

Tillamook County
Community Health Council
Meeting Minutes
January 20, 2016

Present: Harry Coffman, Carol Fitzgerald, Amy Griggs, Jessica Galicia, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky, Adrianna Prado, Tim Josi (liaison)

Excused: Michelle Hunter, Rex Parsons

Absent/Unexcused:

Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald

Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:23 PM.

2. Consumer/Community Needs, Concerns, Issues:

Health Care Issues presented by Council Members:

- a) **Community/Patient Concerns:** Donna P. stated that she has helped 3 clients access the Health Department and every time she called the staff were friendly and went the extra mile to assist. Tim also commented that his experience with contacting the department is great and he is pleased with the service he gets. Marlene reported that the county phone system has been experiencing dropped messages from patients which is very frustrating. IT has contacted the vender to try to fix the problem. Clayton said he gets through when he calls. Tim took this opportunity to tell the group that there is no longer a Salary Adjustment Panel (SAP). The SAP is a group of elected officials who meet to discuss salary ranges and pay scales. It ended up cumbersome for the clinic as the BOCC usually would approve provider's salaries suggested by the Administrator over what the SAP recommended. Some of the SAP group do not understand what it takes to give providers a competitive salary in order to attract and retain providers so the Health Department can remain viable financially. Tim said he did some research and found only one county who utilized the SAP model. Clayton mentioned he's like to see staff additions in the paper as he is always seeing the new additions of the hospital staff. He'd also like to highlight the front line staff in a public service appreciation.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** None
- d) **Health Center Patient Comments:** No report.

3. Consent Calendar:

A. Approval of December 16, 2015 Meeting minutes

Action: Clayton moved to approve the minutes as amended; John seconded. Motion carried.

4. Board Development:

- a) **Member recruitment** – No report.
- b) **Health Council Member Contact & Areas of Expertise** – No update.
- c) **Common goals – shared resources between agencies:** No update.
- d) **Underrepresented & Youth potential members:** Harry reported that Adriana is having a great experience shadowing Adrienne. Adriana will be going on to TBCC in the fall and Harry is laying the ground work in getting another student who wants to do their senior project.

5. Training:

None.

6. Administrator's Report:

General Update and Report: Marlene reported on the following based on previous Strategic Plan Goals, priorities and strategies (2013-15):

A. GOAL: Implement Well Planned Actions/Methods to Improve Productivity and Positive Outcomes for our Clients, Our CHC and the Community

- 1. Action Planning in Priority Areas** - in order to improve quality and increase patient access, encounters, and outcomes (based on the Strategic Plan and ongoing efforts), planning and work plans are under development in the following areas. These priorities will also be used to assist/guide Department budget development for the County and Health Council for 2015/16. Brief updates on current activities are provided with individual action plans for each area available for members upon request to staff.
 - a) Behavioral Health:**
 - No update.
 - b) Dental Health:**
 - No update.
 - c) Sexual Health and Adolescent Health Services:**
No update.
 - d) Maternal and Child Health** - No update.
 - e) The Early Learning Hub** – No update.
 - f) Correctional Facility Medical Services (see also partners, below)**
No update.
 - g) Medical Director Recruitment** – With the SAP no longer a barrier in getting together an offer, one has been worked out for Dr. Devlin through the BOCC. Dr. Devlin is waiting for an interview from the Clatsop county clinic in Astoria so we haven't heard from him lately. We have another physician who will interview on February 5th, a Dr. Brackett. Our Human Resources department states that we are the biggest user of that department and talks have centered on having our own HR person to begin to handle things that the county's HR office cannot.
 - h) South County Services** – Patricia Dannen will begin providing services in Cloverdale one day per week. We are also in contact with the firm who is working on the transit center. They would like to look at the possibility of a new building with adjacent parking and leasing additional parking in the area for our patients.
 - i) Tillamook County Year of Wellness (YOW)** – No report.
 - j) Staff** – No report.

k) **Strategic Planning** – by contract, this will be completed and shared with the council members once complete.

l) **HRSA Findings** – No report.

B. Goal: Increasing Productivity of Providers and Staff to Increase Revenue

- a) Hiring of staff
- Medical Director – See above.

C. Goal: Improve Financial Practices and Systems in order to Improve Efficiency and Effectiveness

- a) No update.

D. Goal: Increasing Revenues for Other Sources in Order to Offset Uncompensated Costs for Public Health Services and/or Operational Changes and Improvements

- a) **EPA Brownfields Grant:** No update.
- b) **Public Health Triennial Review** – all data is on target to submit by Friday.
- c) **Public Health Accreditation** – this has been put on the back burner until now, with our Americorp Vista working with our consultant, Shari Black.
- d) **Public Health Modernization** – the state is in the process of working on this. A new assessment is being proposed.

