

Tillamook County
Community Health Council
Meeting Minutes
November 15, 2017

Present: Jennifer Arreola, Dr. Tim Borman, Harry Coffman, Jessica Galicia, Donna Parks, Carmen Rost
Excused: Clayton Rees, Bill Baertlein (BOCC Liaison), Carol Fitzgerald, John Sandusky
Absent/Unexcused:
Staff: Marlene Putman, Irene Fitzgerald, Donna Gigoux, Debra Jacob
Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:17 pm.

2. Consumer/Community Needs, Concerns, Issues:

- a) **Community/Patient Concerns:** No report.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** Donna Parks reported that 49 people have used the Herald Center showers as of 11/15.

3. Consent Calendar:

- a) **Approval of October 18, 2017 Meeting minutes:** No changes.

Action: Dr. Borman moved to approve the minutes as amended; Donna P. seconded. Motion carried.

4. Board Development:

- a) **Potential New Members** – No report.
- b) **Health Council Member Contact & Areas of Expertise** – Jessica Bedell will no longer be able to serve as a member of the board, the commissioners have been notified of the change. Michelle Hunter has been sent e-mails asking if she is still interested in serving, no response yet. Discussed the best way to attract new board members: Advertising in newspapers has not been effective in the past, suggestions were made for either signs being posted at registration desks and/or staff asking at the time of check-in if they are interested in serving on the board. TCHD staff will follow up with suggestion.
- c) **Common goals – shared resources between agencies:** No update.
- d) **Underrepresented & Youth potential members:** No update.

5. Administrator's Report:

General Update and Report:

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

Action Planning in Priority Areas -

a) **Behavioral Health Integration:** Following the BOCC approval of the Behavioral Health Clinician job descriptions and pay table as well as the first round of interviews, Tillamook County HR department has decided that the behavioral health positions and related pay table need to be put before the AFSCME union to negotiate whether the positions should be unionized. In HRs considering the new behavioral health positions being union negotiated, Mona has also spoken with the labor lawyer regarding our medical providers not being explicitly listed as excluded from union negotiations in the current AFSCME contract. This opens issues of salary caps, recruitment limitations and productivity recourse. TCHD is considering these two separate issues and focusing on getting the behavioral health position in place as soon as possible as there is a grant funding requirement to have a behavioral health clinician in place providing services by 1/10/18. In researching similar behavioral health positions around the State, it was found that about half of other organizations do have these types of positions unionized, including OHSU. It was reiterated to HR that one of the behavioral health positions must be in place by 1/10/18. The next step is to wait for the union's response.

- **Dental Health:**

- **School Based Dental** – the Children's Dental Health program is working on referrals to OHSU for care.
- **Dental Providers** – working with Sue Long to see if we can come up with an agreement with Dr. Long to provide services for our patients. He is willing to provide services four days per month. Our care coordinators can assist in interpreting for patients in Spanish.
- **ODS** – is giving incentives for pregnant women to get dental services, as well as families to get sealants and preventative care. Tillamook County has a lot of dental issues.

- **School Based Health Center:** No Update.
- **Safety Net Grant (I'm Healthy/Soy Sano):** – No update.
- **Patient Access & Support:** No report.
- **Sexual Health and Adolescent Health Services:** No update.
- **Maternal and Child Health** – No update.
- **Home Visiting Coordination** – No update.
- **Developmental Screening Pilot Project** – No update.
- **Well Child and Adolescent Health Exams** – no update.
- **Women's Resource Center** – No update.
- **The Early Learning Hub** – No update.
- **South County Services** – (See Item B)
- **Staff** – See Below, Item B.
- **Prenatal Care** – No update.
- **Year of Wellness Project** – No update.

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

- a) An overview of the changes that are being implemented to increase revenue and productivity was provided to the Council members. (See also Financial Report – Schedule Dashboard below, (6.D).
1. South County clinic is still closed. Marlene, Robin, and Donna G. will meet to discuss use of a room at the South County TBCC building with the new TBCC president sometime in November.

2. Rockaway Beach clinic is open one day per week. Encounter numbers and productivity continue to improve with the restricted satellite clinics' hours.

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

- a) See Goal B.

D. Goal: Increasing Revenues for Other Sources and/or Operational Changes and Improvements

- a) No report.

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

- a) **Health Resiliency Workers** – (See 5.A. above)
- b) **School Resource Behavioral Health Provider** – (See 5.A. above)

c) **Emergency Preparation** – No report.

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

- a) (See 6.A.a above.)

Action: Carmen R. moved to approve the administrative report. Dr. Borman seconded. Motion carried.

