

CLACKAMAS COUNTY HEALTH CENTERS DIVISION
COMMUNITY HEALTH COUNCIL

Meeting Minutes – January 15, 2025

“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
Jerome Dalnes
Brin Daniels

Brianne Salvati
Renel Muro
Tara Schoffstall
Jacqueline Arn

Members Absent

Michelle Walch

Staff Present

Juliana Danforth Steve Roy
Adam Kearl Egan Danehy
Andrew Suchocki Denise Swanson
Angie Amundson Ryan Spiker
Sarah Jacobson

Guests:

Call to Order		Brianne called the meeting to order at 5:50 p.m. A quorum was established.
Approval of December 18, 2024 Full Council Minutes	Action	<p>The Council reviewed the minutes for the December 18, 2024 meeting. Brianne opened the floor for a motion.</p> <p>Motion: Janet motioned to approve the minutes. Second: Jerry seconded. No further discussion. Vote: Approved Unanimously.</p>
Committee Reporting		<p>Finance Committee: Adam shared the year-to-date Revenue and Expenditures report for period ending November 30, 2024.</p> <p>Adam shared the Special Revenue Addendum as of January 12, 2025.</p> <p>QI Committee: Nothing to report.</p>
Performance Metrics and Patient Satisfaction – Primary Care		<p>Performance Metrics: Angie Amundson presented the Primary Care Quarterly Performance Metrics. She reviewed the areas they are focusing to improve for 2025. School based clinic leadership will report out later in the year.</p> <p><u>Four Primary Care Clinic focus areas for 2025:</u></p> <ol style="list-style-type: none"> 1. Cancer Screening 2. Childhood 3. Chronic Disease Care 4. Equity and Social Needs <p>Community Comparison – Health Centers performance is compared to other clinics that coordinate with Care Oregon in the area.</p> <p>Patient Satisfaction: Steve Roy presented Patient Satisfaction scores for Quarter 4 2024. Survey sample size was 221 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: Scores saw decreases in a few categories, but the overall scores are still high</p> <p>Appointment wait: Score had a decrease this quarter. This score represents the amount of time a patient had to wait for their appointment from time of scheduling. Leslie spoke to the timing of this and report that the summer months can see less availability due to provider and staff vacations.</p> <p>Reception Staff Courtesy & Respect Scores: Third quarter is exceeding the State and National benchmarks.</p> <p>Provider Listening and Wait Scores: Provider listening continue to exceed State National and Regional benchmarks.</p> <p>Patient Experience: Large increase in the “Waiting area delays communicated” score, which is a positive change.</p> <p>Satisfaction & Outcomes scores were reviewed by Language, Gender, Race and Encounter method were shared.</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>
Conflict of Interest Forms		New conflict of interest forms need to be signed for 2025.
FQHC Staff Report		<p>New County Commissioners: The new Commissioners have taken their seats. St spring. During this time Commissioner Liaisons could be reassigned. Melissa Fire Health Council replacing Ben West.</p> <p>H3S Update: Mary Rumbaugh has been in the position of H3S Director since the first week of J couple of weeks while she gets settled. Adam Brown Co-Deputy Director and counterpart to Denise Swanson is leaving tl been appointed Interim Co-Deputy Director until the position is filled.</p>
Public Comment		Renel presented a handout outlining Veterans Services offered within Clackamas County, and requested that these be made available in clinic for Patients and Clients. Staff agreed that the pamphlets can be added to waiting rooms, and asked that Gus Bedwell with Veterans Services reach out to Leadership to facilitate.
Next Meeting and Agenda		Next meeting is February 19, 2024, at 5:00 p.m. via Zoom teleconference.
Adjourn		Meeting adjourned at 7:02p.m.

Upcoming meetings/events:

Governance Committee, February 19, 2025
Finance Committee, March 19, 2025
Quality Improvement Committee, February 19, 2025
Full Council Meeting, February 19, 2025

Council packet and handouts include:

- Agenda
- Governance Committee Meeting Minutes
- Council Member Job Description
- Governance Committee Job Description
- Finance Committee Meeting Minutes
- Monthly Financials
- CHC Full Council Meeting Minutes
- Primary Care Performance Metrics
- Primary Care Patient Satisfaction
- Conflict of Interest Form

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!