

**TILLAMOOK COUNTY HEALTH DEPARTMENT
HEALTH COUNCIL MEETING MINUTES
MARCH 11, 2010**

Present: J. Vanderende, Cynthia Putt, Rex Parsons, Donna Parks, Nancy Emerson, Carmen Rost, Carol Fitzgerald, Fr Ray Ferguson

Excused: Tim Josi, Sig Dickman, Harry Coffman, Karen Keltz

Staff: Lori Johns, Diane Powers, Curtis Hesse, Sharon Williams, Lola Martindale

1. Call to Order: D. Parks called meeting to order at 12:14 PM.

Introductions:

Curtis Hesse introduced Lori Johns, FNP, to the Health Council. She is now seeing patients. Lori went over some of her history with the Health Council which included: three years stationed at Fort Lewis and eight total years of active duty; a focus on pediatrics and maternal child health; tribal emergency room and school nursing; and in one of her locum assignments worked at a weight loss clinic. Diane Powers was also introduced to the Health Council. She is attending to provide the Health Council training on the different prescription options for our patients.

2. Consumer/Community Needs, Concerns Issues:

A safety issue brought up about the automatic door. C. Rost was in the clinic when she noticed a child playing with the automatic door by pushing the button to open the door, waiting for it to close, and then reopening it again. No one was paying any attention to the child until the child took off out the door with the father chasing it. C. Rost went to the front desk staff and asked them what they did in this instance. The staff stated they did not know what to do. L. Martindale mentioned that Gayle Ramirez had noticed a couple of kids playing with the door and asked the kids to step away from the door. G. Ramirez stated that sometimes this happens in the clinic and that they try to bring it to the parent' attention. Sometimes staff is too busy to deal with it and have to depend on the parents to supervise it. L. Martindale stated that she would bring it up at the Safety Committee meeting. C. Hesse stated that with the coming construction there will be double doors installed and that this could become an even greater problem. C. Putt asked if they could put the button to open this door higher up but C. Hesse stated that the level was determined by ADA regulations.

3. Consent Calendar:

a. Minutes-February 11, 2010 - D. Parks provided the Meeting Minutes for the Executive and Finance Committee meetings. She also stated that for anyone who wants last year's notes that they are available. N. Emerson mentioned that there was no old business listed on her agenda and was provided an updated agenda. N. Emerson also pointed out that her name had been misspelled on the last page of the meeting minutes for last month and C. Hesse noted that it had been corrected. Part way through the new business there is a section that speaks of advertising. "I the south" should be "in the south".

b. January Financial Report - Sharon Williams presented the January Financial Report, speaking from the "Year At A Glance" page. January incurred a small loss, bringing our YTD loss to a little under \$20,000. Encounters showed an increase due to a large number of flu shots and H1N1 shots being entered in January. February should also show large numbers of flu and H1N1 shots. Provider encounters were down to the lowest this fiscal year due to a large number of encounters not being posted by month end. February should show a lot of these being posted. Sharon indicated she changed the method of how she calculates Days of Accounts Receivable (DAR). She had previously used the

report from EPIC but because of a transitional payment from Medicaid that is still not posted in EPIC, the numbers are inaccurate.

- S. Williams had some good news from the Treasurer's Office. Our Cash flow is up to \$115,258 at the end of February.

- C. Hesse pointed out that the number of encounters dropped significantly due to the fact that the number of open charts towards the end of the month was over 200.

- R. Parsons asked about grants. He wanted to know if the accrued revenue continues to exceed the generated revenue, if that would affect the long term status of a grant. C. Hesse is looking into this and seeing if they would adjust the grant accordingly.

CYNTHIA PUTT MOVED TO ACCEPT THE CONSENT CALENDER INCLUDING THE MINUTES AND JANUARY'S FINANCIAL REPORTS. IT WAS SECONDED BY CAROL FITZGERALD. MOTION PASSED UNANIMOUSLY.

4. Training:

a. Prescription Options for Patients/County - Diane Powers-handed out a worksheet on the different programs that she works with. She stated that we have a large number of patients that have no insurance and no resources to purchase prescriptions. There are three different cards that offer discounts on prescriptions. C. Putt asked if a patient can combine cards to get a bigger discount. D. Powers stated that you can only use one discount card for every one prescription.

The National Association of Counties has a new discount card program that can be used by any and all County residents even if they are not a patient at TCHD. D. Powers stated that she is working to get all of the information necessary to get this program started in the coming weeks. She went over the different programs with the Health Council explaining what they did, and what kind of discounts they offered. There was also a discussion of the WellPartner 340B Program that was suspended for a time but now again underway. The 340B Program provides that best possible prices for our patients.

