

Tillamook County
Community Health Council
Meeting Minutes
May 18, 2016

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

1. Call to Order: Chair Harry Coffman 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:** None.
- 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 April 20, 2016 Meeting minutes –

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

4. Board Development:

- a) **Potential New Members –** Donna G. will ask Isabel in BOCC for the article requesting new members and send to Headlight Herald. The department will pay for it.
- 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 stated that Anna from the High School is aware we want to recruit a student member.

5. 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:

- Clark Miller, the new Behavioral Health provider, is beginning to see a lot of patients, even those who have their primary care provider from somewhere else. A policy and procedure is being developed for those who are not our patients.
- b) Dental Health:**
 - School Based Dental: The implementation grant was received and Tillamook Education Foundation is the fiscal agent. Details are being developed and contracts are being written for the Expanded Practice Dental Hygienist and a temporary contractor to oversee the program until we can hire a Dental Program Coordinator.
 - Dental Expansion Grant: Still in discussion with Sandcreek dental regarding this prospect. Dr. Javadi located a place for lease in Nehalem and will be looking into the possibilities. The CCO is willing to help with ideas for filling the need for North County dental services. Marlene stated that OHSU will be sending dental vans to the coastal areas this year. Marlene will look into the process.
- c) Patient Access & Support** – Implementation of the new dashboard is on track. Providers have been trained and implementation will take place in a few months.
- d) Sexual Health and Adolescent Health Services:**
No update.
- e) Maternal and Child Health** - No update.
- f) The Early Learning Hub** – No update.
- g) Correctional Facility Medical Services (see also partners, below)**
No update.
- h) Medical Director Recruitment** – Dr. Brackett’s situation has changed and he suggested that he could work three months for us with one month back in Georgia. Due to the limitations of working within the County HR and Treasurer’s office for payroll, we are going to continue searching for a Medical Director. There is a candidate who is interested in the position and an interview will be set up sometime in June.
- i) South County Services** – Patricia Dannen has begun providing services in Cloverdale one day per week on Wednesdays. Currently we are working with a contractor to do a site plan review and are planning a partner discussion with TFCC, TBCC and NVSD for services that are needed.
- j) Tillamook County Year of Wellness (YOW) – Year of Wellness Meetings** are taking place to transition YOW into a Coalition.
- k) Staff** – No report.
- l) Strategic Planning** – no update.
- m) HRSA Findings** – (See Old Business)

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 Accreditation** – work is underway with consultant and our Vista to get ready for accreditation.

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

- a) **QA/QI Improvement** – No update.

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 update.

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

6. Marketing/Branding:

- a) A rollout of the new branding will take place August 1st. This will include ad templates, a new sign at the Center clinic, new letterhead, etc.

7. Finance Report:

Financial Report was provided and Irene outlined the following:

- A. Total revenue for MARCH (May report) was \$684,846.90; total expenditures were \$562,828.79, with a month end cash balance of \$1,686,551.23. Irene reported the following:
- **Revenue:** #4370 – Increase in revenue from Vital Statistics. All other revenue remained fairly normal.
 - **Expense:** Item 5001 – shows an amount of \$52.40 for Elected Official. Irene is working with Treasurer's office to have this backed out because it is in error; item 5896 – Out of Class pay was for one of our OS2's working as a Care Coordinator; and item 5897 includes \$857.58 for Leave Buy out. Irene will check with Payroll to see what this is; item 6005 Operating Supplies include hearing and A1c machines ordered for the clinic and to use remotely; item 6111 Patient Prescriptions include expense to fix a glitch in switching to a new provider; item 7022 Public Relations were expenses for the Wellness Fair; and item 7101 Professional Services was an error by the Treasurer's office where they keyed in a payment twice.
- B. Encounter trends increased slightly for March, from 1,333 in February to 1,459, resulting in an average provider FTE of 4.20; average daily encounters per provider FTE were lower, from 9.30 in February to 8.60. Irene presented the information on daily encounters by provider, which shows providers at outlying clinics lower in number, and the highest encounter numbers for Pediatric. Also presented new in the packet was the new dashboards, and it shows the productivity by clinic and then by individual providers per day based on their schedule, which includes number of no-shows.
- C. Total Accounts Receivable was \$317,726.11, and shows the majority in the 0-30 bucket at 73.77%.

