

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – January 19, 2022

“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
Eric Leatham
Cee Kaiser
Linda Smith
Helen Watt

Members Absent

Michelle Walch (E)

Staff Present

Deborah Cockrell
Andrew Suchocki
Ryan Spiker
Emily Ketola
Melanie Pascual

Erin De Armond-Reid
Sarah Jacobson
Angie Amundson
Selynn Edwards

Guests: Renee Sparks, Anita Eang

Call to Order		Tom called the meeting to order at 5:31 p.m.
Approval of December 15, 2021 Full Council Minutes	Action	<p>The Council reviewed the minutes for the December 15, 2021 meeting. Tom opened the floor for a motion.</p> <p>Motion: Janet motioned to approve the minutes. Second: Helen seconded Vote: Approved Unanimously with correction. Time adjourned is incomplete, this has been fixed and the minutes approved.</p>
Recommendation of New Member to BCC for Appointment	Action	<p>The Council voted on whether to recommend Renee Sparks to the Board of County Commissioners for appointment to the Health Council.</p> <p>Tom opened the floor for a motion. Motion: Linda motioned to refer Renee Sparks to the Board of County Commissioners for appointment to the Health Council. Second: Janet seconded. No further discussion. Vote: Unanimously approved.</p>
Committee Reporting		<p>Finance Committee: Surplus is at \$600,000+</p> <p>QI Committee: No new credentialing to review this month.</p>
Primary Care – Performance Metrics and Patient Satisfaction		<p>Performance Metrics: Melanie Pascual provided an overview of Primary Care performance metrics and explained the measures as well as how to read the metrics. Primary care is currently meeting 5 of 7 measures that have a target indicated. It is required that we meet five of the measures to get paid incentives for the additional metrics that require only reporting and do not have an established target.</p> <p>Janet asked about lack of metrics related to obesity. Angie explained how the focus metrics are determined (by the CCOs) and that these metrics are a focus because of the incentive funding tied to them. Additional discussion around smoking cessation prevalence metric and the partnership between CHC and CC Public Health to provide additional resources to patients to reduce smoking.</p>

		<p>Angie talked about HC’s increased focus on diabetes control this year. Linda asked about percentage of patient population that is diagnosed diabetic. According to Melanie, approximately 4,000 patients have been diagnosed with either Type 1 or Type 2 diabetes.</p> <p>Patient Satisfaction: Data presented represents full year data from 2021. Melanie explained how to read the charts and what each set of numbers means.</p> <p>Industry standard is a greater than 90% response rate. Overall satisfaction rates at a 90.3%. Highest rated areas include phone attendant courtesy & helpfulness, provider assistant courtesy & helpfulness, and provider respect. Areas to improve include telehealth services ease of connecting with care team (both by phone and video), appointment wait times, and provider wait times.</p> <p>Scores definitely saw a dip in satisfaction, even though scores remain relatively high.</p> <p>Erin explained the process by which patients are surveyed after they complete a visit. PC will work with the survey group to break down responses by demographics.</p>
Bylaws Update		Moved vote to next month’s meeting.
Strategic Plan Update	<p>Action</p>	<p>2021 – Close Out 2022 – Transition Year 2023 – Rebuilding Year</p> <p>Angie asked the Council to approve this new process to help catch up on strategic planning moving forward. Tom would like a plan that helps streamline the information the Council needs to review, while also keeping tabs on the HRSA requirements in a separate format.</p> <p>Motion: Helen motioned to approve</p> <p>Second: Linda seconded</p> <p>Vote: Approved Unanimously</p> <p>Angie walked through several sections of the strategic plan and how to read them (statements and goals). Angie plans to provide a list of items not marked as complete as well as a draft for how to complete them (or sunset them) at next month’s Council meeting.</p>
FQHC Staff Report		Deborah believes construction on the new Sandy Clinic building will be completed by end of March, but there may be supply chain issues with furnishings. Hilltop and Stewart clinics need to be relocated due to demolition for new County courthouse on the Red Soils campus. Health Centers continue

		to look for new space. Health Centers is experiencing widespread absences of staff due to illness, the worst levels since the start of the pandemic.
Public Comment		Commissioner Fischer gave an update on recent County Commission meetings and the move back to more of a virtual format at this time. She also provided an update on topics of discussion before the Commission, including discussion of homeless resolutions before the commissioners. Large influx of money from Metro bond to address homelessness will be received by the county between April and June 2022.
Next Meeting and Agenda		Next meeting is February 16, 2022 at 6:00 p.m. via Zoom Teleconference. Agenda items include: <ul style="list-style-type: none"> • Strategic Planning Update • Bylaws Update • Change in Scope: Sandy Clinic • Trauma Informed Care Presentation • Fair Hearing Policy & Procedures and Credentialing of Providers Policy • Member Appreciation
Adjourn		Meeting adjourned at 6:51p.m.

Upcoming meetings/events:

- Finance Committee, March 16, 2022
- Quality Improvement Committee, February 16, 2022
- Governance Committee, February 16, 2022
- Full Council Meeting, February 16, 2022

Council packet and handouts include:

- Agenda
- Governancy Committee December Meeting Minutes
- Finance Committee November Meeting Minutes
- Health Centers YTD Financial Report
- CHC Full Council December Meeting Minutes
- Health Centers Primary Care Performance Metrics
- Primary Care Patient Experience
- Strategic Planning Process
- 2021 Strategic Plan Report Out
- 2021 Strategic Plan

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!**