Tillamook County Company Health Centers

Our Mission: To Promote and Protect the Health of ALL People in Tillamook County

An introduction to our facilities, services, and staff.



About TCCHC

WHAT WE ARE

We are both a Federally Qualified Health Center (FQHC) and the Health and Human Services (HHS) Department for Tillamook County. We provide integrated clinical and public health services as the Local Public Health Authority (LPHA).

As a critical community "safety net", we are committed to providing high quality and affordable health care services to our community, especially those most in need. Our services use a sliding scale fee, meaning no one is turned away for not having insurance or the inability to pay for care.



FQHCs

WHAT IS A FQHC?

FQHCs are **safety nets**, commonly located in rural areas and provide:

- Outpatient services including medical, behavioral, and dental health.
- Services for historically underserved and low-income communities by improving access and lowering healthcare costs.
- Care for anyone, regardless of their ability to pay. We charge a sliding fee based on income eligibility.

LPHAs

WHAT IS A LPHA?

LPHAs, or Local Public Health Authorities, administer and enforce public health rules and laws of the Oregon Health Authority.

LPHAs assure the completion of health preserving and disease preventing activities. They include, but are not limited to:

- 1. Epidemiology and control of preventable diseases and disorders
- 2. Parent and child health services, including family planning clinics
- 3. Collection and reporting of health statistics
- 4. Health information and referral services
- 5. Environmental health services

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Patient Centered Care

INTEGRATED SERVICES MODEL

- Integrated service delivery is a systemic approach to community health
 - Services, providers, and organizations work together to ensure a coordinated, patient centered approach to care.
 - We provide integrated primary care, behavioral health, reproductive health, and care coordination services.
- This model applies to our services provided but also includes referrals to access care through other organizations as needed.

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Patient Centered Care PATIENT CENTERED PRIMARY CARE HOME (PCPH) PCPHs like TCCHC are recognized for our commitment to providing high quality, patient-

centered care.

Key Features:

- Accessible: Care is available when patients need it
- Accountable: Practices take responsibility for the population and community they serve
- **Comprehensive**: Patients get care, information, and services they need
- Continuous: Providers know their patients and work to improve their health over time
- Coordinated: Care is integrated and patients are assisted with navigating the health care system
- Patient & Family Centered: Individuals and families are the most important part of a patients health care
- Equitable: Patients have the same access to care regardless of their circumstances

Who We Serve **Race and Ethnicity**



840, or 14% of patients are best served in a language other than English.

White (Non Hispanic/Latino) 73.6%



In 2024, we served 6,021 patients!

Who We Serve

Insurance



- The majority of those we serve qualify for Medicare, Medicaid, or are uninsured.
- - needs of certain groups including:
 - eligible pregnant people
 - children, and
 - those with a low income.
- Uninsured patients make up almost a quarter of our patients.

- Medicaid is a state and federal
 - program that supports healthcare

Our Services

- Primary Care
- Behavioral Health
- Dental Health
- Dermatology (summer)
- Nutrition
- Public Health Services
- Environmental Health Services
- Emergency Preparedness
- Intimate Partner Violence Prevention
- Pharmacy (in development)
- Health Council & Board of County Commissioners (BOCC) Leadership



Funding Sources

FQHCs receive funding from:

- The Health Resources and Service Administration (HRSA)
- State and county funds for additional services, for example:
 - Oregon Health Authority (State), provides funding for Public Health services through the LPHA
 - Columbia Pacific Coordinated Care Oregon (County) reimburses the FQHC for clinic and dental Medicaid patient services
- Additional grants
 - FQHCs are able to apply for additional grants as appropriate to enhance services and operations.

Locations

Tillamook

US 101

Tillamook

North County Clinic: First floor of Rockaway Beach City Hall at 276 South Hwy 101, Rockaway Beach, OR 97139.







Administrative Services: 2204 4th St. Tillamook, OR 97141



Dental Office: 805 Ivy Ave, Suite B Tillamook OR, 97141 including a mobile dental clinic.



Lumber Compan

New Pharmacy and Clinical Services: 800 Main Ave. Tillamook, **OR 97141**



Main Clinic: 801 Pacific Avenue, Tillamook, OR 97141.

Structure

Board of County Commissioners

Health and Human Services Department Head & Administrator





Administration



Marlene Putman, JD Health and Human Services Department Head & Administrator

- Department contract management
- Grant oversight
- Personnel management
- Department trainings
- Health Council facilitation
 - Development, meetings, oversight requirements
- Credentialing and privileging for clinical staff

• Policy and Procedure creation and assessment

Vacancies, recruitment, retention, onboarding



Rockie Phillips, RN, BSN Public Health Deputy Director

Public Health

- Home Visit Programs
 - Babies First
 - CaCoon
 - Maternity Case Management
- Communicable Diseases
- Emergency Preparedness • Reproductive Health & Sexually Transmitted
- Infections
- Immunizations
- WIC
- Tillamook County Harm Reduction & Syringe Services Program
- Tobacco Prevention and Education

Environmental Health



Jaime Craig **Environmental Health Program** Manager

Inspections/Licensing

- Food, pool, lodging, and contracts
- Investigations
 - Of public health complaints regarding health hazards
- Communicable Diseases
 - Animal Bites
 - Foodborne illnesses • Waterborne illnesses
- Public Drinking Water
 - Groundwater vs. surface water
- Collaboration
 - Work with other government agencies

