

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL
 Meeting Minutes – September 18, 2024

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

In Person Meeting Attendance

Members Present

Tara Schoffstall
 Linda Smith
 Jerome Dalnes

Brianne Salvati
 Michelle Walch
 Jacqueline Arn

Members Absent

Renel Muro (E)
 Janice Saban (E)
 Janet Squire
 Brin Daniels (E)

Staff Present

Juliana Danforth
 Sarah Jacobson
 Leslie King
 Angie Amundson
 Andrew Suchocki
 Adam Kearl

Malia Band
 Emily Ketola
 Denise Swanson
 Ryan Spiker
 Selynn Edwards

Guests: Heidi East McGowan, Kaden Smith

Call to Order		Linda called the meeting to order at 6:18 p.m. A quorum was established.
Approval of August 21, 2024 Full Council Minutes	Action	The Council reviewed the minutes for the August 21, 2024 meeting. Linda opened the floor for a motion. Motion: Brianne motioned to approve the minutes. Second: Jerome seconded. No further discussion. Vote: Approved Unanimously.
Committee Reporting		Finance Committee: Adam shared the year-to-date Revenue and Expenditures report for period ending June 30, 2024. Adam shared the Special Revenue Addendum as of September 11, 2024. QI Committee: All routine, nothing to report.
Strategic Planning		Heidi East McGowan presented the Health Centers Employee Survey Results and discussed the Health Centers Strategic Planning Process with the Council prior to the September Council meeting.
Behavioral Health Patient Satisfaction and Performance Metrics		Behavioral Health Performance Metrics: Emily presented the Behavioral Health Quarterly Performance Metrics. She reviewed the FIT usage by team comparing Quarter 2 to Quarter 3. Feedback Informed Treatment – FIT The Feedback Readiness Index and Fidelity Measure (FRIFM) was completed for the year. This identifies areas of growth and development for the following year in order to move to the next stages of implementation. Emily shared the FIT implementation plan goals and next steps for Behavioral Health team. Behavioral Health Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 2. Survey sample size was 124 Surveys.

	<p>Overall Satisfaction: Scores saw a slight decrease of 0.6%. Health Centers is exceeding the National, Regional and State benchmarks.</p> <p>Patient Satisfaction and referral intentions by Team: Adult and Child & Family are scoring the highest in both categories. Primary Care & BHC's scores show room for improvement.</p> <p>Patient Satisfaction Core: 10 questions in this category, all scoring high</p> <p>Provider Scores: Provider Listening Score continue to increase and exceed National, Regional and State benchmarks. Provider wait time did see a drop of</p> <p>Core Experience: Patients continue to score high in all categories.</p> <p>Quality & Outcome: Of the 11 questions in this category, all but 1 scoring above 80%. Staff Sensitive to Cultural Background scored 75%.</p> <p>Social Connectedness: Patients scores averaged around 80% with Feeling I Belong in My Community seeing the biggest increase.</p> <p>Satisfaction & Outcomes by Gender: Male and Female scores follow the same trend with Female scoring slightly higher.</p> <p>Satisfaction & Outcomes by Gender: Male and Female scores follow the same trend with Female scoring slightly higher.</p> <p>Telehealth Comparison: In person, Telephone and Video visits followed a similar trend with Video visits seeing the highest average scores.</p> <p>Patient comments by type: This data was presented in pie chart form. A chart for Positive feedback, and another for Opportunities for improvement. These charts are broken down into comment themes. 147 comments total received.</p>
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<p>FQHA Staff Report</p>	<p>Grants: Sarah reports that new grants have been awarded to Health Centers for reproductive funding. This includes a couple of small grants the can be used for infrastructure, modernizations like upgrading school based exam tables, marketing, and keeping youth advisory groups active. We are still awaiting the answer from larger grant application from earlier in the year.</p> <p>Notice of award: SAMSHA grant awarded and will equal 2 million total over 5 years. This money will go to Adult Core programs.</p> <p>Bylaws: County Council is reviewing the Bylaws before they will be moved forward for BCC review.</p> <p>Sunnyside Expansion: Lease negotiations nearing completions. Building planning is progressing towards an RPF for design. Aiming to bring the lease to Board of County Commissioners in October.</p> <p>Homeless Solutions Collation of Clackamas County: The Caring Place Project; Staff will tour with some Medford facilities to see what working for them, and what struggles they have faced.</p> <p>SHIFT initiative through Care Oregon: Some staff attended an all day function today that included other agencies that are enrolled in the SHIFT initiative. Health Centers’ business plan was approved. Now moving to funding stage and second stage of implementation phase, which involves integration of value based care.</p>
<p>Public Comment</p>	<p>Kaden asked for more information regarding how surveys are distributed. Ryan spoke to how the randomization selection works with crossroads.</p>
<p>Next Meeting and Agenda</p>	<p>Next meeting is October 16, 2024, at 5:00 p.m. via Zoom teleconference.</p> <ul style="list-style-type: none"> • Personnel Policies
<p>Adjourn</p>	<p>Meeting adjourned at 6:58 p.m.</p>

Upcoming meetings/events:

- Governance Committee, October 16, 2024
- Finance Committee, November 20, 2024
- Quality Improvement Committee, October 16, 2024
- Full Council Meeting, October 16, 2024

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

IN OUR COUNCIL MEETINGS, WE AGREE TO:

Clackamas Health Centers Council Meeting

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!