

Tillamook County  
Community Health Council  
Meeting Minutes  
November 15, 2023

**Present:** Bill Baertlein, Donna Parks, Carmen Rost, Harry Coffman, Kim Smith-Borman, Carol Fitzgerald

**Excused:** Erin Skaar, Sharon Kaszycki, John Sandusky, Kimber Lundy, Tim Borman

**Absent/Unexcused:**

**Staff Present:** Irene Fitzgerald, Maia VanSpeybrock, Marlene Putman

**Guests:**

**1. Call to Order:** Harry Coffman called the meeting to order at 12:37 pm.

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

**A. Community/Patient Concerns**

1. Kimber's mother just passed away – group wants to send a card, Marlene to sign on behalf of the council
2. Member had a question about the Kilchis house TFCC opening? Group can't remember the timeline, but looks like there is some movement happening. It was suggested that a call to Frank or Sue at TFCC would be able to give that information.

**B. Ambassador/Advocate encounters with Community Members**

1. No comments

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

1. No comments

**3. Consent Calendar:**

**A. Approval of October 18, 2023 Health Council Meeting minutes**

**Action:** Donna moved to approve council minutes; Carmen seconded. Motion carried.

**4. Board Development:**

**A. Member Recruitment**

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

1. Discussed, No updates

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

1. No comments

**D. Underrepresented & Youth Member**

1. Ruby Gardner – senior at the high school – have not heard anything back from her, assume that she has decided not to join the council
2. Guadalupe Rojas Vega - senior at the high school – received her application, time commitment is an issue as our meetings are held during school hours. She would be a good candidate if she stays in Tillamook for college. Her mother also was interested, but would need translation services. Admin to look into possibilities with AMN services.

**E. TCCHC Committee/Workgroup/Opportunities**

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## **F. Health Council Acronyms – sent annually**

### **5. Administrator's Report: Marlene**

1. **CEO Eval** – previously, voted to postpone 2023 evaluation to 2024; but HR and commissioners would like to schedule one for this period as well. We are working on a date and will send out details and eval form once scheduled. Period will be for 2022-2023.
2. **Solid Ground contracts** – entering into a contract for Communications Plan, Justice Diversity Equity Inclusion (JDEI) plan, and Strategic Plan. They each will be their own contract due to the amounts.
3. **Rede Group contract** – entering into a contract for the Rural Health Network Development planning grant we were awarded, to assist with facilitation and community engagement.
4. **The Smile Studio** – dental expansion, we are without a mobile driver again but we have other staff to assist with dental expansion. Local dentist office that we current contract with, The Smile Studio, wants the health center to take over their business. Marlene and Dawna, dental manager, are working on the process in order for that to happen.
5. **Facilities Planning** – consultants reported after reviewing all our buildings, that the health center will need a new building in the next 5-10 years with the growth rate we are planning. Preference is having one building or campus for all services, with parking underneath. Potential for including housing above for the community. A dream, but definitely a goal for the health center. Money and land are the biggest issues.

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

### **6. Finance Report**

- A. **Page 1:** September's month end cash balance was \$4,963,601.59 ending with \$23,798.10 less in expense than revenue. This is due to no HRSA drawdown taken in this month, we will see the drawdown in the next month.
1. **Page 6: Revenue:** Received large up front payment for state grants, reporting to follow. All revenue is within normal range.
  2. **Page 6: Expense:** All other expenses were within normal range.
  3. **Page 7: Materials & Services:** All expenses were within normal range for materials and services.
  4. **Pages 9-12: HRSA Budget Revenue and Expense:** Revenue was \$0 for September due to no drawdown taken this month and expense was \$540,826.10. All other revenue/expense was within normal range. HRSA grant money normal.
  5. **Page 13: Encounters:** Total encounters for September was 1,590. Tillamook clinic had 998 encounters; dental had 537 encounters; and Rockaway had 16. Average Provider Encounters per FTE were 9.80. Provider FTE was 3.79.

6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 13.40 and the lowest at 5.80. New page added to show our dental provider, Dr. Benanti and hygienist, Jennifer Allbright. Benanti had 232 posted patient encounters, and Jennifer had 108 posted patient encounters. No access to schedules to calculate FTE for either, similarly to our contracted dental providers which is why they are not listed on this page.
7. **Page 16: Monthly Generated Revenue:**  
Provider revenue in September was a total of \$147,189.57. The number of days open in was 20, giving the average revenue for the workday at \$7,359. Dental revenue was \$46,154 for the month, with number of days open of 20, giving the average revenue for the workday at \$2,308.
8. **Page 17 - 19: Accounts Receivable:**  
Total Accounts Receivable was \$552,417.04. The majority in the 0-30 bucket at 64.86%. The average for our 0-30-day bucket is 31.4 days; and gross charges were \$474,051.76. Payer mix shows Self Pay at 33%; and the percentage for Medicaid is 47%. Privately insured is at 11% and Medicare is at 9%. Oregon Contraceptive Care A/R is at 1%.
9. **OCHIN Top 10:** We were number 33 in the top 50 out of 176 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 68. The number of open charts is due to provider being out. 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:** Bill moved to approve the Financial Report; Kim seconded. Motion Carried.

