

Tillamook County
Community Health Council
Meeting Minutes
November 20, 2013

Present: Harry Coffman, Amy Griggs, Donna Parks, Rex Parsons, Carmen Rost, David Waud,
Excused: Carol Fitzgerald, Clayton Rees, John Sandusky, Dave Walker, Tim Josi
Absent:
Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald
Guests: Rhonda Wagner

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

2. Consumer/Community Needs, Concerns, Issues:

a) None reported.

3. Consent Calendar:

a) **Approval of October 16, 2013 Meeting minutes:** Donna P. moved to approve the minutes as written; Rex Parsons seconded. Motion carried.

4. Training & Presentations:

a) Quality Improvement Measures Review – Rhonda Wagner provided handouts that outlined measures that are tracked. Currently, there are 20 measures that are done on a quarterly basis with 4 done monthly on the dashboard, 2 of which are CCO measures. There is a QI/QA meeting monthly and the minutes are approved by the Health Council members at their monthly meetings.

5. Administrator's Report:

a) **General Update and Report:** Marlene reported on the following:

A. *Implement Well Planned Actions/Methods to Improve Productivity and Positive Outcomes for our Clients, Our CHC and the Community:*

- Marlene will incorporate the results of the Strategic Planning in October into the goal statements and finalize the action plan.

B. *Increasing Productivity of Providers and Staff to Increase Revenue:*

- This is an issue as there is a severe shortage of providers, which puts extra stress on the providers we do have so they are not able to complete charting in a timely manner. At this point, it may be that Cloverdale clinic will close until we get more providers, new hires may be laid off, hours cut back, etc.

C. *Improve Financial Practices and Systems in order to Improve Efficiency and Effectiveness:*

- Continuing to contract with Community Link Consulting to assist with various reporting required for Federal and State funding.

D. Increasing Revenues for Other Sources in Order to Offset Uncompensated Costs for Public Health Services and/or Operational Changes and Improvements:

- Continue to pursue opportunities for dental services and Public Health funding. New grants are being made available through our CCO for Community Prevention programs, which should be made available soon.
- Coordinated Home Visiting funding is forthcoming. We continue to search for new sources of funding for this program for sustainability.

E. Implement Policy & Procedure that support our Mission and Improve Quality of Service:

No report.

F. Increase Partnerships with Health & Human Service Organization in Order to Leverage Resources, develop shared resources and strengthen relationships for future collaborations:

- The Early Learning Hub (ELC) development is ongoing as the initial application was not selected for first round. Efforts are underway to resubmit the application for NWRESD to be the Hub. Cover Oregon and Outreach and Enrollment grants are supporting the efforts to enroll community members into the Health Insurance Exchange via paper applications, as the portal is not yet functioning.

Action: Rex moved to approve the administrative report. Donna seconded. Motion carried.

Financial Report: September 2013

Irene provided a Financial Report for September.

- Total revenue for SEPTEMBER (November report) was \$365,133; total expenditures were \$416,950, with a month end cash balance of **-\$116,639**. Irene indicated that the loss of provider revenue and lower encounters due to the shortage of providers is lower than expenses, which are the same or more than usual.
- Total Monthly Encounters remain down, 1,106, mainly due to shortage of providers, training and vacation, and less hours at Cloverdale Clinic, with one day a week and one nurse only day. Average daily encounters per provider was 40 with monthly average encounters for the year at 1,289 and average daily encounters per provider at 12.3;
- Accounts Receivable was \$210,565.

Discussion: Rex asked what had happened with the scheduled meeting with the BOCC members to discuss the role of the Salary Adjustment Panel. He stated that he'd like to see that the BOCC is supportive of running a business like the Family Health Clinics, in turn supportive of Marlene's ability to be competitive in offering salaries to providers to bring them to Tillamook County. He felt that it is important to not be put off any longer, that a discussion should be sooner rather than later. Harry asked if there should be a joint meeting with the BOCC, CCO members and the Council to have an informed

discussion to our situation. The group would like to see a meeting set up by the December Council meeting.

Action: Rex moved to approve the financial report, Donna seconded. Motion carried.

6. Old Business:

- a) Cover Oregon – (see Administrator’s report)
- b) Provider Recruitment - (see Administrator’s report)
- c) Strategic Planning - (see Administrator’s report)
- d) Board Development – Harry reported that he will follow up with Bill Hatton; and Susie Johnson has stated that she will be applying to the council as a member, which was approved by the Executive Committee in November. There is still a vacancy for the Executive Committee member at large position.

7. New Business:

- a) Executive Committee Vacancy - Harry asked if anyone from the council would like to attend the Executive Committee. There wasn’t any response from those present.
- b) Patient Satisfaction Survey – The group is still not satisfied with the tool that is used for the survey; Marlene reminded them that they can use their own tool in the interim. Donna P. said it would be informative to survey other FQHC’s to see if they see a problem with the survey. Marlene suggested that there might be information available from OPCA. Also, it was suggested we check on the timeline for use of surveys for FQHC’s.

8. Report of Committees:

- a) Quality Assurance Committee – Minutes: Carmen moved to approve the minutes; Donna seconded. Motion carried.

The meeting was adjourned at 2:12 PM.