Medical Director

- Health center medical services
- Supervises healthcare providers, and clinic RN
- Credentialing and Privileging providers
- QAQI committee oversight
- Provides medical oversight for Risk Committee
- Member of the CAP (Clinical Advisory Panel) at CPCCO
- Medical student oversight
- Participate in recruiting/interviews for clinical staff
- Review clinical policies and procedures



Dr. Lisa Steffey, DO **Medical Director**

Clinic & Risk Management



Tabatha Noffsinger AAS, NRP, OR-P Clinic Manager & Risk Manager

• Offering integrated care services to patients • Primary Care Behavioral Health Reproductive Health • Care Coordination • Volunteer provider services Dermatology • Orthopedics Use of FQHC sliding fee scale A patient is never refused service due to inability to pay • Risk Management

Addresses clinical and operational risk

Operations

- Clinic operations and patient care delivery
 - Patient access, flow, documentation and billing
 - Ensures high-quality, patient-centered clinical services
- Quality, Compliance & Risk Management
 - Partners with Risk Manager to address clinical and operational risk
 - Leads quality improvement
 - Ensures compliance with federal/state regulations and **UDS** reporting
- Strategic Planning & Resource Management
 - Contributes to strategic goals and operational planning
 - Participates in budget development and resource allocation
 - Supports implementation of improvement initiatives



Anya Reeser, MA, LMHC **Chief Operations Officer**

Dental



Brad Wangsgard, MPH Dental Program Manager School-Based Sealant Program No cost to student in-school services including screenings, sealants, etc. Mobile Dental Clinic Services Hiring for dentists and hygienists for mobile clinic to serve North/South county

- Dental Services
 - Exams
 - Preventative Care
 - Cleanings and Hygiene
 - Fillings
 - Extractions



Behavioral Health



Danell Boggs, DBH, LCSW, CADCIII, CGACII Behavioral Health Clinician Manager & Vital Statistics Registrar

• Integrated Behavioral Health

- Warm hand offs in exam rooms with medical providers
- Same day scheduling
- Triage patients in crisis or that have a behavioral health need
- Behavioral Health:
 - follow ups, medication access (Suboxone, etc.)
 - Regularly scheduled visits: intakes, and follow ups Medication Assisted Treatment program; assessment,
- Psychiatric services:
 - Pre-psychiatric assessment Evaluation by Psychiatric Mental Health Nurse
 - Practitioner
 - Regular follow ups for medication management (psychiatric medications)

Finance, Billing & Data

- Finance
 - Accounts payable and receivable
 - Budgets: Personnel budgeting, county budgeting
 - Grant budget management
- Billing
 - Medical, dental, and behavioral health billing
 - Specialty services
 - Sliding fee scale
 - Federal poverty level
- Data
 - Reporting: Quality Assurance Quality Improvement (QAQI) and grants
 - Electronic Medical Records
 - Operations reports (i.e. visits per provider)





Irene Fitzgerald **Chief Financial Officer**

Communications

- Create and distribute communications items such as:
 - An internal newsletter, "In the Loop"
 - Event flyers and promotion
 - Advertisements of services, campaigns, etc.
 - Public Service Announcements
 - Social media posts including awareness campaigns
 - Informational pamphlets
 - Clinic signage



Camille Sorensen **Communications Manager**

Health Council Oversight

- Health Council Executive Committee & BOC Administrator Oversight Recruitment and hiring for employment of a CEO/Administrator jointly with Board of Commissioners (BOC) Annual joint review and evaluation of Administrator

Grant Administration

- Approve and recommend Public Health charges/fees based on program elements to BOC
- Approve grant applications and other HRSA requests
- Approve annual health center budget submission

Health Council Authorities

Duties and Authorities

- Establish long-term strategic planning, update mission, goals, and evaluate the progress towards them regularly Approve changes in operation: hours, services, fees, and service
- locations
- Establish policies & procedures including quality improvement program, sliding fee discount program, billing & collections, etc.
- Periodic review of financial performance Ensure health center activities comply with federal, state, and local
- laws and regulations
- Assure provider credentialing and privileging.

Committees The committees listed include Health Council participation.

• Quality Assurance Quality Improvement (QAQI) Committee

- Focuses on improving the quality of care by measuring data Identifies, prioritizes, and implements equity-focused capacity building initiatives
- Justice, Diversity, Equity, and Inclusion (JDEI) Committee

• Facilities Committee

Discusses current and future facilities needs as assessed by operational needs

• Strategic Planning Committee

Prioritizing department goals and implementing actions on a 3–5 year cadence

Health Council Board Development Committee

- Strengthening the board and ensuring members effectively represent the health center
- Opioid Use Response (OUR) Tillamook
 - Resource for the county providing support, trainings and resources for OUD/SUD
- Tillamook County Wellness
 - A locally-led coalition and program of TCCHC that works to improve community health in ways that make healthy choices the easiest choices

THANK YOU!

Want more information on TCCHC? Visit tillamookchc.org

Have questions? Contact Administrative Specialist, Maia VanSpeybrock maia.vanspeybrock@tillamookcounty.gov