

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Community Advisory Panel Project

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Project Dates: August 2024 – April 2025

PROJECT GOAL

The overall goal of the project was to provide reporting, documentation, and communications services to the Medicaid Community Engagement and Policy Team working in partnership with the OHP Open Card Lived Experience Advisory Panel (LEAP) at the Oregon Health Authority. The Hatfield Resident Fellow (HRF) acted as the reporting lead to document progress made during LEAP's first year for both internal and external community audiences in addition to interacting directly with community members in LEAP.

TAKE-AWAYS

Although the project is still in process, highlights include:

- Incorporating community member voice authentically and regularly will increase trust and collaboration between OHA and the communities served
- Practicing community engagement requires built in flexibility into every step of the project planning and implementation processes which requires more time and commitment from OHA
- Gathering, evaluating, and incorporating feedback meaningfully is important to building institutional trust and transparency

CHALLENGES

Some of the main challenges were transforming the feedback received through various channels before HRF started and compiling it into accessible documents. This is the first year of OHP Open Card LEAP, so governance and group processes took longer to establish than either the LEAP members or OHA staff anticipated. There also was a low rate of

community input due to retention issues. Lastly, connecting internal and external expectations and priorities.

STRATEGY

The following strategies were helpful in addressing the existing challenges:

- Researched Annual Reports from similar groups and public agencies to identify best practices and preferred methods
- Provided multiple feedback opportunities. Any feedback given by LEAP members is immediately documented and noted by OHA staff and HRF
- Provided iterative review to show that member feedback is being incorporated into OHA documents, policies, and projects
- Communicated directly and consistently with LEAP members in addition to OHA staff to identify priorities

RESULTS

- Developed the LEAP Annual Report Template
- Authored the 2024-2025 LEAP Annual Report with input from various stakeholders
- Collaborated on other documentation like the LEAP Themes and LEAP Testimonials to provide OHA with direct member feedback in all forms of documentation
- Oriented LEAP on documents and project management database to increase direct communication and collaboration between LEAP members and OHA Staff as well as

