

Tillamook County
Community Health Council
Meeting Minutes
October 20, 2021

Present via Telephone: Bill Baertlein, Brooke Bennett, Tim Borman, Kim Smith-Borman, Harry Coffman, Carol Fitzgerald, Sharon Kaszycki, Donna Parks, Carmen Rost, John Sandusky, Erin Skaar

Excused: Amy Griggs, Kimber Lundy

Absent/Unexcused:

Staff Present: Donna Gigoux, Irene Fitzgerald

Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:32 pm.

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

A. Community/Patient Concerns

1. Donna Parks stated that CARE, Inc. secured funding to open 6 shelters, and they will be occupied soon. CARE vets the occupants.

B. Ambassador/Advocate encounters with Community Members

1. No report.

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

1. No report.

3. Consent Calendar:

A. **Approval of September 22, 2021 Meeting minutes:**

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

4. Board Development:

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

1. No updates.

B. **Member Recruitment**

1. No report.

C. **Board Membership Updates:**

1. No report.

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

1. No report.

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

1. Brooke stated she had a couple of students interested in joining the Health Council. Donna G. will send Brooke the application.
2. Harry said he hasn't had much luck with the high school.

5. Administrator's Report:

General Update and Report provided by Donna Gigoux in Marlene's absence –

A. Tillamook County COVID-19 Case Summary

1. Positive cases

- a) We have had 14 cases over the weekend, seven-day case count was 36, between Oct 10 – 16.
- b) We had 61 cases between October 3 – 16.
- c) We had 69 cases between October 1 – 17. 38 unvaccinated; 20 vaccinated; 11 unknown (vaccination record is not in Oregon's registry, and they may have been vaccinated outside of Oregon).
- d) Total of cases between March 2020 and October 17th is 1,949.
- e) The breakthrough rate October 1-10 in county is 63.33% of new cases were not vaccinated; 36.67% breakthrough cases (vaccinated).

2. Severity

- a) Tillamook County confirmed deaths are at 29. 25 confirmed not vaccinated; 1 no vaccine record; and 3 fully vaccinated. The death toll for the county was at 5 deaths up until July.
- a) 84 hospitalizations
- b) Test positivity rate is 7% between October 10 – 16, 5.7% the previous 7 day period.
- c) There are 4 confirmed active outbreaks with public health investigating 8 pending investigation, which totals 12 under monitoring.
- d) There are 335 occupied ICU beds out of 367 in the region; 90.28% occupied. Non-ICU beds total 1,947 occupied out of 1,895 total; 97.33% occupied.
- e) Public Health strongly urges individuals to continue to follow all mask requirements.

3. Testing/Vaccine Events & Locations

- a) Due to decrease in demand, drive up testing ended on 10/15.
- b) Testing is available at our health center on 8th street for acute care clinic Monday – Friday, 1-5 pm. Appointments are required, call 503-842-3900.

4. Boosters

- a) Moderna & J&J have available boosters.
- b) Moderna vaccine is available for persons 65 and older and 18 years and older at high risk of illness.
- c) J&J vaccine is available to those 18 and older at least 2 months after they receive the currently recommended single dose.
- d) Pfizer will be reviewed by the FDA in October, with a ruling in early November.

B. Medical

1. Wellness exams through the end of the year
2. Patients with COVID symptoms are not seen in the clinic, only patients who are vaccinated, non-symptomatic are seen in person or virtual.
3. Integrating COVID-19 testing into clinic schedule – at 8th Street Annex (Hooley)
4. Vaccines integrated into clinic schedule

C. Dental

1. Working with schools to implement school-based screening and sealant program. We are working on contracts with outside dental staff.
2. The first sealant treatments will be in October.

D. Behavioral Health

1. Staff are working on bi-directional integration with TFCC. The project is to have a provider and an MA on location at TFCC for their patients who may be more comfortable seeing a primary care provider at that location as opposed to our clinic.
2. Continuing the integration of the psychiatrist and psych consultation model with consultants.
3. We are seeing an increase in the number of MAT patients.

E. Community Events/Partners

1. Drug Take Back is on Saturday, October 23rd from 10-2 at the fairgrounds.
2. OSU Extension office is having an event for Dia de los Muertos (Day of the Dead) on Friday, October 29th from 6-9PM.

