

Tillamook County
Community Health Council
Meeting Minutes
July 17, 2024

Present: Harry Coffman, Carmen Rost, Sharon Kaszycki, Donna Parks, John Sandusky, Kim Smith-Borman, Tim Borman, Kelsey Leonning, Donna Gigoux

Excused:

Absent/Unexcused:

Staff Present: Maia VanSpeybrock, Irene Fitzgerald

Guests: Anya Reeser – COO, Brad Wangsgard – Dental Manager

1. **Call to Order:** John Sandusky called the meeting to order at 11:03 am.
2. **Introductions:** Anya Reeser introduced herself as the new Chief Operations Officer; Brad Wangsgard introduced himself as the new Dental Manager, replacing Dawna Roesener so she can fully retire in the next year.
3. **Consumer/Community/Partner’s Needs, Concerns, Issues** (based on Health Council Strategic Plan Goal 2 & 3):
 - A. **Community/Patient Concerns**
 1. No comments
 - B. **Ambassador/Advocate encounters with Community Members**
 1. No comments
 - C. **Community Partners – partner dialogues, invitations to meetings, etc.**
 1. No comments
4. **Consent Calendar:**
 - A. **Approval of June 26, 2024 Health Council Meeting minutes**

Action: Sharon moved to approve council minutes; Carmen seconded. Motion carried.
5. **Board Development:**
 - A. **Member Recruitment:**
 1. Appointment of New Members:
 - i. Vicky Mata, health center patient, identifies as Hispanic

Action: John moved to approve the appointment of Vicky to the full council; Carmen seconded. Motion carried.
 - 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. Kelsey has a potential community college student who might be interested in joining the health council, admin to send application to Kelsey.
 - E. **TCCHC Committee/Workgroup/Opportunities**
 - F. **Health Council Acronyms – sent annually**

6. **Administrator's Report: Marlene**

A. **General Update: skipped this month due to Marlene being out.**

Action: No action.

7. **Finance Report:**

A. **Page 1:** May's month end cash balance was \$4,725,850.19 ending with \$39,564.23 more in expense than revenue. This is due to end of fiscal year purchases, usually are a lot higher than normal due to getting everything purchased before deadlines and not being able to purchase anything for weeks.

1. **Page 6: Revenue:** Revenue is within normal range.
2. **Page 6: Expense:** Fiscal year end always has higher expense, especially for the behavioral health team and public health teams moving into new areas. 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 \$236,438.97 for May. All other revenue/expense was within normal range.
5. **Page 13: Encounters:** Total encounters for May was 1,700. Tillamook clinic had 1,085 encounters; dental had 515 encounters; and Rockaway had 22. Average Provider Encounters per FTE were 9.20. Provider FTE was 3.58.
6. **Page 16: Monthly Posted Encounters per Provider:** Encounters for all providers with the highest at 12.30 and the lowest at 8.38. Benanti had 0 posted patient encounters, and Jennifer had 11 posted patient encounters. Dr Benanti left during the month of March.
7. **Page 16: Monthly Generated Revenue:**
Provider revenue in May was a total of \$139,066.41. The number of days open in was 22, giving the average revenue for the workday at \$6,321. Dental revenue was \$8,619.45 for the month, with number of days open of 22, giving the average revenue for the workday at \$392.
8. **Page 17 - 19: Accounts Receivable:**
Total Accounts Receivable was \$502,331.25. The majority in the 0-30 bucket at 51.52%. The average for our 0-30-day bucket is 37 days; and gross charges were \$448,111.57. Payer mix shows Self Pay at 42%; and the percentage for Medicaid is 36%. Privately insured is at 13% and Medicare is at 8%. Oregon Contraceptive Care A/R is at 0%.
9. **OCHIN Top 10:** We were number 104 in the top 50 out of 189 members in the US based on the Revenue Cycle scorecard from OCHIN with a ranking score of 47. 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: Donna P moved to approve the Financial Report; Sharon seconded. Motion Carried.

8. Report of Committees:

A. Quality Assurance Committee (QA) – May

Action: Sharon moved to approve the QA report; John seconded. Motion carried.

9. Old Business: None

10. New Business:

A. Hours of Operation – Annual Review and Approval

1. Hours of operation as shown on the health center website was shared, along with Form 5B which is submitted and reported to HRSA. There have been no changes to the hours and the board is satisfied with the current hours of operations. Members mentioned being able to view the information on the website was helpful and very easy to read.

Action: John moved to approve the hours of operation as is; Sharon seconded. Motion carried.

B. Scope of Health Center – Annual Review and Approval

1. The scope of services as shown on the health center website was shared, along with Form 5A which is submitted and reported to HRSA. There have been no changes to the services provided by the health center, since the most recent additional service added in 2022/2023 for Dermatology provided by a volunteer retired provider. The next additional service will be the contract pharmacy through Genoa Healthcare, once the lease and space have been finalized.

Action: John moved to approve the scope of health center services as is; Sharon seconded. Motion carried.

C. Grants: None

D. Policy & Procedure: None

E. Credentialing & Privileging: None

11. **Upcoming Events:** None
12. **Unscheduled:** None
13. **Training: Summary of Board Recruitment Discussion + Follow Up**
 - A. A brief summary of the discussion had at the board meeting 6/26 was provided with some overall ideas of how to recruit members and how to plan for the future when members inevitably resign.
 - B. Members expressed ideas of creating a board development committee, in which on going planning for the future of the board work to be done outside of normal board business. Further discussions need to be had to develop that committee and what members would like to see come out of it.
 - C. Some members mentioned wanting to be a part of staff succession planning, to which admin believes can be part of the board discussion. The board is already responsible for replacing the Administrator when they retire, but the board doesn't necessarily have a responsibility when it comes to regular departmental staff vacancies.
 - D. Admin reminded the board that the county HR is doing the best they can with limited time and staff, especially since the county is having to cut their budget due to timber sales taking a huge decrease. Admin stated that the department has been making a lot of progress lately with job postings and filling long time vacancies, just to remind everyone that our department is not the only department.
 - E. The board members are more than welcome to speak to the county commissioners regarding the hiring and retention of employees, along with the workload of HR and how it is slowing down the health department. But board members should know that the HR director has been moving our items through a bit more quickly, but HR cannot exactly help if no qualified applicants apply nor can they fix all of the department's issues with high turnover. HR is and has been working on employee satisfaction efforts in the last year, but there is a lot of other policy work that also needs to be done.
14. **Adjourn:** The meeting was adjourned at 12:17 PM