

Tillamook County
Community Health Council
Meeting Minutes
April 18, 2018

Present: Jennifer Arreola, Tim Borman, Harry Coffman, Carol Fitzgerald, Donna Parks, Clayton Rees, Carmen Rost, Bill Baertlein (BOCC Liaison)
Excused: Amy Griggs, Jessica Galicia, John Sandusky
Absent/Unexcused:
Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald
Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:26 pm.

2. Consumer/Community Needs, Concerns, Issues:

- a) **Community/Patient Concerns:** No report.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** No report

3. Consent Calendar:

- a) **Approval of March 21, 2018 Meeting minutes:** No changes.

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

4. Board Development:

- a) **Potential New Members:** No update.
- b) **Health Council Member Contact & Areas of Expertise:** Clayton reported that he is now a Consumer member. Donna G. will notify Isabel and change Clayton's status on the contact sheet. Donna G. also indicated that John has class on our regularly scheduled Wednesdays; and Jessica is in school but will begin to attend once summer break is here.
- c) **Common goals – shared resources between agencies:** No update.
- d) **Underrepresented & Youth potential members:** No update.

5. Administrator's Report:

General Update and Report:

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

Action Planning in Priority Areas -

- **Behavioral Health Integration:** Union currently is negotiating Behavioral Health position, noting that they do not agree that the position should be exempt. Negotiations will go 90 days or be complete around May. Union currently negotiating BH Job, noting that they do not agree that the position should be exempt. Negotiations will go 90 days or be complete

around May. Our current BH provider is on paid administrative leave, and any referrals are going to TFCC. Patients are being scheduled out awaiting the negotiations from the union.

- a) **Dental Health:**
- b) **School Based Dental** –There is a meeting scheduled in May with the community partners, the CCO, ODS/Delta and Willamette Dental to discuss the referral process and to improve the program.
- c) **Dental Services:**
 - Still working on an agreement for Dr. Long’s office. Dawna continues to work with the schools and dental screening for children.
- d) **School Based Health Center:**
 - No update.
- e) **Patient Access & Support:**
 - No update.
- f) **Sexual Health and Adolescent Health Services:** No update.
- g) **Maternal and Child Health** – No update.
- h) **Home Visiting Coordination** – No update.
- i) **Developmental Screening Pilot Project** – Working with OHSU on a project to improve referral process with children. Staff meets once per month on the project.
- j) **Well Child and Adolescent Health Exams** – no update.
- k) **Women’s Resource Center** – No update.
- l) **The Early Learning Hub** – No update.
- m) **South County Services** – (See Item B)
- n) **Staff** –See Below, Item B.
- o) **Prenatal Care** – No update.
- p) **Year of Wellness Project** – Currently working on the new logo and a new name; some suggestions were Tillamook County Wellness or Wellness Works.

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

- a) **South County WIC Services:**
 - South County clinic is still closed. Donna G. contacted Nestucca Valley Early Learning Center to see if we could possibly partner with them for WIC services. Marlene and Dawna went to visit them, and it seems positive. The ED is checking with her board for approval and we should know Monday or Tuesday. Another option may be with the school district; however, that building is currently for sale and we will know by May 15th if we can use that space. Since this is a change in location, the Health Council needs to approve it. Council members were asked if the possibility to move to Nestucca Valley Early Learning Center moves forward, would the Council approve of the move?
 - Current landlords of the clinic have been quite anxious to receive word of our plans moving forward. If we cannot find a solution, a new one-year lease agreement would be \$975 per month with a 60 day opt out clause; and if we rent month to month, the rate would be \$1,000 per month with a 90 day opt out clause. The current rent is \$945 per month.

Action: Donna P. moved to approve the location change; Carol seconded. Motion carried.

- Currently, we are going to post for the following positions:
 - a. Custodian
 - b. Accounting Clerk

- c. Public Health Program Representative (Care Coordinator)
- d. Nutritionist (waiting for HR)
- e. Behavioral Health Clinician (waiting for Union and HR)

C. Goal: Improve Financial Practices and Systems in order to Improve Efficiency and Effectiveness (See Goal B)

- a) No report.

D. Goal: Increasing Revenues for Other Sources and/or Operational Changes and Improvements

- a) No report.

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

- a) **Health Resiliency Workers** – No report.
- b) **School Resource Behavioral Health Provider** – No report.
- c) **Emergency Preparation** – An exercise will take place this week with the Medical Reserve Corp, with a practice exercise in conducting the Call-Down with staff.

