

Tillamook County
Community Health Council
Meeting Minutes
May 18, 2011

Present: Harry Coffman, Sigrun Dickman, Nancy Emerson, Carol Fitzgerald, Karen Keltz, Donna Parks, Caroline Roth, Tim Josi

Excused: Cynthia Putt, Carmen Rost

Staff: Marlene Putman, Blain West, Donna Gigoux

Guests: Lola Martindale, Louise Riehl-Haley, Dr. John Zimmerman

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:15 PM.

2. Consumer/Community Needs, Concerns, Issues:

Consumer Concerns:

1. None reported.

3. Consent Calendar:

a. Approval of minutes: Nancy suggested some modification to the minutes. Donna P. moved to approve the minutes with modifications, Caroline seconded. Motion carried.

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

- Treasurer's report: ending balance as of April 2011 was (361,501.61). End of March was (381,888.99)
- Statement of Revenues and Expenditures: Blain pointed out the April Federal and State grants for March was credited in April, which boosted revenue for that month.
- Blain indicated that the payroll expenditures and expenditures for materials and services are tracking well and the amounts are pretty consistent.
- April total net over/under budget shows that we are in the black \$21,134 as opposed to in the red for March \$98,826 due to the federal and state grants being credited in April.
- Blain reported that encounters are between 16-17 per provider per month. The front desk is collecting fees at the first visit. He mentioned that there are hard choices going forward, and that the situation is being monitored closely.
- Nancy reported that with the economy and the uninsured not paying their fees is a huge issue; more contact needs to be made beyond getting statements. Blain reported that at this point, no collection services are available from the clinic and he and Marlene are looking into options to address this issue.

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

4. Training: Louise and Lola were present to provide a report on how the medical billing process is conducted. She outlined the steps that she goes through in medical billing and touched on some of the pitfalls she encounters that stalls the process like wrong coding, missing information, etc. A council member asked how many charts are open; she reported that at this point, there are almost 400 open charts between Dr. Zimmerman and Marty Caudle, and that they are working on getting the charts closed so the services can be billed. Several council members

thought that charts should be closed within 48 hours of the services provided, that if the billing is not done the revenue is not coming in.

5. Administrator's Report:

a. General Update and Report:

A. Productivity of Providers and Staff

1. **Providers** – are increasing the target to 16-17 per day (2.25hr) by 2012. Moved to 20 minute appointments and are developing a list for procedures that take 40 min. per appt. Will move to 15 min. appointments next year as feasible with speed on EMR, etc. Open charts are posted weekly. Goal is to have all open charts closed the same day but at a minimum within 48 hours. Charts open longer pose a liability risk, patient dissatisfaction and are not billable until completed.
 - Provider training on EMR is nearly complete.
 - Front desk is collecting co-pays more consistently with an incentive program.
 - **Report on Grants:** (1) The Expanded Service Grant (ES) has been submitted and a decision is pending. (2) The Annual Renewal for the Community Health Centers (CHC) grant has been submitted and is pending. (3) Increased Demand for Service Grant (IDS) was extended through May 2011 with another extension expected within the month. (4) The Capital Improvement Project (CIP) is on target with the new building completed by beginning of June. The alarm system delay has created a delay for the entire project. A ribbon cutting ceremony may be scheduled between July and September. **GRANTS PENDING:** (1) Tillamook County was one of three counties to receive the Coordinated Home Visiting Grant and Marlene is attending weekly teleconference meetings to begin implementation. Tillamook County portion of the grant is \$150,000 for 5 years, which will be used to hire a home visiting nurse for the Health Department. A letter of intent to apply to Meyer Memorial for Supplemental Funding will go out in June, with Ford Family and Oregon Community Foundations as alternative or additional grant resources. (3). Funding for hard to reach populations is under consideration at this time.
 - **Policy-Procedure:** The FPL form changes have been tested and finalized with implementation mid-May.
 - A new statement is now being utilized to send to clients.
 - **Programs & Partners:** The behavioral health professional is on site from TFCC for 1 day per week for 4 hours; The Women's Resource Center Advocate is on site for 1 day per week for 4 hours; and partnering is underway with the Coordinated Case Management/Intake with local partners is underway.
 - **Tillamook County:**
 - Budget was approved as presented with minor revisions.
 - Merger: Marlene will present a resolution/order for consideration by the BOCC. A council member mentioned that she is getting calls from current Health Department staff asking why CCF staff will be merging with the Health Department when Health Department positions are not being when someone leaves. Donna and Blain clarified that no Health Department funding is going toward CCF staff other than overtime; that CCF staff is temporarily assisting with Health Department duties in conjunction to their CCF staff positions using CCF

funding currently. Discussion of the council suggested that they would prefer that Marlene address the staff openly at their staff meetings and outline the details of the changes/merger, and mentioned that Health Department staff should be utilizing the chain of command by talking to their managers and/or going directly to Marlene instead of calling council members about these issues.

- State Budget: Negotiations about the budget are still underway, with an expectation of a 19% reduction to Medicaid. This will have a lesser impact of an FQHC due to the federal funding and mandates according to the OPCA.
- Committee comments:

ACTION: Donna moved, Carol seconded to accept the Administrators report. Motion carried.

6. Old Business:

- a) **Employee Satisfaction Survey:** The student intern will be graduating and returning to compile the survey report for presentation at the full council meeting in June. Donna G. sent out the survey to employees using Marlene's email address asking those who had not respond to please do so.
- b) **FPL Form Update:** The new billing statement is going out now.
- c) **Strategic Planning:** Marlene will be meeting with OPCA with a goal of September for Strategic Planning.
- d) **Women's Resource Center:** See Administrator's report.

ACTION: NO FORMAL ACTION TAKEN.

7. New Business:

- **Officer Elections:** Ballots will be tallied at the Executive Committee meeting in June.

8. Committee Reports:

- **Quality Assurance:** No report.
- **Finance Committee:** June 2nd is Committee Orientation with a meeting June 7th in conjunction with the Executive Committee meeting.
- **Fundraising Committee:** Marlene is still trying to meet with Mike Pierce at TLC to have a banner and maybe brochures to be used at the community events.

9. Next Meeting:

- Finance Committee - June 7, 2011 – 11:00 TBA
- Executive Committee – June 7, 2011 – 1:00 TBA
- Full Council Meeting June 15, 2011 – 12:15 TFCC Conference Room

10. Meeting Adjourned: The meeting was adjourned the meeting at 2:17 PM.