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

6. Finance Report

A. **Page 1:** August's month end cash balance was \$3,484,498.85 ending with \$192,970.41 more in expense than revenue.

1. **Page 6: Revenue:** Irene reported that we did not receive the Medicaid Wrap in August, and had an increase in medical managed care fees, mainly dental due to the National Provider Identifier (NPI) number delay. All other revenue was within normal range.
2. **Page 6: Expense:** All expenses were within normal range.
3. **Page 7: Materials & Services:** Irene reported that all expenses were within normal range for materials and services.
4. **Pages 9-11: HRSA Budget Revenue and Expense:** Irene reported that we had more expenditures than revenue in August. Revenue was \$241,888.46 and expense was \$315,748.13. Additionally, Irene stated that in the new fiscal year, county retirement will go from 7% to 8%. This will reflect an increase for July and August expenses. This expense is not tracked to line level detail. All other revenue/expense was within normal range.
5. **Page 12: Encounters:** Total encounters for August was 2,939. Tillamook clinic had 2,141 encounters; dental had 546 encounters; and Rockaway had 20. Average Provider Encounters per FTE were 14.30. Provider FTE was 4.46.
6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 24 and the lowest at 9.60. The provider who had 24 encounters had open charts from the previous month and closed in August, which inflates the number.
7. **Page 16: Monthly Generated Revenue:** Provider revenue in August was a total of \$178,469.38. The number of days open in was 22, giving the average revenue for the workday at \$8,112.
8. **Page 17: Available vs Completed Schedule:**

Irene reported that the schedule for providers shows improvement ranging between high 60 – 100%, with one provider at 97.8%. Behavioral Health is doing well with warm handoffs, MAT, etc.

9. **Page 18 & 19: Accounts Receivable:** Total Accounts Receivable was \$623,104.78. The majority in the 0-30 bucket at 72.73%. The average for our 0-30-day bucket is 32 days; and gross charges were \$735,819.24. Payer mix shows Self Pay at 17%; and the percentage for Medicaid is 51%. Privately insured is at 20% and Medicare is at 10%. Oregon Contraceptive Care A/R is at 1%. The increase is due to the NPI being fixed and COVID numbers.
10. **OCHIN Top 10:** We were number 40 in the top 10 out of 128 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 57. This was due to open charts for one provider, issues with lack of billing staff, and OCHIN delay on work queues. 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 service 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)

7. Report of Committees:

A. Quality Assurance Committee

1. September QA minutes

- a) John provided a recap of the measures for the month.
- b) Weight assessments for children and adolescents were reviewed; due to COVID kids are heavier. Same for adults.
- c) We are promoting wellness visits through the rest of the year, which should address this issue with patients.
- d) Documentation of medical records audit: The committee discussed the majority of the sections that have gone down are a direct result of support staff documentation. Committee will check next quarter to see if it shows improvement.

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

8. Old Business:

A. Grants:

1. No report.

B. Other:

1. Staffing
 - a. Office Specialist 2 – 2 open positions
 - b. Public Health Nurse (RN3) – 2 positions open
 - c. Nutritionist – posted for part time (19 hours per week)
 - d. Public Health Program Rep – Clinic/PH – in process
 - e. Public Health Program Rep (Spanish required) – in process
 - f. Public Health Program Rep – Dental – in process
 - g. Accounting Clerk – filled
 - h. Medical Assistant – in process
 - i. Building and Grounds – struggling with getting applicants
 - j. Clinic Manager - Facilities
 - k. EMR Site Specialist – may be looking at an analyst to get the proper position and salary in place

9. **New Business:**

A. Grants:

1. HRSA Service Area Competition (SAC) grant
 - a) Attached to the packet is the application submitted to Grants.gov for review and approval by the Health Council.
 - b) The full application is due November 3rd to HRSA. Since it is due prior to the November Health Council meeting, members will be able to review and approve after it has been submitted.

Action: Donna P. moved to approve the grants.gov application and to move forward to apply to HRSA; Sharon seconded. Motion carried.

C. Policy & Procedure:

1. Donna G. presented the policies and procedures provided in the packet for review and approval by the council members.
2. Mission Statement – there were no changes.
3. Tobacco Free County Facilities and Grounds – no changes to the policy.
4. Quality Management Plan – Metrics were updated in the plan.
5. Quality Management System – updated to reflect the number of patient surveys that are required.
6. Provider Peer Review – the Psychiatrist was added on page 4.
- 7.

Action: Carol moved to approve the policies and procedures as reported; John seconded. Motion carried.

D. Credentialing & Privileging:

1. Dr. Craig Brown, MD – **Action:** Donna P. moved to approve; Tim seconded. Motion carried.
2. Chris Craft – **Action:** John moved to approve; Bill seconded. Motion carried.
3. Patricia Dannen, PA – **Action:** Sharon moved to approve; Donna P. seconded. Motion carried.
4. Dr. Timothy Borman, DO – **Action:** Carmen moved to approve; Bill seconded. Motion carried.
5. Dr. Lisa Steffey, DO – **Action:** Sharon moved to approve; Donna P. seconded. Motion carried.

10. **Training:**

1. No training.

11. **Upcoming Events:**

1. See Administrators Report

12. **Unscheduled:**

13: **Adjourn:** The meeting was adjourned at 1:49 PM