

Tillamook County
Community Health Council
Meeting Minutes
July 22, 2020

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

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:29 pm.

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

A. Community/Patient Concerns

1. A member brought up a concern with virtual visits, where the ability to meet face to face with her provider hasn't ever worked, and it ends up being a telephone visit. Marlene asked if the member would be open to being a "guinea pig" to go through the process, as many patients are having the same difficulty. She agreed.
2. Donna P. mentioned that she has 6 tiny homes at her place getting ready for tenants. She mentioned that CARE has received funding to assist with rent. People need to go through CARE to be vetted for a tiny home.

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

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

3. Consent Calendar:

A. **Approval of June 17, 2020 Meeting minutes:**

1. No changes.

Action: John 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. **Member Recruitment**

1. Application for Brooke Bennett included in the packet.
2. Brooke is very willing to be a member.

Action: John moved to invite and approve Brooke as a member of the Health Council; Donna P. seconded. Motion carried.

C. **Board Membership Updates:**

1. Health Council Member Roster & Areas of Expertise

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

1. No report.

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

1. On hold until school resumes.

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 currently has 23 cases, no deaths and no outbreaks in businesses.
 - b) Public Health nurses are conducting contact tracing, and updates are provided weekly to the BOCC and community.
 - c) Testing supplies are extremely limited, as they are in most areas in Oregon and around the nation. Lab results are delayed significantly, anywhere from 3-10 days to get results. We are mostly only testing patients who are showing symptoms, and in some cases for patients who are scheduled for surgery and other exceptions.
 - d) Tillamook County Human Resources department contacted Marlene to discuss how to handle a person who medically or mentally cannot wear masks; our medical director and behavioral health manager will work with staff and providers to advise patients in this instance of options to masks, and how to go from access points holding a mask to the face instead of actually wearing them. There are face shields available for patients if a mask is difficult for the patient.
 - e) The Governor held a press conference and discussed the new guidelines: masks always required for 5 years and up inside or outside if social distancing cannot be met.
 - f) Grant funds have been allocated to TFCC for indigent, minority, and seniors to assist with COVID-19 issues such as outreach and education, PPE, etc. They asked us to be the pass through agency to handle the funding. A page will be added to the website in an easily accessed way in Spanish, Facebook posts and PSA's in Spanish, etc. The creamery has agreed to assist with this project with their own staff. 85% of the funding is allocated for indigent and minority community members and 15% for elderly. We will have two Vista's this year, one who is bilingual and will work on access and equity in health promotions and outreach, and work on virtual visits for Spanish speakers.
 - g) The clinic schedule in Tillamook is 8-5 Monday through Friday and the mobile clinic is available daily in the parking lot from 10-4 for testing and other services if a patient is not comfortable being seen in clinic.
 - h) Rockaway Beach clinic is starting to be open one day a week in July in order to determine viability and potential more days open.
 - i) We continue to offer virtual visits and telephone visits (telemedicine).
 - j) We are looking at the dashboard on productivity by providers and location including the mobile clinic daily. We are currently at 60% of normal productivity.
 - k) Public health:
 - i. Public Health nurses are conducting home visits and WIC visits virtually.
 - ii. The COVID-19 line is still active daily 8-5, although it is not used as frequently.
 - iii. We continue to provide testing for the virus.
 - iv. We are working with community sectors seeking to prepare for reopening and meeting state criteria (schools, food processing, restaurants, and transient lodging).
 - l) Environmental Health – continue services throughout the county dealing with several community concerns and complaints.
 - m) Irene continues to monitor finances and productivity and will provide an update in her financial report. We have received several grants from HRSA and OHA due to COVID-19.

B. Continued Health Services

1. Virtual and in-person visits continue for all services.
 2. There is an increase of in-person visits based on patient demand and health issues.
 3. All providers are in the clinic for 4 days per week at least and 2 days of virtual visits, as needed.
 4. Dental visits are increasing and reaching 60% of pre-COVID productivity with 2 contracted dentists.
- D. BHI – Collaborative Care Model with Psychiatrist
1. Psychiatrist – an offer letter will go out today with a start date of August 3rd. An onboarding schedule is being developed by the behavioral health manager and TFCC.
 2. CPCCO Grant
 - a) We received the funding from the CCO on the project for one year.
 3. Physician – an offer letter will go out today with a start date of October 5th.
- E. New Dental Clinic Progress
- a) The CHC has been assigned over 7,000 CareOregon dental patients. Many OHP patients were assigned to Willamette Dental, which has left the county. Patients who wish to stay with Willamette Dental need to go either to Lincoln City or Hillsboro, the nearest offices. Willamette offered to sell and/or donate us the equipment and other supplies for \$60K and the landlord has agreed for us to take over the lease.
 - b) Our Dental Director, Dr. Cyrus Javadi, has formed an LLC and will hire a dentist, hygienist, and two dental assistants to staff the office; we will provide our dental staff for the front office for registration, scheduling and referrals.
 - a) We will still contract with Tillamook Family Dentistry (Dr. Ahn), Greentree Dental (Dr. Zike) and The Smile Studio (Dr. Long) in order to serve more patients. We are the only provider in the county for uninsured and OHP.
- F. LabCorp Local Phlebotomist – We qualify to have LabCorp pay for a phlebotomist to provide lab draws for our patients. Marlene asked Brooke if she is interested in assisting us in this this project. Brooke said there were 14 local students who just graduated from the program.

