

CLACKAMAS COUNTY HEALTH CENTERS DIVISION  
**COMMUNITY HEALTH COUNCIL**  
 Meeting Minutes – September 20, 2023

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

Meeting Attendance

Members Present

Linda Smith  
 Cee Kaiser  
 Brin Daniels  
 Renel Muro

Celia DeLos Reyes  
 Janet Squire  
 Renee Sparks

Members Absent

Cee Kaiser (E)  
 Janice Saban (E)  
 Michelle Walch (E)  
 Dale Vogt

Staff Present

Juliana Danforth  
 Julie Grantz  
 Steve Ry  
 Sarah Jacobson  
 Egan Danehy  
 Selynn Edwards

Malia Band  
 Andrew Suchocki  
 Adam Kearl  
 Leslie King  
 Denise Swanson

**Guests:** Brianne Salvati, Tara Schoffstall, Kurt Kreibel

Call to Order		Linda called the meeting to order at 5:25 p.m. A quorum was established.
Approval of August 16, 2023 Full Council Minutes	<b>Action</b>	The Council reviewed the minutes for the August 16, 2023 meeting. Linda opened the floor for a motion.  <b>Motion:</b> Janet motioned to approve the minutes. <b>Second:</b> Renee seconded. No further discussion. <b>Vote: Approved Unanimously.</b>
Committee Reporting		<b>Finance Committee:</b> Adam shared the year-to-date Revenue and Expenditures report for period ending June 30, 2023. This was the last report out for the 2022-2023 fiscal year.  Adam shared the Special Revenue Addendum as of August 14, 2023. Unchanged from last month.  <b>QI Committee:</b> All routine, nothing to report.
Director Evaluation		Linda reviewed the Director Eval process, and explained next steps. Results are being sent directly to Count Admin office. In October the Executive session will go over the results of this Evaluation process, then report back to the Council.  Sarah spoke about her Goals for 2023-2024. Those goals will be sent out to the Council for review.
Behavioral Health Performance Metrics		<b>Performance Metrics:</b> Julie Grantz presented the Behavioral Health Performance Metrics. She went over the areas they are focusing to improve.  <b>FIT Goals for 2023:</b> <b>FIT Usage:</b> This has continued to increase each quarter. As of the end of July 76% of staff are using FIT with clients. <b>Client FIT Engagement</b> This is a new metric to track, and 78% of clients are utilizing FIT in their care.

		<p><b>Boost Sessions:</b> These have been scheduled for September and October. Received positive feedback from staff regarding September Boost session.</p> <p><b>Report for QI Goals:</b> This reports out how often each clinician is using FIT, so there can be follow up with those who struggle to adopt.</p> <p><b>Patient Satisfaction:</b> Egan presented Patient Satisfaction scores for Quarter 2. Survey sample size was 119 Surveys. While clients are still utilizing telephone and video appointment options, in person visits are increasing.</p> <p><b>Overall Satisfaction:</b> Scores have leveled out over the last 5 quarters, staying in the 90% satisfaction range.</p> <p><b>Core Satisfaction:</b> Egan pointed out that the lower scoring category saw an increase in 8.8%, while majority of other categories were already scoring in the 90% range.</p> <p><b>Core Experience:</b> 2 out of 3 of the top box questions scored 100%.          “Connected to Care Team within 15 Mins of Appt being the lower score with 98.1%</p> <p><b>Quality &amp; Outcomes:</b> Majority of categories saw an increase from last quarter. The lowest scoring category saw the largest increase of 8.8%</p> <p>Positive Patient Comments were shared.</p>
SHIFT	Action	<p>Egan presented the SHIFT Program being offered by Care Oregon. CareOregon will review applications and pick 7-8 agency’s to participate in this 3 year pilot. Health Centers is asking for Council support in applying for this program.</p> <p><b>Motion:</b> Renel motioned to approve application.</p> <p><b>Second:</b> Janet seconded. No further discussion.</p> <p><b>Vote: Approved Unanimously.</b></p>
FQHC Staff Report		<p>Sarah introduced Leslie King as interim Primary Care Operations Manager. Recruitment for the Operational Manager position is moving forward to second round next week. There will be 3 rounds of interviews total.</p> <p>Health Services Administration and Financial services recruitment is moving to 1<sup>st</sup> interviews soon, with 9 applicants.</p> <p>The Pamplin building has been purchased by Health Centers. Planning is taking place regarding the move process. The goal is to be in the building after the beginning of the 2024 year.</p>
Public Comment		<p>Andrew spoke about his interest to present what Primary Care has been working on. Topics mentioned included Eating disorders, Manage and discuss obesity, Evidence based management, and Trauma informed practices.</p> <p>Tara asked for Egan to expand on the Goal of patient satisfaction, and why it was good that scores have leveled out. Egan stated that he always expects there to be room for improvement, staying consistent is also good.</p> <p>Tara asked for more details regarding the intake questionnaires, and explained her concerns that they do not fit her needs.</p> <p>Brianne asked if it is too early to see if the success with FIT is effecting outcomes. Egan stated that it’s never too soon to look at outcomes, but it is</p>

		early in the process to see significant changes. Right now the focus is engagement, and adoption.
Next Meeting and Agenda		Next meeting is <b>October 18, 2023, at 5:00 p.m.</b> in person and via Zoom teleconference.  Agenda items include: <ul style="list-style-type: none"> <li>• Primary Care Metrics and Patient Satisfaction</li> <li>• Executive Session outcomes</li> <li>• Director Goal setting</li> </ul>
Adjourn		Meeting adjourned at 7:30 p.m.

**Upcoming meetings/events:**

- Governance Committee, September 20, 2023
- Finance Committee, September 20, 2023
- Quality Improvement Committee, October 18, 2023
- Full Council Meeting, August 16, 2023

**Council packet and handouts include:**

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- CHC Full Council Meeting Minutes
- Credentialing
- Behavioral Health Performance Metrics
- Behavioral Health Patient Satisfaction
- SHIFT

**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!**