

Tillamook County
Community Health Council
Meeting Minutes
April 16, 2014

Present: Harry Coffman, Carol Fitzgerald, Amy Griggs, Donna Parks, Clayton Rees, Carmen Rost, John Sandusky, Tim Josi
Excused: Dave Waud, Susie Johnson, Rex Parsons
Absent:
Staff: Marlene Putman, Irene Fitzgerald, Donna Gigoux
Guests:

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

2. Consumer/Community Needs, Concerns, Issues: Donna Parks mentioned that a mother brought in her child for an appointment, stood in line to check in, and asked if she could check in as well since her appointment was scheduled close to her child's appointment and she didn't want to miss it in case she was late in getting her child seen. She was told by front desk staff that she couldn't check in at that point but needed to check in closer to her appointment. She finished up with her child's appointment, stood in line for 10 more minutes and was told by front desk staff that she was too late to check in for her appointment and needed to reschedule. Donna also mentioned that it took her 15 minutes standing in line to make a simple payment. Amy stated that she, as a consumer, felt that for the most part front desk staff to a tremendous job and she felt that she has always been treated well and had quick service. Marlene stated that she met with front desk staff and there is an overall effort to alleviate problems like this by streamlining the process. She said that the staff will be doing 4-ten hour days, dental appointment process will be changed by accepting phone call appointments and changing the appointment hours, and have a person available for reception/switchboard duties. She also stated that she was applying for a grant to remodel the lobby/waiting room to assist with this effort.

3. Consent Calendar:

- a) **Approval of February 19 & March 19, 2014 Meeting minutes:** Donna moved to approve the minutes as written; Carmen seconded. Motion carried.

4. Administrator's Report:

- a) **General Update and Report:** Marlene reported on the following:
- A. *Implement Well Planned Actions/Methods to Improve Productivity and Positive Outcomes for our Clients, Our CHC and the Community:*
- An application through HRSA for \$250,000 is in process due April 17th for a Patient Centered Medical Home Facilities Improvement grant. If received, the lobby/waiting area will be remodeled to facilitate an improved process for check in, adding a reception desk and enclosing the front desk staff for better privacy and ease of flow.

B. Increasing Productivity of Providers and Staff to Increase Revenue:

- Recruitment is ongoing, two interviews took place for a potential Medical Director, but it was decided to keep looking as the person interviewed didn't have sufficient experience nor seemed like she would want that position. Merritt Hawkins is still in the process of finding applicants.

C. Improve Financial Practices and Systems in order to Improve Efficiency and Effectiveness:

- Continuing to contract with Community Link Consulting to assist with various reporting required for Federal and State funding. We received an new PPS rate for Medicaid wrap. It has been \$153 per encounter for quite a while, and it was upgraded to \$297 from July through December, 2013 and then \$300 per encounter January through June, 2014. We will now be able to offset dental staffing costs and be able to provide services to more uninsured clients.

D. Increasing Revenues for Other Sources in Order to Offset Uncompensated Costs for Public Health Services and/or Operational Changes and Improvements:

- Coordinated Home Visiting funding for an expansion grant for enhancement of coordination, systems, and subsequent births has been received;
- Americorp Vista – two applications are in process. One is to replace Ashley for Healthy Communities, who is leaving June 1st; and the other is a Vista in Public Health for Emergency Preparation coordination.
- (See item A)

E. Implement Policy & Procedure that support our Mission and Improve Quality of Service:

- Efforts continuing with Public Health Accreditation and the development of the Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP);
- Behavioral Health Integration – discussions regarding specialty services on-site are currently being held with TFCC;
- Technical assistance from Care Oregon will be utilized where there is an eight-week redesign and process for effective patient flow with the medical director using clinical support and panel manager for tracking outcomes and scrubbing charts;
- Strategic Plan – May 21, 2014: Marlene thought we should add increased hours and cash reserve to the goals for strategic planning.

F. Increase Partnerships with Health & Human Service Organization in Order to Leverage Resources, develop shared resources and strengthen relationships for future collaborations:

- No report.

Action: Amy moved to approve the administrative report. Carol seconded. Motion carried.

5. Financial Report:

Financial Report was provided and Irene outlined the following:

- Total revenue for FEBRUARY (April report) was \$437,188; total expenditures were \$466,211, with a month end cash balance of (\$29,023). Month-end cash balance (treasury) is (287,489);
 - Total Monthly Encounters were up, 1355 compared to January 2014 of 1188; average daily encounters per provider was 10.6 with monthly average per provider encounters for the year at 748;
 - Accounts Receivable was \$210,162.
- b) **Action:** Clayton moved to approve the financial report; Carol seconded. Motion carried.

6. Old Business:

- a) **Provider Recruitment** – (See item B under Administrator’s Report).
- c) **Board Development** – Harry stated that Dave Walker resigned from the council because of work conflicts. Donna Parks said that Susie Johnson has a new assistant at the OSU extension office that could be interested in serving on the council once she feels she is fully trained at her job. This person would represent the Hispanic community. Marlene stated that she hadn’t had a chance to talk to Omar yet. John mentioned that he had a student that might be interested and he will talk to him.
- d) **CCO Transformation Plan, Benchmarks, etc.** – Marlene said that if we achieve the key CCO benchmarks there is money given to us to reinvest in the improvement of systems for our FQHC.
- e) **Community Health Council Areas of Expertise:** Donna G. noted that all current members have filled out their areas of expertise based on the new Policy Information Notice we received from HRSA. She will provide the completed document at the next council meeting.
- f) **Dental Contracting:** We now have a new contract with ODS for dental services. Dr. Opdahl will be providing services to Medicaid patients as our associate. TCHD will be listed in the provider directory for ODS and the state will open up 4000 slots for patients to receive dental services.

7. New Business:

- **Strategic Plan Work Group – May council meeting** – Harry stated that we will have a short business meeting prior to the work group meeting. Donna P. said she had noon – 4PM as the timeframe.

8. Training: Tillamook County Budget Presentation – Marlene provided an overview of the presentation given the previous day to the budget committee.

9. Reports of Committees:

- A. Quality Assurance Committee – minutes: Minutes were presented for January, February and March QA/QI committee. Clayton moved to accept the minutes as written. Donna seconded. Motion carried.
- B. Marlene asked the council if there was anyone who would be interested in being a representative at the QA/QI meetings, which take place the first Wednesday of each month at 9AM. She also asked if there should be a representative on the committee that attended the

council meetings, and if the council wanted the QA/QI person to pick a schedule of measures for the council to review each meeting.

10. Unscheduled:

- Chair Harry Coffman signed the updated Credentialing and Privileging for Marty Caudle.
- Extended hours: Marlene had mentioned that the clinic staff will be working 4-ten hour days and the hours the clinic will be open beginning in May would be 8AM – 7PM. This would mean that we need to update our scope of our 330 grant. Harry called for a motion: John moved to approve the changes to the work schedule and extended hours; Clayton seconded. Motion carried.

The meeting was adjourned at 2:14 PM.