

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL

Meeting Minutes – July 17, 2024

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

In Person Meeting Attendance

Members Present

Jerome Dalnes Janet Squire - Virtual
Linda Smith Janice Saban - Virtual
Michelle Walch Renel Muro
Brin Daniels Brianne Salvati
Tara Schoffstall

Members Absent

Staff Present

Juliana Danforth Malia Band
Sarah Jacobson Emily Ketola
Leslie King Denise Swanson
Angie Amundson Ryan Spiker
Andrew Suchocki

Guests: Jacqueline Arn, Jamie Breunig

Call to Order		Linda called the meeting to order at 5:18 p.m. A quorum was established.
Approval of June 26, 2024 Full Council Minutes	Action	The Council reviewed the minutes for the June 26, 2024 meeting. Linda opened the floor for a motion. Motion: Renel motioned to approve the minutes. Second: Janet seconded. No further discussion. Vote: Approved Unanimously.
Committee Reporting		Finance Committee: Sarah shared the year-to-date Revenue and Expenditures report for period ending May 31, 2024. Sarah shared the Special Revenue Addendum as of July 8, 2024. QI Committee: All routine, nothing to report.
Strategic Planning	Action	Angie presented the Health Centers Strategic Planning Process. Design Team: Comprised of a Health Centers Leadership team who will be presenting the Strategic Plan to the Council for approval. Survey: Survey tool being developed to help ensure that staff voice is incorporated into the Strategic Plan. Community Health Council: Will review the themes from HCLT and provide feedback prior to draft Strategic Plan presentation. <ul style="list-style-type: none"> • Angie shared Health, Housing and Human Services 3 current goals in addition to Health Centers’ current Strategic Plan goals as example. • Information regarding the Consultant working with Health centers was shared. • Angie opened the floor for feedback from the council based on the Council self-assessment.

		<ul style="list-style-type: none"> • Council and staff discussed the possible benefits of extending the length of the strategic plans, and keeping the quarterly check-ins on progress. • Council approved switching next in person meeting to September 18th and start 30 mins earlier to have additional dedicated time for strategic planning with the consultant. • Juliana to email council Staff Survey draft requesting feedback
<p>Director Evaluation</p>		<p>Linda spoke to the results from the Executive Session regarding the Director evaluations. Results were positive and in favor of keeping Sarah as Director.</p>
<p>Primary Care Patient Satisfaction and Performance Metrics</p>		<p>Primary Care Performance Metrics: Angie presented the Primary Care Quarterly Performance Metrics. She reviewed the areas they are focusing to improve for 2024.</p> <p>Annually reviewed on Primary Care Payment Model, Medicare Value Based Payment Contract.</p> <p>Quarterly Adult Focus Metric:</p> <ul style="list-style-type: none"> • Breast Cancer Screening – Currently developing a pilot with Care Oregon Medicare patients to increase this metric. • Diabetes Poor Control – relaunching a initiative called Diabetes Care Day that has been successful in the past. • Depression Screening & Follow up <p>Quarterly Childhood Focus Metric:</p> <ul style="list-style-type: none"> • Well Child Visits (3-6yrs) - Patients should be seen once a year, Outreach to family • Child Immunizations - Currently engaging with Care Oregon outreach coordinator to increase stats. <p>Community Comparison – Health Centers performance is compared to other clinics that coordinate with Care Oregon in the area.</p> <p>Primary Care Patient Satisfaction: Ryan Spiker presented Patient Satisfaction scores for Quarter 2. Survey sample size was 146 Surveys.</p> <p>Overall Satisfaction: Scores have continued to stay above 90% over the last 4 years. Health Centers is exceeding the National, Regional and State benchmarks.</p> <p>Staff worked well together and Loyalty intentions: Both Scores are averaging in the 90% range.</p> <p>Patient Satisfaction: Health Centers is exceeding the National bench mark on majority of categories.</p> <p>Satisfaction & Experience By Language: English and Spanish followed the same trends, with English scoring slightly higher.</p>

	<p>Satisfaction & Experience By Gender: Male and Female patient scores followed the same trend.</p> <p>Satisfaction & Experience By Race: White, American Indian and Other scores were very similar trends.</p> <p>Satisfaction & Loyalty By Encounter Method: In person and Telephone visits followed similar trends.</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.</p>
<p>Council Education</p>	<p>Value Based Payment Angie presented on Value-Based payment and why it should replace Fee-for-service. Presentation included information of the current status of healthcare payment in the U.S., rational for moving from Fee-for-service Model and what infrastructure is required to succeed with Value-Based payment.</p> <p>The Quintuple Aim:</p> <ul style="list-style-type: none"> • Improve patient experience • Improve the health of the population • Lower Per-Capita health care costs • Improve workforce satisfaction and supporting well-being • Advance health equity <p>A shift from volume to value requires deep change.</p> <p>Value to Patients:</p> <ul style="list-style-type: none"> • Enhanced Care Quality and Outcomes • Improved Patient Experience
<p>FQHA Staff Report</p>	<p>Thank you to the Council Members, July is member appreciation month.</p> <p>Lake Road Clinic update: Open to limited in person services as well as telehealth. 20-25% of services are being provided in the building. Telehealth continues to be available. Grand opening will be planned in the future. Facilities project timeline is completion in the beginning of 2025.</p> <p>Sunnyside expansion: In lease negotiations. Planning is progressing.</p> <p>Homeless Solutions Collation of Clackamas County: The Caring Place is still moving forward with Health Centers as a flagship clinic.</p> <p>SHIFT initiative through Care Oregon: Moving to implementation stage. Paving the way towards value based pay.</p> <p>National Health Centers Week: NHCW is the week of August 5th. Health centers has a number of events planned for staff to celebrate.</p>

		Children’s Health Fair happening August 9 th at the Gladstone Clinic.
Next Meeting and Agenda		Next meeting is August 21, 2024, at 5:00 p.m. via Zoom teleconference. <ul style="list-style-type: none"> • Personnel Policies
Adjourn		Meeting adjourned at 7:10 p.m.

Upcoming meetings/events:

- Governance Committee, August 21, 2024
- Finance Committee, September 18, 2024
- Quality Improvement Committee, August 21, 2024
- Full Council Meeting, August 21 2024

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- CHC Full Council Meeting Minutes
- Credentialing
- Strategic Planning Presentation
- Primary Care Patient Satisfaction
- Primary Care Performance Metrics
- Value Based Pay presentation

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!**