

Tillamook County
Community Health Council
Meeting Minutes
September 21, 2011

Present: Harry Coffman, Karen Keltz, Donna Parks, Rex Parsons, Cynthia Putt, Carmen Rost, Caroline Roth, Tim Josi

Excused: Nancy Emerson, Amy Griggs, Carol Fitzgerald,

Staff: Marlene Putman, Blain West, Donna Gigoux

Guests: Lola Martindale, John Zimmerman

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:25 PM.

2. Consumer/Community Needs, Concerns, Issues:

- a) *Flu clinics* are scheduled throughout the county. Information will be sent out regarding times and locations.

3. Consent Calendar:

- a) **Approval of minutes:** Minutes were revised to reflect that under item 3, page 2: change Carol to Caroline.

Action: Cindy moved to approve minutes as revised; Carol seconded. Motion carried.

4. Training:

- a) Training postponed.

Action: It was suggested by Harry and agreed by consensus to schedule training after the Strategic Planning meeting.

5. Administrator's Report:

1. Productivity of Providers and Staff

- **Providers** – Dr. Zimmerman's open charts stands at 300; Marty Caudle has 158; Donna 8. All other providers are current. Open Charts are monitored daily. Medical Director talking with providers. Admin. working with Medical Director to address issue.
- **Provider Training on EMR** – No report.
 - **Personnel/Staff Changes** –
 - **Home Visiting Nurse:** Patty Helsing was hired as the new nurse on September 26th.
 - **Accounting Clerk II:** Ashley Arthur will begin in September as administrative support for both HD and CCF.

2. Funding Grants -

- **CIP Grant** – An open house will be scheduled October 25th to feature the expanded clinic and the services that will be available as a result of the Capital Improvement Grant.

- **Coordinated Home Visiting Grant** – Will allow for more services to be provided to high risk children and families through partnership with Healthy Families. WIC and Home visiting nurses will screen families and work with HF to conduct home visits. Funds will pay for the staff and allow staff to bill TCM for visits resulting in more revenue and more services. Dental care expansion to include dental varnish during home visit is also under consideration and is a needed service that is billable. First quarter completed. Still waiting for State contract for \$75K with total annual budget of \$350,000.
- **Post Partum Depression Grant** – Early screening and assessment for depression in pregnant and post partum women. Partnership with TFCC for \$40K pays for part-time bilingual outreach and screening. Referrals to home visiting nurses as needed for needed billable visiting. Currently preparing the contract.
- **Dental Care** – First Tooth trainings are scheduled.
- **Healthy Smiles, Healthy Children** – No Report. Grant pending
- **Rural Health Network Development Planning Grant Program:** This grant is awarding \$75,000 to promote, through planning and implementation, the development of integrated healthcare networks that have combined the functions of the entities participating in the networks in order to: (i) achieve efficiencies; (ii) expand access to, coordinate, and improve the quality of essential health care services; and (iii) strengthen the rural health care system as a whole. This program brings together key parts of a rural health care delivery system so they can work together to establish or improve local capacity and coordination of care, particularly those entities that may not have collaborated in the past.

The major focus of the Network Planning Grant is to support rural entities in the development of health care networks. The grant program supports one year of planning to develop and assist health care networks in becoming operational. Due October 13. Rex offered to assist Marlene in working with the TCGH to facilitate a meeting to discuss the Emergency Room issues that arise from people who would benefit better by going to the clinics instead.

ACTION: Donna P. moved to approve Director applying for the grant subject to partners interest and involvement to pursue potential health care network opportunities. Rex seconded. Motion carried.

- **Capital Construction & Improvement Grants:** These grants are due October 12th.

ACTION: By consensus the council agreed at time they do not want to pursue construction in South county or other building improvements until the financial situation improves and OBS (OCCHIN Billing Services) has a chance to get accounts receivable down to a workable level.

3. **Programs, Partners & Contracts** –

- **Tillamook Family Counseling Center:** Continuing and looking to add hours for services. Working on how to bill for services under Medical case management.

- **Women's Resource Center:** Continuing to provide services and trainings onsite. Marlene will meet with resource center staff at the end of the month to discuss additional training, onsite needs and home visiting.
- **Coordinated Case Management/Intake:** CARE has the health department forms and we will set up staff training for CARE to explain the form and how to complete over the next several months.
- **Intergovernmental Agreement with Justice Facility to provide medical services at the jail:** Working to finalize the agreement. Services began September 1, 2011. Consistent income generation during the two hours of service provision commensurate with office visit rate and regular payment.
- **Veteran's Medical Services at Clinic:** Nothing new to report.
- **OCHIN Billing Services:** Contract was signed September 1, 2011. Currently working on policies and procedures with the goal of going live October 1st.

