

Tillamook County
Community Health Council
Meeting Minutes
February 22, 2017

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

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:17 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 January 18, 2017 Meeting minutes:**

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

- b) **Annual Staff Confidentiality Statements** – All Council members have signed with the exception of Rex Parsons. Donna G. sent that form back to Lola due to Rex not attending several meetings this year, and therefore, not available to sign.

4. Board Development:

- a) **Potential New Members** – No update.
- 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.

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

a) Action Planning in Priority Areas -

- **Behavioral Health:** Marlene reported that the CPCCO has approved a grant to hire a Behavioral Health Provider. We would need to get the job description established with HR

and the salary posted on the County's Provider Salary scale. This has always been an arduous and long process, and similar counties to Tillamook do not have this position as they do not offer the services. It may be we can hire through TFCC like we did Clark Miller; however, this may negatively affect TFCC's encounter numbers. Clark currently does about 10% specialty patients and currently is utilizing 2 electronic health records. Also, there is a perception that we shouldn't be hiring new staff due to the budgetary issues with General Fund, but we are not a General Fund department.

- **Dental Health:**
 - **School Based Dental** – There is a dental health training scheduled for March. It is anticipated that we take over the sealant program for our county from the state.
 - **School Based Health Center:** Contractor is working with the Superintendent to do an assessment and ascertain community need for a center. The center will be open to the community. The building will be provided by the school and staffed by our staff. It is anticipated this process would take about a year.
- **ACA** – no update.
- **Safety Net Grant** – still working with the state regarding contract details; meetings are scheduled to meet with all entities that are involved in this grant in Tillamook. We are also still working on the work flow with staff.
- **OHA Media Coverage** – no update.
- **Patient Access & Support:** The CAHPS survey has been modified to be simpler and has begun to be handed out to patients in order to meet our requirements for the PCPCH accreditation. There is a minimum number of surveys require per provider, which is 25. In order to successfully reach that goal, an incentive program has been established for staff (MA's, RN's, etc.)
- **Sexual Health and Adolescent Health Services:** No update.
- **Maternal and Child Health** – no update.
- **Home Visiting Coordination** – no update.
- **Women's Resource Center** – No update.
- **The Early Learning Hub** – the Northwest Early Learning Hub is reconvening partners to discuss referrals, processes and follow up for programs.
- **South County Services** – No update.
- **Staff** – See Above, 5.A.a * Dental Health.
- **Strategic Planning** – No update.
- **Prenatal Care** – We are working with the CCO to determine how we can offer the initial prenatal visit with our patients. The hospital does not begin until 12 weeks of pregnancy. Best practices state that prenatal visits should begin by 10 weeks. The CCO determined that we are 90% there; we are looking at work flow. The patient would need to be seen by a provider, not just a nurse. Marlene asked the Council members if they would like for us to move forward with offering these services. By consensus, all present were supportive.

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

- a) See Financial Report – Schedule Dashboard below, (6.D).

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

a) No report.

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

a) **Health Resiliency Workers** – (See 5.A. above)

b) **School Resource Behavioral Health Provider** – (See 5.A. above)

c) **Emergency Preparation** – we are contracting with Brian Mahoney as our Emergency Preparation staff. We are looking to partner with Clatsop County to share a staff person. Brian will be coming up with an implementation plan. Also, March 15th at the clinic, there will be “Go Bag” training at 8:00 AM to learn how to make emergency bags for use personally or by families.

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

a) (See 6.A.a above.)

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

6. Finance Report:

A. Irene stated that the County Budget is due next Friday. She will present the budget to the Health Council for review and approval when appropriate. Irene reported the following: December’s month end cash balance was \$1,707,126.29, ending with \$615,423.95 more in revenue than expenses, due to revenue coming in from the prior month.

- **Revenue:** Irene stated there was nothing unusual this month with revenue received.

a. **Expense:** Irene stated there was nothing unusual this month with expenditures.

B. **Encounters** decreased from 1,850 in November to 1,403 for December, which is within normal range. We had less providers in December, causing the monthly average provider FTE to be 3.41, resulting in an increase to the average daily encounters to 9.70. Encounters/Workday by Provider showed 2 providers over 11-14 encounters per day.

C. **Schedule Dashboard:** Scheduling continues to show improvement, better provider time sheet coding is helping this improvement. December’s “Average % of Available vs Completed” was at 55.6%, which is up from November, with Central clinic up from 56.1 to 59.9; North County clinics’ averages remained about the same in December; and South County up from November, from 14.1 (due to closure of the building due to sewer issues), to 22.

D. **Accounts Receivable:** Total Accounts Receivable was \$286,127.60, and shows the majority in the 0-30 bucket at 69.78%. Irene reported that there was a glitch with OCHIN, whereas bills didn’t go out to patients, and no payments came in. This glitch has been fixed.

E. **Financial Presentation**: Irene presented the Primary Care Federal Poverty Level and the Family Planning Federal Poverty Level for 2017. These are update annually.

Action: John moved to approve both the Primary Care and Family Planning FPL for 2017; Amy seconded. Motion carried.

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

7. Reports of Committees:

A. **Quality Assurance/Quality Improvement Committee**: There was no meeting in December; therefore no minutes were presented. Discussion surrounded benchmark changes that affect outcomes and that there is question as to whether or not we are measuring correctly. It was suggested that we invite Michelle Hunter to come to a Council meeting to provide an overview on how it all works and provide clarification to council members. Donna G. will ask Michelle and schedule a training.

Action: No action.

9. Old Business:

A. **GRANTS & Resource Development** –

a) OHA Safety Net Capacity Grant – (See Administrator’s Report) – Discussion surrounded the reporting requirements for the grant, which is a monthly report. Also, the grant is intended for those who are not eligible for OHA or any other insurance offered by state or federal programs; therefore targeted to undocumented children. Questions arose about federal funding and if information on patients would be required from us by the government. Marlene wanted the Council’s direction on targeted population; she stated that we would like to serve ALL uninsured children, regardless of their status, as some parents simply cannot afford to purchase insurance on the exchange, even if they are eligible.

Action: Clayton moved to allow all uninsured children to be served under this grant; Carmen seconded. Motion carried.

b) OCF Tillamook Education Foundation School Based Dental – (See Administrative Report)

c) New Building – Tillamook – Marlene reported that the Call for Bids was pulled, as too many unanswered questions arose from the 16 interested contractors. We are seeking out advice from local inspectors and former contractors regarding the best way to move forward with the remodel.

10. New Business:

A. Go-Bag Training – members were reminded that the training will take place on March 15th at 8:00 AM at the clinic. All are invited to attend.

B. Strategic Planning – a pre-planning meeting will take place on Thursday March 2nd with the Leadership Team.

C. Policy/Procedure -

a) (See Financial Report – Primary Care and Family Planning FPL levels for 2017)

Action: No Action.

11. Training (Strategic Plan Goal 2) – Time Permitting – No training.

12. Unscheduled:

- There is a Town Hall meeting taking place regarding the Legislative Budget on Friday, March 3rd at the Port of Tillamook Bay. Marlene encouraged members to attend as ambassadors.
- Marlene presented the BOCC resolution for Tobacco Free Properties that will be discussed in a series of meetings for adoption. The first meeting will be March 1st. She encouraged members to write letters of support if they feel compelled to do so.

13. Adjourn - The meeting was adjourned at 1:45 PM.

DRAFT