

COLACKAMAS COUNTY HEALTH CENTERS DIVISION  
COMMUNITY HEALTH COUNCIL

Meeting Minutes – August 18, 2023

*“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  
Brin Daniels  
Cee Kaiser  
Brin Daniels

Members Absent

Dale Vogt (E)

Staff Present

Juliana Danforth  
Ryan Spiker  
Emily Ketola  
Sarah Jacobson  
Steve Roy

Malia Band  
Selynn Edwards  
Adam Kearl  
Leslie King  
Denise Swanson  
Andrew Suchoki

**Guests:** Bre Salvati

Call to Order		Linda called the meeting to order at 6:03 p.m. A quorum was established.
Approval of July 19, 2023 Full Council Minutes	<b>Action</b>	<p>The Council reviewed the minutes for the July 19, 2023 meeting. Linda opened the floor for a motion.</p> <p><b>Motion:</b> Janet motioned to approve the minutes with correction to location of next meeting.</p> <p><b>Second:</b> Janice seconded. No further discussion.</p> <p><b>Vote: Approved Unanimously.</b></p>
Committee Reporting		<p><b>Finance Committee:</b> Adam shared the Revenue and Expenditure report for period ending June 30, 2023, as well as the Special Revenue Addendum as of August 14, 2023.</p> <p><b>QI Committee:</b> All routine, nothing to report.</p>
Director Evaluation Presentation		<p>Linda explained to the group that this year will be the first time using the new director evaluation tools voted in last year. Sarah has only been in the Director role for 1 month, so she will not be formally evaluated at this time. This year is meant to be a training for next year’s evaluation process. Juliana will mail the Evaluation forms out to Council Members with return envelope.</p> <p>Linda presented a PowerPoint explaining the relationship between the Council and Director of Health Centers. She highlighted the importance of the Director Evaluation and the process.</p>
Patient Feedback Methods		<p>Ryan Spiker presented on the Feedback Methods utilized by Health Centers for patient feedback.</p> <p><b>Comment Cards:</b> These are available in clinics for all three lines of service, which location and a date. Option to add name and phone number for follow up by leadership. Clinic leadership is looking at options for making these more visible, with clear directions on how to turn in.</p> <p><b>Grievance Form:</b> More formal type of feedback tool. Higher level of details required for a proper investigation.</p>

		<p>Grievance process can be completed via grievance for, comment card, verbally or by sending a letter or email to health centers. Ryan covered the County’s responsibilities for responding to a grievance. Grievance data for 2023 shared.</p> <p><b>Crossroads Survey:</b> This is a contracted third party service. Encounters are randomly selected, only 1 attempt is made to contact each individual.</p> <p>Newly implemented efforts to improve feedback: Comment Card Days started 2 months ago, additional signage at each location, and improved communication to all clients on crossroads process.</p>
FQHC Staff Report		<p>Sarah reported that the Behavioral Health building is still on track for a Mid Sept Closing. County has submitted Zoning application, and the modification condition was approved. There is a comment period for neighbors within 300 feet. Answer regarding zoning will come around labor day. Bond funding will close at the end of this month.</p> <p>Sarah notified the council that the Surface Area Competition (SAC) Grant application is due every 3 years. This is the main 330 grant that designates Health Centers as a FQHC. Health Centers will be coming back later this year with more information to ask for approval to apply.</p> <p>Sarah gave thanks to everyone on the members for being a part of the council, and spoke about the Pediatric events that went on at the Gladstone clinic.</p>
Public Comment		
Next Meeting and Agenda		<p>Next meeting is <b>September 20, 2023, at 5:00 p.m.</b> via Zoom teleconference.</p> <p>Agenda items include:</p> <ul style="list-style-type: none"> <li>• Behavioral Health Metrics and Patient Satisfaction</li> </ul>
Adjourn		Meeting adjourned at 7:03 p.m.

**Upcoming meetings/events:**

- Governance Committee, July 19, 2023
- Finance Committee, July 19, 2023
- Quality Improvement Committee, August 16, 2023
- Full Council Meeting, July 19, 2023

**Council packet and handouts include:**

- Agenda
- Governance Committee Meeting Minutes
- Quality Improvement Committee Meeting Minutes
- Dental Performance Metrics
- Dental Patient Satisfaction
- CHC Full Council Meeting Minutes
- Monthly Financials
- Performance Appraisal Presentation
- Patient/Client Feedback Overview

**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!**