

Community Health Council Meeting Minutes  
November 18, 2010 – Revised 12-7-10

**Present:** Harry Coffman, Sigrun Dickman, Donna Parks, Nancy Emerson, Karen Keltz, Carmen Rost, Carol Fitzgerald, Caroline Roth, Rex Parsons

**Excused:** Tim Josi, Cynthia Putt

**Staff:** Marlene Putman, Blain West, John Zimmerman, Donna Gigoux

**Guests:** None

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

**Introductions:** Marlene Putman was introduced as the Interim Administrator of the Health Department, due to the departure of Curtis Hesse. Donna Gigoux was introduced as support staff from the Commission on Children & Families (CCF) for Marlene, who has agreed to assist the Council with meeting minutes and notices. All members present introduced themselves and provided a brief background of their involvement in the community and on the Council.

**2. Consumer/Community Needs, Concerns, Issues:** Donna Parks raised a concern on the discussion surrounding the Patient Satisfaction Survey at the executive/finance committee in October. She asked the survey be administered to gather information on consumer and community concerns. Discussion included issues as follows:

1. It is difficult to track trends if there is a change in the tool used from one year to another.
2. Suggestions were to use the same tool used as last time.
3. Lola Martindale facilitates a day for the survey to be completed at all three health clinics and gives the results to Donna for compilation.

**ACTION:** No formal action taken. Harry suggested that Donna work with Lola and proceed with getting the survey out.

**3. Consent Calendar:**

**a. Approval of minutes:** The following corrections were made to the October minutes:

1. Change the date of the next council meeting to December 9<sup>th</sup>, not the 18<sup>th</sup>.
2. Change Carol's last name to Fitzgerald, not Fitzpatrick.
3. Change the spelling from Carolyn Roth's to Caroline.
4. Change statement "hospital had 0 encounters" to "in-patients were 0".
5. Rex Parsons name should be reflected in the same manner as others; without title.
6. Add "Action" under each relevant agenda item in the minutes.

**ACTION:** A motion to approve the minutes as corrected was made by Donna Parks and seconded by Nancy Emerson. Motion carried.

**b. Financial report:** Blain West reported on the Treasurers Cash Flow report. He and his staff are still trying to get a handle on the current numbers. The report recapped information for fiscal year 10-11 as follows:

1. End of July showed ending cash (\$28, 187);
2. End of August was (\$30, 344);
3. End of September was (\$88, 061);
4. End of October was (\$132, 364).

The discussion at Exec/Finance meeting was to try to determine the average monthly disbursements; Blain reported that somewhere between \$350,000 and \$390,000 is average. Blain's focus for November is getting caught up on financials, get the Medicare cost report completed and working with Marlene on upcoming deadlines. Encounters were 1427 in August; trends over a 12 month history range between 1748 for high encounters and a low of 1090.

ACTION: No formal action taken.

#### **4. Training:**

##### **Environmental Health: Annette Pampush**

1. The training was rescheduled to the December Council meeting depending upon staff availability

ACTION: No formal action taken.

#### **5. Administrator's Report:**

##### **General Update and Report:**

Marlene reported that she is getting a handle on grant and reporting deadlines to ensure continued funding. Blain compiled a list of reports to assist in determining upcoming due dates and requirements.

The following grant information was provided:

1. The Expanded Services Grant (ES) is due in early January. There are limited notes on the grant or on the plan/proposal for ES grant. Enquiry was made of the group regarding their familiarity with the grant. Marlene thinks it would be helpful to get the Council's thoughts regarding expanded services and to review data to determine targeted areas (i.e. portion of the Tillamook County population not being served, population trends, etc.). This would assist everyone in determining how to proceed. Enquiries were made about the grant. The ES grant is for 5 years and up to \$218,000 and will begin next fiscal year. The application is due Jan 6<sup>th</sup> with a justification of an additional \$175,000 based on UDS reporting to get to the full \$218,000 due on January 21<sup>st</sup>.
2. Increased Demand for Services grant (IDS) is \$176,000 for 2 years, or \$85,000 per year, and runs through the end of 2010. This grant funded expanded pediatric services, clinic services in for both north and south clinics and expanded shows by all indication that it will be going larger at the end of year.
3. Marlene stated that some technical assistance may be needed as she proceeds with the grant reporting and upcoming federal application for ES. The county has indicated that they will support technical assistance requests. Nancy has experience with Health

Department grants and offered to provide assistance. Nancy and Marlene will talk and/or meet to discuss technical assistance needs and options.

Marlene is currently working in the Clinic to familiarize herself with the clinic and talking with managers and staff, who seem open and supportive. She is delegating other duties on the Commission on Children & Families (CCF) side for community meetings, program and project coordination.

ACTION: No formal action taken.

## **6. Old Business:**

**a. South County Facility Report:** Marlene Putman reported that there are no grant funds or grant application in process for this project. There have been preliminary sketches and diagrams created. Discussion included the following:

1. Tillamook Family Counseling Center (TFCC) is rescheduling staffing to continue to commit working with the Health Dept. in existing space or if new space is found. If there are referrals, TFCC can have someone there that day. TFCC is committed to long term partnership.
2. If the council wants to revisit planning for a new building, information that has been gathered to this point should be used for review.
3. A visit to the South County clinic yielded no sign of rodents, however, one member suggested creative ways to use rodents to benefit the Health Department encounter rate.

ACTION: No formal action taken.

