

Tillamook County
Community Health Council
Meeting Minutes
March 22, 2023

Present via Telephone: Tim Borman, Kim Smith-Borman, Sharon Kaszycki, Donna Parks, Carmen Rost, Harry Coffman, Bill Baertlein, John Sandusky, Erin Skaar, Kimber Lundy
Excused: Carol Fitzgerald
Absent/Unexcused:
Staff Present: Donna Gigoux, Irene Fitzgerald, Maia VanSpeybrock, Marlene Putman
Guests: Elizabeth Pulliam, Rockie Phillips

1. Call to Order: Harry Coffman called the meeting to order at 12:34 pm.

A. Welcome new registered nurse Elizabeth Pulliam

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. No report

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

1. No report

3. Consent Calendar:

A. Approval of February 22 Meeting minutes

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

4. Board Development:

A. Member Recruitment

1. New health occupation teach at the High School – Harry to possible get in contact

B. Health Council Member Contact & Areas of Expertise:

1. See Attached

C. Common goals – shared resources between agencies:

1. No report

D. Underrepresented & Youth Member

1. No report

E. TCCHC Committee/Workgroup/Opportunities

1. No Report

F. Health Council Acronyms

1. See Attached

5. Administrator's Report: General Update and Report – Marlene

Community Health Council Meeting Minutes (3/22/2023)

A. Community Update

1. **COVID-19 Updates:** We are continuing to provide weekly community updates but we are expanding beyond COVID19 to provide other updates and encourage people to get back to providers for annual exams, check-ups, appointments, screening, etc.

A. Masking Update: Effective April 3, masks will no longer be required in medical facilities

B. For COVID symptoms, prevention, and testing:

We are advising:

If you are feeling ill with flu-like symptoms, stay home and contact your healthcare provider to see about potential testing options. At home testing kits are still available at no cost at all county library branches as well as at our clinic front desk.

If you do test positive for COVID-19, follow OHA isolation guidelines:

- isolate (stay home from work and away from others) for at least 5 days from the start of symptoms or positive test result if without symptoms.
- Seek treatment as early as possible if you are at high risk of severe COVID-19 illness.
- Continue frequent handwashing and disinfecting of high touched surfaces.

And, it's not too late to get your flu shot or your COVID-19 booster to protect yourself from getting very sick. Flu and COVID-19 vaccines remain available by appointment at many health care facilities and pharmacies in Tillamook County, including our main health center location. As a reminder, TCCHC will be offering covid vaccines on Tuesdays and Thursday ONLY. We are making this switch to reduce vaccine waste as the demand for these has gone down quite a bit. For resources and support with isolation or finding a vaccine, you can Tillamook County public health at 503-842-3940 or 211.

2. Medical Updates

a. Providers:

i. Telemedicine w/ Dove Rainbow

1. Productivity is now similar to other providers
2. SOP and Processes are documented and will serve as the foundation for other providers and behavioral health telemedicine services.
3. Continue work on policy & procedure – complete by 03/31/23
4. Meetings transitioned to monthly meetings from weekly
5. Considering CHW in the field with e-tools to assist – funding dependent.
6. As mentioned last month, between March – August will focus on metrics and patient satisfaction:
 - a. Example: # of completed visits; # of no shows and cancellations; # of cancellations for technical reasons
 - b. Patient satisfaction survey will be distributed – this month

ii. Medical Providers/MD – No new update from last month.

iii. Dermatologist – volunteer still planning to start Summer/Fall

b. Nurses –

- i. Nurse scheduled established and visits are being scheduled!
- ii. Reminder - New Nurse started on February 1, 2023 !

3. Behavioral Health

- a. Contracting with In-Site Medical Group PC more commonly known as Array Behavioral Health Service – which will provide an assigned staff person to work with our patients. Services will be provided via telehealth with this remote provider but the provider will work with our staff, enter information on our system, and we will bill for the services provided.
 - i. The contract provides for 24 hours week of the LSCSW time.
 - ii. We will determine if more hours are needed as services progress.
- b. Staffing/Position Vacancies impacting patient access:
 - i. Continuing to seek BHC 2-3 employees – no applicants for recruitment
 - 1. Reminder: BHC 2, Karen Sheeler resigned months ago – seeking another clinician for patient care - LCSW
 - 2. County will post on other sites and working on more promotion
 - 3. Continue working w/ CPCCO for recruitment and “interest views”
 - ii. Public Health Program Representatives – multiple vacancies in clinic with medical, behavioral, and public health
- c. **Psychiatrist** – resigned August 1. – Dr. Redmond
 - i. We continue to work with BrightPsych for referral and support
 - 1. Doesn’t provide services to Medicare patients
 - 2. Doesn’t provide services to all insurance types
 - 3. Will volunteer pro-bono for a certain amount of Medicare
 - a. No criteria for selection yet.

