

Tillamook County  
Community Health Council  
Meeting Minutes  
April 19, 2017

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

**1. Call to Order:** Vice-Chair John Sandusky called the meeting to order at 12:30 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 22, 2017 Meeting minutes:**

**Action:** Donna P. moved to approve the minutes as written; Amy 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.
- e) **Appointment of New Member** – still haven't received an application from Jennifer Arreola.
- f) **Reappointment of Members (Harry Coffman, Carol Fitzgerald, Amy Griggs, and Rex Parsons expire 6/30/17)** – Harry Coffman and Amy Griggs expressed interest in renewing their appointments; Donna G. will call Carol Fitzgerald to see if she would like to continue, and those present decided that Rex Parsons will not be asked for reappointment due to repeated unexcused absences.

**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:** Working with CareOregon on getting a good job description for the Behavioral Health position, both for Clark and then for the new person, on the County's pay 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. Services began on March 22<sup>nd</sup>.
- **OHA Media Coverage:** – No report.
- **Patient Access & Support:** The CAHPS survey showed a very positive result in patient satisfaction with our staff. Results were shared with the Health Council members as well as staff members at the Strategic Planning portion of the meeting. Certain areas to focus is the scheduling process in order to get patients in on a timely basis, more same day appointments, no triage of patients, and educating staff on the fact that Urgent Care is not a magic solution. Other areas surround perception of staff and cultural competency; providing team building exercises on a quarterly basis to open better communication at all levels. Donna G. will provide the Council members the survey results and the PowerPoint presentation at the May meeting.
- **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** – no update.
- **South County Services** – no update.
- **Staff** – See Above, 5.A.a \* Dental Health.
- **Prenatal Care** – Services will begin May 1 for first trimester prenatal appointments.

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

**6. Finance Report:**

A. February's month end cash balance was \$1,785,017.43, ending with \$119,698.88 more in revenue than expenses. Irene reported the following:

B. **Revenue:** GL account #4371 Medicaid: received two Wrap payments in February. Other revenue remained within normal range.

a. **Expense:** GL account #7007 Telephone: did not process the Verizon bill in February; #7027 Public Relations: YOW High School event, which was very successful, had an expense of \$4,700; #7060 Memberships & Dues: Software for Up To Date and Pharmacy Board dues for Dr. Paulissen; and #7210 Lab Tests: shows a slight increase for the month, LabCorp had issues getting costs processed and billed out, which resulted in costs not paid by insurance. Irene stated that we split the remaining outstanding amount to provide speedier processing. LabCorp has promised to do a better job of getting bills processed quicker.

C. 4. **HRSA Budget Revenue and Expense:** Irene stated that there are no unusual items to report.

D. 5. **Encounters** remained about the same, from 1,297 in January to 1,300 for February; monthly average medical Provider FTE increase to 3.79 out of 4.5FTE for the month. Average daily encounters per provider FTE remained the same from 9.0 in January to 9.0 in February.

E. 6. **Schedule Dashboard:** Overall, 3 providers showed an increase in encounters, whereas 2 providers showed a slight decrease. The dashboard shows an average of 53 percent of available appointments remain unscheduled.

F. 7. **Accounts Receivable:** Total Accounts Receivable was \$284,241.24. Irene likes the AR to be above \$300K, but it is still looking good. The majority in the 0-30 bucket at 68.93%, due to a weather related day in Bend causing an issue with Moda. February Payer Mix shows Medicaid/Managed Care still our biggest payer at 48%, with Private Insurance at 25%; Uninsured at 19%; and Oregon Contraceptive Care at 1%.

**Action:** John moved to approve the financial report; Amy seconded. Motion carried.

**7. Reports of Committees:**

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

- Minutes were presented, which represented the Lab QA Audit, Medical Records Review, Clinical measures for Cervical Cancer, Colorectal Cancer, Child and Adult weight assessments. and Asthma Pharmacologic Therapy and Appropriate Medications. A presentation for Quality Measures will be in May at the full council meeting.

**Action:** Donna P. moved to approve the March minutes; Carmen seconded. Motion carried.

**8. Old Business:**

**A. GRANTS & Resource Development –**

- a) OHA Safety Net Capacity Grant – (See Administrator’s Report) – Marlene stated that we will not be inputting information into the OHA database, Access Now.
- b) OCF Tillamook Education Foundation School Based Dental – (See Administrative Report) – Marlene stated that 2 staff members are trained to do sealants through the trainings offered.
- 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. Policy/Procedure -**

- a) Access to Service – Donna P. moved to approve the policy; John seconded. Motion carried.
- b) Review and Use of Compliance Reports and Documents – John moved to approve the policy; Carmen seconded. Motion carried.
- c) Credentialing & Privileging for Jin Ahn, DMD – John moved to approved; Amy seconded. Motion carried.

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

**12. Unscheduled:**

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