

Tillamook County
Community Health Council
Meeting Minutes
May 20, 2020

Present via Telephone: Bill Baertlein, Harry Coffman, Tim Borman, Amy Griggs, Sharon Kaszycki, Kimber Lundy, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky
Excused: 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 12:05 pm.

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

A. Community/Patient Concerns

1. Kimber mentioned that she had a concern regarding Rockaway Beach clinic; she wants it to be open at least 2 days per week instead of only 1. She said it is an awesome location. Donna Parks said she wants it open 5 days per week.

B. Ambassador/Advocate encounters with Community Members – no report.

C. Community Partners – partner dialogues, invitations to meetings, etc.

3. Consent Calendar:

A. Approval of April 22, 2020 Meeting minutes:

1. No changes.

Action: Kimber moved to approve as written; Clayton seconded. Motion carried.

4. Board Development:

A. Health Council Member Contact & Areas of Expertise:

1. (See Attached List)

B. Expiring Members and Officer Nominations:

1. A ballot was included in the packet for renewal of members. Expiring terms included Harry Coffman, Tim Borman, Carol Fitzgerald and Amy Griggs. All have agreed to renew their terms.
2. Nominated officers included Harry Coffman, chair; John Sandusky, Vice-Chair; Donna Parks, At-Large; Carmen Rost, Secretary; and Carol Fitzgerald, Executive Committee.

a) Donna Parks asked the group who will either nominate or volunteer for her position on the Executive Committee, as she no longer has the time to be on it. Kimber Lundy said she was willing to be on the committee.

b) Donna Parks nominated Kimber Lundy for the Executive Committee.

Action: Donna Parks moved to approve the slate of members for another 3 year term, and to approve the slate of officers with the removal of herself for Executive Committee and approval of Kimber Lundy; Sharon seconded. Motion carried.

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. Harry reported that he contacted Anna Kleiman at the High School. She will announce the opportunity to the Junior class in anticipation for their Senior project.

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) All meetings are held remotely due to COVID 19, including all staff, Health Council, BOCC meetings, committee meetings, etc.
 - b) There has been an uptick in tests for our county
 - c) Staff and providers are doing virtual visits and phone visits to establish care, medical, dental, and behavioral health. Dentists began using virtual visits this week. Outreach is happening to all patients and scheduling as appropriate.
 - d) The schedule pre-COVID shows March 2019 at 60% full; April 2020 is now at 32%
 - e) The Mobile Clinic is available daily from 10-4 for testing and other services as needed. The clinic is open from 8-5.
 - f) COVID-19 line usage has dropped somewhat
 - g) We continue to provide CareMessage for staff and patients, updates on Facebook and our website. Our marketing consultant is doing a lot of focus on our health care team, highlighting areas throughout the clinic weekly
 - h) We continue to work with Phase 1 reopen until we get more information from the state for Phase 2
 - i) We are finalizing our sheltering agreement with Ashley Inn with an agreement, referral form and information form for non-OHP patients. This will be utilized by the CCO (OHP) patients if needed. Funding for the project is from the grant from HRSA. Clatsop County has agreed to house our patients as Ashley Inn will not allow pets, smoking of any kind, and patients are not to ever leave their rooms.
 - j) Dental services are being provided as allowed. Moving forward with the Willamette Dental building and gathering information for an agreement. We received a list of dental equipment and most of the equipment are being gifted to us. We will pay them \$60K for everything. Our dental director is working on the LLC and working on supplies, staffing, etc. The target date is August of this year to be up and running.
 - k) Moving forward with the Psychiatrist position, working on the job description with the county this week. We submitted the Letter of Intent to the CCO to pay ½ of the position. TFCC and the CHC will pay the remainder of his salary and benefits. We anticipate posting the position in June.
 - l) Looking also to post the physician/MA position in June as well. Looking to hire later in the year if he is still interested.

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

6. Finance Report

- A. Page 1:** March month end cash balance was \$2,250,467.63 ending with \$10,320.96 more in expense than revenue. Irene was happy to report that the reserve is completely back.

1. **Page 6: Revenue:** Revenue shows that we received 3 months of Medicaid Wrap payments totaling \$493,480.66, and we received a years' worth of Per Member Per Month (PMPM) in the amount of \$128,411.34, which is managed care fees from the CCO for old claims that were re-billed due to lacking SBIRT screens. Additionally, we received \$8,500 in EMR Medicaid Incentive for one provider, and \$6,031 from OCHIN for clinic impact for activities. All other revenue is within normal range.
2. **Page 6: Expense:** All expenses are all within normal range
3. **Page 7: Materials & Services:** There was a journal entry for legal services reversing out \$425, an expense from another department.
4. **Pages 9-11: HRSA Budget Revenue and Expense:** We have received 3 grants from HRSA; one for \$597K which will pay for all salaries for a period of 4 months; \$55K for expanded testing, supplies and cleaning; and \$165K to expand testing, mobile clinic hours, supplies, staff, sheltering and transportation. All revenue and expenses were within normal range Expenses were \$254,522.23 and expenses were \$215,000..
5. **Page 12: Encounters:** Total encounters went from 1,674 in February to 1,283 in March. Irene reported our productivity is down 40-60% and provided a comparison showing where we are during COVID compared to this time last year. Tillamook clinic had 852 encounters compared to last year which was 960; dental had 63 encounters compared to last year at 34; Rockaway had 258 compared to 280; and the mobile clinic average 35 compared to 50. Average Provider Encounters per FTE went from 11.40 in February to 9.40 in March. Provider FTE was 3.69 in February to 3.52 in March.
6. **Page 15: Monthly Posted Encounters per Provider:** Encounters for all providers trended down except for our newest provider, Dove Rainbow, who had the most encounters. Donna P. said one of her clients told her that Dove was her new hero and she was so grateful for her!
7. **Page 16: Monthly Generated Revenue:**
Provider revenue in March was a total of \$100,490.63. The number of days open in March was 22, giving the average revenue for the workday at \$4,568.
8. **Page 17: % of Available vs Completed Schedule:**
March average were lower for every provider other than our new provider, Dove Rainbow, was at 64.9%%, mostly due to COVID testing.
9. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$343,293.20. The majority in the 0-30 bucket at 60.85%, lower than the prior month at 67.91%. The average for our 0-30-day bucket is 31.20 days; and gross charges were \$330,537.48. Irene reported that we are extending collection notices for an additional 30 days. Payer mix shows Self Pay at 32%; and the percentage for Medicaid is 39%. Privately insured is at 18% and Medicare is at 8%. Oregon Contraceptive Care AR is now in normal range at 1%.

