

Tillamook County
Community Health Council
Meeting Minutes
January 13, 2011

Present: Harry Coffman, Donna Parks, Nancy Emerson, Karen Keltz, Cynthia Putt, Caroline Roth, Carol Fitzgerald, Sigrun Dickman, Carmen Rost

Excused: Rex Parsons, Tim Josi

Staff: Lola Martindale, Marlene Putman, Blain West, John Zimmerman, Donna Gigoux

Guests: David Dickman, Ronda Wagner, Elaine Charpentier-Philippi

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:17 PM.

2. Consumer/Community Needs, Concerns, Issues:

Consumer Concerns:

1. A member reported that she received a comment from a consumer that they felt environment in the central clinic was good.
2. A member asked about the South County hours being posted at the facility; Marlene reported that they were. It was suggested that hours be posted on the front door of the facility for those who park along the side of the building.
3. A member asked about the process of the Federal Poverty Level (FPL) form. Blain reported that the form is currently being used for dental services and being reviewed to implement back into the clinic after some revision and comparison with other FQHC forms used at other clinics.
4. A member said that she heard from a consumer that they came in for dental services and were denied. Members of the council pooled together and assisted the client. It was asked that the policy and procedures be reviewed.

ACTION: Marlene will provide the policy and procedures of the dental services and inquire of the circumstances in item 4.

3. Consent Calendar:

a. Approval of minutes: A change was requested on page 1, which indicates 'now' and should say 'not'. Donna moved to approve the minutes as amended, Sig seconded. Motion carried.

ACTION: Donna moved to approve the minutes as corrected; Cindy seconded. Motion carried unanimously. Staff will make changes/corrections to the minutes and see that they are available on the website.

b. Financial report: Blain West reported on the Treasurers Cash Flow report. The report recapped information for fiscal year 10-11 as follows:

1. Beginning Cash in July 2010 was \$125,404;
2. End of July ending cash (\$28,187);
3. End of August ending cash (\$30,344);
4. End of September ending cash (\$88,061);

5. End of October ending cash (\$132,364);
6. End of November ending cash (\$152,063);
7. End of December ending cash (180,880.38)

Blain reported that somewhere between \$370,000 and \$375,000 continues to appear to be the average disbursements. Blain and Marlene reported on the Increased Demand for Services (IDS), the Expanded Services (ES) and the Capital Improvement Project (CIP) grants. There is still some speculation as to whether or not the IDS grant will not continue, so the application for the ES grant will include criteria within the IDS to further outcomes for the Health Department. Blain continues to complete projections for Medicare and Insurance reimbursements, and working with Marlene on upcoming deadlines and grant due dates. Blain reported that Shane Grandlund has been a great help in getting the grant reporting completed. Marlene presented a floor plan for the CIP grant and stated that construction has begun.

ACTION: Sig moved to adopt the financial report; Cindy seconded. Motion carried.

4. Training:

Electronic Medical/Health Records (EMR) – Ronda Wagner

1. Ronda Wagner presented an overhead walk-through of the EMR. Dr. Zimmerman offered his opinions throughout the presentation, stating that the EMR was a terrific tool and that Ronda is a great trainer for the Clinic staff on the EMR.

ACTION: The Council thanked Ronda for her presentation.

8. Administrator's Report:

General Update and Report:

1. Health Clinic Staff/Survey: Marlene reported that with input from the clinic staff, the dress code has been changed. Staff would like to buy their own scrubs. The Federal Poverty Level (FPL) form and the Medicaid Waiver Form are still being reviewed and information gathered for development of a final form to be utilized by Clinic staff. Blain reported that the original FPL form is still being used for dental services.

ACTION: _____ moved to accept the administrator's report; _____ seconded. Motion carried.

6. Old Business:

Patient Satisfaction Survey: Donna presented the results for the Patient Satisfaction Survey that she and Lola compiled. Overall, the survey was very positive and contained several positive comments. It is obvious that the patients really like Dr. Zimmerman and Marty, and the front desk staff were commended for their customer service skills. Scheduling processes seems to be of concern to patients.

