

Tillamook County
Community Health Council
Meeting Minutes
March 16, 2016

Present: Harry Coffman, Jessica Galicia, Amy Griggs, Donna Parks, Rex Parsons, Clayton Rees, John Sandusky, Tim Josi (liaison)
Excused: Michelle Hunter, Carol Fitzgerald, Adrianna Prado, Carmen Rost,
Absent/Unexcused:
Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald
Guests: Laura Swanson

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:24 PM.

2. Consumer/Community Needs, Concerns, Issues:

Health Care Issues presented by Council Members: No report.

- a) **Community/Patient Concerns:** Donna P. reported that she regularly sends patients to the CHC and has received positive feedback. Clayton stated that he knows a third generation consumer of the CHC.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** None
- d) **Health Center Patient Comments:** No report.

3. Consent Calendar:

A. Approval of January 20 and February 17, 2016 Meeting minutes –

Action: Clayton moved to approve January minutes; Donna P. seconded. Motion carried.

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

4. Board Development:

- a) **Member recruitment –** Donna G. contacted Isabel to put a recruitment article in the Headlight Herald. Harry is working with the High School on a student member for possibly next year. He is focused on getting a consumer member.
- b) **Health Council Member Contact & Areas of Expertise –** No update.
- c) **Common goals – shared resources between agencies:** No update.
- d) **Underrepresented & Youth potential members:** No update.
- e) **5. Training:** Health Council members viewed the Module 1 videos, “What’s Different about a Community Health Center?”. There are questions in the video resource guide that were posed to the members.
 - Vignette 1:
 1. Donna P. noted that we have excellent Spanish speaking staff. Marlene stated that all interpreters are going through certification, which means they get a 5% increase in pay from the County. We have 4 interpreters right now, and the ability to provide sign language interpretation through a contractor.
 2. Amy is impressed with the service she gets every visit.

3. Rex talked about the Nurse Triage process; that front desk staff does not have the training to discern whether or not there is an emergency situation to refer to Urgent care. Marlene stated we have a nurse on the teams available for triage if the need arises.
 4. Harry talked about transportation issues, that we have vouchers for our patients to get to and from the CHC, either with the Wave or with the Dial-A-Ride, and that our Care Coordinators seem to be doing a great job in getting services to our patients. Marlene stated that Front desk staff relays to the patient that a triage nurse will be coming on the line, and that we also have same-day appointments.
- Vignette 2:
 1. Comments included: Patient is first; we have 24/7 availability to speak to a provider; we have a comprehensive outpatient setting and offer a variety of services for health care, mental health and prevention; we collaborate with community partners and different providers which is essential.
 2. A suggestion was to have a bulletin board or a Kiosk to inform partners that we offer English and Spanish speaking providers, and describe what Patient-Centered care is. Marlene stated that we are strengthening our resources in our exam rooms, in the lobby and from staff; educating patients on MyChart enrollment, and collaboration to do timely follow-up with patients.
 3. Rex asked if we had a policy for follow-up care in working with the hospital so you aren't chasing from behind. It should be seamlessly done upon discharge from the hospital to set up appointments with the patient's primary care provider. Marlene described that there are issues with our EHR, where we refer to other providers for specialty care and find that the primary care provider has been changed without the patient's requesting this be done and without their knowledge, and if the patient is seen two times it automatically changes the PCP. Our Care Coordinators are constantly watching for these issues. We also need to close the loop on our prenatal care patients, and contact the patients closer to birth to set up home visits, get the patient back to their PCP, and have the child see our pediatric nurse practitioner. This will also be done by our Care Coordinators.

6. Administrator's Report:

General Update and Report: Marlene reported on the following based on previous Strategic Plan Goals, priorities and strategies (2013-15):

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:

- A new Behavioral Health provider has been hired by TFCC and has started seeing patients. His name is Clark Miller, and Clark was introduced to the Health Council. Clark works with adults and kids with substance abuse, tobacco cessation, etc. He worked at a CHC for the Umatilla tribe in Pendleton.

b) Dental Health:

- School Based Dental: The initial event to see children will take place April 19-21st at Nestucca Valley Elementary and Middle schools. School staff, Barb Sabin, an expanded practice nurse practitioner, and care coordinators will be on-site.
- Dental Expansion Grant: Still in discussion with Sandcreek dental regarding this prospect. We need to follow-up with Dr. Gilbert and look at other options for space. The CCO is willing to help with ideas for filling the need for North County dental services. Marlene stated that OHSU will be sending dental vans to the coastal areas this year. Marlene will look into the process.

c) Sexual Health and Adolescent Health Services:

No update.

d) Maternal and Child Health - No update.

e) The Early Learning Hub – No update.

