

Tillamook County  
Community Health Council  
Meeting Minutes  
May 20, 2015

<p><b>Present:</b> Harry Coffman, Carol Fitzgerald, Amy Griggs, Susie Johnson, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky, Jessica Galacia <b>Excused:</b> Tim Josi (liaison) <b>Absent/Unexcused:</b> Rex Parsons <b>Staff:</b> Marlene Putman, Donna Gigoux, Irene Fitzgerald <b>Guests:</b></p>
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**1. Call to Order:** Chair Harry Coffman called the meeting to order at 12:15 PM. Introductions were made and Nick Roesner attended as a guest, currently shadowing with Marlene Putman and other staff at the clinic. Harry gave Nick an overview of the Health Council. Nick is currently a student in his senior year and is in the Health Occupations class. He will be attending Oregon State in the fall.

**2. Consumer/Community Needs, Concerns, Issues:**

**Health Care Issues presented by Council Members:**

- a) **Barriers to Care:** Donna Parks reported that she is still encountering difficulty working with the Veterans to get care for her husband. She took her husband for a blood test and was told that she would have to go to the hospital for the test. She waited 3 weeks for the results. Susie reported that Teresa Camacho, a Care Coordinator, is becoming the lead in working with the Veterans program, however, not all front desk employees know to send questions or concerns to her when a veteran is trying to get care. Marlene will talk with Lola and Autumn to make sure the team knows the process. Carmen also had issues with her husband in that there is a lack of communication between the Veteran program and local providers and patients.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** None at this time.
- d) **Health Center Patient Comments:** No report.

**3. Consent Calendar:**

- A. **Approval of April 22, 2015 Meeting minutes:** *Action:* John moved to approve the minutes as written; Susie seconded. Motion carried.

**4. Board Development:**

- a) **Member recruitment** – Michele Haller, a new applicant for the Health Council, could not attend the meeting today, but will be attending in June. The group decided that they would like for her to attend a meeting prior to voting to recommend her to the council.
- b) **Common goals – shared resources between agencies:** Donna P. reported that this item is important to discuss monthly, as members wear different hats and can report out on what their groups are doing. Reported by the members as follows:
  - Harry reported that the Tillamook Education Foundation is partnering with the Health Department to work on a school-based dental project;

- Clayton stated that he is connected with the DHS Vocational Rehabilitation group and would like for a representative to attend a Council meeting. The group decided that July would be a great time;
  - Carol and Carmen both talked about meals being served at a number of churches on a regular basis;
  - Amy talked about how difficult it is for elderly people to get out to get groceries, especially when they do not have their own transportation;
  - The group discussed resources and to have the ability for individuals to have a listing of what is available in their communities. Donna P. stated she has something she could provide if needed.
- c) **Underrepresented & Youth potential members:** Harry asked Nick about the time period for the Health Occupations class. His intention is to go to talk to the class about a youth member serving on the council. Nick said the class is first period, 8:15 – 9:20 AM.
- d) **Officer nominations:** A slate of officers was presented in the packet with the option to nominate additional members to serve. Currently, the slate is as follows: Harry Coffman as Chair, Carol Fitzgerald is Vice-Chair, Donna Parks is Past-Chair, and John Sandusky is Member at Large. Official voting on officers will take place at the June meeting.

*Action:* John voted to accept the slate as presented; Susie seconded. Motion carried. Clayton moved to close the nominations; Donna P. seconded. Motion carried.

- e) **Health Council Notebook:** The notebook for the Health Council has not been updated in several years; Marlene suggested that a few members of the Council form and decide what should be included moving forward. Members who will work on this include Donna P., Harry, Amy, and Clayton. John suggested that the notebook include a summarized policy with website links instead of the entire document. Donna P. will contact the members to arrange a meeting date and time.
- f) **Areas of Expertise:** The Areas of Expertise document was included in the packet.

*Action:* Donna P. voted to accept the document as presented; Carol seconded. Motion carried.

