

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – April 24, 2019

*“Your partner in overall health. Improving access. Providing care.
Promoting wellness. Strengthening community.”*

Meeting Attendance

Members Present

Kelli VanAcker
Amy Yap
Tom Lorence
Margo Roake

Linda Smith
Mike Stampke
Mary Lundy

Members Absent

Angela Fitzgerald

Staff Present

Deborah Cockrell
Erin De Armand-Reid
James Wilson
Andrew Suchocki
Jeanine Goodwin
(Recorder)

Ed Johnson
Egan Danehy
LeAnn Dooley

Guests: Janet Squire, Franklin Ouchida,
Nathan Haynes

Call to Order		Kelli called the meeting to order at 6:40 p.m.
Approve Prior Meeting Minutes	Action	<p>The Council reviewed the minutes for the January 23rd and March 27th meetings Kelli opened the floor for a motion.</p> <p>Motion: Tom motioned to approve the minutes from January 23rd and March 27th meetings.</p> <p>Second: Margo seconded. No further discussion.</p> <p>Vote: Approved unanimously.</p>
Consumer Comments		Margo asked if there is any information regarding the medical transportation issue. James responded that the item is included on this agenda for discussion. No further comments or questions from the consumer members.
Committee Reports	Action	<p>Finance Committee – Report includes the following items below:</p> <p>Sliding Fee Scale – Ed noted that the Sliding Fee Discount Policy is a mandatory policy that provides guidance on how to charge uninsured patients or patients with private insurance. The annual process involves review and action by the Council. The only change to the 2019 Sliding Fee Discount Policy is in Appendix A (p. 14 of the packet). Ed asked the Council for feedback and for action on the Council.</p> <p>Tom asked if any other changes were made to the policy. Ed denied any further changes.</p> <p>Motion: Tom motioned to approve the 2019 Sliding Fee Discount Policy and Procedure as presented.</p> <p>Second: Linda seconded.</p> <p>Vote: Approved.</p> <p>Monthly Financial Reporting – Mike reported that the the financials are on track as projected for the year and that there are no red flags or concerns. Ed added that the expectation is to break even.</p> <p>FY20 Proposed Budget – Ed and James presented a thorough breakdown of the FY20 budget via PowerPoint presentation. Printouts of the slides were provided to</p>