7. **Report of Committees:**

- A. **Quality Assurance Committee (QA) – October summary:** Tim and John, who are on the QA/QI committee were absent, metrics look good but there are some metrics the group wants to follow up on, minutes for the board to view also

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

8. **Old Business:**

**A. Genoa Pharmacy Update** – Genoa completed onsite visit, excited to set up pharmacy at the old Tillamook Pharmacy building. They plan to use about 1000sqft of the 4600sqft building, they will sublease that area. Discussing with the landlords about the rest of the space, they are willing to work with us on construction and design. We are working with our space planning consultants on the space also. Plan is to have agreements in place by the new year. We requested they put in 2 public restrooms for clients, Genoa is looking into how they can assist with that. TCCHC would do the advertising and promoting, Genoa will serve whoever we want. On the outside it will look like a TCCHC facility. We hope to see more revenue from the 340b services with this agreement, more than what we are seeing with our current agreements with Safeway. Member stated that keeping the drive through pharmacy would definitely increase clients for the ease of use. Current plans include the drive through area. Member asked about a private room for vaccinations, there is a room set up for the purpose already, but since TCCHC will have a huge space to work with, there will most likely be exam rooms built in addition or in place of the one already set up room. Member asked about long term planning due to leased buildings; TCCHC currently leases all buildings except the new building that was just built and the admin building. If the health center were to build a larger facility, we would sell owned buildings.

**B. Seasonal gathering/employee recognition** – previously we spoke about potlucks for staff, managers would like to have an employee recognition in summer and maybe winter. If council members want to assist with cooking or bringing food, that would be appreciated. Member asked if date had been set, they can assist with cooking if it happens to be 12/6. Admin group will bring date to managers and staff to see if that works, and get back to everyone. Separate celebration for the 30 year anniversary of the health center to happen July 2025.

**C. Grants:** Rural Health Network Development Planning grant update – mentioned before, contract entered with Rede Group for grant facilitation and community engagement. Grant had money budgeted for a staff person, but hiring in short time frame isn't working. The goal is to implement the plan and apply for the implementation grant in the spring. Partners we are working with are OHSU, Adventist, Rinehart, TFCC, and Care Oregon.

9. **New Business:**

**A. Policy & Procedure:** Updated – Clinical Supervision of Physician Assistants Policy – for information, updated due to new supervision agreements for our physician assistants in the clinic.

**B. Grants:** None

**C. Credentialing & Privileging:** None

**D. New Manager Position – Dental Director** – due to Dawna our dental manager retired & part time working, and part time dental contracted director. There is too much expansion and oversight that is needed for part time management and supervision. Requesting approval to add a new manager position. Next step is to have an approved job description by HR, then commissioners need to approve to add to the county pay table, then to be posted after some other county required steps.

**Action:** Bill moved to approve the new Dental Director position; Carmen seconded. Motion carried.

**E. Community Health Quality Recognition (CHQR) Badges 2023** – for information and celebration

10. **Training: Meeting Structure Discussion**

- **Length of meeting** – member stated scheduled time already is a good length, when we finish early it's nice. Member mentioned going beyond 1.5 hrs is when it becomes tedious. When there is a lot

of things happening, using the full time may become necessary, but not extending it if it doesn't need to be. Using the time better while utilizing more time for training is preferable. Required items (trainings, reports, policies, etc) will always be included, but will be more spread out for staying in compliance with HRSA.

- Hybrid option – some members really want to return to in person, others like virtual. Hybrid option will be the best option for members who might be traveling or have other things going on. In person meetings are easier to get into discussion, states one member. Change won't happen until the new year, due to setting up space/logistics.
- Training topics – Marlene suggested future more comprehensive reports from each manager regarding who they serve, services they provide, etc. HRSA also suggested we visit board responsibilities every month for the training topic, this will especially be important close to the next site visit and when new members join.
- Administrators report – Marlene suggested to give a written report and members can ask questions if needed, as they read the report before the meeting. Member says a written report might not get read before the meeting and doesn't want to put more work on Marlene.

11. **Upcoming Events:**

Offices closed – 11/10 Veterans Day (observed); 11/23-24 Thanksgiving

12. **Unscheduled:** None

13: **Adjourn:** The meeting was adjourned at 1:57 PM