

Tillamook County
Community Health Council
Meeting Minutes
October 22, 2014

<p>Present: Harry Coffman, Carol Fitzgerald, Amy Griggs, Susie Johnson, Donna Parks, Rex Parsons, Carmen Rost, John Sandusky, Tim Josi Excused: Clayton Rees, Jessica Galicia Absent: Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald Guests: Lola Martindale, Ronda Wagner</p>
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1. Call to Order: Chair Harry Coffman called the meeting to order at 12:22 PM. Introductions were made to the group.

2. Consumer/Community Needs, Concerns, Issues:

- Donna Parks asked if on the next Council Meeting is everyone will donate a fork for the lunch. Donna will reuse them each meeting. Donna also reported that she saw Dr. Paulissen. She also stated that she asked the nurse when she came in for a blood draw if she would take her blood pressure. The nurse told Donna that they didn't do that. Marlene will check with Autumn about this issue.
- Harry stated that his wife is now a patient of Dr. Paulissen and is very pleased.
- Carmen asked if the Case Managers offer training on Medicare coverage. Susie Johnson told Carmen she would meet with her and try to assist her with her questions.
- Rex asked what our policy was regarding registered sex offenders accessing the clinic for services. Marlene stated that the patient usually self-identifies and is asked if they are comfortable with being in the room with the other clients. If not, the patient is asked to wait outside or wait in their car, or to come back closer to their appointment.
- Donna provided a couple of positive comments from the suggestion box in the lobby, given to her from Lola to read. One said "Keep being awesome, please!!" and the other said "For a Public Health Clinic these guys do a great job. They are always friendly from the front desk to the back. I feel comfortable here more so than any private or public practice." Marlene stated that we had a dental patient who was pleased that our policy had changed so the patient didn't have to come in twice to establish care by having the patient come to the clinic just prior to her appointment instead of coming in twice.
- Susie is doing Case Management at the jail on Mondays assisting exiting inmates with signing up for OHP.

3. Consent Calendar:

- A. Approval of September 17, 2014 Meeting minutes:** John moved to approve the minutes as written; Carmen seconded. Motion carried.

4. Board Development:

- A.** No discussion.

5. Training: None

6. Administrator's Report:

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:*

- Our new Americorp Vista went back to Montana. Currently there is no staff to assist with the Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP);
- Coordination and planning with community partners and with TCGH for common clients and better coordination of care.
- Mental Health Crisis Response meeting is taking place on November 4 at St. Johns from 9-11 AM. Those invited include the Sheriff's office, CHOBI and CCO representatives, and mental health service providers;
- Our HRSA FY 2015 Service Area Competition (SAC) application is due November 19th in Grants.gov and December 10th in HRSA website. We continue to work with our financial consultants Community Link;
- Strategic Planning will take place on November 19th. This is an all-day session and will be from about 9AM to 3:30 PM. We are looking for a contractor, possibly from the CCO, to facilitate. It will be at St. Johns;
- Leadership team working to address "incentive" metrics developed by Columbia Pacific Coordinated Care Organization after achieving first year goals.

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

- Medical Director search is ongoing. We have one applicant from Merritt Hawkins to interview on November 3rd;
- Chris Craft began as a full-time FNP October 6th;
- Marty Caudle is currently serving as the Interim Medical Director.

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

- Work with the Tillamook County Correctional Facility to get Electronic Health Record access for jail staff is ongoing. Lola is credentialing nursing and training staff and Ronda is working with OCHIN to develop a 'department'.
- Dental services – working with our Dental Care Organization director, Alyssen Franzen, meetings with staff and Dr. Opdahl on processes is ongoing at this point.
- Marlene met with Bill Hatton to discuss VA services. So far, the Veteran's Administration has not sent out cards to veterans who live over 40 miles from the nearest veteran's medical facility. Bill will research and get back to Marlene.
- We continue to contract with Community Link Consulting for financial assistance and training.

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

- (See Old & New Business – mostly grant revenue)
- Working with CPCCO to support our work – Our role via CCO discussion is a) to fill the gaps, b) provide a safety net and c) provide choice for people in Tillamook County.

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

- Marlene is working on the QA/QI policy draft to be reviewed and approved by the Leadership Team;
- The Pain Management Policy is being implemented and the CCO would like to assist in getting a pain management clinic in our area.

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

- A. Marlene met with Connie Green of TBCC, Connie asked Marlene to write up a proposal for their Board to review;
- B. Great Beginnings – meeting with early childhood partners to address improved outreach and engagement with high risk mom's to access prenatal care and encourage them to establish a primary care provider.
- C. Early Learning Hub – Marlene meets approximately monthly with the Early Learning Hub which links early childhood with health care related and need to share efforts and figure out how to report on common outcomes.
- D. Marlene continues discussion with the CCO by participation on the board.
- E. Working with Tillamook Educational Foundation on school-based dental services grant through NWHF.

