

**TILLAMOOK COUNTY HEALTH DEPARTMENT  
HEALTH COUNCIL MEETING MINUTES**  
**September 9, 2010**

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

**Excused:** Tim Josi, Dr. Rex Parsons

**Staff:** Curtis Hesse, Sharon Williams, Lola Martindale, Gayle Pitt

**Guest:** Caroline Roth

**1. Call to Order:** Harry Coffman called the meeting to order at 12:16 PM

**Introductions:**

Caroline Roth was introduced to the individual Health Council members and staff and provided a brief summary of her background and interests as they related to the Health Council.

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

N. Emerson asked what the process was for Caroline Roth to be appointed to the Health Council. C. Hesse explained that the Health Council would need to make a recommendation to the Board of County Commissioners who would then take action on the request.

**3. Consent Calendar:**

a. Minutes-August 12, 2010 - N. Emerson would like to have included in the Minutes the justification she provided to the Health Council for her position in voting against the new facility in South County.

N. Emerson wanted to know why the discussion on rodents at the South County facility was omitted from the minutes from last month. She stated that this is a big issue and wants to know what is being done about this. L. Martindale stated that the owners of the building have set traps under the clinic along with some poison as well. N. Emerson stated that the owners needed to be contacted concerning this issue. N. Emerson asked G. Pitt if there was still a concern of rodents in the South County Clinic. G. Pitt stated that it was still an issue. It was also asked if the upstairs had rodents. G. Pitt stated that it did not.

N. Emerson went into the details on how the back storage area was built. She stated that there was no insulation put in, just boarded up. There are many areas where there are holes that allow the rodents to get in. She suggested that we contact the landlords so that they can take care of covering these holes. C. Putt noted that the pipes could be another way the rodents are getting in.

b. July Financial Report-Sharon Williams: S. Williams explained that she changed the Month-at-a-Glance to 12 Months-at-a-glance. She felt that this was important that there be a good comparison from last year to the current year. S. Williams explains that our client generated revenue is the second lowest in a year. Our accounts receivable is the highest it has been all year as well and \$316,000 of the \$602,000 in AR is self pay. Our days in AR are working up to 100 days now.

S. Dickman wanted to know if the days in AR are calendar days or business days. S. Williams stated that they are calendar days. S. Williams stated that expenses were in line. She did note Dr. Betlinski's retirement was a large amount that was included in this month's expenses. VEBA was increased back up to \$85 from \$45. Salaries were up. Provider encounters averaged just below 9 per day. Total patient numbers coming for services are down. D. Parks wanted to know if the new finance worker was working

on collections and if the final demand letters were going out. S. Williams stated that the new worker was in training this week, but upon completion of the training that these letters will be going out again. It was also discussed that when money is collected through Assets Recovery that they charge 35%. S. Williams advised that we do offer payment arrangements for all patients with outstanding balances and that the front staff needs to be more diligent in collecting co pays and minimum payments.

D. Parks stated that she was approached by some patients that we are making it more difficult for patients to be seen in our clinic because of their inability to pay. S. Williams assured her that this was not happening. N. Emerson stated that it was important that the community know that if our patients don't pay, then we cannot stay open. She felt that this needed to be emphasized to our patients.

C. Hesse stated that many FQHC facilities are requiring co-pays up front and reminding the patient when they call for an appointment how much they need to bring. If the patient can not pay, then they are rescheduled to a different date when they can make the payment. This is not being done here at this time but it was discussed that this may happen in the future.

A major effort is being done by Dr. Betlinski to refer his patients to our different providers. He is doing this in an attempt to keep his past patients here within the department. When patients called for appointments and could not get an appointment with Dr. B many were not taking the scheduler's suggestion to try another of our providers. He is working two half days a week.

**D. PARKS MOVED TO ACCEPT THE AUGUST MEETING MINUTES AND FINANCIAL REPORT FOR JULY 2010. IT WAS SECONDED BY C. FITZGERALD. MOTION PASSED UNANIMOUSLY.**

**4. Training:** There was not training scheduled this month. C. Hesse brought up that he would like some ideas of future trainings that the Health Council would like to pursue. One suggestion was Strategic Planning; another for Louise to talk about billing process; that it was time for Emergency Preparedness again.

**5. Administrator's Report:**

a. Staffing and Recruitment - There is a new person in Finance – Penny Jensen. She will be doing the dental, front desk and help with collections. Our new accounting technician will be starting next week and on September 17, 2010, the interviews will be held to fill Sharon's position. There are eight candidates which means it should take from 8:00 – 5:00. It is important that several Health Council members participate and help in making such an important decision.

b. Grant Management – Our HRSA Project Officer has made a point of mentioning their input into the selection of the CEO, Medical Dir, and CFO (Accounting Manager) during her recent visit. There was concern about the understanding that she stated that for these positions HRSA required the finalists be reviewed by HRSA to assure that they had sufficient capacity and experience prior to hiring. That has now been adjusted to requiring us to submit a CV/resume for their review and if they had concerns they would be contacting us – but not becoming involved in our hiring process. C. Putt wanted to know if we advertised for S. Williams position outside of the local area. C. Hesse stated that it was put in Oregon.Live.com (Oregonian); OPCA website; and the NWRPCA website. S. Williams stated that some of the applicants that responded were from outside Oregon.