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

No update.

g) Medical Director Recruitment – We are hoping to get word from Dr. Brackett soon. He is deciding between Port Townsend and Tillamook.

h) South County Services – Patricia Dannen has begun providing services in Cloverdale one day per week on Wednesdays. Currently we are working with a contractor to do a site plan review and are planning a partner discussion with TFCC, TBCC and NVSD for services that are needed.

i) Tillamook County Year of Wellness (YOW) – Marlene stated that there are newsletters and website activities currently happening. There are two grant opportunities that will be discussed at this meeting under grants.

j) Staff – No report.

k) Strategic Planning – no update.

l) HRSA Findings – The final findings are being submitted by March 29th by Donna G. and Irene. The Council will be informed regarding the outcome of the submissions.

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

- a) Hiring of staff
 - Medical Director – See above.

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

- a) No update.

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

- a) **EPA Brownfields Grant:** No update.
- b) **Public Health Triennial Review** – review is complete with a date to meet with commissioners in May.
- c) **Public Health Accreditation** – work is underway with consultant and our Vista to get ready for accreditation.
- d) **Public Health Modernization** – The document is complete and has been submitted to OHA.

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

- a) **QA/QI Improvement** – Still working with Michelle Hunter on details for an improved QA/QI plan and procedures.
- b) Irene and Donna are looking into a different administrator for our 340B prescription program. We have had some issues with our current administrator and provider. We may be switching administrator and pharmacies beginning in July with services starting in October. In the meantime, we will continue using our current providers.
- c) We recently had our Triennial Review for Public Health services. There were few findings and OHA will report those findings to the Commissioners in May. The YOW focus is the Public Health focus for our County.
- d) Marlene stated that she is no longer the chair of the CCO or the CAC, but still continues to attend the meetings and will report back to the Council members monthly.

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

- a) CHC will be hosting an event at TBCC to let students and community members know of the services we provide. It will be on April 21st from 9AM to 2PM with staff and partners to provide outreach and screenings, both health and dental. Sandcreek dental will send a couple of staff to the event.
- b) Wilson school will have additional hours of operation and support.

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

7. I. Finance Report:

Financial Report was provided and Irene outlined the following General Report and Update:

- A. Total revenue for JANUARY (March report) was \$733,714.88; total expenditures were \$595,778.79, with a month end cash balance of \$1,369,831.65. Irene reported the following:
- **Revenue:** #4269 - Donations to YOW include \$10K from the Creamery, and \$5K from the hospital; #4381 - Family Planning Expansion project fees were \$0, but two payments were received and will be reported next month; #4387 - EMR incentive from Medicaid were \$0, but we received two \$21K payments which will also be reflected in the next month's financial packet; and again, #4699 - the Treasurer's office is not noting interest income and Irene is in contact with them to correct.
 - **Expense:** #5896 - Out of class pay is reflected, as we have an OS2 working as a care coordinator. This individual will be promoted to a Care Coordinator, and a new OS2 will be hired; #5980 & 5990 - the health insurance individual spending accounts (VEBA) as well as the Uniform allowance amount, shows an increase. This is a retroactive increase due to the new Union agreement; #6005 – Operating Supplies increased due to TBCC and Wilson school services; #6009 – increase to computer software for two months OCHIN payments; #7001 – printing and advertising includes YOW events; #7007 – telephone includes two months payments; #7022 – public relations includes the giveaways for the Well Child exams; #7050 & 7054– Membership fees are for providers to be up to date, including the WebMD & CM's; #7101 Professional services includes expenses for the financial consultants to do the BPR and UPS reports; and #7410 is two months of TPUD payments; #7880 & 7899 are a lost refund check that was voided and two months of TCM for Babies First and CaCoon.
- B. Encounter trends increased slightly for January, from 1,215 in December to 1,427, resulting in an average provider FTE of 3.84; average daily encounters per provider FTE were higher, from 7.40 in December to 8.90. As stated in the Executive Committee minutes, work is underway with the assistance of the CPCCO to develop a new dashboard and provider schedules to alleviate discrepancies between the UDS reported numbers and the clinic process. Monthly posted encounters shows higher numbers in January, with weather issues affecting December and November encounters. January had fewer holidays as well. The Workday by Provider shows that no provider met the 10 people per day except for our Pediatric provider, who has a higher number of no-shows. John suggested that we add the target encounter per provider at 18 to portray where provider numbers are within the target.
- C. Total Accounts Receivable was \$333,654.79, and shows the majority in the 0-30 bucket at 70.62%.

