

**TILLAMOOK COUNTY HEALTH DEPARTMENT
HEALTH COUNCIL MEETING MINUTES
JULY 8, 2010**

Present: Karen Keltz, Donna Parks, Sig Dickman, Carol Fitzgerald, Cindy Putt, Nancy Emerson, Carmen Rost

Excused: Fr Ray Furguson, Tim Josi, Dr. Rex Parsons, Harry Coffman,

Staff: Curtis Hesse, Sharon Williams, Jill Luis

1. Call to Order: Sig Dickman called the meeting to order at 12:12 PM

Introductions: Jill Luis, Case Manager/Scheduler was introduced by C. Hesse to the Health Council.

2. Consumer/Community Needs, Concerns Issues:

C. Putt asked why there had not been a Health Center open house during the Clover Days in Cloverdale. It was a good opportunity for the community to circulate through the Health Center as they moved up and down the booths along Hwy 101 in front of the Health Center. C. Hesse explained that the conditions in the Health Center were not adequate for public display. A new cleaning person had just been hired due to correct conditions and the building owners are working on pest control. There was discussion about assuring that next time advantage is taken of such a marketing opportunity.

There was discussion concerning the 340B prescription medications program. After previous problems back in 2007 we have been closely monitoring WellPartners invoices and billings. One of the most recent concerns involves billings for providers who do not and never have worked for TCHD as well as a good number of patients who do not utilize TCHD services. It was finally necessary to again inform them of the need to suspend the program until these issues were resolved as the drug supplier was demanding payment. S. Williams and C. Hesse informed that these issues had been resolved earlier in the day and that the program was ready to be restarted.

3. Consent Calendar:

a. Minutes - June 10, 2010 – Several word spelling needed to be corrected. N. Emerson discussed clarifications on the motion made by Dr. R. Parsons at the last meeting. D. Parks noted that C. Fitzgerald had been appointed Secretary, not K. Keltz as was listed in the meeting minutes from last month. No further changes were requested.

b. May Financial Report - Sharon Williams: May was a better month with a positive \$14,000. IDS funding was available to be drawn down. Total number of encounters has gone down this month including dental. Client generated revenue was up; days in AR was up as well to 76 days. S. Williams stated that the Cacoan program had been paying for visits for children up to the age of 18. She explained that erroneously DMAP changed the age down to 3 years of age. After a period of time it was corrected back to 18 but no back billing was allowed. S. Williams tried to collect this but stated that she was told that we would not be able to collect.

K. KELTZ MOVED TO ACCEPT THE MAY MEETING MINUTES AND FINANCIAL REPORT FOR MAY 2010. IT WAS SECONDED BY C. FITZGERALD. MOTION PASSED UNANIMOUSLY.

4. Training:

a. Role and Functions of the Case Manager/Scheduler: Jill Luis provided a review of the Case Manager's roles and responsibilities. A handout was given to the Health Council detailing these functions including:

- Oregon Health Plan outreach. This is where they assist families in getting OHP if needed for children and pregnant woman. They also assist adults on getting on the reservation list for the lottery.
- Referrals to Specialists. When a TCHD provider needs to refer a patient to a specialist the Case Manager helps locate and contacts the specialist taking into account any limitations that the patient might have such as being uninsured, no income etc.
- Social Services. They often will connect patients to social services such as Care, DHS, NOHA, Woman's Resource Center, etc.
- Spanish Language Interpretation. They will provide Spanish interpretation for providers, nurses and staff when needed. They also interpret documents as well.
- Special Needs funds. This consists of help with medications for acute medical issues or bus passes to get to different places.
- Medical Care Access. This consists of a connection to different programs through hospitals such as TCGH and OHSU which have charity applications that can help our patients with financial assistance.
- Options Counseling. They often meet with pregnant woman and will help with the different options and programs that the patient may need.
- Public Health Access.
- Promotora Program. Maria Diaz de Flores also fills a promotora function. She goes with our public health nurses to home visits; helps with the OHP applications; is educated in Diabetes and helps our Spanish speaking diabetics with health education.

5. Administrator's Report:

a. Staffing and Recruitment - Dr. Zimmerman will be onsite by the 26th of July. He will need to have a thorough orientation including EMR training so his early arrival is positive. S. Williams has retired as of September 3, 2010, but will be available to work part-time until a replacement is located. There is need for not only a replacement for the Manager position but also for an experienced accountant due to the heavy volume of work S. Williams was carrying. S. Williams commented on her departure.

b. Grant Management - The evaluation of the SAC application was received from HRSA in which TCHD's applications received a score of 95%. TCHD's HRSA Project Officer informed that this result was one of the highest by any applicant. The two ARRA Quarterly reports are due on July 14 but have already been submitted as of this date.

c. Service Issues – The South County nursing schedule has started now allowing three days of service per week. Autumn Bruce, RN, will be covering this shift on Fridays. C. Hesse attended a Chamber of Commerce meeting in Cloverdale during the past week to discuss our services and plans for a possible facility upgrading for South County.

d. Marketing: A new advertisement has been placed in the Headlight Herald starting this coming week that will feature a "provider of the month".

C. PUTT MOVED TO ACCEPT THE ADMINSTRATOR'S REPORT. IT WAS SECONDED BY C. ROST. MOTION PASSED UNANIMOUSLY.

6. Old business:

- a. Patient Satisfaction Survey: D. Parks discussed the changes made to the Survey as well as the results. N. Emerson questioned why this survey would be referred to QA? Donna explained that these results must be used by the QA Committee so that the issue can be addressed and corrected.
- b. FQHC Health Plan Monitoring: This will be put together by N. Emerson and C. Hesse and reported quarterly within the QA process. Results and progress on FQHC Health Plan performance measurements need to be reported annually to HRSA and TCHD's project officer. All providers and their support staff have received copies of the Health Plan to begin preparing them for its implementation. Full focus on the Health Plan will take place with the arrival and orientation of the new medical director.
- c. New Strategic Planning Goal/Objectives DRAFT: C. Hesse provided a new Strategic Planning Objective with strategies featuring health care reform. After some discussion this item was postponed to a future meeting.

7. New Business:

- a. South County Facility Options: The South County Fire Department will not rebuild on the site that burned down in Cloverdale relocating most likely to Hebo. C. Hesse is exploring possibilities of placing a modular building Health Center on this property.
- b. Finance Unit Restructure: With S. Williams' departure it will be necessary to replace her with two persons. It will be a challenge to fill the Finance Manager position. As noted S. Williams is willing to remain as a part time worker until these positions are filled.

8. Reports of Committee:

- a. Quality Assurance Committee: There was a draft handed out to Health Council members by N. Emerson with discussion on how this is to be handled. N. Emerson requested that issue be continued to a later date.

There was discussion on the need for new Health Council members. At this time they are focusing especially on locating a representative from North County. D. Parks mentioned has two possibilities.

C. PUTT MOVED TO REVIEW THIS DOCUMENT AND ACCEPT SUGGESTIONS AT THE NEXT MEETING. N. EMERSON SECONDED IT. MOTION PASSED UNANIMOUSLY.

MEETING ADJOURNED AT 2:26 PM BY S. Dickman