

CLACKAMAS COUNTY HEALTH CENTERS DIVISION

COMMUNITY HEALTH COUNCIL

Meeting Minutes – February 28, 2018

Sunnyside Health & Wellness Center, Room 170A; 9775 SE Sunnyside Road, Clackamas, OR 97015

*“Your partner in overall health. Improving access. Providing care.
Promoting wellness. Strengthening community.”*

Meeting Attendance

Members Present

Kelli VanAcker
Amy Yap

Stephanie
Kurzenhauser
Celina Bonnie

Dalton Douglas
Mike Blackwell

Tom Lorence

Members Absent

Angela Fitzgerald
Emilee Clark

Staff Present

Deborah Cockrell
Andrew Suchocki
Sandra Stein
Justin Gonzales

James Wilson
Jeanine Goodwin
(Recorder)

Guest(s): Commissioner Sonya Fischer,
Bill Denney, Lorayne Dille,
Rachel Schatz

Call to Order		The meeting was called to order at 6:33 p.m. A quorum was established.
Prior Meeting Minutes	Action	<p>Motion: Stephanie motioned to approve the minutes from January 24, 2018.</p> <p>Second: Tom seconded. No discussion.</p> <p>Vote: Approved.</p>
Consumer Comments		<p>Mike commented that he visited the Beavercreek Dental Clinic during construction, and that the staff and providers remained professional and provided a safe, calm environment for patients despite the challenge of construction.</p> <p>Kelli commented on the user-friendliness of MyChart, a patient messaging and information portal in the OCHIN Epic electronic health record.</p> <p>Amy commented that the phone system and protocol has improved in speed and in efficiency. She stated the appointment schedulers really work with her to schedule her appointments.</p> <p>James announced the Oregon Health Authority’s (OHA) visit on March 13 and invited the consumer members of the Council to participate in an interview with OHA.</p>
Committee Updates	Action	<ul style="list-style-type: none"> Finance Committee – Mike reported that the Finance Committee held a lunch meeting on February 22nd to discuss the FY19 Budget. The Committee recommended to the Council to ask the Commissioners if the Health Centers is receiving equitable funds for its operations, and perhaps having three or four representatives of the Council testify at the Budget Hearing in late spring. Kelli suggested keeping the task of coordinating this effort within the Finance Committee and recommended the Committee discuss it further at its March meeting. Mike commented that the finance team has done an excellent job with the budget. The Committee will vote to recommend the FY19 Budget to the full council for final approval at its March meeting. Nominating Committee – The committee did not meet this month due to inclement weather during the week of February 19.

		<ul style="list-style-type: none"> ○ Recruitment Update – Tom reported on his experience at today’s recruitment fair at the Sunnyside Health & Wellness Center. The traffic was low, but the volunteer council members were able to speak with patients coming or going about the Community Health Council. Tom spoke with a patient who was not seen after arriving just over 10 minutes late for his appointment. James stated that it is not Health Centers policy to deny access if a patient is 10 minutes late for an appointment. Celina also reported speaking with a patient regarding behavioral health services being offered in the Spanish language at the Sunnyside clinic. The Health Centers is actively recruiting for bilingual behavioral health specialists, though recruitment has been difficult. LeAnn and Jeanine will confer regarding these two instances. No further discussion. ● QI Committee – While the committee meeting was cancelled due to inclement weather, the following providers were recommended for re-credentialing: Katherine Cook, DDS and Michael Robinson, Psy.D. Motion: Dalton motioned to approve the above providers for re-credentialing. Second: Amy seconded. Vote: Approved. <p>The following providers were recommended for credentialing: Rhonda McMillian, PMHNP (locum), Angie Pagano, DO (locum), Jing Wei, FNP, and Jeremy Huttner, DMD. Motion: Dalton motioned to approve the above providers for credentialing. Second: Tom seconded. Vote: Approved.</p>
Reports		<ul style="list-style-type: none"> ● FQHC Staff Reports <ul style="list-style-type: none"> ○ Deborah reported three key manager resignations: Tracy Garell (Behavioral Health Manager), Leslie King (Clinic Manager at Beavercreek), and David Whitaker (Dental and School Based Health Center Manager). Deborah is functioning in Tracy’s absence until a new manager is hired. ○ The Beavercreek dental expansion is near completion. ○ The Quest Center for Integrative Health is having its grand opening on March 19th at the Beavercreek Annex.
Strategic Plan Review		<p>Based on last month’s discussion and further review of the full strategic plan prior to this meeting, the Council is more aware that the plan needs revisiting and revising. Bill provided clarity on the purpose of strategic planning: What We Do, Why We Do It, How We Measure What We Do, Strategies for Alignment.</p> <p>The strategic plan will continue to be reviewed at the subcommittee level.</p>
Health Centers Mission & Vision		<p>Deborah commented that the proposed mission and vision statements were not intended to replace the current statements in the strategic plan or for the CHC. Her announcing it to the CHC was more of an FYI and to get the Council’s opinion on it. The statements are more for internal staff use. In light of this new information, no vote is necessary from the Council.</p> <p>No further discussion.</p>
		<p>James stated there is a real-time patient feedback system recently put in place to get feedback from patients just a few hours after their completed appointment. Attention is focused on less than positive feedback that is received. He will bring more</p>

		information on the workflow of the Health Centers complaint resolution process to the next full council meeting in March.
Letter of Support	Action	<p>North Clackamas School District has reached out to the Health Centers to see if they are interested in partnering with the district to run their Putnam High School School Based Health Center. Deborah meets with the district consultant in two weeks to discuss a partnership. The letter is the Council's statement of support of this effort. Kelli asked the Council for a vote.</p> <p>Motion: Mike motioned to approve the letter. Second: Tom seconded. No further discussion. Vote: Approved.</p>
Next Meeting and Agenda		<p>Next meeting is March 28, 2018 at 6:30 p.m. at the <u>DEVELOPMENT SERVICES BUILDING, ROOM 118, 150 BEAVERCREEK RD, OREGON CITY 97045</u></p> <p>Agenda items include: FY19 Budget, Upcoming HRSA Site Visit in July 2018, Patient Complaint Resolution Process</p>
Adjourn		Meeting adjourned at 8:10 p.m.

Upcoming meetings/events:

Nomination Committee, February 21, 2018
 QI Committee, February 21, 2018
 Finance Committee Meeting, February 22, 2018
 Recruitment Fair-Sunnyside Clinic, February 28, 2018
 Full Council Meeting, February 28, 2018

Council packet and handouts include:

- Agenda
- CHC Council meeting minutes
- Staff Reports
- Finance Committee Agenda/Minutes
- Monthly Financials
- Nominating Committee Agenda/Minutes
- Member Commitment Agreement
- Strategic Plan Breakdown by Committee
- Mission & Vision Statement Handout
- Schedule of Recruitment Fairs and Full Council Meetings
- Recruitment Fair Signup Sheet

_____, 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;
- 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!