

## CLACKAMAS COUNTY HEALTH CENTERS DIVISION

## COMMUNITY HEALTH COUNCIL

Meeting Minutes – February 16, 2022

*“Removing barriers for vulnerable individuals and families on their path to improved health, wellness, prosperity, and inclusion.”*

## Meeting Attendance

**Members Present**

Tom Lorence  
Janet Squire  
Eric Leatham  
Cee Kaiser  
Linda Smith  
Helen Watt  
Michelle Walch

**Members Absent**

Renee Sparks

**Staff Present**

Deborah Cockrell  
Andrew Suchocki  
Samantha Hatfield  
Emily Ketola  
Sandra Stein  
Erin De Armond-Reid  
Sarah Jacobson  
Angie Amundson  
Selynn Edwards

**Guests: Janet Davis, Liliana Lewis**

Call to Order		Tom called the meeting to order at 5:25 p.m.
Approval of January 19, 2022 Full Council Minutes	Action	<p>The Council reviewed the minutes for the January 19, 2022 Full Council meeting. Tom opened the floor for a motion.</p> <p><b>Motion:</b> Linda motioned to approve the minutes. <b>Second:</b> Eric seconded <b>Vote: Approved Unanimously.</b></p>
Committee Reporting		<p><b>Finance Committee:</b> There is a projected surplus of \$560,765 which is a slight decrease from last month, the projected services revenue had a slight seasonal drop, that is normal for this time of year. We are starting to purchase equipment for the new Sandy clinic, there is a capital grant that we were awarded by HRSA that we will start drawing down to help offset those expenses.</p> <p><b>QI Committee:</b> Credentialing was routine for the previous month.</p>
Behavioral Health – Performance Metrics and Patient Satisfaction		Behavioral Health Performance Metrics and Patient Satisfaction was discussed and reviewed.
Bylaws Update		<p><b>Vote #1</b> To change the language of Article 3 Section 7 to say: “VACANCIES: A vacancy occurs when a Council member’s term expires, or when a Council member moves out of the service area, dies, resigns, or is removed. A vacancy may occur if a council member has unexcused absences that meet the criteria listed under article 5, section 8 attendance.”</p> <p>The Council reviewed the suggested change for Article 3 Section 7. Tom opened the floor for a motion.</p> <p><b>Motion:</b> Janet motioned to approve the change. <b>Second:</b> Michelle seconded <b>Vote: Approved Unanimously.</b></p>

		<p><b>Vote #2</b> To add the language to Article 4 Section 1.1 to include:</p> <p>The President will lead the Governance committee meetings</p> <p><b>Update change:</b> Add the language “The President shall act as Chair for any committee that does not have a Council member assigned as Chair, until a new chair has been appointed.”</p> <p><b>Not approved, vote held until next month to change the language</b></p> <p><b>Vote #3</b> To add the language to Article 3 Section 8 to include: “The member whose removal is at issue shall be contacted by the Council Liaison using the phone number and email address provided by the Council member, they shall then meet with the Council President and Director of the Health Center to develop a written performance improvement plan.”</p> <p>The Council reviewed the suggested change for Article 3 Section 8. Tom opened the floor for a motion.</p> <p><b>Motion:</b> Linda motioned to approve the change. <b>Second:</b> Renee seconded <b>Vote: Approved Unanimously.</b></p> <p><b>Vote #4</b> To add Section 1.4 to Article 2 Section 1 that says: “The Council will strive to create an effective system that enables equitable access to the individual services and care needed to be healthy.”</p> <p>The Council reviewed the proposal to add section 1.4 to Article 2 Section 1. Tom opened the floor for a motion.</p> <p><b>Motion:</b> Helen motioned to approve the change. <b>Second:</b> Janet seconded <b>Vote: Approved Unanimously.</b></p>
Strategic Plan Update		<p>Last month the Council approved a catch up plan for 2021 that hadn’t been finalized and rolling over the items that hadn’t been completed into the 2022 Strategic Plan. Angie showed the 2021 Completed Goals, and explained which goals are not being moved over because they are no longer needed. Angie then went over the goals for 2022. There will be a HRSA site visit in May.</p> <p><b>Motion:</b> Janet motioned to approve the draft as listed <b>Second:</b> Eric seconded <b>Vote: Approved Unanimously.</b></p>
Policy and Procedures	Action	<p><b>Fair Hearing Policy</b> The Council reviewed the Fair Hearing Policy. Tom Opened the floor for a Motion</p> <p><b>Motion:</b> Janet motioned to approve the change.</p>

