

Tillamook County
Community Health Council
Meeting Minutes
April 22, 2015

Present: Harry Coffman, Amy Griggs, Susie Johnson, Donna Parks, Rex Parsons, Carmen Rost, John Sandusky, Jessica Galacia
Excused: Carol Fitzgerald, Clayton Rees, Tim Josi (liaison)
Absent/Unexcused:
Staff: Marlene Putman, Donna Gigoux, Irene Fitzgerald
Guests:

1. Call to Order: Chair Harry Coffman called the meeting to order at 12:14 PM.

2. Consumer/Community Needs, Concerns, Issues:

Health Care Issues presented by Council Members:

- a) Donna Parks reported that her son was sent a letter from Rinehart Clinic stating that Dr. Rinehart is retiring in August, and that he is to find another provider for his pain management. The concern of pain management patients seeking other providers and possibly overwhelming our clinic staff, and that establishing new services from a new provider could prove to be difficult and challenging to pain management patients in that there is no history and may involve new testing, delaying treatment for patients. Members discussed that many potential patients may be taking medication whose levels are too high to be consider within normal range, and not receiving pain medication may have severe complications for the patients. Marlene said that she will need to adopt protocol once she knows the true number of potential patients of the Rinehart panel. The CPCCO has a plan for pain management patients that can be integrated. She provided an overview of the process: patients initially meet with a nurse who evaluates what treatment plan the patient is currently on, then the patient will meet with a provider to review the medical records and discuss options like tests, etc. A panel meets to develop a treatment plan for the patient like tapering off of high dose medications, alternative treatments, etc. Marlene will reach out to Rinehart regarding their pain management strategy and to determine the number of patients that potentially may try to access treatment with our clinics.
- b) **Ambassador/Advocate encounters with Community:** 1. Harry wrote up and shared his definition of what an “Ambassador” is as requested at Strategic Planning. Harry will email it to Donna G. to add to the Strategic Planning document. 2. It was requested at the Executive Committee meeting to add the Health Council’s members’ other board affiliations onto the Other Areas of Expertise document in order to facilitate the Ambassador role. All members present provided that information to Donna G. for input and will be presented a final document at the next meeting. Donna P. then asked if we could make the brochure a priority to give the council members something to hand out. Marlene said that there are other materials that could be used in the interim. She then said that by the June meeting the Marketing Committee will

be re-established with designated staff, and a contract with a graphic designer will be established to design a brochure similar to the one we have.

- c) **Community Partners (boards, agencies) Encounters/Projects:** None at this time.
- d) **Health Center Patient Comments:** Several patient comments were shared in the packet. One of the comments included a request to place a hook in the ladies restroom, which has been done. Carmen would like to see a shelf put up because it would make it easier to place other items like paperwork on it. Donna G. will ask Lola if this is possible.

3. Consent Calendar:

- A. **Approval of March 18, 2015 Meeting minutes: Action:** Donna P. moved to approve the minutes as written; Carmen seconded. Motion carried.

4. Board Development:

- a) **Member recruitment – Michelle Haller:** Harry asked Donna G. if the potential new member was asked to attend the council meeting today. Donna G. stated that she was contacted, but was unable to make the meeting today and could make the May meeting. Donna G. then said she asked her if the council wanted to go ahead and appoint her prior to meeting her if she was OK with that. Donna G. hadn't heard back on that request.
- b) **Common goals – shared resources between agencies:** None at this time.
- c) **Underrepresented & Youth potential members:** Harry said the focus is to get someone from North county; Donna G. will ask her friend, who is a consumer, if she is still interested. Harry then noted that he will be contacting the Health Program at the High School for another youth member to participate.
- d) **Officer nominations:** Harry said it is time to recruit for officer nominations, with voting in May and members appointed in June. Currently, the officers are: Harry Coffman as Chair, Carol Fitzgerald is Vice-Chair, Donna Parks is Past-Chair, John Sandusky is Member at Large.