		<p>the attendees as well. They called for action from the Council, recommending approval of the budget for the FY20 fiscal year. Linda asked how the fund balance is counted as revenue. Ed stated the fund balance is in the bank for use as needed. Mary asked why the surplus cannot be used. Ed clarified that a portion of the surplus can be used, but another portion of the surplus cannot be used. Tom asked if the 10 percent for personnel is “all-inclusive”. Ed affirmed and stated that amount includes PERS as well. Tom asked if there are plans to improve the performance metrics. James affirmed and noted that strategy for doing so is included in the 2019 Quality Work Plan. Kelli opened the floor for a motion.</p> <p>Action Motion: Tom motioned to approve the FY20 budget. Second: Margo seconded. No further discussion. Vote: Approved. End of report.</p> <p>Nomination Committee – Kelli noted that the action of the Council on the recommended new members will take place at the end of the meeting. Jeanine reported that the clinic exam room posters have been distributed to both primary care and behavioral health clinics. The posters are to further promote the CHC and serve as a draw for recruitment. Franklin asked if the Lunch and Listen forums can be used as marketing platforms for the CHC as well. Currently, they are not. Kelli noted that if members have further ideas and questions to bring them to the Nominating Committee for in-depth discussion. Deborah noted that the County has increased presence on social media platforms such as Facebook and Twitter. New members and applicants shared their experience with the New Member Orientation, stating it would be good to have more time to go through the Member Manual. Mary commented that she is grateful there are less acronyms used in discussion at the council and committee meetings, which helps her follow along. Janet noted she appreciated meeting the Health Centers staff at the NMO. End of report.</p> <p>Kelli reported that the Committee interviewed Franklin Ouchida and Janet Squire, both patients of the Health Centers with experience in governance and community service. The Committee has no concerns to report about these applicants. (<i>Action was taken after the meeting adjourned and applicants were dismissed.</i>)</p> <p>Action Motion: Amy motioned to move the applications for Franklin and Janet to the BCC for approval and to accept their membership on the council. Second: Tom seconded. No further discussion. Vote: Approved unanimously.</p> <p>QI Committee – Tom directed the attention of the Council to Page 32 of the meeting packet for the provider credentialing report. 2019 CHC Assessment – Tom reported the QI Committee reviewed and approved the updated 2019 CHC Assessment, which is shorter and more concise than its predecessor. He stated the assessment covers what the Council is doing well, what can improve as well as how the CHC is progressing with its strategic goals. Kelli</p>
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	<p>Action</p> <p>Action</p>	<p>asked for all Council member participation in the assessment, including new members. Staff will also complete the assessment; all anonymously.</p> <p>Motion: Mike motioned to approve the CHC Assessment tool for use in 2019 and onward.</p> <p>Second: Linda seconded. Margo suggested to distribute the assessment as far in advance as possible to give new members time to complete more of it. Jeanine verified that the assessment is due in October. No further discussion.</p> <p>Vote: Approved unanimously.</p> <p>2019 Quality Work Plan – The plan has not been distributed to the full council due to the Committee being unable to adequately discuss the plan and review it themselves (<i>note: QI Committee members were distributed the plan twice in the past two months for review.</i>) Tom reported the items that have been cleaned up or edited for the Council’s benefit. Kelli suggested QI meet sooner than June to move the work plan along. Tom disagreed stating another meeting just to discuss the work plan is not feasible. The Council determined to allow the QI Committee members until Monday, April 29th to review the updated plan at length; and then the plan will be distributed to the full council after April 29th.</p> <p>New Comment Card – The comment card has been revised to make it more user friendly at the suggestion of a Lunch and Learn attendee. Erin noted that other interest took place around what happens with the comment card after the Health Centers received it. Franklin noted that his Lunch and Listen work group worked on the revisions for two months and that he is satisfied with the outcome. Kelli asked if the card will be available in Spanish as well. Franklin affirmed that the opposite side of the card will be in Spanish. LeAnn noted the card will be printed in Russian also. However, interpreters often accompany ESL patients/clients of other languages and can help them complete the card.</p> <p>Amy expressed concern about the comment card being changed without Council consent. Kelli called for a motion.</p> <p>Motion: Tom motioned to approve the updated comment card.</p> <p>Second: Margo seconded.</p> <p>Vote: 7 approved; 1 opposed. It carries.</p> <p>End of report.</p>
<p>Staff Reporting</p>		<p>Report tabled for lack of time. Please refer to April’s staff report on Page 34 of the meeting packet.</p>
<p>Wild Harvest Purchase Update</p>		<p>Deborah reported that there is a good chance the Board of County Commissioners (BCC) will approve the purchase of the old Wild Harvest building on April 25th. She noted that the environmental assessment and inspection will commence following the BCC’s approval.</p>
<p>Medical Transportation Update</p>		<p>James reported speaking with HealthShare regarding the issues patients have with medical transportation in Clackamas County. He stated the members should call (number provided) to take a live survey regarding medical transportation. He reported the Health Centers did not file an official complaint, however. Kelli asked how the Health Centers will track the data received from this survey. James stated he does not know how to track the survey information due to HealthShare being unable to share their complaint logs with the Health Centers. No further discussion.</p>

Clackamas Health Centers Council Meeting

Other Discussion/ Public Comment		The Council was introduced to Nathan Haynes, a consumer of the Health Centers Behavioral Health services and a guest interested in becoming a member of the CHC.
Next Meeting and Agenda		Next meeting is May 22, 2019 at 6:30 p.m. at the <u>DEVELOPMENT SERVICES BUILDING, ROOM 401, 150 BEAVERCREEK ROAD, OREGON CITY 97045.</u> Agenda items include: Governance Training with Barb Gibbs
Adjourn		Meeting adjourned at 8:11 p.m.

Action Items		
<u>Deliverable</u>	<u>Responsible Party</u>	<u>Due Date</u>
<i>Review 2019 Quality Work Plan</i>	<i>QI Committee Members</i>	<i>4/29/19</i>
<i>Distribute 2019 Quality Work Plan to full council</i>	<i>Jeanine Goodwin / James Wilson</i>	<i>ASAP after 4/29/19</i>
<i>Request Presentation from Barb Gibbs for review</i>	<i>Jeanine Goodwin</i>	<i>ASAP</i>

Council packet and handouts include:

- Agenda
- CHC Council January & March meeting minutes
- Finance Committee March Packet
- Monthly Financials
- FY20 Proposed Budget
- Nominating Committee March Packet
- Staff Report Sheet
- 2019 CHC Assessment
- 1st Quarter 2019 Credentialing Report
- 2019 Sliding Fee Discount Policy and Procedure

Upcoming meetings/events:

Finance Committee, May 15, 2019
 Nomination Committee, May 15, 2019
 Full Council Meeting, May 22, 2019

Tim Loren *5/22/19*

Clackamas Health Centers Council Approval Secretary/President/Vice-President/Treasurer (circle one)

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!**