5. Administrator's Report:

a. Staffing and Recruitment- All mid-level positions are currently filled. Lori Johns is the second mid-level to be added since the new compensation plan when into effect. On the April 12th Marty Cuddle will be joining us from OHSU. Another candidate will be interviewed as in the near future Karen Parr will be converting to a 150-day employee and cutting her hours. All nursing positions have again been filled. Dr. Betlinski's retirement is scheduled for July 1, 2010 but he is willing to come back for two days a week and continuing supervising the physician assistants. A Dr. John Jackson is interested in coming to the Tillamook County Health Department. He is a primary care physician also trained and experienced in OB/GYN. C. Hesse has spoken to Dr. Britney Gerken and she had stated that she is interested in having Dr. Jackson fill in when she is not available. Dr. Jackson's application has not yet arrived. Merritt & Hawkins called that they have someone interested in the physician's position. His name is Dr. Robert McQueen. He is building a home in Cloverdale and his wife spent much of her early life in Tillamook. He is also experienced as a Health Officer and Medical Director. C. Hesse will keep us updated on this applicant.

Our temporary providers seem to be doing a much better job with productivity. After a review of Dr. Wendy Warren's charts, it was shown that she averaged 24 patients per day during her second and third weeks with us. She able to leave within 30 to 40 minutes after her shift was over with all her charts closed. Francis Guthridge did much the same during her time with us. C. Hesse asked that a review be done of Dr. Warren's charts. The review showed her charts to be complete and thorough. Frank Hrabetin has been able to average up to 23 patients on several days when working urgent care.

- Marty Cuddle has experience managing chronic pain at OHSU, especially in the area preparing patients for surgery. He does have a special interest in the area of chronic pain. C. Hesse noted that we will need to review how we are going to handle our chronic pain patients as we prepare for the departure of Dr. Belinski. At this time chronic pain management is a county-wide issue and need.
- We had another candidate who might be interested in a position with us. Her name is Amanda Norton, a physician assistant. She has 4 years of experience with two of those years working with a dermatologist. C. Hesse stated that he is not sure if that is something that we were ready to promote at this time.

b. Grant Management-

- DHS Triennial Review is going well. DHS was very pleased with everything that was submitted. Family planning did have some issues relating to EMR. The DHS reviewer could see that we were doing the work but much was not being documented in EMR either because the providers and support were not properly entering it or due to issues with OCHIN. This is being worked on.
- Today at 12:00 Noon is the final deadline for our Capital Improvement Program grant architects to turn in their proposals. Most architects wait until the last 24 hours because they want to make sure that there are no final changes in plans.
- Funding from WIC and Tobacco Control has increased while the funding of the rest of DHS's programs is remaining at the same level.

c. Service Issues-

- The FQHC/PH/EH budget will be presented to the County Budget Committee on April 7th at 2:00PM. An invitation was extended to all the Health Council members to be present for this session. C. Hesse stated that a second physician does not appear in the County budget that was submitted. At this time with a full time physician and Dr. Betlinski for two days a week we should be able to get by if we have the full complement of full-time mid-levels. In the future though should we find a good second physician we can request that addition position of the Commissioners at that time. The removal of this full-time second physician, the long-requested back-up person for Administration and Finance, and a badly needed public health nurse was needed to balance the budget for this coming year.
- April 8, 2010 at 5:00 PM, we will have an open house for our new pediatric treatment suite. It is currently being remodeled. It is going to look spectacular and is being very professionally done. The County officials will participate in the ribbon cutting ceremony. It has a jungle theme with animal foot prints leading down the hall to the exam room. This project was done by a Sheridan prison program titled "Toys for Kids". There will be refreshments and the open house will be publicized and the "Toys for Kids" program has covered all costs.

C. PUTT MOVED TO ACCEPT THE ADMINISTRATOR'S REPORT. FR. R. FERGUSON SECONDED IT. MOTION PASSED UNANIMOUSLY.

6. Old business:

- N. Emerson asked how we were doing with the back log of charts open. C. Hesse informed her that the new providers are doing well in getting their charts closed but that one provider currently has 90 charts open with another at 15. It was noted that both of these providers have dropped these numbers quite a bit.
- N. Emerson brought up on last month's meeting minutes on old business 6 (b) about the discount patient fee implantation, if the question on whether or not we were going to offer this discount to patients with insurance who have not met their deductible yet? S. Williams stated that the Health Council voted on it and that it is being offered.
- N. Emerson inquired about the County Health rankings. C. Hesse was to present this report to the Health Council. C. Hesse stated that there is a link that he can provide for anyone that wants to review this report.