- HRSA grant will be adding \$89,000 on our base grant for urgent care, pediatrics and nurses schedule for North and South County.
- The CIP construction project will have a September 14 “pre-bid” conference with all of the contractors. C. Hesse stated that this is important so the contractors know what is expected of them. The

contractors will then have just over one week to turn in their bids – September 23. Following this a “notice to proceed” will be issued by the BOCC with construction shortly after.

c. Service Issues - Dr. Zimmerman is now doing Workman’s Comp and SSI cases. He is very experienced in these and knows what is needed to do them. This will be a revenue generator as well as being a much needed service for the community. The advertisement in the Headlight Herald and Shopper will be featuring Dr. Zimmerman.

- C. Hesse reported that as of Friday, there were only three patient charts open.
- Tillamook County General Hospital is applying for the 340b program. They need the BOCC to provide them a letter certifying this. C. Hesse was contacted by the BOCC to review this use of 340B. The hospital stated that they are applying for it for their cancer patients and will not be applying for it for anyone else. C. Hesse recommended to the BOCC that this TCGH request be approved.
- C. Putt wanted to know when the flu clinics will be starting. L. Martindale stated that it would be on September 27<sup>th</sup>, the schedule and location will be available shortly.

#### **D. PARKS MOVED TO ACCEPT THE ADMINISTRATOR’S REPORT. IT WAS SECONDED BY FR RAY FERGUSON. MOTION PASSED UNANIMOUSLY.**

##### **6. Old business:**

a. South county Facility Upgrade Status: C. Hesse met with Modern Builders to discuss the possible new building for South County. An estimate has been received based on a 28’ by 56’ sized Health Center. More formal drawings are being worked on now that we have had input from our providers group. The preliminary estimate for the building alone came in at \$118,230. This is without the covered entryway or a portico that was hoped for. This facility will have 4 exam rooms, a behavioral health counseling room and WIC/conference room. This assistance by Modern Builders is with the understanding that we cannot make a commitment to choose them as there will need to be a bidding process. C. Putt asked if this included the foundation and C. Hesse stated that yes it did. N. Emerson noted the need to be careful to assure that the foundation to be provided is the proper one.

N. Emerson inquired about the rodent problem and what was being done about this. She asked G. Pitt if there was still a problem. G. Pitt answered that yes it was. N. Emerson asked L. Martindale what action was being done on this. L. Martindale explained that the owners have been setting traps and putting poison under the building for some period of time. N. Emerson described how the back porch area was built to make a storage area and that it has no insulation and there are a number of holes for the rodents to get in. She requested that the landlords be contacted and informed of this issue. L. Martindale stated that she would contact them again as soon as this meeting is over.

b. Review of Staff Survey for Strategic Planning Update : C. Hesse handed out the strategic planning survey and asked all Health Council to go over it and see if there was something that they wanted to add, or if there are any questions. Health Council stated that they would like to keep it the same and no changes at this time.

c. Dr. Betlinski Retirement Reception : D. Parks stated that she will be cooking for 200 people. She was wondering if there was anyone willing to help out in the cleanup. D. Parks noted that today’s lunch would be similar to that at Dr. Betlinski’s reception.

##### **7. New Business:**

a. Employee Satisfaction Survey: Comments were made on the surveys that need to be shared with Health Council members only. D. Parks stated that she did not want the comments made known until the Health Council had a chance to go over them. At meeting was scheduled the meeting for Tuesday,

September 21<sup>st</sup> at 1:00 PM. The Health Council will tabulate the results and prepare a report for staff and the Health council.

**8. Reports of Committee:**

a. Quality Assurance Committee: N. Emerson stated that at the last QA meeting she was able to see that staff fully understood the importance of our grant performance measures and was pleasing and rewarding to see their emphasis and focus on implementing and documenting those measures.

**AT THIS TIME, H COFFMAN ASKED THAT THE HEALTH COUNCIL RECOMMEND CAROLINE ROTH FOR A HEALTH COUNCIL MEMBER AND THAT THIS RECOMMENDATION BE PROVIDED TO THE BOARD OF COMMISSIONERS. N. EMERSON MOVED TO ACCEPT THE RECOMMENDATION. FR. R. FERGUSON SECONDED THE MOTION. MOTION PASSED UNANIMOUSLY.**

**MEETING ADJOURNED AT 2:10 PM BY H. COFFMAN**