

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL
 Meeting Minutes – March 20, 2024

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

Meeting Attendance

Members Present

Janet Squire
 Linda Smith
 Tara Schoffstall
 Brin Daniels

Members Absent

Brianne Salvati (E)
 Michelle Walch (E)
 Celia DeLos Reyes (E)

Staff Present

Juliana Danforth
 Leslie King
 Steve Roy
 Julie Grantz
 Selynn Edwards
 Sarah Jacobson

Egan Danehy
 Andrew Suchocki
 Adam Kearl
 Ryan Spiker
 Malia Band

Guests: Jacqueline Arn, Sue Salazar, Tara “Monette” Kaplan

Call to Order		Linda called the meeting to order at 5:39 p.m. A quorum was established.
Approval of February 21, 2024 Full Council Minutes	Action	The Council reviewed the minutes for the February 21, 2024 meeting. Linda opened the floor for a motion. Motion: Janet motioned to approve the minutes. Second: Janice seconded. No further discussion. Vote: Approved Unanimously.
Committee Reporting	Action	Finance Committee: Adam shared the year-to-date Revenue and Expenditures report for period ending January 31, 2024. Adam shared the Special Revenue Addendum as of March 11, 2024. Health Centers Proposed Budget for 2024-2025 fiscal year was presented and approved by the council. QI Committee: All routine, nothing to report.
Conflict Self-Assessment Forms	Action	Self-Assessment Forms were included in packets so that the council may review for any changes. Linda explained to the council the purpose of this self-assessment and will be sending an email to the council that will include documents and a link to a video breaking down the role and responsibilities of a Community Health Council Member.
Council Education		Ryan Spiker presented on the 340B program Health Centers participates in. The program mission “To stretch scarce federal resources as far as possible, reaching more eligible patients and providing more comprehensive services.” The components to be eligible are broken down to three factors. (1)Patient must be treated by Health Centers, (2)within the last 24 months, and (3)at our FQHC locations.

	<p>Because Health Centers partners with Genoa, Health Center patients can utilize this program without needing to apply. There is an automated system in place to inform a pharmacy when a patient qualifies for 340B program.</p>
<p>Behavioral Health Patient Satisfaction and Performance Metrics</p>	<p>Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 4, these results cover the whole year. Survey sample size was 105 Surveys.</p> <p>Overall Satisfaction: Scores have continued to stay above 90% over the last 3 years.</p> <p>Staff worked well together and Referral intentions: Satisfaction Scores are averaging in the 90% range. Referral intentions were averaging in the 70% range, most room for improvement for the staff imbedded in Primary Care Clinics.</p> <p>Patient Satisfaction: Scores were all high, seeing the biggest increase in the Ease of connecting with CareTeam. Progress towards treatment goals scores tend to be lower, because these patients are still working towards being done with treatment, which results in a discharge from care.</p> <p>Experience Scores: The top box categories continue to scoring above 97%.</p> <p>Quality and Outcome: All score increase in the last year with Staff Sensitive to Cultural Background increasing 6% for the year.</p> <p>Social Connectedness: There was slight decrease in scores from 2022 to 2023.</p> <p>Satisfaction & Experience By Gender: Male and Female patient scores followed the same trends, with Females scoring slightly higher.</p> <p>Satisfaction & Experience By Method: In person, Video and Telephone visits scored vary similarly. Telephones and Video scored slightly higher than in person.</p> <p>Positive Patient Comments were shared.</p> <p>Performance Metrics: Julie Grantz presented the Behavioral Health Performance Metrics for Quarter 4. Report is referred to as FIT, Feedback Informed Treatment. FIT aligns with the SHIFT project.</p> <p>Metrics that were shared:</p> <p>Q1 Data Identified Goals for 2024:</p> <ul style="list-style-type: none"> • Increase the number of staff utilizing OpenFIT. • Working to close the OpenFIT records on clients not actively engaging in care. • Complete the full FIT process: SRS and ORS. <p>SHIFT & Stages of Implementation:</p> <ul style="list-style-type: none"> • Updated our Stage of Implementation Summary for Care Oregon • Currently at stage 2, almost ready to transition to stage 3.

		<p>Staff Feedback Survey Results:</p> <ul style="list-style-type: none"> • Confidence and understanding of the tools required and training materials show room for improvement when compared to quarter 1. • Onboarding scores have increase since the first quarter.
FQHC Staff Report		<p>Lake Road Building update: Trimet has include line 29 in the service expansion. Next opportunity to testify is March 27th. Information can be sent out again regarding attending.</p> <p>Egan reported the State approved in office treatment to start for about 10 treatment spaces, so that clients can have in person appointments. Telehealth continues to be available as well. Grand opening will be planned in the future.</p> <p>SHIFT initiative through Care Oregon: Strategic Health Investment for Transformation. Leadership teams participated in a Two day cohort launch with the SHIFT team. This is a 3 year pilot.</p>
Public Comment		<p>Monette Kaplan joined her first meeting and introduced herself as a consumer Sue Salazar is joining for her second meeting and was glad to hear about all services being made available regarding mental health.</p>
Next Meeting and Agenda		<p>Next meeting is April 17, 2024, at 5:00 p.m. In Person and via Zoom teleconference.</p>
Adjourn		<p>Meeting adjourned at 7:07 p.m.</p>

Upcoming meetings/events:

- Governance Committee, April 17, 2024
- Finance Committee, May 15, 2024
- Quality Improvement Committee, April 17, 2024
- Full Council Meeting, April 17, 2024

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- Health Centers Proposed Budget 24-25FY
- CHC Full Council Meeting Minutes
- Credentialing
- Council Self-Assessment
- Council Education – 340B Pharmacy program
- Behavioral Health Patient Satisfaction
- Behavioral Health Performance Metrics

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!