

Tillamook County
Community Health Council
Meeting Minutes
July 22, 2015

<p>Present: Harry Coffman, Carol Fitzgerald, Susie Johnson, Donna Parks, Rex Parsons, Clayton Rees, Carmen Rost, John Sandusky, Jessica Galacia, Tim Josi (liaison) Excused: Amy Griggs, Absent/Unexcused: Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald, Ronda Wagner, Lola Martindale Guests: Bob Maxwell, OPCA, Michelle Lynn Haller, Potential Member</p>
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1. Call to Order: Chair Harry Coffman called the meeting to order at 12:20 PM. Introductions were made and Michelle Haller attended as a potential member. Bob Maxwell from OPCA attended to discuss the upcoming HRSA site visit

2. Consumer/Community Needs, Concerns, Issues:

Health Care Issues presented by Council Members:

- a) **Barriers to Care:** Jessica brought up an issue regarding a patient. This patient went in to see a provider for a medical issue, and brought up another issue while seeing the provider. The patient was told that she would have to come back for another appointment. This happened 2-3 times, and billed each time. It is unclear if the patient is seeking medical care at another entity. Donna P. stated that she knew of a person on Medicare that was told the same thing. Irene stated that it could be based on the letter from Medicare on what services are covered and what is not. If the services provided are not covered, the patient gets billed. Marlene stated to Jessica to give her phone number to the patient and she will follow-up. Donna P. requested the follow-up from the person who was in the correctional facility and had issues with wound care. Marlene stated she followed up with the jail and determined that the person is receiving care. She further stated that the jail is having a budget challenge, as well as a staff reduction with the remaining nurse that is there not fully trained. TCHD is meeting with them and developing a plan of action to assist them.
- 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 May 20, 2015 Meeting minutes:

Action: Donna P. moved to approve the minutes as written; Carol seconded. Motion carried.

4. Board Development:

a) Member recruitment –

- Michele Haller, a new applicant for the Health Council, gave a brief overview of who she is and what she does. She is currently a contractor for Stanford in California. She is knowledgeable in health care issues. The Council welcomed her

and asked her if she was interested in being a member. Michelle answered in the affirmative.

Action: Clayton moved to approve Michelle's Health Council membership as a community member; Donna P. seconded. Motion carried.

- Carmen Rost's term expired June 30, 2015. Harry asked if she was interested in renewing her membership. She answered in the affirmative.

Action: Carol moved to approve Carmen for an additional term; Donna P. seconded. Motion carried.

- John Sandusky was appointed to the QA/QI committee by the Executive Committee.

Action: Donna P. moved to approve John to the QA/QI Committee; Susie seconded. Motion carried.

b) **Common goals – shared resources between agencies:** No report.

c) **Underrepresented & Youth potential members:** Harry brought up to the group that he met with the Health Occupations class at TBCC and there is a possible youth member that is interested.

5. Training: Mock Site Visit

Bob Maxwell was in attendance and reported to the Health Council the details they should expect from the HRSA Site visit August 11-13, 2015. He provided the history of oversight for FQHC's, and the reason for the visit. He stated that the consultants were going to be looking at the rules and program requirements and offering suggestions to staff and will be available for technical assistance to staff if requested, and will focus on the 19 program requirements for FQHC's. He said that the consultants will want to meet members of the board and attend their monthly Health Council meeting. Max said that he is impressed with Tillamook's Council, that they are a good board. He noted that the consultants will ask about our services, look at management and finance, etc. He advised that all should answer honestly, that the consultants are not auditors. They will also make sure there are no conflicts of interests on the council.

Harry told the Council members that the Consultants will meet on August 12th and be there for about an hour asking questions and having lunch with the group. The meeting will be at the Harold Center at noon, 2610 First Street across from the Adventist Church.

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. **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; she is working with a recruiter contractor to find a Psych Nurse Practitioner.

b) Dental Health:

- School Based Dental - Our contractor, Mindy Poetsch from North Coast Community Development (NCCD) is still interviewing community members who work with school age children. She also spoke with a representative from OHA that focuses on school-based policies and nutrition.
- Dental Contracting - working with Sand Creek Dental for contracting for a Dental Director and to provide services to our Medicaid dental patients.

c) Sexual Health and Adolescent Health Services:

No update.

d) Maternal and Child Health:

No update.

e) The Early Learning Hub – The Hub is meeting upstairs at this time in TBCC to discuss crossover metrics and partnerships with health, dental, social services, etc. Marlene plans on joining the meeting after the Health Council adjourns.

f) Correctional Facility Medical Services (see also partners, below)

A lot of change is happening at the jail health services. Currently we are partnering with them to contract with a provider, keep current staff and hire locum tenens nursing staff. Our accounting staff is meeting with them to discuss budget, etc.

g) Veterans Services: No update.

h) Tillamook County Year of Wellness: Tillamook County is working with our contractor Michelle Jenck, Wholly Healthy, for the Year of Wellness. Michelle is working with community partners and a committee to promote this.

2. 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 still recruiting for a Medical Director as well as a PA and a Psychiatric Nurse Practitioner. Hours in Rockaway Beach have been increased with Women's Health on Wednesdays. We are seeing more patients due to the Rinehart Clinic pain management and psych medication patients are utilizing other clinics.

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

- a) No report.

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:** Meetings continue with the groups involved in the assessments and the public awareness.
- (2) **School based Dental Health with Tillamook Education Foundation:** Nothing new to report.