4. Dental

- a. Delayed - Expanding to North and South County – Was scheduled to start January but target moved because we do not have staff to deliver services
 - i. Challenges – mobile clinic driver, dentist, hygienist
 - 1. No dentist available yet
 - 2. Discussing part-time dental hygienist – expanded practice!
 - 3. Mobile clinic driver - offer made; awaiting response.
- b. **North County** – Nehalem Bay Health Center & Pharmacy proposed new building (subject voter approved levy) has space for dental
 - i. Will meet with CEO to discuss how they plan to staff – offered to partner

5. Public Health – Services are operational and expanding again!

- a. **WIC** –
 - i. Contract for Nutritionist
 - ii. Lateral Transfer of the PHPR to WIC Program Coordinator – Anadelia Aguilar with .3 -.4 FTE WIC
 - iii. Anadelia will continue .4FTE as lead Care Coordinator for clinical team
- b. **TPEP** – (See notes for BOCC TPEP Intergovernmental Agreement 01/18/23)
 - i. OHA requiring site inspections for tobacco retailers – shared last meeting
 - 1. We/CHC is opting out until glitches in record system and training corrected. 6 of 36 counties are participating in project.
 - 2. State will operate program including youth involvement for year 1
 - 3. EH staff and TPEP will shadow state inspectors when they come to learn the process and amount of time required
 - a. EH shadowed inspectors this month for youth sales
 - b. Concerns – youth retaliated against by retailers

- i. Solution: non-county youth; contiguous counties
- c. **Tillamook County Wellness** –3 months ago, provided mid-year report to BOCC & partners
 - i. Reminder – as shared last month, the next TCW presentation relates to Environmental Health – CHC public health staff will make PowerPoint presentation and facilitate discussion
- 6. **Environmental Health** – Don’t mention this Division often but there are a number of contentious facilities and issues. In case health council members learn of issues, please reach out to Marlene before engaging with individuals or groups as the law and rules can be confusing. Current situations that we are dealing with right now relate lodging and/or food services for the public including such things as refusal to allow staff entry for inspections; transient lodging licensing issues; community groups providing food without a temporary license and/or without following rules.
- 7. **Office Equipment, Supplies & Facilities**
 - a. New Phone system install moved from February to Spring 2023- Target April
 - i. Request for phone system “map” for calls, voicemail, afterhours, etc.
 - b. Received wifi system upgrade to improve connectivity for staff and public
- 8. **Facilities update – 8th Street Annex - Hooley Building**
 - i. **Reminder/Overview:** Contract with Cove Built Construction
 - ii. **Background:**
 - 1. Prepared an RFP and went out for bid 3 times
 - 2. Accepted lowest bid (\$1.23 million) and issued notice of intent to award (09/21/22) to Cove Built of Arch Cape which has completed several projects in county
 - 3. Have had two meetings with Cove Built about plan and logistics
 - 4. Parking arrangements with St. John’s church and Pete Anderson realty within easy walking distance to main clinic.
 - 5. **Hooley name comes from previous building owner – health council members thought it would be a fun idea to create a new name that represents our community.**
 - iii. Construction started on building January 2023. Fences up, around building and 8th Street lot. Drive by to check it out!
 - iv. Will be adding a generator to the building from Public Health funds that need to be expended by June 30, 2023.
 - 1. Have included the upgrade in the change orders and items is being purchased.
 - 2. Approximate cost: \$80,000
- 9. **Additional Personnel items: Still have vacancies in clinical staff, managers and PHPR.**
- 10. **County Budget due** – Irene will discuss during the budget presentation today
 - a. As mentioned last month, materials are included with the monthly finance presentation for Health Council for review and approval
 - b. Budget Presentation – April 12, 2023. Health Council welcome and encouraged to attend.
- 11. **Strategic Planning Timeline – revisit/reminder**

- a. As was discussed during our previous meetings, we are involved in an update to our strategic plan and gathering information for a comprehensive strategic planning session for a 5 year plan.
 - b. Work with consultants: Solid Ground – Marc Smiley & Eric Brinkert (new affiliation for Eric Brinkert, who assisted us with planning previously)
 - c. Executive Committee members participated in a group interview – 02/14/23
 - d. Timeline –(See timeline create by Marlene & Maia) Feb – April - Interviews with key partners (5), health council, and managers; April – May planning sessions with leadership; May – June-update draft to current plan; May – June - identify issues for comprehensive strategic planning to occur in 2024-25.
 - e. **Interviews completed and summary by end of March**
12. **Compliance and Site Visits - Reminder**
- a. Completed PCPCH – state reporting – thank you Irene
 - b. Submitting PCPCH application – Due this month.
 - c. Next Compliance visit - HRSA Site Visit – Approx. August 2023 – No report
13. **Community Events**
- a. Nestucca Valley – Resource Fair – Well received! Thank you to Rachel and staff for making this a success.
 - b. Successful March 3 All Staff training from 8:00am – 5:00pm – Topics: reproductive health, trauma-informed care; LGBTQ; de-escalation.

