

Tillamook County
Community Health Council
Meeting Minutes
April 17, 2024

Present: Harry Coffman, Carmen Rost, Sharon Kaszycki, Donna Parks, Erin Skaar, John Sandusky (via phone call), Carol Fitzgerald
Excused: Bill Baertlein, Kimber Lundy, Kim Smith-Borman, 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 11:30 am.
2. **Consumer/Community/Partner’s Needs, Concerns, Issues** (based on Health Council Strategic Plan Goal 2 & 3):
 - A. **Community/Patient Concerns**
 1. Carol mentioned that it might be a good idea to look into ways to add accessibility to the new building in the form of railing up to the door or a bench nearby
 - 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 March 20, 2024 Health Council Meeting minutes**

Action: Donna moved to approve council minutes; Carol seconded. Motion carried.
4. **Board Development:**
 - A. **Member Recruitment:** group needs to work on recruiting at least 3 more members, in addition to the 2-3 recruitments we identified during our site visit from the youth and LatinX population
 - 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. Harry has another high school student that he is in contact with who is interested in becoming a nutritionist, he has application that he will drop off
 2. Need to start thinking about orientation and other ways to recruit new members
 3. Group is still looking at ways to recruit LatinX members and starting to think of succession planning as members retire from committee
 - E. **TCCHC Committee/Workgroup/Opportunities**
 - F. **Health Council Acronyms – sent annually**
5. **Administrator’s Report:** Marlene
 1. **General Update:**

- i. **Provider updates:** Dentist Dr Benanti resigned end of March, haven't had any luck in recruiting for his replacement. We are working with our dental contractor Dental LLC on a temporary basis for dental coverage with providers at Sand Creek Dental. Working with Smile Studio on future plans to be absorbed by county. Research into other places to post for dentist recruitment underway, with OHSU as a good option. Medical providers also will have upcoming changes, whether reducing hours or planning for retirement in the next 3-5 years. Recruitment for a new 1.0FTE provider will start soon since all current providers are under 1.0FTE. Behavioral Health division will be gaining a contracted Psych NP and will be looking into adding another level 1 clinician to build up division.
- ii. **Strategic Plan Update:** event planned for 4/19 has been cancelled and will be rescheduled in May once documents and plan is more clear. Health Council will be notified of reschedule.

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

6. **Finance Report**

A. **Page 1:** February's month end cash balance was \$5,036,745.81 ending with \$96,325.54 less in revenue than expense. This is due to no HRSA drawdowns for the month due to technical difficulties with extra log in protection.

1. **Page 6: Revenue:** There was no HRSA drawdowns for February, there will be 2 in the next month to catch up. 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 February due to drawdown issue and expense was \$409,143.86. All other revenue/expense was within normal range.
5. **Page 13: Encounters:** Total encounters for February was 1,820. Tillamook clinic had 1,248 encounters; dental had 505 encounters; and Rockaway had 20. Average Provider Encounters per FTE were 10.50. Provider FTE was 4.18.
6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 14.40 and the lowest at 7.84. New page added to show our dental provider, Dr. Benanti and hygienist, Jennifer Allbright. Benanti had 235 posted patient encounters, and Jennifer had 83 posted patient encounters. Dr Benanti left during the month of March, will see a drop during and after.
7. **Page 16: Monthly Generated Revenue:**
Provider revenue in February was a total of \$170,485.77. The number of days open in was 20, giving the average revenue for the workday at \$8,524. Dental revenue was \$63,558 for the month, with number of days open of 20, giving the average revenue for the workday at \$3,178.

8. Page 17 - 19: Accounts Receivable:

Total Accounts Receivable was \$585,146.49. The majority in the 0-30 bucket at 64.67%. The average for our 0-30-day bucket is 38.70 days; and gross charges were \$506,0450.11. Payer mix shows Self Pay at 36%; and the percentage for Medicaid is 39%. Privately insured is at 16% and Medicare is at 9%. Oregon Contraceptive Care A/R is at 0%.

9. OCHIN Top 10: We were number 62 in the top 50 out of 189 (membership has doubled since we first starting using this system) members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 58. Large amount of open charts can be reflected if there are holidays or outages right before the end of the month, leaving charts open. We recently lost a billing tech, so Irene will be watching charge lag numbers and has approved overtime hours for our one remaining billing tech. 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: Carmen moved to approve the Financial Report; Carol seconded. Motion Carried.

B. Appendix A: Budget FY 2024-2025 (presentation under item 12)

1. Budget FY 2024-2025: Overall budget \$17mil, up a mil from last year
2. County budget presentation on April 11th, members can listen in
3. Main changes from previous budget: \$2mil was moved into operating contingency; budget increased for Cost of Living Adjustment (COLA) for all staff of 5%; loss of revenue from various COVID19 grants that are ending or have ended

Action: Carol moved to approve the budget for 2024-2025; Carmen seconded. Motion Carried.

7. Report of Committees:

A. Quality Assurance Committee (QA) – February Report

- a. CCO does a review and payment adjustment every 6 months, our payment has been halved due to missing the benchmark on more measurements. Team is working on reporting and will hopefully get back to regular payment in 6 months.

Action: Carol moved to approve the QA/QI report for February; Carmen seconded. Motion Carried.

8. Old Business:

A. Facilities Discussion:

- a. Letter of Intent was sent to owners and we are waiting for their response.
- b. Facilities committee would like authorization to negotiate on the purchase of the pharmacy building within the limits of the approved budget.

Action: Carmen moved to approve the authorization of the facilities committees negotiation duties; Carol seconded. Motion Carried.

9. New Business:

A. CAHPS 2023 Survey Results – presentation attached

B. Grants: None

C. Policy & Procedure: None

D. Credentialing & Privileging:

- 1. Moronke Aboyewa – Array – Psych Nurse Practitioner
- 2. Jennifer Allbright – Dental LLC – Dental Hygienist
- 3. Janine Brown – TCCHC – Traditional Healthcare Worker

Action: Carmen moved to approve all three providers for credentialing and privileging; Carol seconded. Motion carried.

10. Upcoming Events:

A. In Person – April 19th, All Staff & Health Council Strategic Planning Session, TBCC 8:30a-11:30am > *event will be rescheduled in May once plan is more refined.*

B. In Person – April 19th Open House for new building, 3-5pm, 2111 8th Street

11. Unscheduled: None

12. Training: Budget FY 2024-2025 presentation

13. Adjourn: The meeting was adjourned at 12:43 PM