ACTION: Cindy moved to adopt the Administrator's report; Carol seconded. Motion carried.

4. **Financial report** – In lieu of the regular financial report, Marlene and Blain presented the 2011-12 Financial Plan in draft form item by item answering questions and engaging in discussion with the council. The draft document was provided and is attached. The plan outlines goals and objectives and measures to increase revenue and reduce department expenses overall. It was noted that baseline data for some of the measures still need to be established. Also, it is expected that other actions will be identified during strategic planning.

- **Discussion topics included:** The process for increasing client encounters; addressing client no-shows; patient scheduling and patient flow; collections; electronic scheduling and reminders; decreasing accounts receivable that are over 120 days and related OBS billing services; collecting payment from clients as they come in for their scheduled appointment or walk-in clinic visit; explanation of FPL process; increasing sliding fee rates; partnerships with other organizations to efficiently and accurately collect client household and financial information; outreach for Healthy Kids(OHP Kids) to enroll ALL eligible children; working with hospital to address ER uses and patient tracking information; hat process she sees to increase clients. The Council requested that the client fee schedule be added for discussion for the next council meeting. Updates on OSB billing benchmarks in the fiscal report would also be helpful as they become available.

- **Comments:** Council members liked the Finance Plan benchmark document with the month to month tracking/review. Tim commented that this is a realistic approach that will allow us [Health Council] to monitor progress. Staff will also be monitoring the new billing practices on a month to month basis, sharing information on increasing the sliding scale fee in November, and will be gathering information on operational costs for public health and satellite

clinics for more accurate numbers for future discussions. Decision points in December and January will be key as the Department will need to begin developing the budget for the next fiscal year. A variety of options will need to be discussed at the time based on trend information for the first six months of the fiscal year.

6. Old Business:

- a) Strategic Planning - Marlene reported that Strategic Planning will take place October 12th at the Forestry Center, with a meeting the previous day on October 11th for the Health Council. Donna G. will find a venue for that meeting and let the Council know where it will be. Cindy asked that they meet earlier rather than later in the due to travel after dark..
Action: NO ACTION required.
- b) OPCA Marketing Plan – A final document will be forthcoming, with a possible work session on the Marketing Plan after the Strategic Planning meeting.
Action: NO ACTION required
- c) Accountable Care Organization & Coordinated Care Organization –Marlene will arrange a meeting with NW Senior and Disability Services, TFCC, CARE and educational partners in late October or early November. This will be discussed at Strategic Planning to get prepared for 2014 implementation, if there is enough time.
Action: Consensus to move forward with scheduling a community meeting.
- d) OCHIN Billing Services – Policy and procedure is being developed with OBS for implementation to start approximately October 2011.
Action: NO ACTION required

7. New Business:

- **Appointment to Health Council** - Amy Griggs & Rex Parsons — Amy was not able to attend the meeting but the council welcomed former excommunicated member Rex Parsons back into the fold.
Action: NO ACTION required; members approved by Council and appointed by Board of County Commissioners.
- **Discussion and nomination of new Vice-Chair** –
Action: Donna Parks nominated Caroline Roth as Vice-Chair due to the resignation of Sig Dickman. Caroline seconded. Motion carried. Congratulations Caroline.
- **Patient Satisfaction Survey** – Donna brought up the fact that the survey goes out twice per year. The group discussed waiting until after the Strategic Planning meeting to send out by the first week in October. Lola indicated that the survey will be sent out prior to the strategic planning. Donna P. will compile the results.

8. Committee Reports:

- **Quality Assurance:** Nancy is having difficulties attending both the QA and Council meetings due to her work schedule. Harry will contact her to discuss. Minutes for the August meeting were included in the packet for review and discussion. No comments from the Council on the QA meeting. Caroline is also attending the QA meetings.

ACTION: Approval by consensus of the QA report.

- **Marketing/Fundraising Committee:** No Report. Schedule follow-up with Beth Quartelo at OPCA on final draft of Marketing Plan and next steps.

9. Adjourn: The meeting was adjourned the meeting at 2:20 PM.