

Tillamook County
Community Health Council
Meeting Minutes
August 19, 2020

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

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:22 pm. Introductions were made to the new COO, Josiah Becker.

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

- A. Community/Patient Concerns
 - 1. 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.
 - 2. Kimber asked if Rockaway Beach will be opening an additional day per week. Marlene stated that there isn't enough demand, but that staff is looking into an additional day per month.
- B. Ambassador/Advocate encounters with Community Members – no report.
- C. Community Partners – partner dialogues, invitations to meetings, etc.

3. Consent Calendar:

- A. **Approval of July 22, 2020 Meeting minutes:**
 - 1. No changes.

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

4. Board Development:

- A. **Health Council Member Contact & Areas of Expertise:**
 - 1. (See Attached List)
- B. **Member Recruitment**
 - 1. No report.
- C. **Board Membership Updates:**
 - 1. Donna G. stated that Melissa Hunter, who was on the board prior, is wanting to volunteer again. By consensus, all agreed. Donna G. will send Melissa the new board application.
- 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.
1. Tillamook County currently has 36 cases (32 confirmed, 4 presumptive), no deaths and no outbreaks in businesses.
2. Public Health nurses are conducting contact tracing, and updates are provided weekly every Friday to the BOCC and community. The COVID line is still receiving calls.
3. Face shields and masks are made available to patients in the clinic.
4. We continue to provide testing services through our mobile clinic parked in the clinic parking lot. We test only patients who show symptoms, unless patient is high risk or in a care facility.
5. We are scheduling for all services (medical, dental, behavioral health) both in person and virtually.

B. Dental Services

1. We have a “go live” date of October 27th for the dental clinic.
2. We initially were going to have Dr. Javadi’s LLC hire the dentist but found out that it would disqualify the dentist from receiving loan repayment. Working with HR on developing a job description and pay table to quickly get the posting out, as there is at least one dentist who is interested. The LLC will hire the hygienist temporarily until we can develop their job description and pay table. The dental assistants will be hired by the LLC.
3. The address for the new clinic is 805 Ivy Avenue, right across the former administration building.
4. 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.

C. BHI – Collaborative Care Model with Psychiatrist

1. Continuing planning for collaborative care model in an integrated setting. Working with Synergy Health Consultants to develop unique model for psychiatric services. Also working with the CCO, CareOregon and TFCC. Currently we are “building the plane as we fly it” by having Dr. Redmond consult with providers and sit in with patients during their visit, or by warm hand offs.

D. New Physician

1. Dr. Craig Brown begins October 5th. He worked for our clinic back in the 90’s. His patient base includes Medicare patients.

E. Diversity and Inclusion

1. Grant funds from OHA awarded to TFCC will be given to us to focus on the Latino and senior populations.
2. A Spanish webpage and Facebook page will be developed along with additional outreach.
3. We will have two new Vistas this year, with focus on Wellness and diversity and inclusion efforts. They begin August 17th and will work virtually at the start.

F. Facilities

1. Still working on the Hooley building with a contractor and the city to connect the two buildings. The idea is to create a door on the side of the lobby in the clinic and have a covered pathway to the new building.
2. With the increase in staff, and COVID, we are at the limit of space in the clinic. We need to decide which staff will reside in the new building.

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

6. Finance Report

- A. **Page 1:** June month end cash balance was \$2,482,469.80 ending with \$132,292.21 more in expense than revenue. Irene reported that increase in expenses is due to the month long shut down for fiscal year end. She also reported that the reserve is pretty good considering we purchased a new building.
1. **Page 6: Revenue:** Irene stated that we have received \$700K in April, May and June from HRSA. All other revenue is within normal range.
 2. **Page 6: Expense:** May, June and July are high expense months. Revenue was down with encounters around 50%. Expenses have been focused on supplies and extra cost with the mobile clinic. All expenses are all within normal range.
 3. **Page 7: Materials & Services:** We had an increase in advertising and gift cards. All within normal range.
 4. **Pages 9-11: HRSA Budget Revenue and Expense:** HRSA revenue for June was \$343,783.59 and expense was \$378,341.10, resulting an \$34,557.51 more in expense than revenue.
 5. **Page 12: Encounters:** Total encounters went from 1,042 in May to 1,257 in June. Irene reported the encounters are picking up from May due to in-person and telephone visits, and dental services opening up. Tillamook clinic had 866 encounters compared to last year which was 890; dental had 342 encounters compared to last year at 231; Rockaway had 8 (all virtual) compared to 42; and the mobile clinic was 2 (down from 53 in May). Average Provider Encounters per FTE remained the same for May and June at 7.30. Provider FTE was 3.95 in May to 3.99 in June.
 6. **Page 15: Monthly Posted Encounters per Provider:** Encounters for all providers trended up with the highest at 8.17 and the lowest at 6.27.
 7. **Page 16: Monthly Generated Revenue:** Provider revenue in June was a total of \$111,118.04. The number of days open in June was 22, giving the average revenue for the workday at \$5,051.
 8. **Page 17: % of Available vs Completed Schedule:** June average were on par for every provider.
 9. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$302,798.53. The majority in the 0-30 bucket at 59.25%, higher than the prior month at 50.54%. The average for our 0-30-day bucket is 40.80 days; and gross charges were \$302,637. 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 16 in the top 10 out of 116 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: Donna P. moved to approve the financial report; Sharon seconded. Motion carried.

7. **Report of Committees:**

A. Quality Assurance Committee

1. July QA minutes

- a) A recap was provided in the packet showing the measures, compliance rate and goal percentages.
- b) John reported that with fewer patients overall it skews the percentages.

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

8. **Old Business:**

A. **Grants:**

1. No report.

B. **Other:**

1. Environmental Health Fee Increase

- a) Fee increases were approved by the BOCC last week. There is an increase to \$200 annually from \$0 for Benevolent temporary kitchens, and an increase to \$50 from \$25 for temporary kitchens filing late to dissuade this practice.

Action: John moved to approve the report; Carmen seconded. Motion carried.

9. **New Business:**

A. **Grants:**

1. No report.

B. **Other:**

1. No report.

C. Policy & Procedure:

1. None.

D. Credentialing & Privileging:

1. Dr. Michael Redmond
2. Dr. Melissa Paulissen

Action: John moved to approve the credentialing and privileging for both providers; Carmen seconded. Motion carried.

10. **Training:**

A. ResCue model for Cross-Cultural Communication (online)

1. Donna G. stated that the CCO sent out videos for diversity and inclusion. All staff are required to view one for the videos. Donna will email out the link to those who have computers. Donna P. said she would be willing to come in to the admin office and view the video.

11. **Upcoming Events:**

12. **Unscheduled:**

- A. Kimber asked about flu shots and thought it best to begin getting the shots asap. She also wondered if patients should get 2 shots throughout the year. Marlene will get an update from Robin regarding the recommendations.

13: **Adjourn:** The meeting was adjourned at 1:38 PM