

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL
 Meeting Minutes – November 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
 Jerome Dalnes
 Brin Daniels
 Renel Muro

Members Absent

Brianne Salvati
 Michelle Walch
 Tara Schoffstall
 Jacqueline Arn

Staff Present

Juliana Danforth Malia Band
 Adam Kearl Emily Ketola
 Selynn Edwards Denise Swanson
 Angie Amundson Ryan Spiker
 Sarah Jacobson Leslie King

Guests:

Call to Order		Linda called the meeting to order at 5:25 p.m. A quorum was established.
Approval of October 16, 2024 Full Council Minutes	Action	<p>The Council reviewed the minutes for the October 16, 2024 meeting. Linda opened the floor for a motion.</p> <p>Motion: Jerry motioned to approve the minutes. Second: Janet seconded. No further discussion. Vote: Approved Unanimously.</p>
Committee Reporting		<p>Finance Committee: Adam shared the year-to-date Revenue and Expenditures report for period ending September 30, 2024.</p> <p>Adam shared the Special Revenue Addendum as of November 06, 2024.</p> <p>Finance Committee Job Description was reviewed, no changes made.</p> <p>QI Committee: All routine, nothing to report.</p>
Strategic Plan Presentation		<p>Health Centers Strategic Plan: Angie presented the new Strategic plan that will go into effect January 2025. She reviewed the themes and what input was taken into consideration when creating this plan. Angie shared the steps in place to help meet the set initiatives.</p> <p>Strategic Initiatives:</p> <ol style="list-style-type: none"> 1. Staff Centered Experience 2. Client Centered Experience 3. Data driven Organization <p>Linda opened the floor to a motion. Motion: Bre motioned to approve the Strategic Plan. Second: Janet seconded. No further discussion. Vote: Approved Unanimously.</p>

<p>Performance Metrics and Patient Satisfaction – Dental</p>	<p>Performance Metrics: Selynn presented the Dental Performance Metrics for Q3 2024.</p> <p>Dashboards were reviewed for each clinic, Beaver creek, Gladstone, and Sandy, Sunnyside. Selynn spoke to the areas where improvements can be made at Beaver creek and Sunnyside.</p> <p>Utilization: Targets have not been met at any locations. Selynn stated that this metric has been hard to meet and is not being met regionally.</p> <p>Diabetes: Target is for Adult patients only. Sandy and Sunnyside have already met this metric. Beaver creek is very close to meeting.</p> <p>Prevention: Target has not been met at Gladstone in both age groups 1-5 and 6-14. Prevention is the OHA’s focus for the year, and the clinic has metric events planned to help meet the metric before the end of the year.</p> <p>Caries Risk Assessment: Newer metric for Dental group. Selynn stated that it is a struggle to meet new metrics right away. There’s a new specific workflow that needs to be followed in the charting system to meet this metric.</p> <p>Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 3 2024. Survey sample size was 80 Surveys.</p> <p>Overall Satisfaction: Scores had a slight decrease but are still above 90%. Scores are higher than the State Level and meeting Regional.</p> <p>Loyalty Intentions: All locations continue to score above 90%</p> <p>Patient Satisfaction: Scores saw decreases in a few categories, but the overall scores are still high</p> <p>Appointment wait: Score had an increase this quarter. This score represents the amount of time a patient had to wait for their appointment from time of scheduling. Scores are still exceeding National, Regional and Sate benchmarks.</p> <p>Reception Staff Courtesy & Respect Scores: Second quarter is scoring high and exceeding the State benchmarks.</p> <p>Provider Listening and Wait Scores: Provider listening scores had a slight decrease. Still meeting State benchmark, and very close to meeting National and Regional.</p> <p>Provider Wait Scores: Scores saw an increase this quarter. Now meeting State benchmark, and on our way to meet National and Regional.</p> <p>Patient Experience: No big changes in this metric.</p> <p>Satisfaction & Outcomes scores were reviewed by Language, Gender, Race and Encounter method were shared.</p>
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		Patient comments by type: This data was presented in pie chart form. A chart for Positive feedback, and another for opportunities for improvement. These charts are broken down into comment themes.
FQHC Staff Report		<p>New County Commissioners: the new Commissioner is supportive of human services, and it will be a positive transition. This change may also result in a new BCC liaison. Melissa Fireside could be assigned. She is very interested in our services, and would be more active.</p> <p>Bylaws: County Council H3S Deputy Director and Health Centers Director will meet soon to review the bylaws.</p> <p>H3S Director: Rod Cook will be retiring in January of 2025. We will have the Co Deputy Director’s support during this transition.</p> <p>Sunnyside: Sunnyside lease was executed November 7th. Health Centers has sole access to the building and is working towards choosing a design team. A genoa pharmacy will be added to the space when complete.</p> <p>Lake Road: The building dedication is set for December 10th. Invitations were sent out to Council, and there will be time for a council member to speak. Construction completion is still set for late Spring 2025 completion.</p>
Public Comment		None
Next Meeting and Agenda		Next meeting is December 18, 2024, at 5:00 p.m. via Zoom teleconference. •
Adjourn		Meeting adjourned at 6:30p.m.

Upcoming meetings/events:

- Governance Committee, December 18, 2024
- Finance Committee, January 15, 2025
- Quality Improvement Committee, December 18, 2024
- Full Council Meeting, December 18, 2024

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- Financial Committee Job Description
- CHC Full Council Meeting Minutes
- Credentialing
- Strategic Plan
- Dental Performance Metrics
- Dental Patient Satisfaction

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;

Clackamas Health Centers Council Meeting

- 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!