6. Finance Report:

A. August's month end cash balance was \$1,359,310.14 ending with \$109,129.01 more in revenue than expenses.

- **Revenue:** There was three months of OHA Public Health grant funds received in Sept., \$123K total. \$21K in Medicaid Managed Care payments were received from the May through July delayed dental claims. A \$500 Kiwanis giving award was received for YOW community Health worker training.
- **Expense:** Double rent and lease payments were made in September, October's were paid 9/29, affecting GL lines 7401 – Rent, 7611- Storage Rental and 9020 - Computer/Office Equipment. GL Line 6110 – Drugs and Vaccines had \$11K worth of flu vaccines. 7050 – Memberships and Dues included an \$1,100 annual NWRPCA membership. 7450 – R&M/ Building & Grounds had \$6,990 in network installation fees for the new Admin building. Two monthly Babies First program Medicaid match payments increased GL 7899 – Misc. Materials and Services by \$4K.
- **HRSA Budget Revenue and Expense:** All revenue and expenditures are within normal ranges. Note that we will begin to see AIMS expenditures on this sheet with the additional programs on page 2 of the budgetary control form in December.
- **Encounters** Overall productivity was down in September, average daily encounters per provider FTE decreased from 10.6 in August to 9.5 in September. 13 daily average is the goal per provider.

- **Schedule Dashboard**: Note that two providers' dashboards had unexplained schedule blocks to only allow 10-13 open slots on 9/7, this blockage was not noted on the providers' coding sheets and therefore clinic FTE was not reduced in the provider productivity calculation. The dashboard shows an average of 59.5% in September, up from 57.5% in August of available appointments remain unscheduled.
- **Accounts Receivable**: Total Accounts Receivable was \$406,231.02. The majority in the 0-30 bucket at 64.2%, up from 60.75% in August. Claims and payer glitches appear to finally be fixed, as seen by the increased percent in 0-30 aging bucket and \$21k in Dental Medicaid Managed Care payments. Irene is still reviewing Self-pay balances with OCHIN as the AR balance continues to rise, specifically looking at addressing balances in the 31-120 days outstanding buckets. The general rule with collections is that collectability decreases significantly after 90 days outstanding. OCHIN has had 3 different people work with self-pay AR in a short time frame which has presumably contributed to the increasing balances. Irene will report on her follow up with OCHIN regarding Self Pay balances in December.

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

7. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee - September 2017 minutes:

- Carmen reported the September QA/QI committee meeting, reporting that there is a new summary page, "QA dashboard", that does a good job of displaying where TCHD is on different measures comparatively to historical performance and grant goals. Comparing historical measurements to Septembers, only two measures were identified as trending down: IVDs and Diabetes HBA1C >9. The trending of Diabetes HBA1C >9 decreasing is a good trend as the inversion of that is Diabetes HBA1C < 8, (which would mean better controlled) is going up.
- A Health Council member asked if there were plans surrounding the recent news that the new leadership of the Health and Human Services department may be getting rid of incentives to improve quality of care. Financial staff answered that no quality improvement incentives were included in the current 2018-2021 SAC budget and that the budget was developed with very conservative revenue estimates. It was added that the SAC projections, including productivity levels in combination with financial position projections were presented to All-Staff to get everyone on the same page. There was interest in having the same type presentation done regularly at Health Council. Further discussion regarding Medicaid and VA benefit cuts, which no financial modeling has been done at this point. Further analysis will be done as needed.

Action: Dr. Borman moved to approve the QA/QI minutes as written; Carmen seconded. Motion carried.

8. Old Business:

A. GRANTS & Resource Development –

- a) OHA I'm Healthy/Soy Sano Grant – Slated to end 12/31/17. Cover All Kids to start 1/1/18.
- b) OCF Tillamook Education Foundation School Based Dental – (See Administrative Report)

- c) New Building – Tillamook – The low voltage wiring is nearing completion. IT has provided a quote to finish necessary network/computer equipment installations. Move-in estimate is after the 1st of the year.
- d) HRSA Access Increases in Mental Health and Substance Abuse Services (AIMS) Grant – See Administrative Report)
- e) CPCCO Diabetes Management Grant – We were granted an extension to submit the full application. Staff is working with community partners to develop the parameters of the grant.
- f) CPCCO CAC Community Health Worker – No report.
- g) FTCA (See Training)

9. New Business:

- A. HRSA Service Area Competition (SAC) Grant Application – The full SAC application was not ready to present; look for either an e-mail seeking approval of the finalized SAC application or presentation of it with the December Health Council meeting.
- B. Public Health Modernization Grant – OHA –This grant focuses on Communicable Disease (HPV, STD and HIV) in the tri-county region. Columbia County is writing the grant; Clatsop will act as fiscal agent. The next step is a discussion with OHA and their questions relating to the grant application.
- C. Gift Card Policy – Public Funds Purchasing - Gift Card Incentives – Public Funds Purchasing – TCHD has BOCC approval for the purchase of gift cards. County concerns were annual financial audit questioning the lack of a County policy regarding gift card purchases as well as the BOCC finding issue with the potential or perceived use of public funds to purchase gift cards. TCHD has policy and controls in place for the purchase and control of gift cards and per the policy will not use public funds in purchasing them except where specifically allowed.
- D. **Policy & Procedure:** Credentialing & Privileging for:
 - Dr. Cyrus Javadi

Action: Donna P. moved to approve Dr. Cyrus Javadi’s credentialing and privileging; Carmen seconded. Motion carried.

10. Training – Time permitting

- a) Free training via webinar presented by HRSA and the ECRI Institute was offered for health council members to participate in online on November 21: Advancing Patient Safety in Primary Care. Printable handouts would be available following the webinar.

12. Unscheduled:

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