10. **OCHIN Top 10:** We were number 31 in the top 10 out of 114 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 61. Prior month we were at #35 with a ranking score of 57. 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. Appendix A: Tillamook County Statement of Budget for Fiscal Year July 1, 2020 – June 30, 2021

1. Irene provided information regarding the budget submission

- a) The budget was based on the Budget Period Renewal to HRSA in December; pre-COVID.
- b) We have a \$10 million dollar budget, accepted as submitted except our request to increase our Public Health contribution, which was denied. It remains at \$165K since 2013.
- c) June 2020 we will completely pay off the ‘loan’ from the county, with the remaining \$85K payment.
- d) We had an increase in grant revenue and program income pre-COVID.
- e) We’re adding a new physician, which will increase patient income.

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

7. **Report of Committees:**

A. Quality Assurance Committee

1. February and March QA minutes

a) Public Health State - Based Measures

- Family planning chlamydia compliance rate of 45.2 with a measurement goal of 75%
- Mammogram screening compliance rate of 58.4% with a measurement goal of 81.1%
- Method of birth control selection compliance rate of 100% with a measurement goal of 90%
- STD/HIV prevention education compliance rate of 51.2% with a measurement rate of 75%
- Relationship safety counseling compliance rate of 52.6% with a measurement rate of 47%
- Documentation of birth control dispensed compliance rate of 88% with a measurement rate of 75%

b) Clinical Measures – Federal-Based and CCO Based

- Weight assessment 3-17 compliance rate of 59.2% with a measurement rate of 39%
- Adult weight >18 compliance rate of 59.4% with a measurement rate of 29%
- Cervical cancer screening compliance rate of 66.4% with a measurement rate of 62%
- Colorectal cancer screening compliance rate of 50.3% with a measurement rate of 40%
- Asthma compliance rate of 81% with a measurement rate of 77%
- Medical records and lab audits – see minutes

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

8. **Old Business:**

A. **Grants:** The letter of intent has been submitted to the CCO for the psychiatrist. A full application is by invitation by the CCO.

B. **Staffing:**

1. Chief Operations Officer –beginning in June (see item C: Other)
2. Behavioral Health Manager – promotion of current BHC
3. RN levels 1,2, & 3 – reposted, have 2-3 candidates, interviews are being scheduled
4. Psychiatrist – posting in June
5. OS2 – posted at the end of this month

C. **Other:**

1. The person hired for this position has not had specific experience as a COO and he will require additional training. Marlene asked the council to approve contracting with our financial contractor Community Link Consulting for operations training.

Action: Donna P. moved to approve the consultant; Harry seconded. Motion carried.

9. **New Business:**

A. **Grants/Other:**

1. Tillamook County Wellness CPCCO Large Grant Application Letter of Intent
 - a) The Wellness committee submitted the application approved at the last Health Council meeting on May 15th. The application is attached in the packet.
 - b) This is a continuation of the OHA SRCH grant activities to use a platform called Unitus, a commercial referral platform whereby several service agencies can access information and track referrals.
2. Financial Management Review of Legislative Mandates
 - a) A letter from HRSA is included in the packet stating that we have met the legislative mandates based on changes made by the Bipartisan Budget Act of 2018 advising health centers not to provide certain services such as refer patients for abortion, not to use federal funds for needle exchange, and not to support gun control among others.
 - b) Several policies were changed back in April 2018 to comply with this mandate.
3. Phase 1 Reopening for Tillamook County
 - a) Included in the packet is the letter from Governor Brown approving our phase 1 plan for reopening.

B. **Policy & Procedure:**

1. None

C. **Credentialing & Privileging:**

1. None

10. **Training:**

- A. Included for training is Tillamook County's Phase 1 reopening framework submitted to the state. It includes addressing the 7 prerequisites outlined in the state plan. Marlene provided an overview of the document and how the county has addressed all issues.

11. **Upcoming Events:**

12. **Unscheduled:**

- A. A member wondered if the Executive Committee could begin to meet in person using the 6 feet apart in the meeting room.
 - 1. One member stated that nearly all on the Health Council were at risk due to age or health issues and it was not advisable to meet in person, and that we should limit exposure and set an example during this pandemic.
 - 2. Another member asked if there were other tools, so we could see each other.
 - 3. Marlene said that if your computer had a camera, you could do a video call instead of a phone call. For those without computers, phone is the only option. Some could meet in the conference room, but staff will stay in their offices. It would require staff to set up the meeting equipment and some training would need to occur.
 - 4. Another member said some people are comfortable meeting in person using PPE and social distancing. She said that meeting over the phone works and could be used for the Executive Committee as well.
 - 5. Harry stated that the Executive Committee could commence in June via phone conference.

13: **Adjourn:** The meeting was adjourned at 1:23 PM.