

Tillamook County
Community Health Council
Meeting Minutes
March 16, 2011

Present: Sigrun Dickman, Nancy Emerson, Carol Fitzgerald, Karen Keltz, Donna Parks, Cynthia Putt, Carmen Rost, Caroline Roth

Excused: Harry Coffman, Tim Josi, John Zimmerman, Lola Martindale

Staff: Marlene Putman, Blain West, Donna Gigoux

Guests: Joellyn English

1. Call to Order: Vice-Chair Sig Dickman called the meeting to order at 12:15 PM.

2. Consumer/Community Needs, Concerns, Issues:

Consumer Concerns:

1. A member reported that she received a billing from the Health Department that included 3 pages going back to April of 2009. She usually doesn't get a billing because she pays her co-pay amount each visit but decided to be billed instead for her co-pay. She stated that the bill was confusing and she was billed an additional \$15 on top of her co-pay amount but couldn't find where that charge was on the bill. Blain said he would look into the issue and also stated that there are two different styles available to use for statements. Sig asked if an audit was necessary to look into the billing procedure.

ACTION: Blain will provide samples of available statement formats at the next council meeting.

3. Consent Calendar:

a. Approval of minutes: Donna P. moved to approve the minutes as written, Carol seconded. Motion carried.

b. Financial report: Blain provided a report which included the following:

- Treasurer's report: ending balance as of January 2011 was (241,455.09). End of February is (264,598.09)
- Statement of Revenues and Expenditures: **REVENUE:** Blain pointed out several instances where original projected budget figures were large, but the actual YTD collected were very small. These surrounded line items like Medicaid, Patient fees, Patient Insurance fees, Other Medicaid/Medicare, and FP Expansion Project fees. Blain also stated that it looked like the 09-11 budget was based on number of encounters, specifically, 16,000. The actual encounter total YTD is 13,500. He said a cash amount is tied to each encounter. Last years encounters totaled 14,500, so 16,000 was an optimistic estimate. Also, economy plays a part as well as competition between Rinehart Clinic and the hospital clinics. Self pay patients are also to blame for the shortfall. **EXPENDATURES:** Blain pointed out some instances where expenditures were larger than normal: July & Sept 10 leave buy out were for a former provider and Dr. B. Workers comp was large in November 2010, when the county took that amount from the budget. Computer Software & Supplies totaled nearly \$95,000 which includes OCHIN and EPIC. Blain will

research what the actual costs that OCHIN charges mean. Contracted services, which include Dental, CARE, a Nutritionist and Jim Becraft YTD total is \$107,476 and construction in progress is \$84,759.

- Blain explained the report on the encounter count. January and February 2011 show a good increase of encounters. He explained that encounters done by nurses are billable at a different rate than if done by providers. Also, he outlined the percentage of Medicaid Managed Care per location: 28.1% for Central; 18.71% for Rockaway; 22.38% for Cloverdale, with an overall Medicaid/Managed Care total of 26.88%. Medicaid/Managed Care payments are received by the county on a quarterly basis, and is also affected if providers are not closing charts. Marlene reported that the providers are doing a better job in getting the client charts closed so they can be billed in a timelier manner.
- AR Report: Currently, a total of \$416,359.79 remains uncollected from self-pay clients. Of that amount, \$305,664.08 is over 120 days. Marlene and Blain are looking into a 6-month trial contract with OCHIN to recover past-due accounts receivable. The services would cost approximately \$80,000 per year; however, it is anticipated that the amounts recovered would pay for the services OCHIN provides. Marlene suggested that Louise, who is in charge of billing, could present to the full council what her job entails and have a follow-up presentation by OCHIN to outline their services.
- Statement of Budget 11/12: Blain provided the budget that will be submitted to the Treasurers office and pointed out that the projected encounters that were anticipated just are not happening, which results in lower than expected revenue. He has adjusted the anticipated revenue for 10/11 budget to reflect a more accurate encounter rate based on 08/09 and the 09/10 encounter rate. He also pointed out that there is outstanding revenue of \$90,000 from the Electronic Medical Records incentive.

ACTION: Donna moved to adopt the financial report; Carmen seconded. Motion carried.

4. Training: Environmental Health – Joellyn English

Joellyn gave a background on what Environmental Health does for the county, such as Pandemic Flu and all hazards like Tsunami and Medical Surge (multiple accidents, flood, etc.), flu shots and Emergency Preparedness. She reported on the emergency preparedness event surrounding the Tsunami warning on Friday, March 11th. The event took place at the 911 Center and involved Health Department staff as well as the Red Cross, fire department, ODOT staff, school districts, NWSDS, transportation district, emergency medical staff, hospital, public works and law enforcement. The event was considered a success, sirens were operational with a few problems and reverse 911 calls went out to people who had landlines within the Tsunami areas. There will be a debriefing to discuss the outcomes. Additionally there is a Medical Surge table exercise scheduled in Rockaway Beach, one of the two that are held annually.

ACTION: The Council thanked Joellyn for her presentation.

