



CHCB Public Meeting Meeting Minutes February 13, 2023 6:00-8:00 PM (via Zoom)

Health Center Mission: Bringing services to individuals, families, and communities that improve health and wellness while advancing health equity and eliminating health disparities.

Board Members:

Harold Odhiambo – Chair

Tamia Deary - Vice-Chair

Pedro Sandoval Prieto – Secretary

Darrell Wade – Treasurer

Brandi Velasquez - Member-at-Large

Kerry Hoeschen – Member-at-Large (*Absent*)

Fabiola Arreola – Board Member (Absent)

Susana Mendoza -Board Member

Adrienne Daniels - Interim Executive Director, Community Health Center (ICS)

Board Members Excused/Absent: Kerry Hoeschen, Fabiola Arreola

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Harold Odhiambo, CHCB Chair	Meeting begins 6:07 PM We <u>do have a quorum</u> with 6 members present. Victor and Rosie were present as Spanish Interpreters			
Minutes Review -VOTE REQUIRED Review Public Meeting minutes	Reviewed October 17 Meet and Greet Minutes, October 18 Meet and Greet Minutes, October 19 Meet and Greet Minutes, November 22 Special Public Meeting Minutes, January 9 Public Meeting Minutes	Motion to approve: Bee Second: Darell Yays: 5 Nays: Abstain: 1 Decision: Approved		
Q3 Patient Experience Surveys Linda Niksich, Program Specialist Senior, Quality Team	Linda presented a trends summary of the Quarter 3 Patient Surveys that was presented to the QualComm <ul style="list-style-type: none">Linda present Q4 next month on monitored trends(Q3 delayed to CHCB due to long agenda in Jan)			



- Crossroads uses standardized surveys and compares with over 100 Community Health Centers. Benchmarks are compared to OPCA, the State, Western region and Nationally. The surveys are divided into three categories (along with benchmarks) our trends are showing for Primary Care :
 - Satisfaction
 - Below national benchmark and demographics factors affecting were by language
 - Monitoring trends for Q4
 - Will report back to CHCB next month
 - Likelihood
 - Factors affecting benchmark goal is patient results by language and race
 - Referral intentions are similar results
 - Experiences
 - Trends showing that same day responses to questions
 - Monitoring test results communications as trend shows down
 - Somali patients were added in Q3
 - Behavioral Health added in Q2
 - watching for trends with referral intentions
 - Q4 data will show better data



	<ul style="list-style-type: none"> Pharmacy: Transportation for prescriptions biggest barrier for patients Dental : Access to appointments and cancellations are reported by patients as most dissatisfied <p>Q's: Interested in who is providing people doing the phone surveys and vetting process (in languages other than English)? How are they hired? Are the following the same guidelines, certifications as interpreters? We want to ensure there is still the same due diligence in place as interpreters get.</p> <p>A: Crossroads surveyors get full training and hired for their languages they speak and expertise</p> <ul style="list-style-type: none"> They translate they surveys for language and cultural meaning and content <p>Q: Concern that we are below the benchmark is alarming as we have progressed. What will be a remedial action to get to a better percentage and better patient satisfaction?</p> <p>A: Strategies with management are in progress. Q4 results will be relayed and show signs of improvement and will relay back to the Board. Our benchmarks show only a little difference in percentage from nation. It helps improve our metrics and measure the information provided. Quality plan is addressing these trends and tracking</p> <p>Comment: Pedro thanks Linda - mentioned a recent good interaction with a scheduler</p>		Linda to follow up Project Manager to connect with Crossroads policies for their onboarding process	Future Quality Committee meeting
Q4 Complaints and Incidents	<ul style="list-style-type: none"> Kimmy presented Q4 data on patient complaints and incident reports 			



