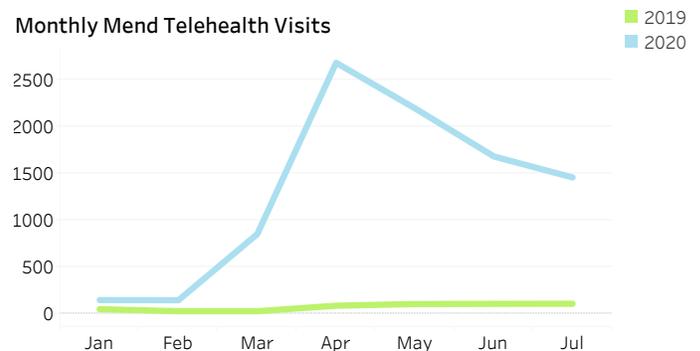


Our Response

| Telehealth

GOBHI and its providers have spent the last several years building technological infrastructure to expand the provision of telehealth and broaden access to health care. These efforts positioned us well for needs arising from COVID-19. Throughout the pandemic, we have supported providers in the use of the patient engagement software Mend* and other tools to reach individuals in even the most isolated communities.

Monthly Mend Telehealth Visits



In March and April, Mend telehealth usage increased by over 3,000% from the previous year in GOBHI's contracted behavioral health provider network.

*The telehealth project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.



Direct Services & Transportation

Throughout the pandemic, our Non-Emergent Medical Transportation (NEMT) and behavioral health service providers continue to provide essential services, working on the front lines responding to behavioral health crises, providing intensive care management for individuals with serious and persistent mental illnesses, and driving people to serious, though not immediately emergent, medical appointments for healthcare services that must be performed.



- ▶ Shortly after the onset of stay at home orders, 10,200 masks and 10 gallons of hand sanitizer were secured for NEMT drivers and direct services staff via a partnership with the state of Oregon. Additional PPE came from collaboration with public health and private entities.
- ▶ 34,285 trips from March-August 2020.
- ▶ 1,373,264 miles from March-August 2020.



Continuity of Care

This spring, our service area contended with a dip in service usage. In the first week of April, Emergency Department usage had decreased by 30% and outpatient behavioral health had decreased 47% compared to the same week in 2019.

GOBHI's support through this time and on an ongoing basis includes:

- ▶ Supporting and strengthening provider network resources.
- ▶ Ensuring consistent payments to Community Mental Health Programs through flexible, proactive approaches.
- ▶ Care Coordination and intensive case management through Care Management and Utilization Management teams, ensuring continuity of care.
- ▶ Providing \$279,000 to date in revenue stipend payments to residential child and adult programs who had lost revenue due to COVID-19.

Community Engagement

GOBHI has taken a flexible approach to bring public events and training sessions to online platforms, reaching hundreds of people in a safe, convenient manner. Since March, we have hosted the following:

- ▶ **A series of training and learning opportunities for foster parents and other caregivers:**
 - ▶ A foster parenting information session, three rounds of the Foster Parent Institute (FPI), four Crisis Prevention Institute de-escalation trainings, an 8-week Collaborative Problem Solving Parent Group Training, and more.
 - ▶ Additional family support, including an on-line support group for grandparents and kinship caregivers through our Oregon Kinship Navigator (OKN) program. A partnership between OKN and Oregon Social Learning Center called the Keep Program represents the first time such a program has been provided to families outside of the Child Welfare system in Oregon.
- ▶ **28 virtual trainings held by our Older Adult Behavioral Health Initiative professionals**, reaching 670 across the OABHI service area and multiple U.S. states, covering areas in aging and community resources amid the pandemic. Topics: Anxiety, Depression, Civil Commitment, Dementia.
- ▶ **216 attendees at the GOBHI and EOCCO co-sponsored Cultural Competency and Ethics for Healthcare Professionals webinar** in August, drawing participants from across the state and fulfilling requirements set by CCO 2.0.
- ▶ Through the **EOCCO Local Community Advisory Councils and Regional Community Advisory Council**, we have facilitated discussions on community and regional needs as they relate to the pandemic, provided COVID-related updates, identified local resources and gaps, and connected communities with funds allocated to highest need areas.



About GOBHI

Founded in 1994, Greater Oregon Behavioral Health, Inc. is a 501(c)(3) nonprofit corporation that is charged with administering the behavioral health Medicaid benefit, non-emergent medical transportation and community engagement in 12 rural and frontier counties in Oregon. GOBHI is a co-owner of the Eastern Oregon Coordinated Care Organization, along with Moda Health, and also provides various direct services statewide. GOBHI is committed to better health, better care, and lower costs.

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