- South Clinic Hours: Marlene reported that the hours for the clinic are posted on the windows but not on the sign out front of the clinic. Cindy suggested that hours should be posted on the front door.

Accountable Care & Community-based Health Care Measures: Marlene stated that a meeting is scheduled for January 19th at 3PM at the hospital for Quality Indicators. This meeting will include clinic staff in Tillamook as well as the Rinehart Clinic.

Marketing: Donna G. reported that she has been working with Pacific City Sun on an ad for the South County Clinic; they will be running an ad beginning tomorrow. Headlight Herald has been sent a new ad to begin running next week and throughout the month. Those ads feature Donna Jose in South County. North Coast Citizen will run an ad featuring Sandy Kosik in the North County Clinic. The Citizen has a special edition entitled Healthy Living 2011 and a short feature includes the clinic in Rockaway Beach. Sandy's ad will be featured in that edition as well. Another ad includes Marty Caudle to run after the ES grant is finished. Donna G. also mentioned she has spoken with Shaena of KTIL and has secured a regular monthly radio spot, which is the first Monday of each month for providers to go on the air to discuss different areas of health. Donna G. is trying to secure a regular spot on Coast as well.

Fundraising and Resource Development: Marlene reported that she spoke with Karen Dye about fundraising for the Health Department, which can be done. It was suggested that a fundraising committee should be formed. Donna P. offered to chair the committee; Cindy, Caroline and Sig will assist her in coming up with ideas and suggestions to raise funds.

ACTION ITEM: No formal action taken. See each topic for informal actions.

7. New Business:

- Formation of Finance Committee – Sig: Sig presented the charter to form the Finance Committee and mentioned that Caroline Roth will be a member representing the Health Council. Karen Dye also will be a member of the committee. Sig also mentioned that job descriptions will be forthcoming for members of the committee. The group reviewed the charter and suggested that under article VI. Tasks of the Committee, items D and E could be combined to be made clearer, and to determine that management spending authority limits and the BOCC threshold. Nancy moved to approve the charter with discussed changes; Donna seconded. Motion carried.
- Health Department Administrator Recruitment – County HR: David Dickman representing Tillamook County was present to discuss the plan for recruitment of the Health Department Administrator. Plans are to present at the BOCC staff meeting next Wednesday to open the position up to county employees for a period of 5 days. If there are no internal candidates, the position will be opened up regionally. There was some concern from some council members that the council will not be included in the recruitment process. Dave suggested to the council that if they would like to offer suggestions or feedback to attend the BOCC meeting next week and that the ultimate decision of hiring an administrator lies in the hands of the BOCC. Harry said he would attend the BOCC meeting and asked for council members to give him their suggestions and input. David also offered to bring concerns forward to the

BOCC and gave his phone number to council members. Dave acknowledged that in the past there were some issues between the council and the county, and offered the Word of the Day: *KERFUFFLE*: *noun* \kər-fə-fəl\. Definition: chiefly British meaning disturbance, fuss. Example: Predictably, the royal scandal caused quite a *kerfuffle* on Fleet Street. Origin: alteration of *carfuffle*, from Scots *car-* (probably from Scottish Gaelic *cearr* wrong, awkward) + *fuffle* to become disheveled. First Known Use: 1946. Thank you Dave!

- Strategic Planning – Spring: Marlene stated that plans are moving forward for strategic planning in April or May. She said the council can think about how they want to design the planning process, who they should invite to facilitate, and what staff to include.

8. Committee Reports:

- a. **Quality Assurance**: No report.

9. Next Meeting:

- Full Council Meeting February 10, 2011 – 12:15 TFCC Conference Room
- Exec/Finance February 8, 2011 – 1:00 Health Dept Administration

10. Meeting Adjourned: Chair Harry adjourned the meeting at 3:15 PM.