		<p><b>Second:</b> Michelle seconded  <b>Vote: Approved Unanimously.</b></p> <p><b>Credentiailling Policy</b>  The Council reviewed the Credentiailling Policy. Tom Opened the floor for a Motion</p> <p><b>Motion:</b> Linda motioned to approve the change.  <b>Second:</b> Helen seconded  <b>Vote: Approved Unanimously.</b></p>
Trauma Informed Care		<p>There was a presentation about Trauma Informed Care and what it means and how it can vary from person to person. The same experience can effect people differently. We focus more on the response the person has and not just the event. Clackamas County wants to use Trauma informed care to recognize that everyone who picks up a phone or walks through our doors have unique experiences of trauma, so we want to set up services knowing this. This includes items such as focusing on how the lobby is set up, the types of greetings that are used when someone walks through the door, the tone of voice and how we explain things, etc. Adopting a trauma informed plan will always be on the County's agenda. Behavioral Health holds a monthly committee on Trauma Informed Care to discuss improvements that can be made.</p>
Community Health Council Member Appreciation		<p>Every February, Health Centers Leadership dedicates the Council meeting to appreciation of all members of the Council. Deborah gave a short speech thanking members for their time and the importance of their involvement and feedback. Thank you cards were mailed to all members.</p>
Public Comment		<p>Janet spoke about how much the Council will miss Deborah when she retires in June and asked about the succession plan for Health Centers Director. Liliana is a consumer who came to the meeting she introduced herself and talked about how the County does a great job and they treat her so well.</p>
Next Meeting and Agenda		<p>Next meeting is <b>March 16, 2022 at 6:00 p.m.</b> via Zoom Teleconference.</p> <p>Agenda items include:</p> <ul style="list-style-type: none"> <li>• Performance Measures Primer</li> <li>• Dental Performance Metrics and Patient Satisfaction</li> <li>• FQHC Staff Report</li> </ul>
Adjourn		<p>Meeting adjourned at 6:51p.m.</p>

**Upcoming meetings/events:**

Finance Committee, March 16, 2022  
Quality Improvement Committee, April 20, 2022  
Governance Committee, March 16, 2022  
Full Council Meeting, March 16, 2022

**Council packet and handouts include:**

- Agenda
- Governancy Committee January Meeting Minutes
- QI Committee December Meeting Minutes
- Behavioral Health Patient Satisfaction
- Behavioral Health Performance Metrics
- Full Council January Meeting Minutes
- Provider Credentialling
- Bylaws Changes
- Strategic Planning Update
- Policy Updates Summary Page
- Fair Hearing Policy
- Credentialling Policy
- Trauma Informed Care Principles
- Trauma Informed Care Policy
- Trauma Informed Care Procedure

**IN OUR COUNCIL MEETINGS, WE AGREE TO:**

Begin and conclude meetings on time;  
Be on time and come prepared to participate;  
Be respectful, including –

- Keeping our cell phones silent;

- Listening without interrupting when someone else is speaking;
  - Allowing for all to contribute to the discussion;
  - Honoring the Chair;

Stay aligned with the Mission and Strategy of the FQHC;  
Follow Roberts Rules of Order for parliamentary procedures;  
Honor confidentiality;  
**Have fun!**