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

6. Finance Report

A. General Update and Report

- 1. **Page 1:** January's month end cash balance was \$3,744,375.00 ending with \$186,078.65 more in revenue than expense.
- 2. **Page 6: Revenue:** Irene reported that we received HRSA drawdowns totaling \$341,190.48. We received incentive payments for dental totaling \$159k relating to the mobile clinic and dental quality. We did not receive a Medicaid Wrap payment, Irene is following up with OHA – did just receive a payment yesterday relating to March 2022. All other revenue is within normal range.
- 3. **Page 6: Expense:** All other expenses were within normal range. Reserve build up is nice to have for Public Health building expenses.
- 4. **Page 7: Materials & Services:** All expenses were within normal range for materials and services.
- 5. **Pages 9-12: HRSA Budget Revenue and Expense:** Revenue was \$341,190.48 for January and expense was \$376,364.59. Irene added carryover amounts which will start seeing drawdowns soon. All other revenue/expense was within normal range. HRSA grant money normal.

6. **Page 13: Encounters:** Total encounters for January was 1,543. Tillamook clinic had 1,052 encounters; dental had 463 encounters; and Rockaway had 14. Average Provider Encounters per FTE were 9.70. Provider FTE was 4.23.

7. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 11.87 and the lowest at 8.38. Possible appointment cancellations.

8. **Page 16: Monthly Generated Revenue:**

Provider revenue in January was a total of \$104,141.07. The number of days open in was 20, giving the average revenue for the workday at \$5,207.00.

9. **Page 17 - 19: Accounts Receivable:**

Total Accounts Receivable was \$519,184.41. The majority in the 0-30 bucket at 41.57%. The average for our 0-30-day bucket is 27.20 days; and gross charges were \$469,006.92. Payer mix shows Self Pay at 42%; and the percentage for Medicaid is 20%. 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 45 in the top 50 out of 164 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 61. There are multiple issues concerning OCHIN and we have been assigned and working with a new team. 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: John moved to approve the Financial Report; Sharon seconded. Motion Carried.

B. Appendix A1 – Sliding Fee Scale 2023 Update

- a. Updated fee scale attached below. Family size increased to 14 from 8 on chart.

Action: Kimber moved to approve the 2023 sliding fee scale update; Tim seconded. Motion carried.

C. Appendix A2 – County Budget

- a. County Budget attached below. BOCC presentation April 12th, all welcome to attend.

Action: Kimber moved to approve the 2023-2024 health department budget; Sharon seconded. Motion carried.

7. Report of Committees:

A. Quality Assurance Committee (QA)

- i. Approval of February Minutes
- ii. March Report – Dr Borman:
 1. There was no March meeting, therefore February minutes were not approved by committee and there is no March report.

Action: No action. Postponed until next month.

8. Old Business:

A. Grants:

- a) NASTAD Harm Reduction Grant Update
 - Did not receive funding for this grant application
- b) National Clearing House – harm reduction funding to end September 2023
- c) HRSA Rural Health Network Planning Grant
 - Still waiting to hear results

9. New Business:

A. Grants: None.

B. Policy & Procedure:

- a) Revising HIPAA Policy with Assessment
 - Working with the CCO and legal
- b) Updating Mask Policy for healthcare setting – OHA guidelines expire April 3
 - Conferring with Dr Paulissen and Rockie

C. Credentialing & Privileging: None

Action: no action

10. Training:

HIPAA (Health Insurance Portability and Accountability Act) Training with Rockie, RN3, Public Health Deputy Director. PowerPoint presentation attached below.

11. Upcoming Events:

12. Unscheduled:

A. Grant: OHA Mobile Health Unit Program Grant. Due before next health council. Looking for approval to apply. Grant funds would be used to purchase a smaller mobile clinic to be used for harm reduction and other vaccination events when the larger mobile clinic is too big.

Action: Carmen moved to approve the application to the OHA grant; Sharon seconded. Motion carried.

13. Adjourn: The meeting was adjourned at 2:22 PM