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

II. County Budget

Tillamook County CHC Budget: Irene presented and discussed the budget submission to the Treasurer's office. The following items were discussed:

- Budget has increased 1.9 million in budget year 2016-17 due to dental and medical services and increase in our grant base;
- Personnel pay adjustments to compensate with market trends for providers and nursing staff is underway and budgeted;
- Promoting existing staff to a Clinical Operations Manager and hiring a Nurse Manager;
- Hiring new dental staff to offset increased dental services;
- A total of 6 promotions has been budgeted;

- Hiring support and administrative staff;
- Contracting for dental, marketing, brownfields, hygienist;
- Purchase of two new cars;
- Increased loan repayment to county;
- Increase in indirect by \$20K;
- No increase in Public Health contribution from County;
- Increase in Capital Improvement from \$225K to \$375K for South & North County services;
- Increase in pay for certified interpreters;
- County system has not current budget for reserve, move additional 1 million into carryover;
- Continued revenue to cover expenses;
- Working with Treasurer's office to address HRSA findings with budget issues.

Action: Donna P. moved to approve the financial report; John seconded. Motion carried.

8. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee:

- Both January and February 2016 minutes were presented for approval.

Action: John moved to approve both January and February QA minutes; Rex seconded. Motion carried.

9. Old Business:

• GRANTS & Resource Development –

- HRSA Notice of Award – Grant Conditions: Bylaws and Co-Applicant Agreement & Conflict of Interest Policy: Final bylaws and conflict of interest policy was presented. Clayton suggested that a Severability Clause be inserted prior to sending to BOCC. In law, severability refers to a provision in a contract which states that if parts of the contract are held to be illegal or otherwise unenforceable, the remainder of the contract should still apply.

Action: Clayton moved to approve the bylaws and conflict of interest pending addition of the severability clause; Donna P. seconded. Motion carried.

• CPCCO Wellness Grant –

- CPCCO YOW – a Grant opportunity for a Wellness initiative that is due March 1 for \$15K. \$5K will be for incentives and \$10K will go to school activities. This was approved at the Executive Committee meeting and submitted.
- OHSU Knights Cancer Institute Community Grant – Another wellness grant opportunity for \$50K for approaches to obesity prevention. The Hospital staff was going to apply for this grant originally but notified YOW staff of the opportunity. The grant application would request funding for walking trails by: 1) assessing existing and potential routes throughout Tillamook County; 2) promote development and utilization of these by individuals and groups and; 3) track the health impact this would have in Tillamook County. There are several collaborative efforts to create walking routes for safety and increased physical activity underway in Tillamook County. These are collaborative, and volunteer efforts would benefit greatly from the support of the YOW through this grant.

Action: Rex moved to approve moving forward with the application; Clayton seconded. Motion Carried.

- Board Confidentiality Statement – complete.
- Medicare Parts C&D Fraud, Waste and abuse Training Attestation – complete.

10. New Business:

- **Emergency Room & Hospital Admission Tracking and Follow-up Policy –**

Action: John moved to approve the policy; Rex seconded. Motion Carried.

- **Application for Reduced Fee Policy –**

Action: Donna P. moved to approve the policy; Clayton seconded. Motion Carried.

- Credentialing & Privileging – John Clark Miller
- Credentialing & Privileging – Barb Sabin

Action: Clayton moved to approve the both Credentialing & Privileging for Clark and Barb; John seconded. Motion carried.

- Credentialing & Privileging – Dr. Long, DMD – We are still waiting for a document to be received before this is complete. The document has been presented to the entire council and the vote will be conducted via email or phone call to the members. Subsequent vote on March 30th was sent by Donna G. to all Health Council members.

Action: A majority of votes were received via email voting in favor of approving the Credentialing & Privileging of Dr. Long, DMD.

Policy/Procedure – None at this time.

11. Unscheduled: None.

12. Adjourn - The meeting was adjourned at 2:34 PM.