

Tillamook County
Community Health Council
Meeting Minutes
September 20, 2017

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

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:20 pm. The Council members introduced themselves to Jessica Bedell.

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:** Donna P. mentioned that the facility for showers and laundry has a soft opening. A tour was conducted at the end of the meeting.

3. Consent Calendar:

- a) **Approval of August 23, 2017 Meeting minutes:** No changes.

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

4. Board Development:

- a) **Potential New Members** – No report.
- b) **Health Council Member Contact & Areas of Expertise** – Jessica Bedell has been appointed by the BOCC.
- 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 -

- a) **Behavioral Health Integration:** The Behavioral Health position was posted; we posted two positions. Once we have filled those positions, we will post for the Manager position. Grant funds will not fully cover a full positions; it is anticipated that revenue will offset that, along with Per Member Per Month (PMPM) reimbursement through the CCO.

- **Dental Health:**

- **School Based Dental** – Staff will be attending registration at the schools to provide education and sign kids up for sealants, training of volunteers has taken place, referral

to local dentists if there are more serious issues. We are partnering with OHA, but are not ready to completely take over the program. We need to develop strategies with Moda and the CPCCO for the sealant program. With only one contracted dentist, and one hygienist, it is not feasible that we will meet the sealant metric.

- **School Based Health Center:** No update.
- **Safety Net Grant (I'm Healthy/Soy Sano):** – The initial report for this project is due this Friday. A site visit with staff has been scheduled. The agreement has finally been signed and we will be receiving funds shortly. In the interim, the Care Coordinators are getting all kids signed up for CAWEM, which will switch over in January to OHP coverage. There was a communication breakdown between partners; it was thought that the patient needed to have their proof of financial prior to setting up an appointment; we only need verbal prior. Care Coordinators are writing up the process to move forward.

- **Patient Access & Support:** No report.
- **Sexual Health and Adolescent Health Services:** No update.
- **Maternal and Child Health** – No update.
- **Home Visiting Coordination** – No update.
- **Developmental Screening Pilot Project** – No update.
- **Well Child and Adolescent Health Exams** – no update.
- **Women's Resource Center** – No update.
- **The Early Learning Hub** – No update.
- **South County Services** – (See Item B)
- **Staff** – See Below, Item B.
- **Prenatal Care** – No update.
- **Year of Wellness Project** – No update.

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

- a) An overview of the changes that are being implemented to increase revenue and productivity was provided to the Council members. (See also Financial Report – Schedule Dashboard below, (6.D).
 1. South County clinic is still closed. Marlene met with Misty Wharton of NVSD to discuss moving WIC services into TBCC. Misty checked with the new president of TBCC, and he is good with it. Donna G. will contact him to begin an agreement. As an aside, Misty said that this was perfect timing for this; NVSD is looking at the usage of all of their buildings, with us in mind; and preparing to send out a vote for a bond to upgrade buildings in May of 2018.
 2. Rockaway Beach clinic is open one day per week. The provider is now seeing a full schedule on one day instead of half schedule in two. There has been patient feedback regarding keeping the two days open, however, more patients are being seen overall with the provider being in the central clinic an additional day.

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

- a) See Goal B.

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** – No report.
- 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: Carmen moved to approve the administrative report. Amy seconded. Motion carried.

6. Finance Report:

July's month end cash balance was \$1,213,012.05 ending with \$88,206.44 more in expenses than revenue. This is due, in part, of the County year-end processes, where June expenses are included in the July figures.

- **Revenue:** Nearly every AR bucket has been affected by system glitches which began in May, which are supposedly fixed by OCHIN moving forward: \$20K from Delta Dental; Medicaid delay; CCare delay, Medicare delay, etc. This has caused revenue to be negatively affected, and to raise the AR to \$451K, and lowered our 0-30 day AR to 57.79%. Staff is working with OCHIN to correct these problems.
- **Expense:** Additional expenses due to year-end were \$221K, including the new sign at \$11.4K, \$16K for the Americorp Vista payment, and \$26K double OCHIN/Parametrix payments.
- **HRSA Budget Revenue and Expense:** (See Revenue above) All revenue and expenditures are within normal ranges.
- **Encounters** Encounters were slightly lower this month, from 1,430 to 1,390; monthly average medical Provider FTE increased slightly to 3.25 out of 4.5FTE for the month. Average daily encounters per provider FTE increased from 10.5 in June to 11.4 in July. 13 per daily average is the goal per provider.
- **Schedule Dashboard:** July clinic overview shows increases in most providers' schedules, with one provider showing less (Medical Director). The dashboard shows an average of 56.4% of available appointments remain unscheduled, lower than June (60.4%).
- **Accounts Receivable:** Total Accounts Receivable was \$451,629.35. The majority in the 0-30 bucket at 57.79%, down from 63.70%; Payer Mix shows Medicaid/Managed Care still our biggest payer at 61%, with Private Insurance at 14%; Uninsured at 16%; Medicare at 8%, and Oregon Contraceptive Care at 1%.

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

7. Reports of Committees:

A. Quality Assurance/Quality Improvement Committee - July 2017 minutes:

Action: Donna P. moved to approve the QA/QI minutes as written; Carmen seconded. Motion carried.

8. Old Business:

A. GRANTS & Resource Development –

- a) OHA I'm Healty/Soy Sano Grant – (See Administrative Report)
- b) OCF Tillamook Education Foundation School Based Dental – (See Administrative Report)
- c) New Building – Tillamook – (See Administrative Report)
- d) HRSA Access Increases in Mental Health and Substance Abuse Services (AIMS) Grant – See Administrative Report)
- e) CPCCO Diabetes Management Grant – We were granted an extension to submit the full application. Staff is working with community partners to develop the parameters of the grant.
- f) Kiwanis Club – the Kiwanis has awarded the grant. Our Vista and YOW contractor will attend the meeting on the 20th to accept. This will help fund the Community Health Worker through the YMCA.
- g) CPCCO CAC Community Health Worker – in partnership with CARE, Inc., in partnership with CARE, Inc. Marlene met with Erin Skaar to discuss on the 18th. At this time, they will not be pursuing this opportunity.

9. New Business:

- A. Public Health Modernization Grant – OHA – a Regional opportunity has arisen for a regional Communicable Disease grant to include Clatsop, Columbia and Tillamook Counties. Staff met with representatives of Clatsop and Columbia counties to see if the region wants to apply. It is possible to receive up to \$500K and the region would share a coordinator. Further meetings are forthcoming. Should the region agree to move forward, permission would be sought at the October Health Council and BOCC meetings.
- B. Lobby Arrangement – the Health Council members were presented pictures of the configuration of the lobby and asked to discuss options to make the lobby more patient friendly. Issues are patients not knowing where to stand, and privacy concerns. By consensus, it was suggested that the configuration be done so no chairs are along the west wall leading up to the front desks; and to position the other chairs in a square pattern, with waiting patients having their backs toward the front desks.

10. Training – Time permitting

- A. Members were asked what types of training they would like to see moving into 2018.
 - a) Suggestion was to have a training on Emergency Prep given the recent hurricanes, etc. Donna G. will ask if our regional EP representative is available.
 - b) Other ideas came from Clayton; he said he'd like to see some training on disability etiquette, such as sight, hearing impaired; Autism, Asperger's, and other ADA definitions.
 - c) Others suggested another ACES training as they thought it was a great training; and Cultural informed care.

12. Unscheduled:

- 13. Adjourn** - The meeting was adjourned at 1:55 PM.