## **5. Training: Board Development Training DVD**

The materials have not been delivered yet.

## **6. Administrator's Report:**

**General Update and Report:** Marlene reported on the following based on previous Strategic Plan Goals, priorities and strategies (2011-13):

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

1. **Budget Committee:** Final budget is forthcoming from Treasurer's office.
2. **Strategic Planning** – No update.
3. **Community Needs Assessment** – No update at this time.

**4. Action Planning in Priority Areas** - in order to improve quality and increase patient access, encounters, and outcomes (based on the Strategic Plan and ongoing efforts), planning and work plans are under development in the following areas. These priorities will also be used to assist/guide Department budget development for the County and Health Council for 2015/16. Brief updates on current activities are provided with individual action plans for each area available for members upon request to staff.

**a) Behavioral Health:**

There is an increased demand for us to hire a Psychiatric Nurse Practitioner in order to handle the possible patients coming from Rinehart to monitor psychiatric medications and see patients for treatment, etc. as a safety net; TFCC does not have one. Currently we have about 1-2 requests per day from patients. Marlene stated she will approach Personnel to begin the process; there is already a Psy. Nurse interested in working for us.

*Action:* John moved to approve the staff to recruit and hire a Psychiatric Nurse Practitioner; Amy seconded. Motion carried.

**b) Dental Health:**

Marlene reported that we have gone from 40 dental patients to 400 in a little over 18 months, most of whom haven't seen a dentist in years. She has met with the Dental Care Organization, along with local dentists and ODS to discuss options moving forward. Currently, ODS and Willamette have met their obligation; ODS is at 100% capacity and Willamette is at 96%, and not seeing new patients. There is still a huge need for additional dentists in this area, as our current dentists are at capacity. We are currently sending specialty cases directly to Dr. Javadi. Discussion with Dr. Javadi moving forward is to recruit for a new dental graduate and provide services at his dental office, with Dr. Javadi supervising. Additionally, Marlene would like to work with OHSU through the dental school and recruitment office to find an expanded duties dental hygienist to work with our population. We would like to find a dentist to partner with for shared space as well.

**c) Sexual Health and Adolescent Health Services:**

Marlene stated that she is presenting at a community meeting focused on school aged health and nutrition to give an overview of our population and statistics. OHA would like to see more focus in communities on school based education in these areas.

**d) Maternal and Child Health:**

No update.

**e) The Early Learning Hub** – The state has approved the hub. Early learning services and funding are all eventually going to be handled through the hub but there are still transitioning programs that have an extensions through September 30<sup>th</sup> and will continue to be facilitated through the county, after

which will be handled through the hub as well. Focus ages are from 0-6 and include Healthy Families, contracted through Care, Inc.

- f) **Correctional Facility Medical Services (see also partners, below)**  
Marlene will be meeting with jail staff to try to stabilize nursing staff. There are issues with consistent nursing protocols, the environment is stressful, and processes could possibly be legally challenged. Chris Craft is now seeing inmates at the jail to free up some of Marty's time.
- g) **Veterans Services.** No update.

#### **5. Quality Improvement & Quality Assurance System & Structure.**

- a) The improvements are complete.

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

- a) We are beginning a new recruitment for a medical director, and continue to recruit for a Family Nurse Practitioner or Physician's Assistant. Marlene is working with Merritt Hawkins for the medical director, and with Personnel with the other recruitments.

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

- a) Currently we have a nutritionist who sees WIC children 2 days per month. There is a need through the clinic to see more children, as in diabetic or pre-diabetic children, and discussion has been taking place in Operations meetings to hire a nutritionist at least half time to be shared with Public Health and if those services could be billed. Marlene will discuss with the CCO to partner with them.
- b) Hours and services have been increased in Rockaway clinic. Women's health services are now offered there on Wednesdays.
- c) Marlene continues to discuss partnering for a new building in Cloverdale; the initial plans included a dental suite, but in discussion with the DCO, the minimum number of suites would need to be three. More information will be made available as it develops.

