

Tillamook County  
Community Health Council  
Meeting Minutes  
February 17, 2016

**Present:** Amy Griggs, Jessica Galicia, Donna Parks, Carmen Rost, Rex Parsons, Tim Josi (liaison)  
**Excused:** Harry Coffman, Michelle Hunter, Carol Fitzgerald, Clayton Rees, John Sandusky, Adrianna Prado,  
**Absent/Unexcused:**  
**Staff:** Marlene Putman, Donna Gigoux, Irene Fitzgerald  
**Guests:**

**1. Call to Order:** Secretary Carmen Rost called the meeting to order at 12:17 PM.

**2. Consumer/Community Needs, Concerns, Issues:**

**Health Care Issues presented by Council Members:** No report.

- a) **Community/Patient Concerns:** No report.
- 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 January 20, 2016 Meeting minutes** – minutes were not presented; will approve in the March meeting.

*Action:* None.

**4. Board Development:**

- a) **Member recruitment** – We have a need to recruit a new consumer member due to the fact that we may be contracting with Michelle Hunter. We currently are at 50% and need 51% consumers. Marlene will ask Lola and Autumn if they know of a patient who would be interested. Donna G. will ask Isabelle to put our need in the Headlight Herald. We also need someone who represents the north county area.
- b) **Health Council Member Contact & Areas of Expertise** – No update.
- c) **Common goals – shared resources between agencies:** No update.
- d) **Underrepresented & Youth potential members:** No update.
- e) **5. Training:** Donna G. couldn't get the DVD to play on the laptop. She will troubleshoot the video on our own laptop to figure out what may be needed to make it play.

**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:**

- A new Behavioral Health provider has been hired by TFCC and should be starting soon.

**b) Dental Health:**

- School Based Dental: Still working with the Oregon Community Foundation grant to make the final submission for the implementation grant. Services will start with Nestucca Valley schools, working with our contractor and with an expanded practice dental hygienist.
- Dental Expansion Grant: Talks are under way to see the feasibility to provide dental services in North County. Rinehart Clinic has a great need for dental services for their clients. We are hoping to lease space near the clinic with two operatories already in place.

**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** – An offer letter was sent out to Dr. Brackett with the hopes we hear back from him by March 11<sup>th</sup>.

**h) South County Services** – Patricia Dannen begins services next week in Cloverdale one day per week.

**i) Tillamook County Year of Wellness (YOW)** – Marlene stated that there are newsletters and website activities currently happening. Donna G. will ask Michelle Jenck to send out information or provide information at the next Health Council meeting.

**j) Staff** – No report.

**k) Strategic Planning** – no update.

- l) **HRSA Findings** – Donna G. will work with Marlene to have the new bylaws ready for the Executive Committee to review and then the Council to approve in March so we meet the deadline for grant conditions on March 29<sup>th</sup>.

**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** – review is complete with a date to meet with commissioners pending.
- c) **Public Health Accreditation** – work is underway with consultant and our Vista to get ready for accreditation.
- d) **Public Health Modernization** – Currently planning on meeting with Public Health staff to complete the assessment piece of the modernization project, with a deadline to have the financial portion finished by March 15<sup>th</sup>.

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

- a) **QA/QI Improvement** – We are working with Michelle Hunter on details for an improved QA/QI plan and procedures.
- b) **Quality Metrics** – Tillamook County came in 6<sup>th</sup> 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** – A letter still needs to go to St. John's to seek permission for staff to park in their parking lot during the week.

**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. Rex seconded. Motion carried.

**7. Finance Report:**

Financial Report was provided and Irene outlined the following:

- A. Total revenue for DECEMBER (February report) was \$711,710.91; total expenditures were \$523,554.56, with a month end cash balance of \$1,194,528.29. Irene reported the following:
- **Revenue:** All revenue sources received expected amounts. Environmental Health saw a large increase, due to annual fees collected.
  - **Expense:** Larger than usual expense for non-capital equipment due to the purchase of computers for staff and a new refrigerator in the break room in Public Health. We had a lower than expected expense in software licensing due to the OCHIN expense not going out until January. In printing and advertising, a larger expense for this year overall because of the YOW program. Janitorial supplies were larger due to the purchase of quarterly supplies.
- B. Encounter trends shows a decrease for December, from 1,613 in November to 1,215, resulting in an average provider FTE of 3.66; average daily encounters per provider FTE were lower, from 9.40 in November to 7.40. Irene stated 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.
- C. Total Accounts Receivable was \$325,438.94, and shows the majority in the 0-30 bucket at 60.91%.
- D. Rex stated he would like to see the direct patient time for the providers reflected on the report. Once the issue is resolved with the calculations between the carved-in time, actual patient time will be implemented.

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

## **8. Reports of Committees:**

### **A. Quality Assurance/Quality Improvement Committee:**

- Minutes were not provided for this meeting. January and February minutes will be reviewed and approved in the March meeting.

**Action:** None.

## **9. Old Business:**

### **• GRANTS & Resource Development –**

- HRSA Notice of Award – Grant Conditions synopsis: A synopsis was presented addressing all grant conditions and what progress has been made toward submission by March 29<sup>th</sup>.

**Action:** Rex moved to approve the synopsis pending the final bylaws and conflict of interest policy to be presented at the March meeting for approval; Donna P. seconded. Motion carried.

- Pharmacy Services Form 5A – during our site visit, it was noted that we needed to change our services to include a limited pharmacy for family planning supplies. Donna G. has begun this process in the HRSA EHB.

**Action:** Rex moved to approve the addition of the pharmacy services to direct on form 5A; Donna P. seconded. Motion carried.

- Revised Dental Sliding Fee Scale (same as Medical) – Irene presented the dental sliding fee, decreasing the nominal fee from the FPL 100% level from \$70 to \$40 and an associated lower fee across the board up to 200% of FPL.

**Action:** Donna P. moved to approve the new sliding fee for dental; Rex seconded. Motion carried.

**10. New Business:**

- **Staff and Board Confidentiality Statements** – Still have a couple of members that need to sign the form, hopefully by March meeting.
- **2016 Medicare Compliance Training Attestation** – Donna G. reminded the council members to give her the signed forms from the training. She provided blank forms. The training was sent to council members in February.

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Policy/Procedure – None at this time.

**11. Unscheduled: None.**

**12. Adjourn -** The meeting was adjourned at 1:20 PM.