

Tillamook County
Community Health Council
Meeting Minutes
April 20, 2022

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

Excused: Dylan Bringuel, Brooke Bennett, Amy Griggs

Absent/Unexcused:

Staff Present: Marlene Putman, Donna Gigoux, Irene Fitzgerald

Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:35 pm.

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

A. Community/Patient Concerns

1. No report.

B. Ambassador/Advocate encounters with Community Members

1. A member stated that she heard that NW Senior and Disability Services staff told one of her clients that if they wanted to go where they care, go to the health department.

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

1. No report.

3. Consent Calendar:

A. **Approval of March 16, 2022 Meeting minutes:**

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

4. Board Development:

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

1. No changes.

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

1. No report.

C. **Underrepresented & Youth Member**

1. No report.

D. **TCCHC Committee/Workgroup/Opportunities**

1. Facilities meeting is scheduled for April 28th from 9:30 – 10:30

D. **Health Council Acronyms**

1. See Attached

5. Administrator's Report:

General Update and Report – Marlene

A. **COVID19 Update** – See attached report

1. Seeing an increase in positive case numbers

2. There is a decrease in vaccinations but rates are still good with over 80.6% with at least one dose; and 74.4% are fully vaccinated for those 18 and older
3. Testing kits are available and can be ordered online for free.

B. Other Public Health Updates

1. Harm Reduction Events
 - a) A new site has been established in South County at the fire station.
2. Home Visiting
 - a) The program will be supplementing with a Community Health Worker (CHW)
3. Modernization – still trying to secure a person to provide OHA overview
 - a) Developing staffing structure and timeframe
 - b) Presentation to come
 - c) Multiple opportunities for Health Council member involvement.

C. Medical

1. Testing out virtual visits w/ MA in the room and provider elsewhere.
2. AMN Language services
 - a) Contract is signed and still in process of implementing new virtual & telephonic language services

D. Behavioral Health

1. Bi-directional integration – first pilot was Feb 15; regular schedule on Tuesdays
 - a) Bi-directional integration continues with TFCC
 - b) Will be implementing dental into TFCC new patient Wellness screening tool; we are creating with input for staff from both organizations
 - c) Developing framework for behavioral health and target productivity and time for consultation and warm hand-offs
 - d) Also, looking at new reimbursement codes for traditional health workers which includes paraprofessional called Behavioral Health Specialists. These staff would also go through CHW training and additional behavioral health training still being developed.
 - Set up rooms at TFCC for visits
 - Establishing virtual visit process and training of CHC front desk staff
 - Adding referrals from bi-directional to Dental care
 - e) Reviewing capacity and sustainability for Psych, part of the CCO grant

E. Dental

1. Considering new expanded services:
 - a) Specialty for pediatrics and oral surgery
 - b) Under insured patients (have insurance but low income and deductible high)

F. Compliance and Site Visits

1. PCPCH – Site Visit – February 2022 postponed
2. OHA Public Health – Site visit and compliance review (Triennial Review) May - June 2022
3. HRSA Site Visit – postponed to 2023

G. New Hours

1. Expanded hours beginning May 2nd 7AM to 6PM
2. County Budget – Financial Report

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

6. Finance Report

- A. **Page 1:** January's month end cash balance was \$2,349,713.46 ending with \$230,039.08 more in expense than revenue.
1. **Page 6: Revenue:** Irene reported that we did not receive the Medicaid Wrap in January. We received \$214K in March for the report that was recently filed. All other revenue was within normal range.
 2. **Page 6: Expense:** All expenses were within normal range, except for Leave Buy Out of retiring employees of \$31K.
 3. **Page 7: Materials & Services:** We had \$38K in leave buyout and IT expense of \$15K for computer replacements. Additionally, our prescription expense was \$12K, so we need to check the 340B for drugs that are being prescribed by providers that are not covered. All other 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 January. Revenue was \$213,662.16 and expense was \$332,010.95. All other revenue/expense was within normal range.
 5. **Page 13: Encounters:** Total encounters for January was 2,603. Tillamook clinic had 2,229 encounters; dental had 348 encounters; and Rockaway had 12. Average Provider Encounters per FTE were 10.60. Provider FTE was 4.14.
 6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 12.28 and the lowest at 9.17.
 7. **Page 16: Monthly Generated Revenue:** Provider revenue in September was a total of \$158,908.62. The number of days open in was 18, giving the average revenue for the workday at \$7,945.
 8. **Page 17: Available vs Completed Schedule:** Irene reported that the schedule for providers was not reported in January.
 9. **Page 18 & 19: Accounts Receivable:**

Total Accounts Receivable was \$530,457.05. The majority in the 0-30 bucket at 60.44%. The average for our 0-30-day bucket is 29.50 days; and gross charges were \$492,239.48 Payer mix shows Self Pay at 27%; and the percentage for Medicaid is 35%. Privately insured is at 25% and Medicare is at 12%. Oregon Contraceptive Care A/R is at 1%.

10. **OCHIN Top 10:** We were number 13 in the top 50 out of 129 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 72. 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)

Action: Sharon moved to approve the Financial Report; Carol seconded. Motion Carried.

7. **Report of Committees:**

A. Quality Assurance Committee (QA)

- a) February meeting – February meeting was cancelled
- b) There weren't metrics on the December and January minutes due to the EMR Specialist leaving
- c) A member asked if we are not in compliance due to cancelling the meeting; Donna G. verified that we are in compliance as meetings have to be *at least* every quarter.
- d) Irene stated that the UDS auditor was impressed with our Colorectal Cancer metrics!
- e) Irene asked if the Health Council members who attend QA meetings would be fine if the meetings were moved to the second Wednesday of the month
- f) By consensus, members approved moving the meeting.

Action: No action.

8. **Old Business:**

A. **Grants:**

- 1. Behavioral Health Resource Networks (BHRN) Grant – approval of proposal
 - a) Announcement date has been moved to sometime in April.

B. **Other:**

- 1. No report

9. **New Business:**

A. **Grants:**

- 1. None.

B. **Other:**

- 1. No report.

C. **Policy & Procedure:**

1. None.

D. Credentialing & Privileging:

1. None.

10. **Training:**

1. Tillamook County Wellness – 2021 Report
 - a) A virtual presentation was given to the members outlining the efforts and accomplishments of TCW for the year 2021.
 - b) This presentation was given to the BOCC at their meeting today.

11. **Upcoming Events:**

1. No report.

12. **Unscheduled:**

- 13: **Adjourn:** The meeting was adjourned at 1:55 PM