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

7. Financial Report:

Financial Report was provided and Irene outlined the following:

- A. Total revenue for MAY (July report) was \$684,173; total expenditures were \$518,176, with a month end cash balance of \$752,609. Month-end cash balance (treasurers) is \$752,609.17. Irene reported the following:
 - Revenue: We did not do a CHC draw-down of grant funds this month; we didn't receive our prescription program (340B) funds in May, but received 2 checks in June.
 - Expense: Under Non-Capital Equipment there was an expense of new exam beds totaling \$5,753; under Computer Supplies an expense of \$1,800 for a new signature pad for patients to sign in; we are using the QA/QI grant funds for this purpose; an expense under Books and Publications for a Diabetes pdf for patients totaling \$1,244; an expense for new credit card machines totaling \$2,416 – to save

county general fund money, IT moved to an older version and we had to purchase all new machines; expense of \$1,864 for Medicare Application Fees for all three clinics under Memberships and Dues; and our annual expense for black/white and color copies under R&M/Office Equipment for all of our copiers totaling \$6,269.

B. Encounter trends shows an increase in encounters for May, from 1,254 in April to 1549 in May, resulting in an average provider FTE of 3.95; average daily encounters per provider FTE were down from 8.70 in April to 8.4 in May. Dental encounters were markedly up from 229 in April to 686 in May. We are looking to hire a new PA in October. Chris and Melissa's panels are building with the eventual departure of Marty handing off his patients to them. The open charts are impacting the overall encounter numbers

- Marlene reported that there is a panic among patients with Marty leaving. Marty is doing warm hand-offs to other providers and the provider panels have been updated with Marty's patients.
- Harry noted the increase in dental encounters. Marlene stated that we are currently working with a third dentist to contract with.

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

8. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee:

- May QA/QI minutes – *Action:* Donna P. moved to approve the May minutes; Clayton seconded. Motion carried.
- May Patient Satisfaction Survey – Ronda Wagner, EMR Data Specialist and Lola Martindale, Clinic Manager, came to discuss the survey. Lola presented both the Tillamook County Health Council survey and the CAHPS survey. They were conducted on May 10th at both Rockaway Beach and Central clinics. We received good to excellent on all answers.
- Rex stated that the CAHPS is not a good or usable tool, was there any way to request a better tool, or use one of our own? Max stated that this tool is comparable to like agencies and the National CCO insist that all FQHC's use it. The idea is to use benchmarks as a guide for reimbursement. He also stated that this tool was better than the others, which was researched extensively.
- The group discussed the tool in more depth, in that to get responses is difficult, as it is too lengthy and people get tired of answering so many questions. Max stated that larger communities pay money to get responses like telephone surveys, and smaller communities like Tillamook cannot afford the staff to do that. Harry stated that some Council members volunteered to assist patients in filling out the survey, but the results were no different than when there wasn't someone there to assist. Clayton wondered how the survey was structured and possible bias for rural vs. urban areas. Max stated it is a national broad tool and in rural areas are different than urban. It isn't meant to be used to distribute to smaller communities. Clayton stated that the survey drives policy.

9. Old Business:

- **GRANTS & Resource Development –**

1. School Based Dental Grant - (See Administrator's Report)
2. MIECHV – this grant will be transitioning the public health funding to the CCO
- **PARTNERS/COMMUNITY –**
 1. Huckleberry Health Fair – August 5 & 6 – Donna P. brought up that Robin Watts, Public Health Manager, is looking for volunteers. Donna G. will send out an email.
 2. Susie stated that August 14th at the library in Tillamook is holding a class on Medicare. It will be in the Hatfield Room at 10AM.

10. New Business:

Grants

- HRSA ACA Expanded Services Grant (due July 20th) – Marlene presented the grant to the Executive Committee as the due date was prior to the full council meeting. It was approved and sent in to HRSA. The grant of \$231,400 will be used to fill the need for dental services. Currently we have two contracted dentists serving our clients and one dentist who is willing to contract with us. This would serve approximately 550 dental patients. The idea is to build our own dental program with a contracted Dental Director, who will receive training from our CCO. Currently we are looking at the numbers to decide which direction to go, either contracting with a new dentist or to hire as an employee of the CHC, working out of an established dental office. Our current patient load of OHP insured patients is at 26% with a target goal of 40%. We have 90% of OHP dental patients with 10% being uninsured. We need to have the capacity in place to further advertise to uninsured patients for dental services. We have 120 days to have staff hired.
- CPCCO Behavioral Health Expansion Grant –Marlene stated that this opportunity is coming sometime in the near future, and she wanted to present to the Health Council to approve moving forward when the grant becomes available. It is to advance Behavioral Health services in our CHC.
- HRSA Site visit – reminder that the regular council meeting is changed to August 12th and will take place at the Harold Center.
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Policy & Procedure – The beginning of each fiscal year we have policies and procedures that need to be approved by the Health Council. They are as follows:

- Access to Service
- Control of Policies and Procedures
- Mission Statement
- Provider Peer Review
- Palliative and End of Life/Hospice Referral
- Emergency Room and Hospital Admission Tracking and Follow-up
- Clinical Support Staff Manual
- Tobacco Free County Facilities and Grounds
- Quality Management System

Action: Rex moved to approve all of the presented P&P; Donna P. seconded. Motion carried.

- The Quality Management Plan was presented and to give enough time for the Council members to read through it, a poll of members will be done next week, or it will be held over to the August meeting.

11. Unscheduled: None.

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