a. Summary of Satellite Promotion Plan Ideas- C. Hesse provided a summary of the many varied ideas from the brainstorming sessions of the Health Council and staff. One thing that C. Hesse pointed out was that with the new additional providers on staff, it will be much easier for patients to get in to see a provider. Patients have been lost in the past because they were unable to be seen. It was noted that there some of the ideas on this list had already been completed or were underway. One comment that was sent to C. Hesse was that the Headlight Herald was not utilized in South County as much as the Shopper was. He pointed out that in the past the advertising cost from the Shopper had been very high in comparison the Headlight Herald. At this time though we were provided a far less expensive rate for non-profit organizations, even lower that the Headlight Herald. An advertisement has now been placed in the Shopper. We will want to eventually feature our different new providers with their biographies. There will open houses and other activities to help bring the clients back to the satellite clinics.

- C. Putt asked if the new neon open sign has brought in any new patients. C. Hesse did mention that last week, there were 9 patients seen on one day and 12 on another. He also stated that at the end of the past school year we have accessed the school district student families with flyers that were sent home with the children's report cards. We will continue to do this as we get more providers. Flyers are being dispersed at CARE, all DHS office and the various Laundromats in the area. We will be asking our mail run staff to restock these locations each month.

- There is no news of a new building for South County. N. Emerson stated that we should keep our eyes open for opportunities but that it would be a huge financial burden to move such a facility. S. Williams mentioned that when it became necessary to move the Rockaway Beach health center we were able to find the necessary funding.

b. Tobacco Control Grant Application- The County Commissioners have requested an adjustment in the focus of the Tobacco Control Grant to allow for more flexibility in its implementation. They wanted to see the Tobacco-Free Plan being prepared customized to meet the needs of the individual County Departments. The commissioners were specifically speaking about the Sherriff's department and the Parks Department. They wanted to customize it so that it would work for all county employees. A second adjustment that they requested was the moving of the focus on retail licensing to assuring that County pharmacies were not selling tobacco while they counseled patients on healthful living practices. The Commissioners felt that requiring retail licensing of tobacco-selling outlets should be done at a state level rather than at the local level. With these changes the Commissioners were satisfied and passed it. Tobacco Control Grant was submitted on time.

7. New Business:

a. Demand for Service Survey - L. Martindale This survey was provided by D. Parks' sister who it is hoped may be able to help with some consulting. The survey provides information on patient visits from making their appointments; check-in through check-out and how much time they spent at each station. One thing it does not give us is the time from support staff taking vitals to when the provider enters the room to see the patient. L. Martindale provided a copy of the report to all Health Council members. The key issue and problem is that when providers finish with the patient they are not closing out the charts. This causes a problem for check-out staff to collect money, because they do not have an accurate and complete bill to present to the patient. Another identified problem is that the patients do not all stop by check-out and we are working to get that under control. L. Martindale pointed out that all patients should have a walk-away bill. But if the level of service is not entered by the provider, the check-out staff cannot provide this information to the patient and collect payment.

- L. Martindale went to a very useful conference provided by Oregon Primary Care Association. The importance of closing charts was also emphasized along with the importance of patient communication when patients are in the exam room waiting for a provider. The patients must be kept informed when the provider is running behind and to check frequently that the patient is ok.

- L. Martindale received another idea from the conference regarding providing information and entertainment by placing flat screen television monitors in our lobbies/waiting rooms showing general information, services, provider pictures and their biographies, the locations of the different clinics, etc.

8. Reports of Committee:

a. Bridge Building - S. Dickman, D. Parks: This topic will be held due in part to the absence of S. Dickman is not here and because many of these issues are being covered in the Satellite Promotion Plan that is being developed and implemented. D. Parks requested that this topic be maintained on the agenda for a time to receive updates.

b. Quality Assurance Committee Report: L. Martindale presented a quarterly report from Q.A. N. Emerson is now an active part of this committee. The most recent meeting focused on EMR which has now been under implementation for 18 months. An identified problem is having adequate communication between the Q.A. and the medical providers. L. Martindale invited Ronda Wagner to come to one of the meetings to orient Q.A. members on EPIC and what is expected at an appointment. This was very helpful that R. Wagner will be invited to return each month to update Q.A. Our provider representative will be taking this information back to the providers.

- N. Emerson wanted to know why it seemed that the providers did not know about some of the grant requirements. L. Martindale stated that this is true and this is the reason for the need for more communication. N. Emerson wants a copy of the Life Cycles to take to the Q.A. members. She also stated that she would like the Health Council to be provided a copy of these as well as the providers. N. Emerson will be checking with Administration to get the latest copy of these.

MEETING ADJOURNED AT 2:03 PM BY D. PARKS