

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL

Meeting Minutes – March 19, 2025

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

In Person Meeting Attendance

Members Present

Tara Schoffstall
Renel Muro
Jerome Dalnes

Jacqueline Arn
Michelle Walch

Members Absent

Brianne Salvati (E)
Brin Daniels (E)

Staff Present

Juliana Danforth
Sarah Jacobson
Julie Grantz
Angie Amundson
Andrew Suchocki
Elizabeth Comfort
Malia Band
Egan Danehy
Denise Swanson
Ryan Spiker
Selynn Edwards
Steve Roy

Guests:

Call to Order		Jerome called the meeting to order at 5:47 p.m. A quorum was established.
Approval of February 19, 2025 Full Council Minutes	Action	<p>The Council reviewed the minutes for the February 19, 2025 meeting. Jerome opened the floor for a motion.</p> <p>Motion: Tara motioned to approve the minutes with correction of attendance – Adding Leslie King.</p> <p>Second: Renel seconded. No further discussion.</p> <p>Vote: Approved Unanimously.</p>
Committee Reporting		<p>Finance Committee: Sarah shared the year-to-date Revenue and Expenditures report for period ending January 31, 2025.</p> <p>Sarah shared the Special Revenue Addendum as of March 10, 2025.</p> <p>QI Committee: All routine, nothing to report.</p>
Patient Satisfaction and Performance Metrics – Behavioral Health		<p>Behavioral Health Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 4. Survey sample size was 152 Surveys.</p> <p>Overall Satisfaction: Scores saw an increase. Health Centers is exceeding the National, Regional and State benchmarks.</p> <p>Patient Satisfaction and Referral Intentions by Team: The number of behavioral health teams has increased significantly over the last year and surveys now have expanded to include all. Satisfaction scores are all trending high.</p> <p>Patient Satisfaction Core: 10 questions in this category, all scoring high. Progress toward treatment goals showing the most room for improvement.</p> <p>Provider Wait Score: Exceeding both National and Regional scores.</p> <p>Staff worked well together: Scores continue to score high and exceeded national benchmark for all 4 quarters.</p>

		<p>Provider Listening and Wait Scores: Provider Listening Score has stayed rather consistent for the year. Provider Wait Scores saw a dip after increasing last quarter.</p> <p>Experience Score: Patients continue to score high in all categories.</p> <p>Quality & Outcome: Of the 11 questions in this category, Staff Sensitive to Cultural Background score saw the largest decrease.</p> <p>Social Connectedness: Patients scores averaged around 80%.</p> <p>Satisfaction & Outcomes comparisons shared by Gender: Male and Female scores follow the same trend with Female scoring slightly higher.</p> <p>Telehealth Comparison: In person, Telephone and Video visits followed a similar trend with Video visits seeing the highest average scores.</p> <p>Patient comments by type: The client feedback data was presented in two pie charts. One chart for Positive feedback, and a second for Opportunities for improvement. These charts are broken down into comment themes. 143 positive comments and 37 opportunities for improvement comments.</p> <p>Behavioral Health Performance Metrics: Julie Grantz presented the Behavioral Health Quarterly Performance Metrics. There have been some changes to the Quality Improvement measures for 2025.</p> <p>Feedback Informed Treatment – FIT FIT has moved into stage 3 – Initial Implementation</p> <p>2025 Planning</p> <ul style="list-style-type: none"> • Stages of implementation • Gap Analysis • Implementation Plan • Database Fidelity (Measure A & B) <p>QIIP – Quality Improvement Incentive Program MH Measures</p> <ul style="list-style-type: none"> • Engagement • Retention • MH Primary Care • Acute Psychiatric Episode Follow up • Medication Adherence for Members with Schizophrenia • Workforce Retention
Patient and Client Feedback 2024		<p>Ryan Presented the Patient and Client feedback data for 2024</p> <p>Feedback Methods</p> <ul style="list-style-type: none"> • Comment Cards • Complaint Forms • Other verbal or written communication with Health Centers • Crossroads Survey <p>Data for each method of feedback was broken out into graphs and presented.</p>

		<p>Total number of visits for 2024 across all lines of service was 110,955</p> <ul style="list-style-type: none"> • Primary care 30,619 • Dental 20,301 • Behavioral Health 60,035
FQHC Staff Report		<p>Federal Landscape: Steve spoke about a few Federal level topics that Health Centers is keeping an eye on as it pertains to the clinics – Immigration, DEI - Diversity Equity Inclusion, Gender affirming care and Funding. No funding concerns at this point. No actions need to be taken as this point, no concerns.</p> <p>Health Centers Update: Congresswoman Maxine Dexter will meet with Health Centers staff tomorrow and tour the Sandy clinic.</p> <p>H3S Update: Commissioner Melissa Fireside has resigned from her positions and the BCC is now accepting applications to replace the positions. Replacement commissioner will be in this position until the end of 2026.</p> <p>County and Employee Association Union have not reached an agreement on a contract. This union includes Health Centers staff. Currently at a declared impasse. A strike is possible and can occur as early as early April. There would be a decrease in access if a strike does start. Leadership is preparing for the possibility to limit the impact as much as possible.</p>
Public Comment		
Next Meeting and Agenda		<p>Next meeting is April 16, 2025, at 5:00 p.m. via Zoom teleconference.</p> <ul style="list-style-type: none"> • Council Education
Adjourn		Meeting adjourned at 7:15 p.m.

Upcoming meetings/events:

Governance Committee, April 16, 2025
 Finance Committee, May 21, 2025
 Quality Improvement Committee, April 16, 2025
 Full Council Meeting, April 16, 2025

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- County Audit
- CHC Full Council Meeting Minutes
- Credentialing
- Behavioral Health Patient Satisfaction
- Behavioral Health Performance Metrics
- Annual Patient - Client Feedback
- Council Self-Assessment

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;

Clackamas Health Centers Council Meeting

- 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!