5. Training: Strategic Planning Goals for Health Council

- a) The final draft of the Strategic Plan was presented to the council for approval.
- b) Donna G. asked if the members had a chance to look at the videos she sent for the free Board Education Video DVD. Many had, and the video and Governing Board Responsibilities document will be ordered.

Action: Donna P. moved to approve the Final Strategic Plan document; Carmen seconded. Motion carried.

6. Administrator's Report:

General Update and Report: Marlene reported on the following based on previous Strategic Plan Goals, priorities and strategies (2011-13):

A. GOAL: Implement Well Planned Actions/Methods to Improve Productivity and Positive Outcomes for our Clients, Our CHC and the Community

- 1. **Budget Committee:** Marlene reported that the budget committee met this morning and the presentation was positively received. We will get final word on the budget in the next few weeks.

- 2. **Strategic Planning – (See Training)**

3. Community Needs Assessment – No update at this time.

4. Action Planning in Priority Areas - in order to improve quality and increase patient access, encounters, and outcomes (based on the Strategic Plan and ongoing efforts), planning and work plans are under development in the following areas. These priorities will also be used to assist/guide Department budget development for the County and Health Council for 2015/16. Brief updates on current activities are provided with individual action plans for each area available for members upon request to staff.

a) Behavioral Health:

The Behavioral Health staff is working with the Psychiatric Nurse Practitioner and is being cross trained in the TFCC system for billing purposes. Marlene will be meeting with TFCC regarding potential specialty mental health services that possibly the CPCCO will implement.

b) Dental Health:

Dr. Ahn is now seeing our OHP and uninsured patients and we are in the process of working out the details of making appointments, triaging the length of appointments, etc. Lola is working on credentialing and privileging for Dr. Thomas, who will be doing extractions for our patients. Sand Creek Dental – Dr. Javadi is committed to working with us and we are working out the details. We are meeting with ODS in late April to discuss how this may be designed, as Dr. Opdahl is an ODS provider and contracted through ODS. Another meeting is scheduled with our CCO, DCO, ODS and Willamette Dental regarding OHP dental services in our county. We are still looking to possibly hire a dentist on a contractual basis with supervision possibly provided by Dr. Javadi. Dr. Javadi is looking for dental offices that could be utilized with contractual dentists, and possibly specialty dentists a few days per month. A council member asked if this means we would no longer contract with Dr. Opdahl, and Marlene noted that at this time we still are but are in negotiations with him on how he wishes to be reimbursed for his services. Depending on the outcome of negotiations, we will know in June or July. It may be that we need to limit the number of patients he sees, with the majority going to the other two dentists. School based dental planning grant through Tillamook Education Foundation has begun with planning ending in September and an implementation grant, if awarded, will begin in October.

c) Sexual Health and Adolescent Health Services:

No update at this time.

d) Maternal and Child Health:

The State adopted quality metrics on infant home visiting to establish baseline data.

- e) **The Early Learning Hub** – No update.
- f) **Correctional Facility Medical Services (see also partners, below)**
No update.
- g) **Veterans Services.** We have about a dozen veterans accessing services at this time. The process has its challenges with appointment setting and reminders. Donna P. reported that she has had repeated difficulty with services for her spouse.

5. Quality Improvement & Quality Assurance System & Structure.

- a) The Tillamook/Central clinic renovation of new carpet, countertops, flooring and furniture is complete, with furniture being assembled.

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

- a) Nothing new to report.

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

- a) Nothing new to report.

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

(See Old & New Business – regarding grant application and related community partnerships)

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

- a) No report.

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

- a) No report.

Action: Donna P. moved to approve the administrative report. Rex seconded. Motion carried.

