

Tillamook County  
Community Health Council  
Meeting Minutes  
January 22, 2020

**Present:** Harry Coffman, Carol Fitzgerald, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky, Bill Baertlein

**Excused:** Tim Borman, Amy Griggs, Sharon Kaszycki

**Absent/Unexcused:**

**Staff:** Marlene Putman, Donna Gigoux, Irene Fitzgerald

**Guests:**

**1. Call to Order:** Chair Harry Coffman called the meeting to order at 12:20 pm.

**2. Consumer/Community/Partner's Needs, Concerns, Issues (based on Health Council Strategic Plan Goal 2 & 3):**

- A. Community/Patient Concerns – no report.
- B. Ambassador/Advocate encounters with Community Members – no report.
- C. Community Partners – partner dialogues, invitations to meetings, etc. – no report.

**3. Consent Calendar:**

A. **Approval of November 20, 2019 Meeting minutes:**

- 1. No changes.

**Action:** Clayton moved to approve as written; Donna P. seconded. Motion carried.

**4. Board Development:**

A. **Health Council Member Contact & Areas of Expertise:**

- 1. (See Attached List)

B. **Board Membership Updates:**

- 1. Marlene reported that our new member Kimber Lundy contacted staff and isn't sure that she is able to serve. Marlene will contact her.

C. **Common goals – shared resources between agencies:**

- 1. No report.

D. **Underrepresented & Youth potential members:**

- 1. Harry reported he has not heard from the high school; John stated he will check with TBCC to see if there are any students who would like to be on the Council.

**5. Administrator's Report:**

**General Update and Report provided by Marlene Putman, Administrator –**

A. Tillamook County is experiencing a cyber-attack; all computers, phones, and websites are down to protect internal and external data.

- 1. Marlene attended an emergency meeting this morning with other managers, Information Systems staff, and county commissioners to discuss protocol.

2. Staff and Health Council members are instructed to not say anything until legal has composed the notice and language to use to the public.
  3. This is posing difficulties for staff and patients as schedules cannot be accessed and patients cannot call in and staff cannot call out.
  4. Staff is working to assign cell phones for patients to call, which will be published in the media. Additionally, staff are bringing in personal computers and using personal phones as mobile hotspots to be able to access Epic to schedule patients and to check them in. Marlene will be checking with Treasurer's office to see if staff can be reimbursed if they go over their data plans and are charged by their cell phone providers.
  5. Meetings will be held regularly to update staff; all requests and questions from public or staff need to go through Marlene and she will notify the appropriate managers.
  6. County is working on an agreement with a cyber security company to research the attack and hopefully resolve it.
- B. Due to limited time available and ongoing issues with this attack, Marlene concluded the Administrator's report.

**Action:** Clayton moved to approve the Administrator's report; Carmen seconded. Motion carried.

## **6. Finance Report**

A. November's month end cash balance was \$2,137,375.74, ending with \$26,074.80 more in revenue than expense. Irene explained that she overstated cash last month by \$1,000 due to an error that has been fixed.

1. **Revenue:** In October, we received a grant from Oregon Health Authority SRCH grant for Public Element 51 sexually transmitted disease in partnership with Clatsop and Columbia counties in the amount of \$148,099.49. In November, the state took back \$20,520.46, most likely due to a reduction of funding for our county. All other revenue is within normal range.

2. **Expenses:** All expenses were within normal range.

3. **HRSA Budget Revenue and Expense:** Revenue and expenses within normal range.

4. **Encounters:** Encounters were up from 1,793 in October to 1,868 in November, due to flu shots being entered into Epic and 26 open charts closed in November from October. Average provider encounters per FTE went from 9.20 in October to 11.10 in November. Provider FTE was 3.25 in October and 3.24 in November.

5. **Encounters/Workday by Provider:** All provider encounters were up with the exception of Dr. Steffey, who was in Rockaway Beach clinic 1 day in November for women's health.

6. **Monthly Generated Revenue:** Revenue was up from October to \$5,901, which is very good.

7. **Accounts Receivable:** Total AR was \$368,256.47. The majority in the 0-30 bucket is 67.70%, up from October; and gross charges were \$372,966.52. Days in AR is 30.70. Payer mix shows Self-Pay 24%, Medicaid is 40%, Private insurance is 21%, Medicare is 10%, and Oregon Contraceptive Care is down to 3%.

8. **OCHIN Top 10:** We were number 16 out of 111 members in the US based on the Revenue Cycle Scorecard from OCHIN with a ranking score of 69 due to days in AR at 34.6 with 5 open encounters. Prior month we were #16 with a ranking score of 70.

