

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – April 22<sup>nd</sup>, 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  
Linda Smith  
Franklin Ouchida  
Rosa Guitron-Galvan

**Members Absent**

Angela Fitzgerald (E)  
Janet Squire (E)

**Staff Present**

Deborah Cockrell  
Egan Danehy  
Erin de Armond-Reid  
Ryan Spiker (Recorder)  
Sarah Jacobson  
Andrew Suchocki  
Selynn Edwards

**Guests:** Lesley Cliff

|   |        |   |
|---|--------|---|
| Call to Order   |        | Tom called the meeting to order at 5:42 p.m.  |
| Approval of April 22 <sup>nd</sup> , 2020 Full Council Minutes  | Action | The Council reviewed the minutes for the April 22 <sup>nd</sup> , 2020 meeting. Tom opened the floor for a motion.<br><b>Motion:</b> Linda motioned to approve the minutes from April 22 <sup>nd</sup> , 2020.<br><b>Second:</b> Franklin seconded. No further discussion.<br><b>Vote: Approved unanimously.</b>  |
| Committee Reporting   |        | <b>Finance Committee:</b> The committee reviewed financials for May and approved the following financial policies: Bad Debt, Billing, Collections, Waiving Fees, and Sliding Fee Discount.<br><b>QI Committee:</b> Several new providers were credentialed without concern.   |
| FQHC Staff Report   |        | All staff are either working remotely or on a rotating schedule in the clinics. Health Centers is currently limiting in-person visits. The next steps will be to work on increasing dental procedures in a safe manner.<br><br>A contract has been awarded for demolition of the building where the Sandy clinic will be built. Deborah will participate in that process the week of July 13 <sup>th</sup> .<br><br>Health Centers will also be presenting the department budget request to the County Budget Committee tomorrow.   |
| Primary Care Dashboards and Patient Satisfaction Survey Results |        | Ryan discussed patient satisfaction survey results with the Council. Marks for primary care are generally good. At this time, patients have expressed skepticism with wanting to continue with telehealth appointments in the future (33% were interested in future telehealth visits, 66% were not interested).<br><br>James discussed the Primary Care Quality Dashboard. Dashboards have been suspended for the past couple of months. Next month Health Centers will renew the Primary Care Quality Committee which has been put on hold since the COVID-19 outbreak. The Quality Committees are responsible for reviewing data and metrics to track trends and areas for improvement. CCOs are still in discussion about which metrics are going to be focused on in 2020. |
| Follow Up on COVID-19 Issues                                    |        | Deborah explained that Health Centers has done a lot of work and spent significant resources to stand up a remote workforce. At this time, there is no rush to switch back to the normal model of in-person interactions in clinics. Many teams will  |

Clackamas Health Centers Council Meeting

|                                       |               |  |
|---------------------------------------|---------------|--|
|                                       |               | continue to work remotely. Until there is more of an understanding about how the virus will spread as the state begins to reopen, Deborah has chosen to take the cautious approach. This section will be divided into monthly financials and the staffing report for future meetings.  |
| Patient Transportation Issues         |               | Franklin had an issue with transportation. He explained his return trip from a lab appointment was in an unmarked van, was very dirty, and the driver was not wearing a mask or gloves. He did say that the transportation was on time. He filed a complaint regarding the second trip about a week ago. James requested he let him know if he has received any response to his complaint at the next Council meeting. |
| Reappointment for Tom for Second Term | <b>Action</b> | The Council reviewed Tom’s application for a second term.<br><b>Motion:</b> Lisa made a motion to refer Tom’s request for a second term to the Board of County Commissioners.<br><b>Second:</b> MW seconded. No further discussion.<br><b>Vote: Approved unanimously.</b> Tom abstained.   |
| Signature on Minutes                  |               | The Council discussed and agreed to allow Ryan to enter “Approved via Remote Vote” on the signature line for minutes to allow them to be posted on the Health Council website and be available for review by HRSA, if needed. This will continue until the Council begins meeting in person again.   |
| Public Comment                        |               | No public comment.   |
| Next Meeting and Agenda               |               | Next meeting is <b>June 24<sup>th</sup>, 2020 at 6:00 p.m.</b> via Zoom Teleconference.<br>Agenda items include: Committee Reporting, Staff Report,  |
| Adjourn                               |               | Meeting adjourned at 6:17 p.m.   |

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

**Upcoming meetings/events:**

- Finance Committee, July 22, 2020
- Quality Improvement Committee, June 24, 2020
- Governance Committee, June 24, 2020
- Full Council Meeting, June 24, 2020

**Council packet and handouts include:**

- Agenda
- Monthly Financial Report and Special Addendum
- Governance Committee April meeting minutes
- Full CHC Council April meeting minutes
- Credentialing Report
- Primary Care Dashboard and Patient Satisfaction Survey Results

\_\_\_\_\_, 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;

## Clackamas Health Centers Council Meeting

- 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!**