



**CHCB Public Meeting Minutes  
September 11, 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 Velaquez - Member-at-Large**

**Kerry Hoeschen – Member-at-Large**

**Susan Mendoza - Board Member**

**Alina Stircu- Board Member**

**Patricia Patron -Board Member**

**DJ Rhodes - Executive Director**

**Board Members Excused/Absent: Brandi Velaquez, Kerry Hoeschen**

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<b>Call to Order / Welcome</b> Harold Odhiambo, CHCB Chair	Meeting begins 6:06 PM We <u>do have a quorum</u> with 6 members present. Spanish Interpreters: Victor and Rosie Pedro joined at 6:11 PM			
<b>Minutes Review -VOTE REQUIRED</b> Review Public Meeting minutes	Reviewed August 14th Public Meeting Minutes. Tamia submitted edits in relation to the Quality Committee updates that were not in the Board packet. Tamia will re-submit the edits to the CHCB Liaison and requests the submitted edits are included.	<b>Motion to approve August 14th public meeting minutes:            Tamia            Second: Alina            Yays: 7            Nays:            Abstain:</b>	CHCB Staff: Update minutes with corrections	As soon as possible



		<b>Decision:</b> <b>Approved</b>		
<p><b>Youth Opioid Overdose Prevention Proposal - VOTE REQUIRED</b> Alexandra Lowell, Student Health Center Manager</p>	<p>CareOregon has invited us to submit a proposal for a non-competitive grant opportunity to further our youth opioid overdose prevention activities.</p> <p><b>Currently we are responding to the recent rise by:</b></p> <ul style="list-style-type: none"> <li>• Screening</li> <li>• Education on overdose prevention</li> <li>• prescriptions for narcan nasal spray</li> </ul> <p><b>Would like this grant to fund a new .8FTE Community Health Specialist or Community Health Worker to provide :</b></p> <ul style="list-style-type: none"> <li>• Increased awareness around opioid overdose prevention</li> <li>• General harm reduction activities and education</li> <li>• Adult partnership with Youth Action Councils</li> <li>• Implementing outreach activities</li> </ul> <p><b>Question:</b> Is this one person for this role? How many schools will be covered or how will this be implemented? <b>Answer:</b> This position will fund 1 person that will be reaching out to the 9 schools where we have SHC's. Additionally, may do other community outreach events that could reach other schools.</p> <p><b>Question:</b> Will the outreach be done for parents? <b>Answer:</b> Parents can be a part of the conversations at other outreach activities where schools invite parents or guardians to participate. The main focus will be youth and in school classrooms.</p>	<p><b>Motion to approve Youth Opioid Overdose Prevention Proposal:</b> <b>Tamia</b> <b>Second:</b> <b>Darell</b> <b>Yays: 6</b> <b>Nays:</b> <b>Abstain: 1</b> <b>Decision:</b> <b>Approved</b></p>		



When a universal screening is done, students are accompanied by their parent and aware of screening and educational services.

**Question:** What type of activities will be done to attract people if a parent is not involved?

**Answer:** Activities are educational or raising awareness around opioid use, misuse, abuse, overdosing, and informing of resources that the SHC offers. Intent is to implement training to youth that are exposed to opioids and want further information and resources.

**Question:** Will this campaign be done bilingual?

**Answer:** Yes. The goal would be to hire a bilingual (English/Spanish) CHW. We would translate other materials as needed for other languages.

**Question :** What do you envision for the production of the narcan video? How would it be distributed to students or used as an educational aide?

**Answer:** We have \$10k budgeted for the development of the video. It would be an educational video and would contract out for assistance with the production. The script would be generated ourselves to ensure it has the most clinically sound and correct information. YAC members that are interested will assist as well. The video will be shown in classroom presentations and possible outreach events.

**Comment:** This Health Center initiative to address this recent uprise in opioid use, where it is needed, is greatly appreciated.



