

# CAREOREGON, INC.

## Member Centricity Committee Charter

### Purpose

The primary functions of the Member Centricity Committee are to recommend policies for the Board of Directors of CareOregon that (a) enhance the health and experience of care for CareOregon members, (b) promote CareOregon member affinity with CareOregon and its subsidiaries, (c) promote member involvement in CareOregon operational improvements and future planning, and (d) promote the dignity of CareOregon members and cultural competence at every level of the organization.

### Membership

The Committee shall be appointed by the Board and shall be comprised of two to five directors. The Chair of the Committee shall be designated by the Board.

### Authority and Responsibilities

- 1. Experience of Care.** The Committee shall recommend to the Board and oversee maintenance of policies designed to promote excellence in the experience of care for CareOregon members. This includes policies that address Triple Aim Outcomes including improved health of members and the quality, access and reliability of care. The Committee will work to ensure CareOregon members have the greatest possible level of satisfaction with the service of CareOregon and with the delivery of health services.
- 2. Member Affinity.** The Committee shall recommend to the Board and oversee policies designed to promote affinity of CareOregon members with CareOregon and its subsidiaries.
- 3. Member Involvement.** The Committee will reflect CareOregon's commitment to "Patient Centered Care" by working closely with the Member Advisory Committee to improve the experience of care and developing recommendations to expand meaningful involvement of members in organizational improvement efforts.
- 4. Member Centricity.** To promote member dignity, cultural competence, and a consistent commitment to members, the Committee will work with the Governance Committee to ensure that Board members are informed and grounded in the CareOregon member experience through learning opportunities such as Board Member Orientation and Board Retreats. The Committee will facilitate opportunities for Board Members to interact directly with members and will insure at least one such annual opportunity.