E. Goal: Implement Policy & Procedure that support our Mission and Improve Quality of Service

- a) **QA/QI Improvement** – We are working with Michelle Hunter about a contract for her to work with staff & input from the CCO in quality improvement funded by HRSA supplemental grant and carry over funds from a previous QA/QI grant.
- b) **Quality Metrics** – Tillamook County came in 6th in quality in Oregon. Costs are down and the goal is to improve quality by lowering the cost per visit and have a stabilized staff.
- c) **Marketing** – We have contracted with Laura Swanson to augment our agreement with Tillamook Design, who has been working with YOW marketing. The goal is to do a rebranding, create brochures, marketing templates, etc. We will also be working with Jane Scott to create videos, with the idea of placing video messages on a television in the lobby. We will also be creating a new web page. The idea is to create a customer focus in the clinic staff utilizing tools and messaging.
- d) **Parking** – the central clinic is having an issue with lack of parking for staff. Marlene will send a letter to St. John's asking if we could utilize their parking lot during the week for staff parking. There is also an issue of children waiting for the bus to school and posing a potential problem in damages to vehicles. Lola has contacted the city police, who will be talking to the children. We may need to talk to the school district as well for the location of the bus stop.

F. Goal: Increase Partnerships with Health & Human Service Organizations in Order to Leverage Resources, develop shared resources and strengthen relationships for future collaborations

- a) No report.

Action: Donna P. moved to approve the administrative report. John seconded. Motion carried.

7. Finance Report:

Financial Report was provided and Irene outlined the following:

- A. Total revenue for NOVEMBER (January report) was \$745,713.09; total expenditures were \$555,426.70, with a month end cash balance of \$1,036,089.90. Irene reported the following:
- **Prudent Reserve:** It is anticipated that we need \$1.8 million on hand for a reserve by 2018; not all expenditures that are budgeted for are showing on the report.
 - **Revenue:** We received two WRAP payments in November; annual fees have come in for restaurant fees for Environmental Health; Family Planning expansion fees were not received in November but there will be two payments in December; we received a refund from the 2014 audit from City County Insurance; and the interest income has been corrected and reflect three months' worth of interest income.
 - **Expense:** There are no extremes in expenditures and they remain consistent. There will be new computer purchases in February. There were a couple of journal entries to fix small errors; printing and advertising reflected a larger amount due to flu clinic and Year of Wellness activities; YOW expense for T-shirts is reflected in public relations line item; and contracted services reflects the cost for financial consulting by our contractor.
- B. Encounter trends shows a increase for November, from 1,498 in September to 1,613, resulting in an average provider FTE of 3.76; average daily encounters per provider FTE were the same as November at 9.40. Irene stated that Patricia had just started and providers are closing charts within 48 hours, and the numbers indicate an increase in January and February. Also, Irene said that there is still an issue with the coding sheets for providers and processes between how Ronda and Irene calculate for average daily encounters. Irene is working with Ronda to true-up the reporting numbers for providers. Marlene is still looking for getting a report written or for Ronda to be shown how to see new patients, patients who leave, or those that get their PCP changed due to two appointments to see a specialist. She wants to see that every month.
- C. Total Accounts Receivable was \$311,432.18, and shows the majority in the 0-30 bucket at 73.02%; the highest on record.

Action: Carmen moved to approve the financial report; Donna P. seconded. Motion carried.

8. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee:

- A look at the general trend, we are close to or hitting target benchmarks, with a lower cervical cancer parameter not being met. We are looking at the process with the CCO to determine where the information isn't getting noted in the EMR.

Action: Donna P. moved to approve the December minutes; John seconded. Motion carried.

9. Old Business:

- **GRANTS & Resource Development –**
 - Budget Period Renewal – discuss in February
 - HRSA Notice of Award – Grant Conditions – discuss in February
 - Revised Dental Sliding Fee Scale (same as Medical) – carried over.

10. New Business:

- **Staff and Board Confidentiality Statements** – Donna G. forgot to bring her meeting folder which contains the statements. She will bring them to the February meeting.
- **Tillamook Design** – TCHD Branding Proposal – the proposal was presented to the council for their review and input. Council members are very excited to get a new brochure and better advertising.
- **Oregon Reproductive Health Program** – Robin presented the 2015 survey and discussed the results of the three clinics. The survey is for reproductive health and was administered in May and June of 2015 and takes place every two years. The survey looks at what was done, what was prescribed, noting race/ethnicity, what testing was done - blood pressure, urinalysis, pregnancy, etc.; what contraceptive was prescribed and patient safety (relational). John suggested that more advertising should be done at TBCC regarding the public health services, to contact Pat Ryan to put something on the reader board.

Policy/Procedure – None at this time.

11. Unscheduled: None.

12. Adjourn - The meeting was adjourned at 2:07 PM.