

Tillamook County
Community Health Council
Meeting Minutes
March 22, 2017

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

1. Call to Order: Vice-Chair John Sandusky called the meeting to order at 12:25 pm

2. Consumer/Community Needs, Concerns, Issues:

- a) **Community/Patient Concerns:** Donna P. reported that a patient had an appointment with a provider, and was hoping she could bring her son in with her to have the provider listen to his lungs, as he has been sick. She was told there were no appointments available. Marlene called Autumn to find out why the patient couldn't get her son in for a same-day appointment. Follow-up will be provided next meeting.
- b) **Ambassador/Advocate encounters with Community:** No report.
- c) **Community Partners (boards, agencies) Encounters/Projects:** No report.

3. Consent Calendar:

- a) **Approval of February 22, 2017 Meeting minutes:**

Action: Carmen moved to approve the minutes as written; Any seconded. Motion carried.

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, and it was approved by the BOCC. Staff would need to get the

- job description established with HR and the salary posted on the County's Provider Salary scale.
- **Community Health Worker:** Marlene reported that she met with Erin Skaar of CARE, Inc. to discuss a joint effort to secure a health worker for the community to monitor unmanaged hypertensive and diabetic patients, and to do outreach, etc.
 - **Dental Health:**
 - **School Based Dental** – Staff is working with Dr. Ahn to lease dental space to offer services from an Expanded Practice Dental Hygienist to see children and refer to care, if needed.
 - **School Based Health Center:** Mindy Poetsch, our contractor, is working with Robin, Marlene and Randy Schild to develop a workplan.
 - **ACA:** – no update.
 - **Safety Net Grant (I'm Healthy/Soy Sano):** – we are awaiting the contract from the state, it is in review. We are also still working on the work flow with staff.
 - **OHA Media Coverage:** – John Sandusky, Clayton Rees and Bill Baertlein were all photographed and their images will be published in the local media to boost awareness of Colon Cancer screenings. They are now officially “the faces” of colon cancer awareness in Tillamook County.
 - **Patient Access & Support:** The CAHPS survey was 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.). By the end of March, all providers exceed the minimum number of surveys, and even doubled the number. A couple of incentives are being planned for staff.
 - **Sexual Health and Adolescent Health Services:** Well Child and Adolescent exams will again be offered during the summer months. It has become very popular, with youth getting gift cards or are involved in a drawing for a gift card. It is anticipated that with the more extensive exams, they will eventually replace Sports Physicals.
 - **Maternal and Child Health** – no update.
 - **Home Visiting Coordination** – no update.
 - **Women's Resource Center** – We are in an evaluation phase to determine if we will be keeping the position.
 - **The Early Learning Hub** – No update.
 - **South County Services** – No update.
 - **Staff** – See Above, 5.A.a * Dental Health.
 - **Strategic Planning** – April 19th at the Officers Mess at POTB. The agenda will be provided once complete, and staff is working with the CCO to facilitate.
 - **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 over 90% there; we are looking at work flow. The patient would need to be seen by a provider, not just a nurse. We will need to change our scope with HRSA.

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) Staff is talking with Clatsop County, who only has one public health nurse to serve that county. Looking at options to use our nurses to assist with Clatsop and to boost billable revenue to offset nurse pay.

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.

d) 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: Donna P. moved to approve the administrative report. Clayton seconded. Motion carried.

6. Finance Report:

A. January's month end cash balance was \$1,664,318.55, ending with \$41,807.74 more in expenses than revenue. Irene reported the following:

- **Revenue:** GL account #43686, Medical Managed Care Fees, received \$124,265.62 from the CCO for Incentive Metrics.
- **Expense:** GL account #7054 Provider CME Training and #7080, Travel & Mileage shows a journal voucher to correct expenses being charged to the wrong account; and GL #9040 Building Improvements reflected our first payment for 2204 4th Street purchase of \$145,000.

B. **HRSA Budget** Our main grant remains at \$2.165 million for 2017-18, non-inclusive of carry over funds or other grants.