7. Financial Report:

Financial Report was provided and Irene outlined the following:

- A. Total revenue for FEBRUARY (April report) was \$613,475; total expenditures were \$445,635, with a month end cash balance of \$575,667. Month-end cash balance (treasurers) is \$575,666.54. Irene reported the following:
 - Revenue: We received an increase to our base HRSA grant from our Services Area Competition (SAC) application; client revenue is up; we received 2 WRAP payments, which are not electronic and will be receiving monthly. The CareOregon IT dental issue has been fixed, but now we are receiving double payments, which need to be paid back in November.

- Expense: It was noted that the expenses were the lowest so far this year. We did not have our usual 340B expenses for February, those will show in March. Travel and Mileage was up for a required Community Interpreter training for our Spanish speaking Case Managers.
- B.** Encounter trends shows a increase in encounters for February, from 1279 in January to 1513 in February, resulting in an average provider FTE of 4.03; average daily encounters per provider FTE were up from 9.10 in January to 11.70. Dental encounters were slightly higher in February from 283 in January to 303.
- C.** Total Accounts Receivable was \$322,931, and shows 70.03% in the 0-30 bucket, due to the fix in the dental glitch. Irene stated that we will begin to advertise for dental patients once the contracting is completed, probably in the new fiscal year.

Action: Carmen moved to approve the financial report. Donna P. seconded. Motion carried.

8. Reports of Committees:

- A. Quality Assurance/Quality Improvement Committee:** There was no meeting in March so there were no minutes to present.

9. Old Business:

a. GRANTS & Resource Development

- (1) **EPA Brownfields Grant:** The Project Management Team has been meeting regularly and the consultants are beginning to do the assessments. There is a kick off meeting scheduled for May 4th from 1-4PM, with a general brownfields portion led by the Oregon Health Authority, and then the consultants will be convening the Community Advisory Committee who will meet regularly and provide leadership and input on the process.
- (2) **School based Dental Health with Tillamook Education Foundation:** (See Administrator's Report)

b. PARTNERS/COMMUNITY

- **TBCC:** The budget submission included \$125,000 in a building fund and discussion is ongoing with TFCC and possibly other partners to buy a modular building in South County for services to that area.
- **Week of the Well Child:** Marlene reported that she had a BOCC resolution drafted and approved for the Week of the Well Child April 12-19. The Case Managers are calling our patients to remind them that Multi Modular exams are taking place on Thursday and part of Friday that week, and that they can make an appointment with clinic staff as well if the hours do not work for them, or if the historically long wait times are too burdensome for parents who work. A full-page ad went into the paper, which garnered some criticism from the Hospital thinking we were taking patients away from the Multi Modular, which Marlene in turn contacted them to state that it was to offer access to those who were not going to Multi Modular or to our own patients. We agreed to not advertise for our services during the week of Multi Modular exams.

10. New Business:

- Grants – Marlene stated that we will not apply for this grant at this time as it is very competitive, there is a lot of information that would be needed and not enough time, and we received a grant back in 2011 similar to this. She stated that she will continue to work with south county school district and TBCC for services, and TFCC and others to pursue putting a building on the lot in Cloverdale.
- US HHS Prescription Drug Overdose Prevention for States – a new grant opportunity coming out of the state. Selected areas within the state for population health for high frequency use of opioids which leads to overdose numbers. The grant comes with proposed activities and metrics for funding for 2 years at \$100K each year. Funding would pay for a prevention coordinator and technical support. The grant application will outline proposed activities and will include letters of support, and depending on the activities like gathering metrics, with no funds for training it may be worthwhile to apply. Marlene has already indicated that Tillamook County is interested. An attachment with more details was not presented at the meeting. Donna G. will research and send it out for an email vote of council members.
- Policy & Procedure –
 - a) Credentialing & Privileging of Marty Caudle, PA.
Action: Donna P. moved to approve chair to sign; Rex seconded. Motion carried.
 - a) Credentialing and Privileging Dr. Mark Thomas, DMD, Tillamook Family Dentistry
Action: Carmen moved to approve chair to sign; John seconded. Motion carried.

11. Unscheduled: None.

12. Adjourn - The meeting was adjourned at 1:42 PM.