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AMY VANCE OF CAREOREGON NAMED FIFTH ACAP “MAKING A DIFFERENCE” AWARD WINNER

Cited for Extraordinary Efforts to Build Trust, Secure Care for Complex Members

PORTLAND, Ore.—Amy Vance, a Health Resilience Specialist at CareOregon, was today named the fifth recipient of the “Making a Difference” award from the Association for Community Affiliated Plans (ACAP).

The Health Share/CareOregon members served by health resilience specialists such as Ms. Vance are among the health plan’s most challenging, requiring the most intensive services: many have complex medical conditions compounded by issues such as histories of trauma, poverty, unstable housing, mental health issues and addiction challenges. CareOregon serves Medicaid and Medicare recipients.

“Amy’s ability to build rapport and trust with our most difficult-to-reach members is exemplary,” said CareOregon CEO Patrick Curran. “She meets with them on their turf and on their terms wherever they are experiencing their lives—in their homes, in shelters, under bridges, in care facilities, or in the hospital. She lives and breathes ACAP’s principles of advocacy, care, access and public good.”

“I’m glad that a program like ours is deemed valuable and seen as an important change,” Vance said. “By engaging patients in their homes, we uncover a different aspect of health that can’t be identified in a visit to a care provider or the hospital.”

Ms. Vance, who has significant experience as a social worker serving members of the community with mental health and addiction issues, was noted for her extraordinary efforts to find affordable alternatives to narcotic management for patients who suffer from chronic pain. She went beyond the boundaries of her job description to nurture a relationship with Working Class Acupuncture, an organization dedicated to providing acupuncture therapy on a sliding scale. Ms. Vance secured an agreement for the group to provide acupuncture services to Health Share/CareOregon Health Resilience Clients at no cost—and in an effort to build their trust in a therapy they might otherwise not try, she agreed to be treated alongside them.

“People don’t like to be unhealthy or use the hospital,” Vance said. Addressing the underlying issues outside the medical office is a catalyst to making prescribed treatment succeed.”

“Many who work at CareOregon and other Safety Net Health Plans find their daily activities to be a calling in service to others,” said Margaret A. Murray, ACAP Chief Executive Officer. “Ms. Vance goes to tremendous lengths to assure that the Health Share/CareOregon members in her charge get the right care at the right time, and I can’t think of anyone who wouldn’t benefit from having her in their corner. She’s a shining example of the best that Safety Net Health Plans have to offer.”

“Amy’s compassion is bolstered by an intrinsic value of social justice,” added Curran. “She is humble in spite of her talents, and has a witty sense of humor which buoys us in our work. She embodies the best combination of skills that represent our Health Resilience Team and CareOregon—and is richly deserving of this honor.”

The “Making a Difference” award recognizes an ACAP-member plan employee whose performance reflects ACAP’s mission by improving their community, supporting underserved populations, and fulfilling community needs. A committee of human resources directors from ACAP health plans selected Ms. Vance for this year’s award.

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About CareOregon

CareOregon is a non-profit health services organization providing support to Coordinated Care and Medicare Advantage organizations. We support healthy communities for all individuals regardless of income or social circumstances by cultivating individual well-being and community health through health services, shared learning and innovation.

About ACAP

ACAP represents 58 nonprofit Safety Net Health Plans in 24 states, which collectively serve more than ten million people enrolled in Medicaid, Medicare, the Children’s Health Insurance Program (CHIP), and other public health programs. For more information, visit <http://www.communityplans.net/>.