Metrics are used to determine the success of an entity based on the following:

- a) Days in Accounts Receivable (average length of time that an account balance is active)
- b) Days Undistributed (refers to payments and adjustments that have been posted to the system but have not been distributed)
- c) Percentage of AR over 90 days (the percentage of the total AR that is over 90 days old)
- d) Charge Lag (average length of time between the date of service and the date that the charge for that services is posted to the AR)
- e) Claim Acceptance Rate (percentage of claims that when submitted to clearinghouse make it successfully to the insurance payor)
- f) Days of Open Encounters (patient encounters that have yet to be "closed")
- g) Charge Review and Claim Edit Days (two work queues within EPIC that hold charges and claims that contain errors)

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

B. **Appendix A: Federal Poverty Level (FPL) Update 2020:** Irene presented the Sliding Fee Discount based on the 2020 FPL levels for approval.

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

7. **Report of Committees:**

A. Quality Assurance Committee

1. December minutes

a. John provided a recap of the quality measures for the month.

1. Public health state-based measures showed Chlamydia compliance at 50.4% with a benchmark of 75%;
2. Mammogram screenings were 56.3% with a benchmark of 81.1%;
3. Method of Birth Control selection was at 100% with a benchmark of 90%;
4. STD/HIV Prevention education was 47.5% with a benchmark of 75%;
5. Relationship Safety counseling was 49.3% with a benchmark of 47%;
6. Documentation of Birth Control dispensed was at 92% with a benchmark of 75%.
7. Clinical measures showed Cervical Cancer at 68.1% with a benchmark of 62%. The metric sources are UDS and HRSA.
8. Colorectal Cancer screening was 54.2% with a benchmark of 40%. The metric sources are UDS, HRSA and CCO. CCO patient results were 44.9% with the benchmark for the CCO at 57.7%.
9. Appropriate medications for Asthma was 79.2% with a benchmark of 77%. The metric sources are UDS and HRSA.
10. Medical Records audit and Dental Provider peer review were conducted and the results are noted in the minutes.
11. Weight Assessment for children and adolescents were 58.3% with a benchmark of 39%. The metric source is UDS and HRSA.
12. Adult Weight was 57% with a benchmark of 29%. Same metric sources.
- 13.

**Action:** Clayton moved to approve the QA report; Carol seconded. Motion carried.

8. **Old Business:**

A. **Grants:** No report.

B. **Staffing:**

1. Chief Operations Officer - posted
2. Behavioral Health Manager - still pending
3. Behavioral Health MA - posted
4. WIC Assistant - posted
5. RN levels 1,2, & 3 - posted and will remain posted until filled
6. Office Specialist I & II - interviews held and waiting for background checks
7. Building & Grounds - posted

C. **Other:**

1. Workshop with BOCC and New HR Director - Marlene reported that she will wait until the new director begins work to schedule the workshop to talk about HR systems and policies to improve and streamline hiring staff for the department.

9. **New Business:**

A. **Grants/Other:**

1. Confidentiality Statement
  - a. Donna G. presented the annual Confidentiality Statement that is required for all staff and Health Council members to sign.

B. **Policy & Procedure:**

1. Marlene reported that there are 2 outstanding policies that need to be adopted; Cell Phone Policy and Code of Conduct. She sent them to the labor lawyer for review and will follow up with County Counsel to have him ask that the policies be included in the Union negotiations.

C. **Credentialing & Privileging:** None.

10. **Training:**

- A. No training was scheduled in January; staff asked what the members would like to see. It was requested that our new Mobile Clinic coordinator provides an overview of the progress in getting services out into the community. Donna G. will follow up with the coordinator.

11. **Upcoming Events:**

A. Homeless Connect - January 29, 2020

1. Marlene reported that the Mobile Clinic will be at the event as the first initial community event.
2. The coordinator has been in contact with CARE, Inc. to sign an agreement for the provision of monthly services on-site for homeless community members.
3. Donna P. stated that she would also like to have regular services with the mobile clinic at her site and will work with the coordinator to reserve the parking lot. She also mentioned that there are 6 tiny homes built and are ready to be onsite; they are working with an electrical panel issue and they are working on an additional grant(s) to hopefully get up to 12 homes installed.

12. **Unscheduled:**

- A. Marlene reported that the CPCCO is working with our health center to establish new medical diagnosis codes for specialty mental health. We are the first health center to be fully integrated and the CPCCO is excited to be working with us on behavioral health services.
- B. Marlene also reported that Bill Baertlein alerted her to a lawsuit in Lane County regarding FTCA coverage for behavioral health. An incident occurred involving a behavioral health patient committing murder after being seen in their clinic and the family is suing the health center. This was discussed at the recent Association of Oregon Counties meeting.

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