- D. HRSA Financial Findings – Irene reported that submission of all findings has been completed. We are awaiting word from HRSA to see if the submissions are approved.
- E. County Budget – Budget presentation to the Budget Review committee went well, with no concerns voiced from the committee. The major differences between 2015-16 and 2016-17 is as follows:
- 1) Staffing – hiring new dental support staff which includes 1 FTE Dental Care Coordinator, 1 FTE Dental Program Manager, 2 FTE Dental & Medical OS2, 2 Administrative Accounting staff, WIC Program Assistant going from .48 to .80 FTE, and 1 RN;
 - 2) RN pay scale - is out of touch with what is currently the competitive salary, based on several surveys and other counties. We are unable to attract nurses that are qualified with the salary we offer on the AFCSME pay scale currently;
 - 3) Revenue – Expanded dental health services with an increase in dental encounters, as well as an increased HRSA grant base increase from 1.8 to 2.1 Million; and new and expanded locations at TBCC and Wilson school;
 - 4) Expense – Increase in expenses from salary increases for Clinical Staff due to high demand and certification; general fund indirect charge will increase more than \$20,000; and we have increased our ‘loan’ payment from 2011 to \$86,200 per year to pay it off quicker;
 - 5) We begin the new fiscal year with \$1.3 Million in carryover in the budget, but this is offset by expenses pending like the Medical Director salary (not filled), new facility improvement in central and south clinics, vehicle replacement of 2 vehicles, and contracted services like Year of Wellness, consultants and dental services, and salary for a Nurse Manager (not filled). Marlene stated she would like to put earnest money down on the potential new building in Tillamook.

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

Action: Donna P. moved to approve the County Budget; John seconded. Motion carried.

8. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee:

- March & April 2016 minutes were presented for approval. Discussion regarding the targets not being met was a ‘documentation issue’, where the provider isn’t tracking the information completely. Generally we are close to the targets, but have experienced some EHR system issues. OCHIN and OHA are offering technical assistance to do workflow analysis with providers.

Action: Donna P. moved to approve the QA March and April, 2016 minutes; Carol seconded. Motion carried.

9. Old Business:

A. GRANTS & Resource Development –

- HRSA Notice of Award – Grant Conditions: Financial – (See Financial Report).
- OCF Tillamook Education Foundation Dental Grant – funding has been approved for the 4-year implementation grant. We will be hiring a Dental Program Coordinator and a Dental Manager to oversee our dental operations and school-based dental project.
- Facilities – South County Site plan development is moving forward, with the inclusion of the existing clinic building going up for sale. Marlene asked the contractor to include that site for consideration of options. We will be contracting for painting for both South and North facilities. A new opportunity has arisen in a building for sale already owned by the county. This building would house the Administrative staff, as well as offer opportunity for alternative wellness services like acupuncture, massage therapy and healthy eating classes.

10. New Business:

- Triennial Review – is complete and only has one finding for Emergency Management that will be complete by September. We received a letter from the state that was presented to the BOCC. The letter will be included in next month's packet.

Policy/Procedure – None at this time.

- Key Management Staff – Supplemental Documentation – Presented to the council was a document which outlines our compliance with the Recruitment and Retention Policy, which was approved by HRSA. We need to provide HRSA with documentation that shows we are indeed in compliance and have successfully implemented our Recruitment and Retention Policy.

Action: Donna P. moved to approve the documentation and to have the chair sign the document; John seconded. Motion carried.

11. Unscheduled: None.

12. Adjourn - The meeting was adjourned at 2:23 PM.