**b. Employee satisfaction survey report NEXT STEPS:** The survey is now complete and the results have been reported to the Board of County Commissioners (BOCC). The survey results indicated that 34 out of 46 employees responded and 19 wrote comments. The Executive Committee broke down the written comments into categories. Discussion included the following:

1. The problem with the comments is that they are not real specific, i.e., statements are vague.
2. A correction needs to be made on question #5 showing 11% rather than 38% disagree.
3. The group decided by consensus that their suggestion is to get the results out to staff as soon as possible with Marlene deciding how best to do that.
4. Marlene suggested that the survey can be utilized in a number venues including the monthly all staff, manager and department meetings as well as meeting with staff individually to get more specific responses. This could also be a good way to open up communication with the staff.
5. The financial questionnaire (FLP – Federal Poverty Level form) and the dress code came up as two items that might be good to use in trying to get staff to work together toward a common solution.
6. Marlene should share the original survey and survey results with all staff. A cover letter from the Health Council (Council Chair) would be helpful to indicate their involvement and next steps. Marlene would like someone from the council present at the all staff meeting when the survey is distributed. Marlene should be responsible for developing

next steps; the Council's job was to develop and distribute the survey and get it back to staff as promised.

7. Additional discussion about the financial form included:

- Caroline is gathering WIC and Oregon Health Plan, and other Health Clinic applications to see what other clinics do to gather information for the financial questionnaire.
- The FQHC grant requirements for financial eligibility should be seen as the bare minimum.
- Staff should see the financial questionnaire as a requirement to keep the doors open.
- Possibly consider a more confidential area with more specific training for key staff and a new patient intake process needs to be explored. Marlene said she will discuss with staff and come up with process that helps staff work together on the problem.

ACTION: No formal action taken.

**7. New Business:**

**a. Public meeting notices:** It was noted that the group would like to make announcements of their meetings available through other public venues (ie. Newspaper, radio, etc. ) to ensure greater compliance with the Public Meetings law.

ACTION: No formal action taken. Donna and Marlene indicated that they will work together on expanded public notice for Council meetings and Executive Committee meetings.

**b. Meeting dates and times:**

1. The council would like to see a stronger connection with the BOCC and would like to explore changing the council meetings to allow the liaison, Tim Josi, to attend.
2. Members would like to see the meetings have a consistent overhead presentation as opposed to hard copies of meeting materials, where the group deals with the same issues every month. Materials should be sent electronically and available on the website.
3. A new venue may be sought to allow for more technology to be utilized to hold consistent meetings.

ACTION ITEM: No formal action taken. Harry stated that he will contact Tim Josi and determine when would be the best time and day for him to attend council meetings.

**c. Presentation - Accountable Care & Community-based Health Care Measures:** Rex sees a great change with health care providers being on a level playing field within the next 5-10 years through shared health care outcomes for which all health care providers will be accountable. Tillamook County will need to be more efficient in gathering data, quality performance, and more accountable to serve Tillamook County's 25,000 people by dovetailing with other local partners who may be willing to participate. Its not about competition but about quality care.

1. Rex spoke with Tim Josi and Larry Davy prior to the Council meeting about how to work together to measure quality out-patient clinics. Tillamook County General Hospital

(TCGH) has two rural based care access clinics which would create a quality network. Larry Davy said that Julie Fontinella, who works at TCGH, could spend time showing the Health Department how to use tools to better monitor performance.

2. The group wondered what parameters would need to be in place. The CHC grant has 6 parameters in the grant that Quality Assurance Committee monitors, which is dependent on grant funds for 5 years. Parameters could go beyond the terms of the grant, and collect a years worth of data for any new grants.
3. Members expressed that perhaps more training in the EMR (electronic medical records) may be needed for reporting and data collection to be efficient. Setting up a quality monitoring system utilizing a technical partner would produce a better result even if parameters change.
4. Discussion surrounded barriers in the Health Department processes based on various community reports to council members.

**ACTION ITEM:** No formal action taken. Rex offered to contact Larry Davy, CEO of TCGH. Participants in the meeting should include Harry, Rex, Tim Josi, and Marlene. John should be brought into the discussions also. The purpose of the meeting is to discuss how the Health Department and TCGH might work together to determine measures of quality for local clinics. If appropriate, more formal discussions may occur with hospital staff regarding partnering in quality monitoring and processes.

**d. Marketing:** A Health Department brochure was created approximately 6 years ago and is in a box somewhere in the administration building. Discussion surrounded finding the brochure to see if it is still appropriate for updating and distribution.

**e. Strategic Planning:** Members felt that there is a need to schedule strategic planning for early spring or summer.

#### **8. Committee Reports:**

a. **Finance:** Sigrun reported that as the Vice-Chair she is the chairperson of the Finance Committee. She would like to strengthen the committee with new members to provide a plan for a financial future with new vision, and look at the committee in a different way, including looking at outside expertise and involvement. She would like to have council members suggest potential members to her and she will then make the contact. The bylaws state the Financial Committee can consist of the chairperson plus 2 people approved by the Council. Carol Donna Parks suggested Steve Simpson and Tim Harris, both used to serve on the Council. Sig indicated that she will work with Marlene to develop the committee.

**ACTION:** No formal action taken. Council members will refer potential members for the Finance committee to Sigrun for contact.

b. **Quality Assurance:** No report.

#### **9. Next Meeting:**

- Full Council Meeting December 9<sup>th</sup>, 2010 – TFCC Conference Room
- Exec/Finance December 7<sup>th</sup>, 2010 – Health Dept Administration

**10. Meeting Adjourned:** Chair Harry adjourned the meeting at 2:17 PM.