

**TILLAMOOK COUNTY HEALTH DEPARTMENT
HEALTH COUNCIL MEETING MINUTES
FEBRUARY 11, 2010**

Present: Cynthia Putt, Nancy Emerson, Sig Dickman, Harry Coffman, Karen Keltz, Carmen Rost, Carol Fitzgerald, Fr Ray Ferguson

Excused: Rex Parsons, Tim Josi, J. Vanderende, Donna Parks

Guest: Kurt Voelker

Staff: Jim Becraft, Curtis Hesse, Sharon Williams, Lola Martindale, Dawna Roesner

1. Call to Order: Harry Coffman called meeting to order at 12:20 PM.

Introductions:

C. Hesse introduced guest Kurt Voelker from Merritt Hawkins, a leading recruitment organization based in Dallas, Texas. Voelker was in Tillamook to discuss locating at least one primary care physician for TCHD. He inquired what characteristics the Health Council was looking for in a physician. Members noted that the provider needed to be someone willing to stay long-term in a rural setting, perhaps not from a big city, and an expert in EMR. Voelker described their services including extensive interviewing; doing background and reference checks; and that if a provider leaves before the first six months, that Merritt Hawkins will replace that provider. C. Hesse noted that Larry Davy at the Hospital stated that he will not use any other recruiting firm other than Merritt Hawkins and that they had provided three primary care physicians for TCGH in the past 15 months. Voelker mentioned that he would like to mail out at least 10,000 mailings to different physicians in western US. 80% of Merritt Hawkins candidates are secured through this mail-out method.

2. Consumer/Community Needs, Concerns Issues:

a. “Old Debt” issue: Clients had complained about the use of the term “Bad Debt”, especially when it referred to debt for which they had not received a bill for a period of time. It was determined that this type of unpaid billing should be labeled as “Old Debt”. Sharon Williams mentioned that the front staff have had a training to refer to it as Old Debt.

b. Tooth Taxi Program Report: H. Coffman had a chance to discuss the Tooth Taxi with a person who runs the program. H. Coffman was at a meeting at the Oregon dental office. H. Coffman asked the person who runs this program when they would be coming to Tillamook County. He found out that the Tooth Taxi was already scheduled to come to our area and had a scheduled appointment at East School Elementary. Initial exams are done on Tuesday and if further work needs to be done it is completed on Wednesday, Thursday and Friday.

3. Consent Calendar:

a. Minutes-January 14, 2010-

- A correction made in Consumer/Community Needs, Concerns section where the word pediatric was taken out. Another correction involved S. Dickman stating that she had experienced some negativity from TMG Laboratory as well as at Tillamook Pharmacy.
- N. Emerson expressed concerned that in the last couple of meetings it was discussed about implementing the Discount Policy for Cash Payment and she wanted to know whether had been started. Staff confirmed that the Discount policy was now in effect and that the front desk provided

an orientation. The sliding fee form was also discussed and staff will be receiving training on this policy as well in the near future. N. Emerson also inquired about reviewing the complete Finance policy that had not been updated for an extended period of time. C. Hesse stated that yes there was the need to do a complete update and that staff would work on this as time allowed. Right now the Finance team is very time challenged.

b. August Financial Report- S. Williams distributed a new one page report entitled, "2009-10 Fiscal YTD at a Glance." A comparison to last fiscal year is shown to assist the Health Council in comparing last year to this year. This new report was introduced to the Executive Committee earlier this week. This one page report is a synopsis of the total financial presentation. She explained one new part of the one page report not found in the other financial data, Days in AR. This measurement indicates the number of days outstanding in accounts receivable based on the average client generated revenue. She said our goal is to keep it under 100 days. She indicated she would provide the new one page summary each month.

The month of December 2009, we experienced a loss of just under \$3,000. Expenses were down which helped keep our loss so low.

In December 2008 and December 2009 both showed a little over three providers, however the average daily provider encounters were 13.42 in December 2008 compared to 12.59 this year. She believes this to be due to more open charts by the providers which L. Martindale concurred with. Mary Murphy had stated that normal daily encounters per provider are typically 20 to 24 per day. L. Martindale supplies C. Hesse a weekly report on Fridays of the status of open charts by provider. C. Hesse stated that there was one provider with a 187 charts open at one time. With the new bonus incentive, it is anticipated that this will give the providers the motivation to close their charts in a timelier manner.

It was mentioned our physician's assistant, Lexie, is leaving and her last day is February 12, 2010.

C. Hesse asked if the one page financial summary report was helpful. All agreed that this report was very helpful.

CYNTHIA PUTT MOVED TO ACCEPT THE CONSENT CALENDER INCLUDING THE MINUTES AND DECEMBER AND NOVEMBER FINANCIAL REPORTS. IT WAS SECONDED BY CARMEN ROST. MOTION PASSES UNANIMOUSLY.

4. Training:

a. WIC Program Update by Dawna Roesner - There has been a significant increase in WIC program activity in recent weeks with an increase of about 42 new patients. There is concern that should the increase continue that the State may request a limit on new inscriptions and place new applications on a waiting list. Isela will be replacing Marty Rowland working with the WIC clientele at the Cloverdale office on Wednesdays. There was discussion on how much activity there was at Cloverdale and whether Wednesday was the best day for the WIC clinic. D. Roesner noted that many clients learn of WIC by word of mouth and that anyone who is eligible for Oregon Health Plan automatically qualify for WIC. The WIC Program sends their clients to our clinic for immunizations and Well Child checks.

