

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL

Meeting Minutes – May 15, 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
Michelle Walch
Brin Daniels

Members Absent

Jerome Dalnes (E)
Tara Schoffstall (E)

Staff Present

Juliana Danforth
Sarah Jacobson
Steve Roy
Ben West
Lisa Sullivan

Malia Band
Emily Ketola
Adam Kearl
Ryan Spiker

Guests: Jacqueline Arn, Sue Salazar, Caitlynn Smith, Tessa Gardiner, Irvin Jacobo-Flores

Call to Order		Linda called the meeting to order at 5:42 p.m. A quorum was established.
Approval of April 17, 2024 Full Council Minutes	Action	The Council reviewed the minutes for the April 17, 2024 meeting. Linda opened the floor for a motion. Motion: Janice motioned to approve the minutes. Second: Renel seconded. No further discussion. Vote: Approved Unanimously.
Committee Reporting		Finance Committee: Adam shared the year-to-date Revenue and Expenditures report for period ending March 31, 2024. Adam shared the Special Revenue Addendum as of May 7, 2024. QI Committee: All routine, nothing to report.
Risk Management Plan and Training	Action	Steve presented on the Federal Tort Claims Act (FTCA). The Safety and Risk Management Plan and Training plan was presented to the council. Linda opened the floor for a motion. Motion: Janice motioned to approve the plan. Second: Brianne seconded. No further discussion. Motion: Janet motioned to approve the training. Second: Michelle seconded. No further discussion.
Director Evaluation		Linda reminded the council that the Director Evaluation of Sarah Jacobson is due in July. The review date is based on hire date. Juliana will be mailing out Director evaluation forms along with Sarah’s Goals. These will include a return envelope with paid postage. Once all results are received by Katie Strong with H3S, they will be sent to Linda. Executive session will be held before the July CHC Meeting.

<p>Dental Patient Satisfaction and Performance Metrics</p>	<p>Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 1. Survey sample size was 58 Surveys.</p> <p>Overall Satisfaction: Scores have continued to stay above 90% over the last 4 years.</p> <p>Staff worked well together and Loyalty intentions: Satisfaction Scores are averaging in the 90% range. Loyalty intentions were averaging in the 90% range.</p> <p>Patient Satisfaction: Scores were all high, seeing the biggest increase in Provider Wait.</p> <p>Experience Scores: The top box categories continue to scoring above 97%.</p> <p>Satisfaction & Experience By Language: English and Spanish followed the same trends, with English scoring slightly higher.</p> <p>Satisfaction & Experience By Gender: Male and Female patient scores followed the same trend.</p> <p>Satisfaction & Experience By Race: White, American Indian and Other scores were very similar trends.</p> <p>Positive Patient Comments were shared.</p> <p>Performance Metrics: Selynn Edwards presented the Dental Performance Metrics. She reviewed the areas they are focusing to improve for 2024.</p> <ul style="list-style-type: none">• Utilization• Diabetes• Prevention <p>Dashboards reviewed by clinic location, which helps to show leadership where improvements can be made. Utilization soft targets have not been sent to Health Centers yet. Malia has compared the current numbers to 2023 and they are very similar.</p> <p>Beavercreek Dashboard: Open encounters and no charge/fee visits has been an area for improvement, with March seeing zero encounters after Jan and Feb saw a few.</p> <p>Sunnyside: Open encounters and no charge/fee visits had a large increase in February, and improved significantly by March.</p> <p>Gladstone: All targets are being met for March.</p>
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		<p>Sandy: Percentage of missed in-person visits is not hitting the target of 15% or less. This score has increased in the last 2 months.</p>
FQHC Staff Report		<p>Homeless Solutions Collation of Clackamas County: Clackamas County has granted 10 million dollars to Homeless Solutions Collation of Clackamas County for the purchase of the Miles Fiberglass Building in down town Oregon City. Homeless Solutions Collation of Clackamas County will be opening a shared space to be turned into a resource center for the community. Goal is to open in 2026. HC is looking to open a FQHC within the center. BCC has approved this partnership, and discussions with an architect has started.</p> <p>SHIFT initiative through Care Oregon: Behavioral health has been working with a consulting group Point B. Together they are discussing behavioral health services, and what can be improved. Reviewing things like vision plans and current state.</p> <p>Lake Road Clinic update: 20-25% of services are being provided in the building. Telehealth continues to be available as well. Grand opening will be planned in the future. Facilities project timeline is completion by end of the year.</p> <p>Trimet Forward Together: Trimet board has voted to approve the expansion. This will include line 29, and is expected to start in the fall.</p> <p>Sunnyside expansion: Negotiations with building landlord to obtain use of the now vacant 3,000 sq ft. Health Centers is getting close to an updated lease from the landlord to be reviewed. Some building renovations would be required to utilize the additional space, and they'd be looking at completion in the first half of 2025.</p>
Public Comment		<p>Commissioner Ben West spoke about the Commissioners involvement with the Miles Fiberglass Building and the Recovery Campus that is in the works.</p> <p>Commissioner West the Council and guests discussed services that would be made available at the Recover Campus, possible locations, and housing options.</p>
Next Meeting and Agenda		<p>Next meeting is June 26, 2024, at 5:00 p.m. via Zoom teleconference.</p> <ul style="list-style-type: none"> • Council Self-Assessment Results • Director Evaluations Due
Adjourn		<p>Meeting adjourned at 7:10 p.m.</p>

Clackamas Health Centers Council Meeting

Upcoming meetings/events:

Governance Committee, June 26, 2024
Finance Committee, July 16, 2024
Quality Improvement Committee, June 26, 2024
Full Council Meeting, June 26, 2024

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- Finance Policies
- CHC Full Council Meeting Minutes
- Credentialing
- Risk Management Plan and Training Plan
- Dental Patient Satisfaction
- Dental 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!**