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

7. Financial Report:

Financial Report was provided and Irene outlined the following:

- A. Total revenue for AUGUST (October report) was \$608,208.19; total expenditures were \$511,287.62, with a month end cash balance of \$258,384.28. Month-end cash balance (treasurers) is \$258,384.28. Irene reported the following:
 - Revenue: Client generated revenue was higher due to two Medicaid Wrap payments received in August.
 - Expense: Salary & Wages expenses were higher due to Dr. Paulissen beginning work; Contracted Services were higher due to expenses by Conflict Solutions.
 - Tim gave an overview of the additional \$43,100 coming out of TCHD and going to General Fund. This is a payment amount that was entered Treasurer's office during budget negotiations. Treasurer's office could not find an order from the BOCC from the vote in 2011 to forgive the amount that was transferred to TCHD, based on the premise that it was debt that was incurred by previous staff. Bill Baertlein and Deb Clark are working on how to make the budget balance for this

year. Rex said that the County should amend the budget instead of trying to offset the debit. John stated that the budget does not reflect the correct numbers.

- B. Encounter trends shows a slight drop in encounters for Central Clinic, Central Field Service, and dental. There were slight increases in North and South clinics in July.
- C. Total Monthly Encounters were down from July to 1,221 due to providers' trainings and leave; average daily encounters per provider FTE was 8.9.
- D. Accounts Receivable was \$223,013.98. There was an increase in the 61-90 day bucket, nearly double from July and in the 121-150 day bucket to almost triple. OCHIN stated this is due to a Payor system change, and will normalize once complete.

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

8. Reports of Committees:

Quality Assurance/Quality Improvement Committee:

- B. The Council reviewed the minutes of October and an extensive conversation regarding the understanding of the data and what it really means. Donna P. stated that she can better understand the minutes with the graph attached (see below). She would still like to see more information at the meetings from Lola or Ronda on a more regular basis, to provide insight and explanation of the data to make it meaningful to the group. September minutes reflected the following summary for QA/QI measurement metrics. There was a bit of discussion regarding the many "not met" goal measurements. The council also directed Lola to use an 'older satisfaction tool' to survey clients that would gather information we are interested in.

Summary for QA/QI	Compliance	Clinical Measurement Goal	Meet Goal?
August 2014			
A: Public Health Family Planning			
Chlamydia	47.1%	75.0%	No
Clinical Breast Exam (hand count 25 charts)	96.0%	90.0%	Yes
Mammogram Screen	41.9%	50.0%	Almost
Method of Birth Control Selection	100.0%	90.0%	Yes
STD Prevention Education	55.8%	75.0%	No
Emergency Contraception Offered (hand count 25 charts)	48.0%	75.0%	No
Consent for Birth Control (hand count 25 charts)	96.0%	90.0%	Yes
B: Clinical			
Weight Assessment ages 2-17	39.6%	43.0%	No
Adult Weight Screening	26.5%	47.0%	No
Cervical Cancer Audit age 18-64	63.7%	73.0%	Almost
Colorectal Cancer	12.2%	50.0%	No
Asthma	69.1%	70.0%	Almost

Action: Donna P. moved to approve the QA/QI minutes; Amy seconded. Motion carried.

9. Old Business:

Marlene reported that:

- **EPA Brownfields Grant:** The RFP is being finalized and will go out by the end of October. We are working with Jennifer Purcell and Port of Tillamook Bay to conduct a site visit along the corridor for our EPA Project Officer and others involved in the grant work on October 23 and 24.
- **HRSA Expanded Services Grant:** Marlene reported that the grant was awarded with a condition that the proposal be resubmitted showing how expanded services will be utilized in our existing sites approved by HRSA (North, Central and South clinics). Initially the proposal included expanded services in the jail, which is not our site. The new proposal was submitted on October 9th. A new FNP and MA will be hired by January and their positions paid for by the grant. We are talking to the recruiter on Thursday.
- **NWHF Healthy Community + Healthy Beginnings:** Marlene stated the grant application is due this Friday at noon. The focus with this grant will be on home based services for at-risk children with poor health outcomes. This is a planning grant from January – December, 2015; a new grant application for an implementation grant is due December, 2015 for 4 years of funding.
- CPMCO Telemedicine Grant – We haven't heard anything yet on this grant.

10. New Business:

- **Policy & Procedure** –

- a. Credentialing and Privileging for Chris Craft - presented to the members in their packet.

Action: Rex moved to approve the document, Carol seconded. Motion carried.

- b. Credentialing and Privileging for Dr. Betlinski – presented to the members in their packet.

Action: Susie moved to approve the document. Amy seconded. Motion carried.

- School-based dental health - **Tillamook Education Foundation:** NWHF application is due for dental services for children in school. Bruce Rhodes will be writing the grant and be the fiscal agent. It is a 9 month planning, and a 4 month implementation grant to provide sealants working with our public health nurses and utilizing the Tooth Taxi.

11. Unscheduled:

- Discussion and recommendations for an Order Confirming the Board of Commissioners' Decision not to require the Tillamook County Health Department to pay back it's deficit of \$431,000 incurred in 2011 and negate the transfer of funds from the fiscal 2014-2015 budget.

Action: Rex moved that the Treasurer's Office amend the current budget and not to offset the amount back to general fund; John seconded. Motion carried.

12. Adjourn - The meeting was adjourned at 2:17 PM.