

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – January 20<sup>th</sup>, 2021

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

Meeting Attendance

**Members Present**

Tom Lorence  
 Lisa Ellis  
 Linda Smith  
 Rosa Guitron-Galvan  
 MW Wolfgang  
 Franklin Ouchida

**Members Absent**

Charles Gallia  
 Angela Fitzgerald (E)  
 Margo Roake (E)  
 Julie Wills  
 Lesley Cliff  
 Janet Squire

**Staff Present**

Nikki DeFilippi  
 Emily Ketola  
 Sarah Jacobson  
 James Wilson  
 Erin de-Armond Reid  
 Andrew Suchocki  
 Carrie Ariniello  
 Sonya Fischer  
 Selynn Edwards  
 Ryan Spiker

**Guests: None**

Call to Order		Tom called the meeting to order at 5:15 p.m.
Approval of December 16 <sup>th</sup> , 2020 Full Council Minutes	<b>Action</b>	The Council reviewed the minutes for the December 16 <sup>th</sup> , 2020 meeting. Tom opened the floor for a motion.  <b>Motion:</b> MW motioned to approve the minutes from December 16 <sup>th</sup> , 2020. <b>Second:</b> Linda seconded. No further discussion. <b>Vote: Approved unanimously.</b>
Committee Reporting		<b>Finance Committee:</b> The committee reviewed the updated budget. There has been a \$475,000 improvement in the overall budget picture, but a \$3.4 million deficit is forecast at this time. Improvement in the forecast is expected as the department moves toward the end of the fiscal year.  <b>QI Committee:</b> No new providers were presented for credentialing this month.
FQHC Staff Report		Health Centers has began to vaccinate staff in Health Centers as well as to other county staff who are eligible under the state’s 1A eligible group. Approximately 400 individuals have received their first dose since December 31 <sup>st</sup> . Health Centers is now working with Public Health to identify patients who may be eligible for the vaccine under the 1A grouping including those who work in residential treatment facilities, those who work with individuals with disabilities, and others. Work is ongoing to prepare for the rollout of the vaccine to individuals eligible in group 1B.  Health Centers plans to do outreach to eligible patients as well as using the website to share vaccination information in the future.
Primary Care – Performance Metrics and Patient Satisfaction		Ryan provided a review of the 2020 overall patient satisfaction scores for Primary Care. There were no significant score declines in the wake of COVID forced changes to telehealth in 2020. Tom asked about efforts to improve the data and specifically asked about what issues the question “have you been asked about difficulties caring for your health” may refer to. This question is aimed at those patients who need case management or other services to overcome barriers to care. Additionally, Erin shared that all of the data is shared with the Primary Care Leadership Team to discuss ways to improve scores.

		James discussed the Primary Care Dashboard with the Council. He explained that all target numbers have been crossed out as targets are not being tracked due to COVID. Oregon Health Authority and the Coordinated Care Organizations (Care Oregon and others) are looking only at the reporting rate at this time. Even without the targets, Health Centers has been working hard to continue to try and still attain the targets, specifically in areas such as child immunizations.
Primary Care – Telehealth Updates		Erin provided an update on telehealth operations in Primary Care. Erin reported that telehealth services are still being heavily relied upon to help with social distancing for both patients and staff. Primary Care has developed an algorithm that drives whether an appointment is scheduled in person or via telehealth.  Challenges to video visits include language services access, technology issues, and patient privacy concerns. A major concern has been the need to troubleshoot technical issues. These issues can cause big delays for providers as they may spend up to half of the appointment to troubleshoot the issue with the patient.  On a positive note, telemedicine visits have not resulted in a significant negative impact to patient satisfaction scores. There are also much fewer no shows with this method of care.
Council Bylaws Updates	Action	The Council reviewed two changes to the Council Bylaws. Members in attendance agreed that the changes made were a proper starting point and could be revised in the future if needed.  Tom opened the floor for a motion to approve the change to Article 4, Section 1.5.  <b>Motion:</b> MW motioned to approve the updates to Article 4, Section 1.5. <b>Second:</b> Rosa seconded. No further discussion. <b>Vote: Approved unanimously.</b>  Tom opened the floor for a motion to approve Article 5, Section 8 on attendance.  <b>Motion:</b> Lisa motioned to approve the updates to Article 5, Section 8. <b>Second:</b> Linda seconded. No further discussion. <b>Vote: Approved unanimously.</b>  The updates to the bylaws will be effective February 1 <sup>st</sup> . Tom requested registered letters be sent to members who are having issues with regular attendance to make them aware of the policy.
Conflict of Interest Forms		Ryan reminded Council members that they are required to sign and return updated Conflict of Interest forms annually. All members were provided a copy to sign in their packets. If anyone needs a copy mailed to them, Ryan will mail out.
2021 Calendar Review		Members can provide feedback on the calendar to Ryan. A final version will be mailed out in February’s packet for member reference, though updates to the schedule may be made in the future by committee chairs or the Council President. The calendar is a mechanism to ensure all items that the Council must review are covered and spread out over the course of the year to not have any one month with an overly full agenda.
Public Comment		MW mentioned she is concerned about the number of staff who have declined the vaccine. Andrew stated that there will be ongoing communication with staff to encourage vaccination, though it is a personal decision and is not going to be

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		<p>mandated. He also said that the percentage of staff declining to be vaccinated tracks closely with national data.</p> <p>Commissioner Fischer joined and was able to discuss some of the top concerns of the Commission to start the new year. She mentioned the implementation of the regional homeless measure that was passed by the voters. In the first year, it is expected to bring in more than \$20 million to help individuals experiencing chronic homelessness including to assist with substance use disorder treatment and mental health services.</p> <p>Tom asked about results of the County’s Public Survey. Ryan will work with PGA to get the results distributed to Council members.</p>
Next Meeting and Agenda		<p>Next meeting is <b>February 17<sup>th</sup>, 2021 at 6:00 p.m.</b> via Zoom Teleconference.</p> <p>Agenda items include:</p> <ul style="list-style-type: none"> <li>• Committee Reporting</li> <li>• Staff Report/Grants Discussion</li> </ul>
Adjourn		Meeting adjourned at 6:48 p.m.

<b>Action Items/Items for Follow-up</b>		
<u>Deliverable</u>	<u>Responsible Party</u>	<u>Due Date</u>
<i>Community Needs Assessment</i>	<i>James Wilson</i>	<i>February QI Committee Meeting</i>

**Upcoming meetings/events:**

- Finance Committee, March 17, 2021
- Quality Improvement Committee, February 17, 2021
- Governance Committee, February 17, 2021
- Full Council Meeting, February 17, 2021

**Council packet and handouts include:**

- Agenda
- Governance Committee December meeting minutes
- Finance Committee Committee October meeting minutes
- Health Centers Budget and Special Revenue Addendum
- Full CHC Council December meeting minutes
- Primary Care Dashboard
- Primary Care Patient Satisfaction Report
- Council Bylaws
- Conflict of Interest Form
- 2021 Council Calendar

Approved via Remote Voting, 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!**