Kimmy Hicks, Project Manager, Quality Team	<ul style="list-style-type: none">○ Location<ul style="list-style-type: none">■ Complaints:<ul style="list-style-type: none">● Medical shows most complaints - likely due to more appointments scheduled than dental■ Incidents :<ul style="list-style-type: none">● Data remaining consistent across health centers○ Type<ul style="list-style-type: none">■ Complaints :<ul style="list-style-type: none">● Scheduling, customer service and clinical care are top 3 categories● Referral issues and medication problems■ Incidents :<ul style="list-style-type: none">● Reduced in last 3 months with Primary Care showing higher data○ Quality improvement projects:<ul style="list-style-type: none">■ New initiative, Quarterly Peer review to launch March-June '23<ul style="list-style-type: none">● Providers will get trainings and report out using an audit tool reviewed by their peers● Meets FTCA requirement■ Sterilization project began in Fall 2022<ul style="list-style-type: none">● Reviewing current state of our process● Looking at gaps● Make recommendations for improvements			Kimmy to bring back to the Board provider participation	After peer review completes
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	<ul style="list-style-type: none"> ○ New Initiative : PAC redesign implementation March-June '23 <ul style="list-style-type: none"> ■ Improved phone tree and call routing ■ Lessen wait times ■ Hit abdomen rate target at less than 10 percent <p>Q: Noticed an increase of complaints at the Student health Centers . What kind of complaints are these?</p> <ul style="list-style-type: none"> ● Numbers are by summation vs exact complaint as we are protecting identifying information 		Kimmy to provide SHC complaint type to CHCB liaison for Board member access	
Executive Director Evaluation Steven Sutton, Human Resources Director	<p>Steve presents a high level overview of the 2022 results for the annual CHC Executive Director evaluation</p> <ul style="list-style-type: none"> ● Board recognizes the current interim ED's outstanding skills and provided great feedback for future development <ul style="list-style-type: none"> ○ Understanding of CHC operations and management ○ Strong grasp of financial matters ○ Creates a positive working environment to attract, retain and motivate a diverse staff ○ Established effective relationships with internal and external organizations ○ Potential growth needed in enhancing relationship with the CHCB and BOCC ○ More support requested in CHCB governing duties and cultivating Board participation ins strategic planning process ○ Request for more accurate and timely information at 	Steve to connect with Board members prior to next year survey		



	<p>board meetings</p> <p>Comment: Board previously discussed improvement of the access to the evaluation survey process and need to improve ability in areas as to get feedback from staff to assist board members providing a thorough evaluation. Possibly bring to ExComm do evaluation two times a year.</p>			
10 min break	7: 03- 7:13 PM			
<p>Monthly Budget and Financial Reports</p> <p>-Jeff Perry, Chief Financial Officer, ICS</p> <p>-Adrienne Daniels, Interim Executive Director</p> <p>-Joe Berhost, Interim Health Human Resource Deputy Director</p>	<p><u>Regular monthly financial updates (Jeff Perry):</u></p> <p>We are about 6 months into the fiscal year.</p> <p>YTD</p> <ul style="list-style-type: none"> • Revenue is \$88.3 million, 53% of the budget. • Expenses are \$71.9 million, 43% of the budget. • \$16.4m net income/surplus. <p>Monthly basis December</p> <ul style="list-style-type: none"> • Revenue is running \$16.5 million, • Expenses are around \$12.2 million, • Surplus of \$4.3million for the month <p>Program Level</p> <ul style="list-style-type: none"> • Dental : Deficit \$1million • Pharmacy: Surplus \$2.3million • Primary Care : Surplus \$17.1million • Student Health Centers : Breaking Even • HIV : Surplus \$770K <p>Program income:</p>			



	<ul style="list-style-type: none">• \$119mil ; 73% of revenue for the month• YTD \$69.5mil ; 79% revenue <p>FQHC Average Internal Service costs:</p> <ul style="list-style-type: none">• \$12.8 mil indirect/internal costs <p>FQHC Average Billable Visits:</p> <ul style="list-style-type: none">• Student Health Center is tracking below last year, 38 tending below last year's target.• Dental is tracking similar to last year, but below target.• Primary care is tracking similar as last year, but still tracking below target. <p>Uninsured patients:</p> <ul style="list-style-type: none">• Primary care is tracking higher than target.• Dental is tracking below target. <p>Payer mix is consistent, not much changed the past few quarters. Care Oregon is still predominant</p> <p>OHP Patients Assigned to our services; Care Oregon added additional 141 patients for the month</p> <p><u>Vacancy Report (Adrienne Daniels):</u></p> <ul style="list-style-type: none">• Board members previously requested interest in trends for report out presentations• Variation Sept '22 - Feb '23 downward trends - decrease total number of vacancies• Downward trend decrease vacancies as of 2022• Predict ongoing wait time to fill positions			
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	<ul style="list-style-type: none"> ○ Linear trend constantly same positions <p><u>Trends from past year and Operational Investments (Joe Berhorst):</u></p> <ul style="list-style-type: none"> ● 156 hires in 2022 and 87 of those were regular positions <ul style="list-style-type: none"> ○ Increase in BIPOC hires which is representative of frontline staff ● 175 exited organization in 2022 with the majority having 0-1 year with the organization <ul style="list-style-type: none"> ○ Other employment opportunities retirements and relocation show consistent reasons for leaving ● Looking at best practices to retraining staff <ul style="list-style-type: none"> ○ Onboarding process improvements ○ Kaizen event was held recently to look at current workflow and identify areas to improve ○ Reduced workflows to hire ○ Changed hiring criteria for MA roles to allow higher compensation ○ EFDA training program provided for staff ○ Increased supervisor salary compensation ○ Working in hiring bonus ○ Attending career fairs to engage local market and outreach ○ Working with partners in diversity and worksource to build relationships with community <p>Q: The data that shows terminations, does that include those that don't stay after the probation period? Does that number stay consistent year to year?</p> <p>A: Yes, the probationary period is included. Stays consistent but would need to pull data to look year to year.</p>			
			Joe to provide year to year data on terminations to Board members	