At 1:05 PM, Fr. Ray Ferguson joined the meeting.

5. Administrator's Report:

a. Staffing and Recruitment - Dr. Wendy Warren has been working as a locum tenens for the past two weeks. She is the Klamath County Health Officer. She stated that she really liked the people and work environment here at TCHD and though she has worked in many settings this group is the best. Dr.

Warren stated that she would be very interesting in relocating to Tillamook except for her husband's job back in Klamath Falls. She is highly competent and does well with EMR. Yesterday we had just two providers available but in spite of this shortage we made sure that Cloverdale clinic was open.

We have three new mid-level providers - Lori Johns who will be seeing patients some time in March when she completes Pharmacy class that the Oregon Medical Board is requiring. Frank Hrabetin has already come on board as a County employee. Marty Cuddle will be starting in early April. Karen Parr will be moving to 150-day employee on a part-time basis. She will be gone two weeks during March. We have a solid candidate for Parr's position, a physician's assistant with good background and experience in cosmetic surgery, nutrition and exercise.

There is a physician candidate from Nebraska that is submitting an application. He is a family medicine physician with a fellowship in Obstetrics and Gynecology. It is hoped he can visit in March. He wants to continue part-time in Obstetrics so Dr. Brittany Gerken will be contacted to learn if she needs relief coverage to give her some more days off.

Our nursing shortage continues with the loss of another nurse. We had just provided her a good pay raise when she was offered another position for 8 weeks and wanted to take a leave. This could not have been approved and in the end she chose to resign. There are additional candidates scheduled for interviews. One of the new hires is working three days a week. There are still two full-time positions open.

b. Grant Management - The Request for Proposal for our construction architect is ready for publication. The final selection will be in mid-March with final drawings by May. There have been several delays primarily at HRSA's level. But now we are steadily progressing.

There has been much concern about the reduction of days of service at our satellites. C. Hesse read the letter to Kathy Cummings concerning the two days a week for the satellite clinics. This was done because, according to the grant, we are supposed to be open full time. C. Hesse also brought up that he is concerned about the loss of clients in Cloverdale. He does understand that this has to do with the loss of providers and the fact that we do not have a consistency with providers.

Due to the poor retention of mid-level providers C. Putt asked if we have been doing an exit interview to learn why they were leaving. C. Hesse states that when possible the HR department has been doing this but that we almost always knew why they were departing.

c. Service Issues - The DHS – Public Health Division Triennial Review/Audit is underway through February 26th. The State appears very pleased in what they have reviewed to date. The audit coordinator is currently looking at policies and procedures. This is a new person that has suggested several changes from the way we were instructed three years ago by DHS. Our last audit coordinator, Kathleen O'Leary, was very knowledgeable and it is necessary for us to clarify which way is correct. C. Hesse will be speaking with DHS's Tom Engel concerning this issue.

We were part of a nation-wide county health ranking report. This report will be available after the 17th of February. C. Hesse went over the preliminary report with the Health Council. There is a web site that you can go to after the 17th to look this up. C. Hesse will make sure that he brings in the full report when it comes out. The web site address is www.countyhealthranking.org/oregon

6. Old business:

a. Strategic Planning Progress Report – Latest quarterly progress report on our Strategic Plan was reviewed with highlighting of recent changes.

b. Discounted Patient Fee Payment Implementation- The front staff have been trained on this new payment incentive. We will be offering a discount to patients if they pay at the time of service. The discount will be \$25.00 if they pay a fee of \$90.00 at the time of their appointment. The Health Council had previously approved this new policy and procedure. It was asked that this discount payment incentive be offered to insurance patients who have not met their deductible yet as well.

NANCY EMERSON BROUGHT IT UP FOR VOTE. IT WAS SECONDED BY SIG DICKMAN, MOTION PASSES UNANIMOUSLY.

7. New Business:

a. Development of Satellite Promotional/Publicity Plan: With the additional hired providers coming on board we will be able focus on expanding services at our satellites. A key issue will be regaining many of our past patients who have had to go elsewhere for services during our period of provider shortage and attracting new clientele. Customized ideas for each site's marketing plan were requested from the Health Council as well as from staff who might live in these locations. Suggested ideas included an open house at each site; neon OPEN signs; visit local community groups; focus more on the Shopper for advertizing, especially in the South where fewer read the Headlight Herald; moving the Health Center in South County elsewhere; clinic to another place. It was noted that before we could add another day to South County we needed to have two full schedule days.

b. Demand for Service Survey: **Item moved to next meeting due to time constraints.**

c. Tobacco Control - Draft 2010-11 Proposed Objectives/Strategies: Jim Becraft informed that the Tillamook County Health Department and its campuses have gone smoke-free. He provided copies of the proposed objectives for the FY 2010-2011 Tobacco Grant for review and comment. There were four mandated strategies from the State and one optional. The Health Council agreed with the recommendation that working on a Tobacco Retailer License would be a good option.

8. Reports of Committee:

a. Bridge Building-S. Dickman, D. Parks: **Item moved to next meeting due to time constraints.**

b. Quality Assurance Committee Report: **Item moved to next meeting due to time constraints.**

ADJOURNMENT – 3:13 PM