1. Administrator's Report:

General Update and Report:

- Marlene reported that Lola is working with front desk staff on collecting co-pays and Robin is working with providers on EMR training every other Wednesday at 7AM.
- Report on Grants: Blain has filed the UDS report and the TPEP plan has been submitted. A grant opportunity through OSU for \$25,000 has become available; Marlene will look into applying. The Hunger Free grant was not awarded.
- The Capital Improvement Project (CIP) is on target with the new building. The anticipated finish date is April 22nd. A date needs to be set for the ribbon cutting ceremony grand opening.
- Policy-Procedure: Marlene is working on services to the homeless and is working on a draft policy for further discussion by the council. She also is pursuing a policy on broken or missed appointments as well as closing files by providers to have a more timely billing cycle. The group discussed what they felt regarding the policy on closing files by providers: many felt that files should be closed within 48-72 hours of seeing the clients. Many asked what the policy was in the hospital and other health clinics and if the AMA had a policy or guideline to look at. If providers do not close files the clients are not billed in a timely manner and it holds up insurance and debt collection.
- Health Clinic: Marlene reported that the mental health services from TFCC is going well; Women's Resource Center will have a person available for domestic violence services in a couple of weeks; and discussed linking clients up with existing services in the community like CARE and DHS. She will be holding a meeting with community partners to discuss partnering with the Health Clinic.
- Budget: The budget presentation will be April 6th at 1PM at BOCC. Marlene invited council members to attend if interested and to show support.
- Merger: Marlene reported that the merger of Commission on Children & Families and the Health Department is underway. She was asked to put together a proposal to the BOCC and will include the council with job descriptions. CCF is paying staff out of the CCF budget with any overtime coming out of the Health Department. For the period of time from January through June 30, 2011 - Marlene is 75% Health Department and 25% CCF; Shane is 50% Health Department and 50% CCF; and Donna is 75% CCF and 25% Health Department.
- State Budget: CCF will either be evolved into a new agency according to the Governor's proposal of Early Childhood Council or will be scaled down with either a state, regional or local commission system depending on what the Legislature decides. As far as is known now, CCF has one year to transition. Health Departments will be impacted with a 12-19% reduction and WIC will be moved into a new agency.
- Generator: Marlene reported that there is funding available based on unspent H1N1 money that can go toward a generator for the clinic to preserve vaccines in case of a black out. She will be working with the Public Health nurse and will report the progress next month.

ACTION: NO FORMAL ACTION TAKEN.

6. Old Business:

- **Employee Satisfaction Survey:** Marlene reported Elaine will interview staff and/or do a follow-up survey in early April. She will condense the information and outline details and solutions.
- **Accountable Care & Community-based Health Care Measures:** No report
- **Marketing/Fundraising:** Donna P. reported that she met with others and discussed ideas for fundraising like booths at the June Dairy Parade, and fairs in Cloverdale and Rockaway. Marlene stated that Oregon Primary Care (OPC) would be willing to assist in marketing ideas. Marlene also stated that an idea for marketing and fundraising would be to involve basic needs issues, where you involve multiple agencies for one fundraising purpose. Donna G. stated she couldn't find the original file with the previous brochure and would need better software in order to re-develop one. More pictures are needed of staff and providers as well for newspaper ads and brochures. Marlene and Dr. Zimmerman will be speaking at the Pacific City Chamber on April 5th. By consensus, the group would like to seek information and assistance from OPC.
- **FPL Form Update:** Blain noted that the form is being fine-tuned and the clinic staff will have a table-top discussion with front desk scenarios the first or second week in April. Marlene said the dental intake has been relocated to the clinic.
- **Strategic Planning:** Marlene said that she will check to see if OPC is available for an April planning meeting.
- **Multi-Modular:** Marlene is meeting with Helen on March 24th to discuss what role the Health Department may take in the Multi Modular exams. It is possible that the Health Department can schedule follow-up appointments with the families of the children who have need, or assist with families in signing up kids for the Healthy Kids plan and WIC.

ACTION ITEM: NO FORMAL ACTION TAKEN.

7. New Business:

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8. Committee Reports:

- **Quality Assurance:** Nancy reported that the committee met and did a family planning audit. She stated that the compliance numbers were not very high: of women in the 21-30 age group, only 42% had pap smears completed and in the 31-64 age group only 32.7%. Women over 40 that had mammograms was 21%. Robin was not in attendance and neither was Dr. Zimmerman. Marlene said there is an in-service scheduled on Public Health Primary Care, which may touch on this issue.
- **Finance Committee:** Sig will meet with Marlene and Blain to discuss the formation of the finance committee sometime later this month.

9. Next Meeting:

- Full Council Meeting April 20, 2011 – 12:15 TFCC Conference Room

- Exec/Finance April 12, 2011 – 1:00 Health Dept Administration

10. Meeting Adjourned: The meeting was adjourned the meeting at 2:25 PM.

11. Lunch: Was yummy, thank you Donna!