

Tillamook County  
Community Health Council  
Meeting Minutes  
April 20, 2011

**Present:** Sigrun Dickman, Nancy Emerson, Carol Fitzgerald, Karen Keltz, Donna Parks, Cynthia Putt, Caroline Roth, Tim Josi

**Excused:**

**Staff:** Marlene Putman, Blain West, Donna Gigoux

**Guests:**

**1. Call to Order:** Chair Harry Coffman called the meeting to order at 12:15 PM.

**2. Consumer/Community Needs, Concerns, Issues:**

Consumer Concerns:

1. A member reported that she was concerned about a letter to the editor of the Headlight Herald with misinformation and wondered if a response was necessary. After a lengthy discussion of the group, it was decided to not respond at this time.

ACTION: Cindy moved, Sig seconded, motion carried.

**3. Consent Calendar:**

**a. Approval of minutes:** Donna P. moved to approve the minutes as written, Carol seconded. Motion carried.

**b. Financial report:** Blain provided a report which included the following:

- Treasurer's report: ending balance as of March 2011 was (381,888.99). End of February is (264,598.09)
- Statement of Revenues and Expenditures: Blain pointed out the Wrap Payment from Medicaid in December of 2010 was \$73,968 and is projecting that the next payment will be in the neighborhood of \$75,000. Also, a state grant disbursement will be received about April 1<sup>st</sup> in the amount of \$37,141. The wrap payment will be received 60 days after it is billed to the state. This lowers our bottom line to (195,778).
- Blain indicated that the payroll expenditures haven't deviated much and indicates a stabilized labor force.
- Discussion surrounded the relationship between TCGH and the BOCC. It was felt that the relationship between the two should be bolstered.
- Tim asked Blain to send a report to the BOCC with the accrued adjusted books from the Health Council prior to the BOCC meetings with a note indicating that this is what Blain knows as of that date.
- Donna asked about the bill format; Blain will provide an example at the next Executive Committee and will bring to the council meeting in April.
- Cindy asked about the percentage of revenue collected at the front desk. Blain didn't have that information available at that time. Options will be discussed at the finance and executive committee to collect more up front with a procedure for a new approach beginning July 1.

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

**4. Training:** Louise and Ronda were not available to provide training on medical billing. They will plan on attending the April meeting.

**5. Administrator's Report:**

**a. General Update and Report:**

- Marlene reported that providers are increasing their target to 16-17 encounters per day by 2012. They have moved to 20 minute appointments with a list of procedures that will make the total time 40 minutes.
- Provider training on EMR is nearly complete.
- Front desk is collecting co-pays more consistently with an incentive program.
- Report on Grants: (1) The Expanded Service Grant (ES) has been submitted and a decision is pending. (2) The Annual Renewal for the Community Health Centers (CHC) grant has been submitted and is pending. (3) Increased Demand for Service Grant (IDS) was extended through May 2011. (4) The Capital Improvement Project (CIP) is on target with the new building. The anticipated finish date is April 22<sup>nd</sup>. A small redesign of the front lobby is being reviewed. The UDS report is in progress. GRANTS PENDING: (1) Coordinated Home Visiting Grant will be awarded to 3 counties by April 15<sup>th</sup>. (2) An Immunization Grant opportunity is due next month; Marlene will provide further details via executive committee or email. (3) Marlene will also provide more information for the Meyer Memorial for Supplemental Funding.
- Policy-Procedure: The FPL form changes have been tested and finalized with training April 6<sup>th</sup> and implementation by May 1 with accompanying policy and procedure manual. Services to the Homeless are under development. Marlene provided a draft of Pain Management. A new billing form has been chosen and an example will be provided at the next Executive Committee meeting.
- Programs & Partners: Behavioral Health provided by Tillamook Family Counseling Center (TFCC) is now on-site 1 day per week for 4 hours. Marlene is scheduling a debriefing meeting in May to make revisions, and is looking to make access easier for patients and to support providers in linking patients to services. Women's Resource Center (WRC) is now on-site 1 day per week for 4 hours. Their specific focus is pregnant women and women with children up to 2 years old. There will be provider training scheduled to learn how to ask appropriate questions to identify risk factors and make appropriate referrals.
- Coordinated Case Management/Intake: A meeting is pending with community partners like CARE, Inc., DHS Self Sufficiency, TFCC, etc. to discuss how they could work with us to make sure that client income is verified in advance of appointments to decrease time at the front desk and increase encounters. An effort to make patients aware of the co-pay expected at the time of the appointment to collect more at the start. Also, there has been an interest in establishing a shared account to cover co-payments or other medical costs in the event the client is not able to secure funds in a timely manner. Screening criteria would need to be established.
- Budget: Still waiting for the final word, but should be mostly as presented.

