

Tillamook County
Community Health Council
Meeting Minutes
April 22, 2020

Present via Telephone: Bill Baertlein, Harry Coffman, Tim Borman, Sharon Kaszycki, Kimber Lundy, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky
Excused: Amy Griggs, Carol Fitzgerald
Absent/Unexcused:
Staff Present: Marlene Putman, Donna Gigoux, Irene Fitzgerald
Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:18 pm.

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

- A. Community/Patient Concerns
 - 1. Donna P. noted that she served 45 families last week at the Herald Center, 18 of which she has never seen before.
- B. Ambassador/Advocate encounters with Community Members – no report.
- C. Community Partners – partner dialogues, invitations to meetings, etc. – Donna P. reported that the tiny houses are on site at the Herald Center.

3. Consent Calendar:

- A. **Approval of March 18, 2020 Meeting minutes:**
 - 1. No changes.

Action: John moved to approve as written; Sharon seconded. Motion carried.

4. Board Development:

- A. **Health Council Member Contact & Areas of Expertise:**
 - 1. (See Attached List)
- B. **Nominations for Officers/Executive Committee:**
 - 1. (See Attached List)
- C. **Board Membership Updates:**
 - 1. Health Council Member Roster & Areas of Expertise
- D. **Common goals – shared resources between agencies:**
 - 1. No report.
- E. **Underrepresented & Youth potential members:**
 - 1. No report.

5. Administrator's Report:

General Update and Report provided by Marlene Putman, Administrator –

- A. COVID-19 Update
 - 1. Marlene provided an update on the current COVID-19 activities.

- a) Tillamook County has 6 confirmed positive cases compared to 2,002 statewide, a 5% positive rate.
- b) Virtual visits are continuing with establishing care, for medical, dental, and behavioral health (first virtual visit today).
- c) Dental virtual visits began this week and the dentists are really liking the process. There are some issues with charting the visits, however. Dawna is working with them on the process.
- d) Visits are down due to COVID; March 2019 showed providers' schedules were 60% scheduled; in April 2020 the schedules were down to 32%.
- e) Efforts are focused on increased outreach to all patients by the MA's, Care Coordinators and Panel Manager.
- f) We have received 4 grants for COVID services: 2 from the federal government and 2 from the state.
- g) Mobile clinic is seeing patients for testing patients who are experiencing symptoms in the parking lot at the clinic from 10-5 daily; patients who do not feel comfortable going into clinic can also be scheduled at the mobile clinic.
- h) The COVID line is still taking calls, although the calls have dropped some. Information is also going out in CareMessage through OCHIN, as well as Facebook and website.
- i) Public Health lead for the county includes Robin Watts, Dr. Steffey and Dr. Paulissen.
- j) We are currently working on a sheltering project with Ashley Inn and have an option for sheltering in Clatsop County through CPCCO contractors.
- k) The county is working on the process for phase 1 to reopen based on the Governor's suggested process.
- l) Discussion:
 - A member asked if any of our patients have needed sheltering; Marlene responded that one patient was housed in Clatsop.
 - A member asked if we had an adequate supply of PPE as he heard that there is shortage in a couple of areas; Marlene said that our Emergency Prep contractor has been ordering supplies through the state and at this time we have enough at least for our staff and patients. Our contractor is also providing PPE to other agencies in the county.
 - One member wanted to give Kudos to our staff as she had a call from staff. She was asked how she was doing and it felt really nice to feel cared for.
 - Another member agreed 100% with services provided to him as well.

Action: Sharon moved to approve the Administrator's report; Tim seconded. Motion carried.

6. Finance Report

A. Page 1: February's month end cash balance was \$1,936,104.37 ending with \$21,738.24 more in expense than revenue. Irene explained that there were 2 HRSA drawdowns and no Medicaid Wrap was received either in January or February. Additionally, March cash is trending with encounter numbers above normal; April may see a turn around but it is looking good moving forward.