			to look at if COVID related or changing	
Committee Updates -Finance Committee: Darrell Wade, Treasurer -Quality Committee: Tamia Deary, Quality Chair -Executive Committee: Harold Odhiambo, Board Chair -Nominating Committee: Harold Odhiambo, Board Chair	Tamia, Quality Committee : QualComm meeting scheduled for tomorrow (Feb.14th) so no recent updates; Committee is prioritizing implementation of the complaint policy and looking at trends that were presented today. Committee on identifying and working on the Quality plan Darrell, Finance Committee : <i>(mic issues)</i> Harold, Executive Committee : Board priorities which include discussing budget updates, evaluations of the Executive Director results and committee appointments. Concluded new Board applicants will attend 3 full meetings			
Executive Director's Strategic Updates Adrienne Daniels, Interim Executive Director	Patient and Community Determined: Leveraging the collective voices of the people we serve <ul style="list-style-type: none"> La clinica Site expansion <ul style="list-style-type: none"> Arranging focus groups this month with Spanish and Somali to gain feedback and recommendations on transition planning Collaborated with PCC and opportunity partners to hear about most demanded questions from students and how to partner with community engagement and workforce development Health Services Center location that recently completed a patient medical home certification renewal. Feedback was high and recognized from the State to be highlighted nationally which reflects the work of being community centered 		Adrienne to provide more in depth presentation to the Board later this year	



	<p>Supporting Fiscally Sound and Accountable practices which advance health equity and center on racial equity</p> <ul style="list-style-type: none">○ Nearing completion of our service Level Agreements (SLA) which determine what services the Health centers pay through indirect rates for our budget. Completion set to be by end of February○ Negotiation with the OHA to advocate for importance of Z-coding, and the disappropriate impact it has on our refugee and asylum patients denials <p>Equitable treatment that assures all people receive high quality, safe, and meaningful care</p> <ul style="list-style-type: none">● Dental and Primary Care are showing high rates with access to care<ul style="list-style-type: none">○ Special access for patients with Diabetes met all all but one clinic● Performance improvements in 2022 with breast cancer, depression and HIV screenings● Working with community partners on our mobile clinics to be presented to the Board in spring● Dental opioid prescription rates have decreased due to advocacy and education from our providers without sacrificing our patient care <p>Engaged, Expert, Diverse Workforce which reflects the communities we serve</p> <ul style="list-style-type: none">● New hire bonuses for nursing roles● New process in place for recruitments which is a better experience for staff			
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	<ul style="list-style-type: none"> Working with OCHIN to support CHWs to become certified through State training and financially support the cost to reduce barriers to allow more staff to be certified 			
Executive Director Update (Closed Session) <i>CHCB Board Members to discuss in a confidential separate Zoom</i>	<p>The Board Chair discussed the recent resignation of the chosen incoming Executive Director</p> <p>Board members expressed concerns with the process that are in place and priorities set. Request was to move forward with an executive session to discuss employment of the role.</p> <p>Board moved to confidential session at : 7:52pm</p>	Motion to approve: Tamia Second: Darell Yays: 6 Nays: Abstain: Decision: Approved	Board Members to email CHCB Liaison with shared interest on participating with new recruitment	2/17/23
Meeting Adjourns	Meeting adjourns 8:22 PM			Next public meeting scheduled on 3/13/23

Signed:_____ Date:_____

Pedro Prieto Sandoval, Secretary

Signed:_____ Date:_____

Harold Odhiambo, Board Chair

Scribe name/email:

Crystal Cook

crystal.cook@multco.us**Minutes approved, virtually, at the March 13, 2023 Public Meeting**