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

- (1) **EPA Brownfields Grant:** Meeting continue and the nature of this grant is new to us. 40 potential sites will be Phase 1 assessed with up to 20 moving on to Phase 2. This is a three year grant. Approximately 10 people agreed to join the Community Advisory Committee from the Kick off meeting in May.
- (2) **School based Dental Health with Tillamook Education Foundation:** Marlene met with school administrators to discuss the process of assessment through the grant for services.

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

- a) No report.

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

- a) No report.

**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:

(report from the Health Council Executive and Finance Committee on 5/12/15)

- A.** Total revenue for MARCH (May report) was \$603,159.51; total expenditures were \$470,994, with a month end cash balance of \$689,128. Month-end cash balance (treasurers) is \$689,128. Irene reported the following:

- Revenue: We received a larger Federal, or CHC, drawdown due to the sub-grants received such as the Quality Improvement and Expanded Services. We received the CPCCO Tobacco Cessation grant monies in full in March. We are now receiving our Medicaid Wrap payments by EFT, these will be coming on a regular basis now and should make our revenue more stable month to month.
- Expense: It was noted that Office supplies and R&M Building and Grounds expenses were abnormally high for the month, these were due to furniture purchases and a custom built-in desk for the new provider room for Central Clinic. Some of the old clinic furniture was cleaned up brought to North County and into the Public Health area, no new furniture has been bought for these sites to date.

- B.** Encounter trends shows a decrease in encounters for March, from 1513 in February to 1308 in March, resulting in an average provider FTE of 4.00; average daily encounters per provider FTE were down from 11.70 in February to 8.3 in March.

- Donna P. shared concern about the seemingly little action taken to increase the provider encounter rates to meet the patients per day requirements. Marlene and Irene noted that there are several factors impacting our Average Daily Encounter rates including such things as: new providers, administrative time, open charts, no-show rates as well as the patient centered primary care that we provide.
- Harry asked why, with such low encounter rates, was our cash balance staying so high. Irene and Marlene explained that, as described above, expanded grants and other new revenue coupled with increasing medical encounters and the continuing high demand for dental services have all contributed to a positive cash flow. Expenses will increase with these new revenues and with expanding provider services.
- Carol requested Marlene bring the current no-show policy in to review for the May Health Council meeting. Marlene noted that the current policy allows for so many no shows before a patient is automatically double booked, then so many for no shows before the patient can only be seen as a walk-in, which then becomes a

burden on the staff. A recurring no show patient should be seen by Behavioral Health and Care Coordinator to address and hopefully remove the barriers to patient access such as transportation, childcare, etc.

- C. Total Accounts Receivable was \$258,513, and shows 63.02% in the 0-30 bucket.

**Action:** Clayton moved to approve the financial report. Carmen seconded. Motion carried.

## **8. Reports of Committees:**

### **A. Quality Assurance/Quality Improvement Committee:**

- March Minutes – Carmen moved to approve the minutes; John seconded. Motion carried. John also said that he is willing to serve on the QA/QI committee if the time of the monthly meeting works with his work schedule. Donna will follow up with Lola and John to see if the meeting time works.
- March 2015 CAHPS Survey – Lola will attend the June meeting to explain the survey to the Council.

## **9. Old Business:**

- **GRANTS & Resource Development** – (See Administrator’s Report)
- **PARTNERS/COMMUNITY** – (See Administrator’s Report)

## **10. New Business:**

Policy & Procedure –

### a) OCHIN Fee Schedule Update

Irene provided an overview of the annual fee schedule to be approved by the Health Council and then by the BOCC. The document presented by Irene includes the overview of fee changes from 2014 to the proposed 2015 fee schedule. Some of the procedures are new; most of the procedures are more costly, although some procedures show a savings.

**Action:** John moved to approve the fee schedule; Carol seconded. Motion carried.

## **11. Unscheduled: None.**

## **12. Adjourn - The meeting was adjourned at 1:56 PM.**