

Tillamook County
Community Health Council
Meeting Minutes
December 16, 2020

Present via Telephone: Brooke Bennett, Tim Borman, Harry Coffman, Sharon Kaszycki, Kimber Lundy, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky, Bill Baertlein, Erin Skaar

Excused: Carol Fitzgerald, Amy Griggs

Absent/Unexcused:

Staff Present: Marlene Putman, Donna Gigoux, Irene Fitzgerald

Guests: Ed Colson

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

1. A member reported that she was given paperwork to apply for the sliding fee discount and noticed that there was no return address on the paperwork to send it back. Marlene will follow up with staff.
2. A member reported that his wife has a standing order for a blood draw, staff couldn't locate the order, and they waited in the lobby for 45 minutes only to learn that the nurse had left employment with the clinic. Marlene stated that she will talk to the provider to find alternatives.
3. A member indicated that the order for him to get lab work done was supposedly sent via fax but it never arrived at Adventist. Marlene will have Ronda check the fax machine for errors.

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

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

1. A member wanted to express how happy she was with the partnership with TBCC and the MA program. She was delighted that we hired one of the newly graduated MA's and indicated that this MA was very adept at drawing blood, which may be a solution for the member's spouse with the standing order (see item 2 above).
2. A member reported that she has someone living in one of her tiny houses. The other houses are getting prepared to accept more tenants through CARE, Inc.

3. Consent Calendar:

A. **Approval of November 21, 2020 Meeting minutes:**

1. No changes

Action: Sharon moved to approve as amended; Kimber seconded. Motion carried.

4. Board Development:

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

1. (See Attached List)

B. **Member Recruitment**

1. A member indicated that the council should vote for Bill Baertlein to become a member. Bill said he had not officially applied yet. Donna G. will send the paperwork to Bill, and once he sends it in, an official vote will take place.

C. Board Membership Updates:

1. No report.

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. Staffing during Pandemic

1. Staff continue to keep a positive attitude during this time, and a sick clinic has been set up in the Hooley building to do COVID testing and to see sick patients in their vehicles or in the building.
2. Another MA has resigned and there isn't enough staff to serve the patients. A meeting took place this morning to strategize. Extreme risk does not apply to health care or dental care, it was decided to encourage more virtual and phone visits to take the load off of the remaining MA's and not reduce services. Staff are becoming more stressed as being essential employees comes with its own downside such as not being able to work at home, having to encounter sick patients, and have to use their leave reserves if they become ill themselves.
3. Marlene and staff have developed a mode of communication with staff entitled "In the Loop", a weekly newsletter. Additionally, staff is utilizing the Care Message service to provide messages to staff and patients for self-care and positive messages.

B. Dental Clinic

1. There are several issues in opening the dental clinic. Initially, the opening date was in December, but now it is looking like late February. The main issue is the lack of fiber optic cable and not being able to install Ochin Epic Wisdom for electronic records.
2. The dental manager has been working with IT and other staff to get the problems resolved. Staff that were hired through Dental Care LLC are on hold at this time.

C. COVID-19

1. We have 3 Public Health nurses and volunteers to do contact tracing and investigations. We are hoping to get funding from the state to purchase computers and cell phones to use over the next 6 months.
2. The county remains in the extreme risk category and it is anticipated that we will remain so after the Christmas and New Year holidays, where cases will go up due to community spread.

D. Equity & Inclusion

1. Staff have developed a video in Spanish and is posted on Facebook. There is a series of 5 videos in production and will be targeted in a separate web page in Spanish.

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

6. Finance Report

- A. Page 1:** October's month end cash balance was \$2,481,339.02 ending with \$105,671.91 more in expense than revenue.

1. **Page 6: Revenue:** Irene reported that the HRSA CARES Act funds of \$149,000 ran from July and ending in September. This affected the lower revenue amount. All other revenue is within normal range.
2. **Page 6: Expense:** Irene reported that we had an increase in supplies for a new provider and MA. All other expenses are all within normal range.
3. **Page 7: Materials & Services:** There was an increase in professional services due to COVID19 CareMessage of \$7,500. This message went out to staff and patients. All within normal range except as mentioned above.
4. **Pages 9-11: HRSA Budget Revenue and Expense:** Irene reported that program expense was \$255,104.93 and revenue was \$230,915.75, leaving \$24,189.18 more in expense than revenue.
5. **Page 12: Encounters:** Total encounters went from 1,145 in September to 1,838 in October. Tillamook clinic had 987 encounters; dental had 367 encounters; and Rockaway had 40. Average Provider Encounters per FTE went from 8.80 in September to 7.60 in October. Provider FTE was 354 in September to 4.21 in October.
6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 10.79 and the lowest at 6.95.
7. **Page 16: Monthly Generated Revenue:**
Provider revenue in October was a total of \$92,207.70. The number of days open in October was 22, giving the average revenue for the workday at \$4,191.
8. **Page 17: % of Available vs Completed Schedule:**
October average shows the highest at 73.7% and lowest at 42.1%.
9. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$327,030.52. The majority in the 0-30 bucket at 61.81%, lower than the prior month at 69.29%. The average for our 0-30-day bucket is 27.60 days; and gross charges were \$417,828.06. Payer mix shows Self Pay at 20%; and the percentage for Medicaid is 39%. Privately insured is at 24% and Medicare is at 15%. Oregon Contraceptive Care A/R is normal at 1%.
10. **OCHIN Top 10:** We were number 8 in the top 10 out of 117 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 75. Prior month we were at 10 with a ranking score of 75. 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: John moved to approve the Financial Report; Clayton seconded. Motion carried.