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

- a) Our next Health Fair is May 22nd at TBCC.

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

6. Finance Report:

A. February's month end cash balance was \$1,542,512.72 ending with \$10,856.80 more in revenue than expense.

- **Revenue:** Item 4269 Donations: we received donations to dental in the amount of \$606; Item 4387 EMR Medicaid Incentive: annual incentive payments for 2 providers was received in the amount of \$29,750; and Item 4699 Interest: received \$11,173.40; Irene will check with the Treasurer's office to make sure this is correct, and that interest is being properly adjusted. It is possible that there will not be any interest credited for a few months. All other revenue was within normal range.
- **Expense:** Item 7050 Memberships & Dues: Expense of \$2,670 for Up To Date software that the providers use, similar to Web MD. Item 7899 Misc Materials & Services: No leverage payment came out this month for Babies First and CaCoon, probably due to a double payment received the previous month. Item 9040 Buildings/Improvements: A credit of \$3,444 was posted due to a return of an IT switch; this should be coming out of Computer supplies. A journal entry will reverse it and will show on the financial report next month. All other expenses were within normal range.

- **HRSA Budget Revenue and Expense:** Revenue is showing higher than expected due to the amount taken out for retirement for staff, which is not reflected in the grant level reporting. A journal entry will fix this. All revenue and expenditures are within normal ranges.
- **Encounters** Productivity was down in February, due to having no outreach event, but mainly on par with last year. Total encounters from 1,504 in January to 1,287 in February. Average Provider Encounters per FTE down from 13.10 in January to 9.90 in February. This is due to having more providers available to see patients, up from January at 2.89 to 3.32 provider FTE in February. Panel management and improvements to the workflow continue.
- **Encounters/Workday By Provider:** All provider encounters decreased in February from January, with the exception of Dr. Steffey, which increased from 9.93 to 10.73. The February average percentage of available vs completed schedule was down from January as well, except for Dr. Steffey, who remained the same.
- **Accounts Receivable:** Total Accounts Receivable was \$308,127.19. The majority in the 0-30 bucket at 73.59%, up from 69.69% in January. Irene stated that the average for our 0-30 day bucket is 30.4; OCHIN has been contacted to focus more work in the 0-30 bucket to get it under 30 days. We are still one of the highest recognized OCHIN members overall. \$223,840 has been billed out in February. Payer mix shows Self Pay is at 23%; and the percentage for Medicaid at 46%. Privately insured is 21% and Medicare is 9%.

Action: Tim moved to approve the Financial Report; Clayton seconded. Motion carried.

7. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee -

- March Minutes – Carmen stated that she has learned a lot attending the meetings, especially how we do things, how metrics are discussed, and how to rectify a workflow in order to improve outcomes. This month the focus was on screening for depressions, tobacco and aspirin therapy; high utilizers of the Emergency Room, provider peer reviews, Cervical and Colorectal cancer, Weight assessments for both adults and children, and Lab QA review.
- Quality Metrics Dashboard – February dashboard was viewed by council members. Of the 14 quality measures, 8 have shown improvement over the last year; we have exceeded 7 of the 13 HRSA measures; we meet or are on track to meet or exceed 8 of the 13 HRSA grant goals; and have exceeded 6 of the 13 Oregon FQHC averages.

Action: Donna P. moved to approve the January minutes and dashboard; Carmen seconded. Motion carried.

8. Old Business:

A. GRANTS & Resource Development –

- a) HRSA Access Increases in Mental Health and Substance Abuse Services (AIMS) Grant –
 - (See Administrator’s Report, Goal A)

b) CPCCO Diabetes Management Grant –

- Our contracted Nutritionist is leaving and HR is currently looking at the job description and salary study to determine level of staffing. Grant currently on hold until we hire a nutritionist.
- **Transition to 501c3 Not for Profit from Public/Government Non-Profit Discussion:**
 - Bill stated that he thinks it prudent that the Health Council meets the BOCC on a quarterly basis. Health Council members all thought that a terrific idea. Donna G. will contact Isabel to schedule. This will assist the two groups to better understand interdepartmental issues that arise periodically. He also stated that County is supportive of the Health Department and options are being considered to assist in streamlining HR processes, even possibly getting an HR person for the Health Department.

9. New Business:

A. MWRPCA Conference May 19-20:

- Information was included in the packet for the upcoming conference in Portland. Irene stated that if a Health Council member would like to attend, the budget may support that. Members were advised to let Irene know by Friday, April 20th.

