

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – February 26th, 2020

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

Meeting Attendance

Members Present

Tom Lorence
Janet Squire
Rosa Guitron-Galvan
Franklin Ouchida
Margo Roake
Mikal Stampke

Members Absent

Linda Smith (E)
Angela Fitzgerald (E)

Staff Present

Deborah Cockrell
James Wilson
Selynn Edwards
Ryan Spiker (Recorder)
Egan Danehy

Ed Johnson

Andrew Suchocki

Guests: Veruschka Wanderly

Call to Order		Tom called the meeting to order at 6:28 p.m.
Approve Prior Meeting Minutes	Action	The Council reviewed the minutes for the January 22 nd , 2020 meeting. Tom opened the floor for a motion. Motion: Janet motioned to approve the minutes from December 18 th , 2019. Second: Lisa seconded. No further discussion. Vote: Approved unanimously.
Consumer Comments		None at this time.
Committee Reports		Finance Committee – Health Centers is at the halfway point through the fiscal year and still on track for a small surplus. All service areas are performing well and in line to meet productivity goals. End of report. QI Committee – No provider credentialing concerns have been identified. The committee discussed dental dashboard and patient satisfaction in addition to 2019 audit results and the 2020 Quality Work Plan. End of report.
Staff Reports		All CHC members are invited to attend the upcoming Gladstone Dental Clinic grand opening on March 3 rd . The Sandy clinic is continuing to progress, but at a slower pace than initially expected. It is now expected to open in January 2021. An interim operational plan for Sandy will be discussed at the March meeting of the Council. End of report.
Council Member Appreciation		Every February, Health Centers Leadership dedicates the Council meeting to appreciation of all members of the Council. Deborah gave a short speech thanking members for their time and the importance of their involvement and feedback. Thank you cards were provided to all members present.
Council Self-Assessment		The Council reviewed the updated Council Self-Assessment document. Ryan will make the following changes to the document:

<p>Action</p>		<p>Change “Sub-Councils” to “Sub-Committees.” Change “Nominating Committee” to “Governance Committee.” Change committee rating sentence to “ Committee abides by the criteria listed in the Committee Responsibilities document.”</p> <p>Motion: Janet motioned to approve the new Council Self-Assessment template, pending the above changes. Second: MW seconded. No further discussion. Vote: Approved unanimously.</p>
<p>Missed Appointment Policy Update</p>		<p>Andrew provided an update to the Council on the Missed Appointment Policy and how it has affected no shows at the clinics. The policy was implemented six months to give providers more stability with their patient load on a daily basis and to reduce staff burnout. A goal of the policy is to help troubleshoot barriers patients may experience when it comes to getting to their appointments. There has been a roughly 20% improvement in the no show rate since the policy was implemented (results from Q4 2019).</p>
<p>Credentialing Policies Action</p>		<p>The Committee reviewed and approved three separate policies/procedures related to Health Centers credentialing practices.</p> <p>Credentialing Fair Hearing Policy Motion: Lisa made a motion to approve the Credentialing Fair Hearing Policy. Second: Janet seconded. No further discussion. Vote: Approved unanimously.</p> <p>Credentialing Fair Hearing Procedure Motion: MW made a motion to approve the Credentialing Fair Hearing Procedure. Second: Janet seconded. No further discussion. Vote: Approved unanimously.</p> <p>Credentialing of Providers Policy Motion: Lisa motioned to approve the Credentialing of Providers Policy. Second: Margo seconded. Vote: Approved unanimously.</p>
<p>Quality Work Plan Action</p>		<p>Tom opened up the floor for a motion to approve the Quality Work Plan that James discussed with the Council during the QI Committee meeting.</p> <p>Motion: MW motioned to approve the 2020 Quality Work Plan. Second: Franklin seconded. No further discussion. Vote: Approved unanimously.</p>
<p>Member Education</p>		<p>Deborah gave a presentation on HRSA and what they do and why it matters to Health Centers. She drew correlations between H3S’s mission and vision and the vision of HRSA and how they align.</p>
<p>Other Discussion/ Public Comment</p>		<p>MW brought up wanting to help develop a list of providers in the community who can assist patients who have experienced concussions and other traumatic brain injuries.</p>
<p>Next Meeting and Agenda</p>		<p>Next meeting is March 25th, 2020 at 6:00 p.m. at the <u>DEVELOPMENT SERVICES BUILDING, ROOM 119, 150 BEAVERCREEK ROAD, OREGON CITY 97045.</u></p>

Clackamas Health Centers Council Meeting

		Agenda items include: Committee Reporting, Staff Report, Behavioral Health Dashboards and Patient Satisfaction, Evaluation of the Combined Meeting Structure, Member Education
Adjourn		Meeting adjourned at 7:15 p.m.

Action Items/Items for Follow-up		
<u>Deliverable</u>	<u>Responsible Party</u>	<u>Due Date</u>

Upcoming meetings/events:

- Finance Committee, March 25, 2020
- Quality Improvement Committee, April 22, 2020
- Governance Committee, March 25, 2020
- Full Council Meeting, March 25, 2020

Council packet and handouts include:

- Agenda
- Governance Committee January meeting minutes
- QI Committee December meeting minutes
- Dental Dashboards
- Dental Patient Satisfaction Survey Results
- Credentialing Policies
- 2020 Quality Work Plan
- Full CHC Council January meeting minutes
- Monthly Financials
- Credentialing Update
- Council Self-Assessment
- HRSA Presentation Slides

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

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!**