

CLACKAMAS COUNTY HEALTH CENTERS DIVISION  
COMMUNITY HEALTH COUNCIL

Meeting Minutes – January 17, 2024

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

Meeting Attendance

Members Present

Linda Smith  
Tara Schoffstall  
Renel Muro

Cee Kaiser  
Janice Saban  
Brin Daniels

Members Absent

Janet Squire (E)  
Celia DeLos Reyes (E)  
Brianna Salvati (E)  
Michelle Walch

Staff Present

Juliana Danforth  
Leslie King  
Steve Roy  
Andrew Suchocki  
Selynn Edwards  
Ryan Spiker  
Angie Amundson  
Egan Danehy  
Andrew Suchocki  
Adam Kearl  
Denise Swanson  
Malia Band  
Steve Roy

**Guests:** Jerome Dalnes, Jacqueline Arn, Kurt Kreibel, Steven Buchman, Grace Davis

Call to Order		Linda called the meeting to order at 5:39 p.m. A quorum was established.
Approval of December 20, 2023 Full Council Minutes	Action	The Council reviewed the minutes for the December 20, 2023 meeting. Linda opened the floor for a motion.  <b>Motion:</b> Tara motioned to approve the minutes with corrects listed above. <b>Second:</b> Cee seconded. No further discussion. <b>Vote: Approved Unanimously.</b>
Committee Reporting	Action	<b>Finance Committee:</b> Adam shared the year-to-date Revenue and Expenditures report for period ending November 30, 2023.  Adam shared the Special Revenue Addendum as of January 8, 2024. Unchanged from last month.  <b>QI Committee:</b> Governance Committee and Council Member Job Description was reviewed and both approved with no changes.
Conflict of Interest Forms		Forms were included in packets. Signed forms not emailed back, will be collected at the February in person meeting.
FQHC Staff Report		<b>Lake Road Building update:</b> Progressing at a rapid pace. HVAC and Roof replacement are underway. Limited services will start in March, while improvements are being completed. Trimet included midday service to the bus stops near the building in its next service expansion plan. Trimet is also receiving feedback from the community regarding service expansion. Juliana will send email to council members with information on how to submit their feedback.  <b>SHIFT initiative through Care Oregon:</b> Health Centers was accepted into the Care Oregon SHIFT pilot program. Welcome meeting is tomorrow 1/18.  <b>Recruitment:</b> A work group for CHC recruitment has met twice. Sarah is looking for other council members who could be interested in joining. Juliana

	<p>will send out information regarding the upcoming meetings for anyone who is interested in joining.</p>
<p>Primary Care Patient Satisfaction and Performance Metrics</p>	<p><b>Patient Satisfaction:</b> Ryan Spiker presented Patient Satisfaction scores for Quarter 4, these results cover the whole year. Survey sample size was 147 Surveys.</p> <p><b>Overall Satisfaction:</b> Scores have continued to stay above 90%, raising to 92.5% for 2023.</p> <p><b>Staff worked well together and Loyalty intentions:</b> Scores are staying above 90%.</p> <p><b>Patient Satisfaction:</b> Scores were all high, seeing the biggest increase in the lowest scoring category from last year, Appointment Wait Time.</p> <p><b>Experience Scores:</b> Largest increase was seen in “Same-Day response to phone question”.</p> <p><b>Satisfaction &amp; Experience By Language:</b> Spanish and English speaking patients follow the same trend, with Spanish speaking scoring slightly lower than English.</p> <p><b>Satisfaction &amp; Experience By Gender:</b> Male and Female patient scores followed the same trends.</p> <p><b>Satisfaction &amp; Experience By Method:</b> In person and Telephone visits scored vary similarly.</p> <p>Positive Patient Comments were shared.</p> <p><b>Performance Metrics:</b> Angie Amundson presented the Primary Care Performance Metrics for Quarter 4. Data is being presented in a new format. We can expect to see a community comparison to other clinics in the region. Annual reports will pivot more toward performance updates.</p> <p>Metrics that will be shared:</p> <p><b>Hypertension:</b> Adult patients 18-65 with diagnosis of Essential Hypertension</p> <p><b>Diabetes A1c:</b> Adult Patient 18-75 with “poor control” of their Diabetes diagnosis.</p> <p><b>Adolescent Immunizations:</b> Adolescents who turn 13years of age during the measurement year</p> <p><b>WCC 3-6:</b> One or more well-care visits during the measurement year.</p> <p>Angie shared a table with the <b>2023 CCO Incentive Metrics for December.</b> This shows data for Clackamas Health Centers and other clinics in our region. Health Centers is on track for majority of categories. IET initiation, Childhood Immunization series and Well child visits age’s 3-6 show room for improvement.</p>

Quality Improvement and Assurance Plan/Approval	<b>Action</b>	<p>Angie presented the Quality Improvement/Quality Assurance (QI/QA) Plan slide show summarizing the Plan Model in the proposed Policy that was included in the January meeting packet.</p> <p>Linda opened the floor for a motion to approve the QI/QA Policy included in meeting packets.</p> <p><b>Motion:</b> Janice motioned to approve the QI/QA Policy as written.  <b>Second:</b> Tara seconded. No further discussion.  <b>Vote: Approved unanimously.</b></p>
Public Comment		<p>Kurt asked about the need for more social works with police officers on intervention calls. Egan Danehy explained that the Behavioral Health Division of Clackamas County hires these kind of roles to support the Police department. Egan offered to discuss this more via email.</p> <p>Steven Bushman asked Angie to go more into detail on Cohorts of Care.</p>
Next Meeting and Agenda		Next meeting is <b>February 21, 2024, at 5:00 p.m.</b> In Person and via Zoom teleconference.
Adjourn		Meeting adjourned at 7:11 p.m.

**Upcoming meetings/events:**

- Governance Committee, February 21, 2024
- Finance Committee, March 20, 2024
- Quality Improvement Committee, February 21, 2024
- Full Council Meeting, February 21, 2024

**Council packet and handouts include:**

- Agenda
- Governance Committee Meeting Minutes
- Governance Committee Job Description
- Council Member Job Description
- Finance Committee Meeting Minutes
- Monthly Financials
- CHC Full Council Meeting Minutes
- Conflict of Interest Form
- Primary Care Performance Metrics
- Primary Care Patient Satisfaction
- Quality Improvement and Assurance Plan
- Quality Improvement/Assurance Policy

**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!**