<p><b>Policy: ICS 01.41 Policy Approval by The Co-Applicant Board - VOTE REQUIRED</b> Adrienne Daniels, Deputy Director and Strategy Officer</p>	<p><b>Provided background of policy :</b></p> <ul style="list-style-type: none"> <li>● Required to outline how governance is distributed throughout Multnomah County</li> <li>● The Community Health Center Board oversees policies which are specific to the governance of the Health Center.</li> <li>● Requires approval by the Co-applicant Board</li> <li>● Referred to as the policy of policies</li> </ul> <p><b>Edits requested :</b></p> <ul style="list-style-type: none"> <li>● Simplify language in general policy statement to clarify CHC Board vs. Board County Commissioners or Clinical Advisory Boards</li> <li>● Match all policy names</li> <li>● Updates based off the Board’s voting history</li> </ul>	<p><i><b>Motion to approve ICS.01.41 Policy Approval by The Co-Applicant Board: Patricia Second: Alina Yays: 7 Nays: Abstain: Decision: Approved</b></i></p>		
<p><b>Q2 Patient Experience Surveys</b> Linda Niksich, Program Specialist Senior, Quality Team</p>	<p>Reviewed continuing trends and activities to address the current trends from Q2 survey results</p> <p><b>Common Trends Across PC/Dental/IBH :</b></p> <ul style="list-style-type: none"> <li>● Under “benchmark” <ul style="list-style-type: none"> <li>○ Overall satisfaction scores</li> <li>○ Referral intentions</li> <li>○ Cultural and Language needs being met</li> <li>○ Disparities in scores for specific demographics (Asian, Cantonese language speakers, Russian language speakers)</li> </ul> </li> </ul> <p><b>Primary Care</b></p> <ul style="list-style-type: none"> <li>● Appointment wait time</li> </ul>			



- Test results communications
- Asked about difficulties in caring for health, and cause of worries/stress

**Dental**

- Appointment wait time
- Provider wait
- Provider time spent

**Behavioral Health**

- Appointment wait time
- Provider wait
- Provider time spent

**Pharmacy (No benchmark available yet)**

- Pickup wait time
- Being told when prescription should be ready

**Addressing Trends**

Appointment wait time:

- Advanced Access Project, MyChart Self scheduling, staffing and recruitment for all service lines
- Asking about difficulties caring for health and causes of worry/stress: Collecting social driver of health
- Test Results Fast Enough: MyChart signup efforts, MyChart optimization, Team based care work.
- Race/Language: Engagement with community members themselves about health care needs and preferences.

**Improvements:**

- Russian, Cantonese and Chinese patients reporting good or excellent satisfaction with reception
- Cantonese and Chinese patients reporting good or excellent with provider listening
- Increase in patients reporting about being asked about



	<p>difficulties in their health care</p> <ul style="list-style-type: none"> <li>● IBH patients are reporting at almost 10% satisfaction with appointments and wait time</li> </ul>			
<p><b>NACHC Community Health Institute &amp; Expo Conference Update</b> Harold Odhiambo, CHCB Chair &amp; Tamia Deary Vice Chair</p>	<p>Harold and Tamia shared comments on the recent conference in San Diego, CA.</p> <p><b>Highlights :</b></p> <ul style="list-style-type: none"> <li>● Revitalize importance of Board work</li> <li>● Largest attend conference with close to 40 states represented</li> <li>● Attend key sessions that addressed disparities and advocacy</li> <li>● Future Board Member Boot Camp is encouraged for those members that have yet to attend</li> <li>● Mobile Clinics are making a difference across states</li> </ul>			
<p><b>Committee Updates</b> -Quality Committee: Tamia Deary, Quality Chair -Executive Committee: Harold Odhiambo, Board Chair -Darrell Wade, Finance committee:</p>	<p><b>Quality Committee:</b> Linda's presentation earlier was presented at the August Quality Committee meeting. We are in the process of updating policies and procedures and our September meeting is tomorrow. We are updating the patient complaint forms and process to ensure it is accessible at every clinic location. No Bylaws meeting update as we have not met since the last update.</p> <p><b>Executive Committee:</b> No additional updates this month.</p> <p><b>Finance committee:</b> No additional updates this month.</p>			



<p><b>Executive Director Update</b> <i>(Closed Session)</i></p> <p><i>CHCB Board Members to discuss in a confidential separate Zoom</i></p>	<p>Board moved to confidential session at 7:01 PM</p>	<p><b>Motion to move to a closed session:</b> <b>Patricia</b> <b>Second: Alina</b> <b>Yays: 7</b> <b>Nays:</b> <b>Abstain:</b> <b>Decision:</b> <b>Approved</b></p>		
<p><b>Meeting Adjourns</b></p>	<p>Meeting adjourns 7:36 PM</p>			<p>Next public meeting scheduled on 10/09/23</p>

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Pedro Sandoval Prieto, Secretary

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Harold Odhiambo, Board Chair

Scribe name/email:  
Crystal Cook  
crystal.cook@multco.us

Minutes approved,at the October 09,2023 Public Meeting