Action: Donna P. moved to approve the Administrator’s report; Kimber seconded. Motion carried.

6. Finance Report

- A. **Page 1:** April month end cash balance was \$2,614,762.01 ending with \$369,246.27 more in revenue than expense. Irene reported that we have received several stimulus grants due to COVID.
1. **Page 6: Revenue:** Irene stated that we have received \$600K from the feds in May, other stimulus funding came from OHA that included Ryan White. 340B revenue is good for this month, possibly due to lower cost prescriptions. All other revenue is within normal range.
 2. **Page 6: Expense:** All expenses are all within normal range.
 3. **Page 7: Materials & Services:** All within normal range.
 4. **Pages 9-11: HRSA Budget Revenue and Expense:** HRSA grant began May 1st. There are carryover funds: \$1.549M for Salary and Benefits; \$35K for outreach, and \$135K for medical expenses. Dental budget is \$200K and Quality Improvement is \$100K. Irene stated

she is waiting on two other HRSA grants budgets to be approved and hopes to have an update next month.

5. **Page 12: Encounters:** Total encounters went from 860 in April to 1,042 in May. Irene reported the encounters are picking up from April due to in-person and telephone visits, and dental services opening up. Tillamook clinic had 785 encounters compared to last year which was 815; dental had 154 encounters compared to last year at 298; Rockaway had 16 (all virtual) compared to 51; and the mobile clinic average 53. Average Provider Encounters per FTE went from 5.90 in April to 7.30 in May. Provider FTE was 4.06 in April to 3.95 in May.
6. **Page 15: Monthly Posted Encounters per Provider:** Encounters for all providers trended up with the highest at 9.07 and the lowest at 4.61.
7. **Page 16: Monthly Generated Revenue:**
Provider revenue in May was a total of \$67,284.09. The number of days open in May was 20, giving the average revenue for the workday at \$3,364.
8. **Page 17: % of Available vs Completed Schedule:**
April average were on par for May from April for every provider.
9. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$244,910.96. The majority in the 0-30 bucket at 50.54%, higher than the prior month at 45.01%. The average for our 0-30-day bucket is 32 days; and gross charges were \$205,860.45. Irene reported that there are several issues with new staff at OCHIN and she is in conversations with OCHIN management daily and has one staff member dedicated to finding errors. Payer mix shows Self Pay at 43%; and the percentage for Medicaid is 26%. Privately insured is at 18% and Medicare is at 11%. Oregon Contraceptive Care AR is now in normal range at 2%.
10. **OCHIN Top 10:** We were number 22 in the top 10 out of 114 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 65. Prior month we were at #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: Kimber moved to approve the financial report; Clayton seconded. Motion carried.

7. **Report of Committees:**

A. Quality Assurance Committee

1. June QA minutes

- a) A recap was provided in the packet showing the measures, compliance rate and goal percentages.
- b) A member stated that there are a number of children not getting their vaccines as parents are afraid to take their children in. Marlene stated that we are doing wellness visits till the end of the year with incentives and Care Coordinators are contacting parents whose children need vaccinations. She also stated that each care team are reaching out to patients who have chronic issues to see how they are doing and set up a visit either in person or virtually if needed.

Action: Clayton moved to approve the report; Kimber seconded. Motion carried.

8. **Old Business:**

A. **Grants:**

1. No report.

B. **Staffing:**

1. Psychiatrist – (See Administrator’s Report)
2. Physician – (See Administrator’s Report)

C. **Other:**

1. None.

9. **New Business:**

A. **Grants:**

1. Corona Virus Relief Fund (OHA)
 - (See Administrator’s Report)

Action: Donna P. moved to approve being the pass-through agency for this grant; John seconded. Motion carried.

B. **Other:**

1. Virtual Meeting Needs for Members & Virtual Meeting Changes
 - a) Donna G. stated to the council members that virtual meetings will be changed over from Skype to Microsoft Teams. She said members who do not dial in and want the video option will need to download Google Chrome. She stated that she had a brief training and will try to become more familiar with Teams in order to assist members in joining the virtual meetings.
 - b) Additionally, HRSA has a requirement that Health Council members meet monthly, and some members may need additional equipment to meet the needs of the requirement (laptop, cell phone, video camera, etc.). Donna included a questionnaire and asked members to reply via email to her with individual needs. She stated she will contact members individually for those who do not utilize email.
2. CHC Press Release
 - a) Marlene said the press release is provided in the packet for members to have in case community members have questions.

C. **Policy & Procedure:**

1. None

D. Credentialing & Privileging:

1. Dr. Lee Long

Action: Clayton moved to approve the credentialing and privileging for Dr. Long; Donna P. seconded.
Motion carried.

10. **Training:**

A. None.

11. **Upcoming Events:**

12. **Unscheduled:**

13: **Adjourn:** The meeting was adjourned at 2:16 PM