1. **Page 6: Revenue:** Revenue shows that we received 2 HRSA drawdowns in February. This is due to the cyber-attack and the inability to draw down funds in January. We had SRCH grant funding returned to OHA in the amount of \$7,695.77. We did not receive our Medicaid Wrap again in February, and continue to have system issues with family planning expansion

- project fees. We received \$17,000 for 2 providers for Electronic Medical Record Medicaid incentives. All other revenue was within normal range.
2. **Page 6: Expense:** We had an expense of \$4,012.69 for overtime for staff and a uniform expense of \$450 for Environmental Health staff. All other expenses are all within normal range
 - a) **Page 7: Materials & Services:** There was a journal entry for legal services reversing out \$425, an expense from another department.
 3. **Pages 9-11: HRSA Budget Revenue and Expense:** As stated we received 2 HRSA drawdown revenue in February, which puts us close to normal range. All other revenue and expenses within normal range.
 4. **Page 12: Encounters:** Total encounters went from 955 in January to 1,674 in February. Average Provider Encounters per FTE went from 5.80 in January to 11.40 in February. This is due to the cyber-attack. Provider FTE was 4.11 in January to 3.69 in February.
 5. **Page 15: Monthly Posted Encounters per Provider:** Encounters for all providers doubled in February with all but one provider in the double digits. The average was 11.40 encounters.
 6. **Page 16: Monthly Generated Revenue:** Provider revenue in February was a total of \$160,445.50. The number of days open in February was 19, giving the average revenue for the workday at \$8,445. This includes January visits.
 7. **Page 17: % of Available vs Completed Schedule:** February average were higher for every provider and our new provider, Dove Rainbow, was at 77.4%, which is impressive. All other providers with the exception of one was in the mid to high 50 percentile and one in the high 60%.
 8. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$399,491.91. The majority in the 0-30 bucket at 67.91%, higher than the prior month at 50.29%. The average for our 0-30-day bucket is 36.70 days; and gross charges were \$426,074.60. Payer mix shows Self Pay at 24%; and the percentage for Medicaid is 48%. Privately insured is at 19% and Medicare is at 9%. The issues with Oregon Contraceptive Care AR are still present, now 3% instead of the normal 1%.
 9. **OCHIN Top 10:** We were number 35 in the top 10 out of 114 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 57. Prior month we were at #38 with a ranking score of 59. 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)

B. Tillamook County Budget & COVID-19 grants

- 1. Irene provided information regarding the upcoming budget presentation on April 29th.
 - a) The budget was accepted as submitted, revenue is the same as last year.
 - b) Irene will forward the budget to the Health Council and will provide the call-in number for Council members to call into the budget committee, where Marlene will be presenting the budget.
 - c) A full vote will take place at the May Health Council meeting.
- 2. Irene provided an overview of grants we have received to assist us in tackling the challenges of COVID-19.
 - a) We have received 2 from Oregon Health Authority and 2 from HRSA.
 - b) The CARES Act grant from HRSA will cover all staff with grant funds in order to retain staff; other funding will assist in purchasing cell phones, laptops, etc. in order for social distancing and staff working at home.
 - c) Additional funding will provide funds to purchase personal protective equipment for staff, patients and other agencies.

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

7. **Report of Committees:**

- A. **Quality Assurance Committee**
 - 1. No meeting took place in March.

Action: No action.

8. **Old Business:**

- A. **Grants:** No report.
- B. **Staffing:**
 - 1. Chief Operations Officer – position was offered; candidate but anticipate beginning in June
 - 2. Behavioral Health Manager – this will be a promotion from within
 - 3. WIC Assistant – position filled and new staff is quickly getting up to speed
 - 4. RN levels 1,2, & 3 – on hold at this time
 - 5. Front office supervisor – staff resigned, currently vacant
 - 6. Physician – Council approved posting in May, later start due to COVID
 - 7. Psychiatrist – continue to work with candidate, who graduates in June

- C. **Other:**
a) None.

9. **New Business:**

A. **Grants/Other:**

1. Tillamook County Wellness CPCCO Large Grant Application
 - a) Marlene stated that Wellness is applying for a grant to continue the efforts of the OHA SRCH grant that ends June 30th, which provides screening for patients throughout the community with other agencies to assist in the prevention of chronic disease. She stated she is looking for the approval of the Health Council to apply.
 - b) The full grant application will be provided for the review of the Health Council at the May meeting.
 - c) The deadline is May 15th.

Action: Kimber moved to approve the submission of the application; Sharon seconded. Motion carried.

B. **Policy & Procedure:**

1. None

C. **Credentialing & Privileging:**

1. Dr. Mark Thomas, DMD
2. Dr. Jin Ahn, DMD

Action: Donna P. moved to approve both documents; Sharon seconded. Motion carried.

10. **Training:**

- A. None.

11. **Upcoming Events:**

12. **Unscheduled:**

13: **Adjourn:** The meeting was adjourned at 1:17 PM.