- Merger: Marlene reported she will be submitting a resolution or order to the BOCC but needed to wait until after her appointment and budget discussion. Funds are included in the 2011-12 budget for this cost but can be adjusted as needed.
- State Budget: Marlene will be able to provide additional information after the CLHO meeting March 17<sup>th</sup>. Governor's budget is somewhat different than the co-chairs on the Ways and Means committee. Early Childhood council is ongoing. The Oregon Health Authority (OHA) has established a Health Care Transition team with the task of integrating services for behavioral and physical health care. Reductions to Medicaid reimbursement rates for a variety of programs has been introduced by Senator Johnson to include a 12-19% decrease. Oregon Primary Care Assn. has visited and provided an orientation and asked about technical assistance for Tillamook County. They will follow-up with marketing, strategic planning and an organization assessment.
- Training/Curriculum: Dr. Zimmerman will finalize his Health Officer training by end of April; Oregon Epidemiology Conference takes place in Sunriver May 11<sup>th</sup>, 12<sup>th</sup>, & 13<sup>th</sup>; Marlene will attend the U of W certificate program for Community Health Leadership in May with consecutive sessions in July and October; the immunization staff in Public Health will visit in June.
- Personnel/Staffing: Marlene is not filling vacancies that occur unless absolutely necessary to keep the health department running and she is anticipating changes and reducing part-time physician hours.
- Committee comments: Nancy suggested no new hires and to cross train existing support staff; Tim stated he felt there is an open-book, indepth discussion as to how the Health Department is being handled; Sig said she felt this year's budget is more realistic than last year; Tim commended that the nature of conversation is collaborative, not confrontational, that the concern about the budget is still an issue but generally there is an overall feeling that everything is being done that can be; and more interaction needs to happen to partner up with TCGH for classes, advertising, etc.

**b. Governor's Proposed Budget and Legislative Update:**

- Marlene reported that there are 25 pieces of legislation on Public Health and clinic services. The budget is down to the wire and everyone loses funding. The legislative session ends June 30 unless they go into special session.

**ACTION:** Sig moved to adopt the Administrator's report; Cindy seconded. Motion carried.

**6. Old Business:**

- a) Employee Satisfaction Survey: A survey was developed as a follow-up to the original survey with similar questions as was previously presented. The survey went out to staff as per approval by Executive Committee. A copy of the survey will be provided at the next council meeting along with results. Donna stated that May and October a clinic patient satisfaction survey goes out.
- b) Accountable Care & Community-based Health Care Measures – No Report.
- c) Marketing/Fundraising: Donna reported that the fundraising committee came up with three events they will attend: June Dairy Parade, June 25<sup>th</sup> from 10-2PM in the Health Department Parking Lot; Rockaway fair on July 4<sup>th</sup> at the north county clinic; and the

Cloverdale fair on July 2<sup>nd</sup> from 10-2PM at the south county clinic. Donna asked for volunteers.

- d) FPL Form Update: Blain will provide the full council with the form for review and discussion at its April meeting.
- e) Strategic Planning: Marlene is still waiting to hear back from OPCA.
- f) Multi-Modular Exams: Marlene will provide an update from her discussion with Robin and Helen Armstrong at the council meeting. Marlene stated that next year the Health Dept. will be assisting with insurance enrollment, assist at the nutrition station and be more involved with follow-up appointments.
- g) Women's Resource Center: Cindy suggested that the Women's Resource Center representative should be included on the agenda as old business.

**ACTION: NO FORMAL ACTION TAKEN.**

**7. New Business:**

- Harry will send out a ballot for the council to vote for officers in May with election in June.

**8. Committee Reports:**

- **Quality Assurance:** No report.
- **Finance Committee:** Sig reported that the initial meeting was scheduled May 4 which needs to be rescheduled.

**9. Next Meeting:**

- Full Council Meeting April 20, 2011 – 12:15 TFCC Conference Room
- Exec/Finance April 12, 2011 – 1:00 Health Dept Administration

**10. Meeting Adjourned:** The meeting was adjourned the meeting at 2:15 PM.

**11. Lunch:** GO Donna!