B. Financial Management Review of Legislative Mandates:

- Both Irene and Donna G. went over the HRSA Grants Policy Bulletin #2018-04, which grantees are asked to provide board signed policies that address the FY 2018 Legislative Mandates. An assortment of both Health Department and County-wide Board Orders were provided to the Council; with the intent to have the modified Financial Management and Control Policy, included in the board packet. This is to be sent to the HRSA reviewer by May 12th.
- The FY 2018 Legislative Mandates are as follows:
 - 1) Salary Limitation
 - 2) Gun Control
 - 3) Anti-Lobbying
 - 4) Acknowledgment of Federal Funding
 - 5) Restriction on Abortions
 - 6) Exceptions to Restriction on Abortions
 - 7) Ban on Funding Human Embryo Research
 - 8) Limitation on Use of Funds for Promotion of Legalization of Controlled Substances
 - 9) Restriction on Distribution of Sterile Needles
 - 10) Restriction of Pornography on Computer Networks
 - 11) Restriction on Funding ACORN
 - 12) Confidentiality Agreements
- Below, as presented, are the policies and procedure documents that were reviewed and acted upon prior to submission to HRSA:
 - **Financial Management and Control Policy:** Language was added to the policy to address that HRSA grant funding will be limited and/or not be spent for the following: item 1: Salary Limitation; item 2: Gun Control; item 4: Acknowledgement of Federal Funding; item 6: Abortions; item 7: Human Embryo Research; item 8: Promotion of Legalization of Controlled Substances; item 9: Distribution of Sterile

Needles; item 10: Restriction of Pornography on Computer Networks; and item 11: Restriction on funding ACORN.

- Financial Management and Control Policy: Additional changes were made to answer item 4: Acknowledgment of Federal Funding: Board of County Commissioners Order #14-094 did not contain proper language to correctly address this item; therefore, language was added to our Financial Management and Control policy to address the issue. On 4/25/18 an email vote was cast to the Health Council members due to the change being made after the regularly scheduled meeting.

Action: Email from Donna G. including additional language to address item 4: Acknowledgment of Federal Funding. Majority of Health Council members (6) voted to approve the additional language in the policy. None voted Nay. Motion carried.

Action: Donna P. moved to approve the policy as amended; Carol seconded. Motion carried.

- Credentialing and Privileging: Modification of our Credentialing and Privileging policy included a change in temporary Credentials and Privileges in case of an emergency need. Temporary credential and privileges went from being in force for 120 days to 90 days.

Action: Clayton moved to approve the policy as amended; Donna P. seconded. Motion carried.

- No Coercion Policy and Procedure: Language was added to the policy to address that HRSA grant funding will be limited and/or not be spent for the following: item 5: Restriction on Abortions; item 6: Exceptions to Restriction on Abortions; item 7: Ban on Funding Human Embryo research.

Action: Clayton moved to approve the policy as amended; Carmen seconded. Motion carried.

- Compliance Plan: Language was added to the policy to address that HRSA grant funding will be limited and/or not be spent for the following: item 12: Confidentiality Agreements.

Action: Donna P. moved to approve the policy as amended; Clayton seconded. Motion carried.\

- Board of County Commissioners Order #07-091 Adopting Tillamook County Employee Policy & Procedure, page 19: addresses item 3: Anti-Lobbying;
- Board of County Commissioners Order #14-094 Contract Policy: addresses item 4: Acknowledgment of Federal Funding;
- Board of County Commissioners Order #11-072 Communications and Software Systems: addresses item 10: Restriction on Pornography on Computer Networks.

Action: Donna P. moved to send to HRSA the Board Orders; Carmen seconded. Motion carried.

C. Policy & Procedure:

- Credentialing & Privileging – Barb Sabin

Action: Clayton moved to approve the document; Carmen seconded. Motion carried.

10. Training – Time permitting

a) Disability Etiquette People First Language:

- Clayton presented a training with handouts and discussed his role with the state working with persons with disabilities and how to address them in a “People First” manner. The group learned

what the differences are between “Impairment, Disability, and Handicap”. He instructed that we all need to put the person first before the disability and describe what a person has, not who a person is. Further, we are to give the same consideration to a person with a disability as we would for people without disabilities.

11. Upcoming Events:

12. Unscheduled:

13. Adjourn - The meeting was adjourned at 2:43 PM.