C. **Encounters** decreased from 1,403 in December to 1,297 for January; this can be associated with the poor weather conditions. Monthly average medical Provider FTE increased to 3.66 for the month, with more providers available to see patients, however, the average daily encounters per provider FTE decreased from 9.70 in January to 9.0.

D. **Schedule Dashboard:** Overall, the encounters for all providers reflected the no-show appointments due to poor weather conditions; with the highest encounters for Erin Oldenkamp. Better coding sheets submitted by providers narrowed the gap between what was reported and actual hours available to see patients.

- E. **Accounts Receivable**: Total Accounts Receivable was \$313,252.47, and shows the majority in the 0-30 bucket at 69.74%. January Payer Mix shows Medicaid/Managed Care still our biggest payer at 40%, down from December of total AR. Irene reported that there was a glitch with Trizetto and CCO Facility NPI, but it is mostly fixed, causing a delay in payments for approximately 35 claims. Weather was also a factor in this.

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

7. Financial Presentation – Appendix A

- A. **HRSA Notice of Award** reflects an approved Budget Period Renewal submission which begins May 1, 2017 and runs through April 30, 2018. It was presented to the board and reviewed.
- B. **Proposed County Budget** Irene presented the budget, which has been submitted to the Treasurer's office. She stated that it is very close to last year, with Medicaid and private insurance revenue down slightly; and with Brownfield grant in its last year. She stated that the projected numbers are very conservative. Medicaid numbers are consistent with the CCO, with many people who didn't re-enroll, and results in about a 10% reduction.

Action: Donna P. moved to approve the proposed 2017-18 County Budget; Clayton seconded. Motion carried.

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

7. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee - Approve January 2017 minutes:

- Minutes were presented, which represented clinical measures for depression, Provider peer reviews, Tobacco cessation and IVD. Also represented was the population of Emergency Room users broken down by insurance buckets. A presentation for Quality Measures will be in May at the full council meeting.

Action: Amy moved to approve the January minutes; Carmen seconded. Motion carried.

9. Old Business:

A. GRANTS & Resource Development –

- a) OHA Safety Net Capacity Grant – (See Administrator's Report) – Discussion surrounded the continued concerns about the nature of this grant and the targeted population. The Health Council has already decided to provide services to all uninsured children, not dependent of their immigration status. Both Virginia Garcia and Yakima Farm Workers have agreed to sign the contract. Staff and Council members are still not feeling comfortable with the contract. Marlene asked members for their input. By consensus, all agreed to rely on Marlene's discretion as to whether or not to sign the final contract with the state.
- b) OCF Tillamook Education Foundation School Based Dental – (See Administrative Report)

- c) New Building – Tillamook – IT is in the process of getting the new wiring set up for internet and Wi-Fi. Paul Levesque is working as our project manager on the project; although retired, his is contracting with the County for these types of services.

10. New Business:

- A. TPEP 2017-19 Plan – Jim Becraft provided a short overview of the plan that is being sent into the state. A draft of the plan was not available at the meeting, but was approved this day by the BOCC to be submitted. Many changes will take place until June, at which point the Health Council will approve the final document.
- B. Strategic Planning – will take place April 19th at the Officers Mess at POTB. It will include an all-staff portion from 8-10, then a Leadership Team portion, followed by the Health Council meeting at their regular time.
- C. Policy/Procedure - PCPCH Attestation Policies – Marlene stated that we will be submitting the application and will qualify as a Tier 3 level. Staff anticipates that we can submit a new application in 6 months' time to qualify as a Tier 4; that would result in higher incentive payments.
 - a) Review and Use of Compliance Reports and Documents – Carmen submitted corrective language, which Donna G. will send along to the responsible party for modification.
 - b) Palliative and End of Life/Hospice Referral
 - c) Integrated Behavioral Health Policy
 - d) Emergency Room and Hospital Admission Tracking and Follow up
 - e) Quality Management System

Action: Clayton moved to approve policies with amendments; Donna P. seconded. Motion carried.

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

12. Unscheduled:

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