B. Appendix A: Budget Period Renewal (BPR)

- 1. Irene presented the BPR which was due to HRSA prior to this meeting. The total budget amount is \$11,463,099.59 consisting of federal and non-federal funds.
- 2. Federal funds total \$2,349,239.00 and funds personnel costs (salary and benefits), which totals \$2,349,241.
- 3. Non-federal funds total \$9,113,860.59 and include program income, other grants, health department fees, school nursing and OYA contracts, contributions, prudent reserve, etc.
- 4. Expenses were calculated conservatively.

Action: Kimber moved to approve the Appendix A; Carmen seconded. Motion carried.

7. Report of Committees:

A. Quality Assurance Committee

- 1. November QA minutes
 - a) John went over the recap that was provided in the packet showing the measures, compliance rate and goal percentages.

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

8. Old Business:

A. Grants:

- 1. OPCA COVID-19 Response & Recovery Mini Grant
 - a) The original application requested \$5,000 and the award was \$7,000 to provide additional content and translation in Spanish for a web page.
 - b) Staff is working with partners to learn what they need.
 - c) Another presentation will be given to the Health Council for an update.

B. Other:

- 1. Staffing
 - a) Registered Nurse – 1 offer – RN waiting to get Oregon licensure.
 - b) Public Health Program Manager – no applications, need to create a Deputy Director position with a better salary.
 - c) Community Health Office Supervisor –
 - d) Medical Assistants – (3) – TBCC new students starting
 - e) Behavioral Health Clinician 3 – 1 application, repost Spanish preferred, not required
 - f) Community Health Clinical Manager – Hired – person begins in January. Dr. Steffey has increased her Admin time in order to assist in training.
 - g) Office Specialist 2 – hired one position, looking to hire 1-2 more.

- h) Building & Maintenance – interviews pending
- 2. Sharps Solutions
 - a) A flyer was included in the packet based on conversations from last meeting about disposal of sharps in the community.
 - b) Tillamook County Solid Waste Department provides disposal for a fee.

9. **New Business:**

A. Grants:

- 1. OHA – Harm Reduction Grant
 - a) Clatsop county approached us to apply for this grant, which was due on the day we heard about it. It is to provide supplies from their clearinghouse for the Clatsop/Tillamook partnership for needle exchange program. Clatsop will train our staff and provide their staff at no cost.
 - b) The BOCC approved application for this grant on 12/9.
 - c) The amount is up to \$50,000 in supplies for the program.

Action: John moved to approve the grant; Clayton seconded. Motion carried.

- 2. OHA – SRCH Chronic Disease & Management COVID-19 Grant
 - a) This grant will extend the work already in place for another 6 months, to provide seniors and persons of color translation and information regarding the COVID pandemic.
 - b) \$30,000 will go to extending current activities, \$20,000 will go to local partners network framework, health care, and mental health.
 - c)

Action: Kimber moved to approve the grant; John seconded. Motion carried.

B. Other:

- 1. 2021 Health Council Meeting Schedule
 - a) Donna G. presented the schedule for 2021 meetings of the Health Council and Health Council Executive committee.

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

- 2. Oregon COVID-19 Risk Levels
 - a) A document was included in the packet to inform the council of the various risk levels and associated restrictions.
- 3. 2021 Behavioral Health in Primary Care
 - a) Marlene presented information from Care Oregon on a new program that will support delivery of care model and codes for psychiatric services in primary care for payment.

Action: John moved to approve the program; Clayton seconded. Motion carried.

C. Policy & Procedure:

- 1. None

D. Credentialing & Privileging:

- 1. Dr. Tim Borman, DO
- 2. Valerie Bundy

Action: John moved to approve the credentialing and privileging for Dr. Borman; Kimber seconded. Motion carried.

Action: John moved to approve the credentialing and privileging for Valerie Bundy; Tim seconded. Motion carried.

10. **Training:**

A. COVID-19 Vaccination Plan for Oregon – Ed Colson

1. 100,000 Pfizer vaccinations have been sent to the metro area and 1 hospital in eastern Oregon. The state will be following the federal phase 1a vaccination plan in beginning in hospitals for front line employees, employees in health care and long-term care residents and workers.
2. It is anticipated that Adventist Health will receive vaccines from Moderna on Christmas Eve.
3. Hospital staff, health care workers and first responders should be vaccinated by the end of January.
4. We are waiting on more guidance from the state for moving on to 1b and phase 2.
5. A member asked if vaccinations are required, which they will not be.

11. **Upcoming Events:**

12. **Unscheduled:**

13: **Adjourn:** The meeting was adjourned at 2:17 PM