

COLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL

Meeting Minutes – July 19, 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
Dale Vogt
Janice Saban

Members Absent

Celia DeLos Reyes
Michelle Walch
Renee Sparks
Eric Leatham (E)
Janet Squire

Staff Present

Juliana Danforth
Ryan Spiker
Ben West
Sarah Jacobson
Egan Danehy
Rodney Cook
Malia Band
Andrew Suchocki
Adam Kearl
Erin De Armond-Reid
Denise Swanson

Guests: Brianne Salvati, Brin Daniels, Renel Muro

Call to Order		Linda called the meeting to order at 5:12 p.m. A quorum was established.
Introduction of Board of County Commissioner Liaison		Ben West introduced himself to the Community Health Council and staff
Appreciation Introduction		Members and staff introduced themselves to the group joining both in person and via ZOOM.
Adjourn		Meeting adjourned at 5:37 p.m.
Call to Order		Linda called the meeting to order at 6:31 p.m. A quorum was established.
Approval of June 21, 2023 Full Council Minutes	Action	The Council reviewed the minutes for the June 21, 2023 meeting. Linda opened the floor for a motion. Motion: Janice motioned to approve the minutes. Second: Cee seconded. No further discussion. Vote: Approved Unanimously.
Committee Reporting		Finance Committee: Adam shared the Revenue and Expenditure report for period ending May 31, 2023, as well as the Special Revenue Addendum as of June 12, 2023. QI Committee: All routine, nothing to report.
Primary Care Performance Metrics		Angie shared Primary Care Performance Metrics, and explained all of the different ways the services are evaluated. Primary Care Payment Model has 4 main components. The more components met, the higher the County incentive is. Family Practice and Pediatrics are evaluated differently. <ul style="list-style-type: none"> • 5 quality measures for each. Angie presented the “score card” used by Care Oregon for each clinic. Metrics are used for all patients regardless of their payment type. Last year diabetes and SBIRT were chosen as the most meaningful areas to focus by Health Centers. Immunization are being added along with Well Child Checks for the 2023 year.

	<p>Patient Satisfaction: Ryan presented Patient Satisfaction scores for Quarter 2. Survey sample size was 147 Surveys. Overall Aggregate Satisfaction in Q2 also increased to 93.0% from Q4 2022 90.6% Overall Excellent Satisfaction score in Q2 increased to 74.5% from Q4 2022 69.5%.</p> <p>Loyalty Intentions: On average, all locations are scoring in the 90% range.</p> <p>Core Satisfaction: All but two categories scored over 90%. The two lowest scoring categories saw increases from the previous quarter; Provider wait time and Appointment wait.</p> <p>Patient Experience: Three of the five categories scoring above 90%. Two lowest scores; Asked About Difficulties Caring for Health, and Asked About Causes of Worry/Stress.</p> <p>Satisfaction & Experience: English and Spanish scores were following the same trends, with Spanish scoring slightly lower in all categories.</p> <p>Telehealth: Telehealth scores were lower on 4 out of 7 categories compared to in person, and scored higher in the Loyalty intentions.</p> <p>Positive Patient Comments were shared.</p>
<p>FQHC Staff Report</p>	<p>Sarah updated closing on Pamplin building should be mid-September. Modification for Zoning has been submitted. The Bond process has been moving forward to secure financing. Health Centers is Planning to move early 2024 to the new building.</p> <p>National health centers week Aug 6-12th. The Theme is Roadmap to a stronger America.</p> <p>NHSC Site visit occurred last week, this was part of an Employee Loan Repayment Program that Health Centers participates in. Health Centers has 25 active participants currently.</p>
<p>Public Comment</p>	<p>Janice asked why lung and heart sounds are not listened to at every visit. Andrew Suchocki spoke to the process of an office visit, and how a provider decides which body parts to examine, and why it might not be appropriate to check lung or heart sounds every visit. Dr. Suchocki also explained that a covering provider might not order annual labs to avoid results being routed directly to them, and not the PCP. Dr. Suchocki will follow up with clinic regarding this.</p>
<p>Next Meeting and Agenda</p>	<p>Next meeting is August 19, 2023, at 5:00 p.m. in person and via Zoom teleconference.</p> <p>Agenda items include:</p> <ul style="list-style-type: none"> • Dental Metrics and Patient Satisfaction
<p>Adjourn</p>	<p>Meeting adjourned at 7:30 p.m.</p>

Upcoming meetings/events:

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

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- By-Laws
- Finance Committee Meeting Minutes
- Financial Education Documents
- Monthly Financials
- CHC Full Council Meeting Minutes
- Credentialing
- Primary Care Performance Metrics
- Primary Care 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;
 - 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!