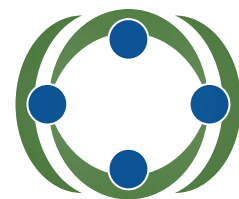




# Public Meeting

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**January 2025**



**community health  
center board**

*Multnomah County*

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December 09, 2024

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# AGENDA



**community health  
center board**

*Multnomah County*



# Public Meeting Agenda

January 13, 2025

6:00-8:00 PM

In Person Gladys McCoy 7th Floor, Room 708

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

**CHCB Board:**

**Tamia Deary (she/they)** – Chair

**Kerry Hoeschen (she/her)** – Vice Chair

**Darrell Wade (he/him)**- Treasurer

**Brandi Velasquez (she/her/ella)** – Member at Large

**Susana Mendoza (she/her)** - Member at Large

**Brenda Chambers (she/her)** - Board Member

**Jose Gomez (el/ellos)** - Board Member

**Monique Johnson (she/her)** - Board Member

**Dani Slyman (she/her)** - Board Member

**Jenna Green - Interim Executive Director (Ex Officio)**

- Meetings are open to the public
- There is no public comment period
- Guests are welcome to observe/listen
- All guests will be muted upon entering the Zoom

Please email questions/comments to **the CHCB Liaison at [CHCB.Liaison@multco.us](mailto:CHCB.Liaison@multco.us)**. Responses will be addressed within 48 hours after the meeting

Time	Topic/Presenter	Process/Desired Outcome
6:00-6:05 (5 min)	<b>Call to Order / Welcome</b> <i>Tamia Deary, CHCB Chair</i>	
6:05-6:10 (5 min)	<b>Minutes Review - VOTE REQUIRED</b> <a href="#">December 09, 2024 Public Meeting Minutes</a>	Board reviews and votes
6:10-6:15 (5 min)	<b>2025 CHCB Board Calendar - VOTE REQUIRED</b> <i>Tamia Deary, Board Chair</i>	Board reviews and votes
6:15-6:35 (20 min)	<b>Strategic Planning Next Steps</b> <i>Tamia Deary, Board Chair</i> <i>Jenna Green, Interim Executive Director</i>	Board reviews
6:35-6:45 (10 min)	<b>Monthly Financial Report</b> <i>Hasan Bader, Finance Manager</i>	Board reviews
6:45-7:00 (15 min)	<b>Q3 Patient Satisfaction Surveys</b> <i>Linda Niksich, Program Specialist Senior Quality Team</i>	Board reviews
7:00-7:10 (10 min)	<b>10 Minute Break</b>	
7:10-7:15 (5 min)	<b>Board Committee Updates &amp; Committee Appointments/Selections</b> Finance Committee: Darrell Wade, Finance Chair Quality Committee: Tamia Deary, Quality Chair Executive Committee: Tamia Deary, Board Chair	Board reviews



	Nominating Committee: Tamia Deary, Board Chair Bylaws Committee: Tamia Deary, Board Chair	
<b>7:15-7:20</b> (5 min)	<b>Department Updates/Strategic Updates</b> <ul style="list-style-type: none"><li>○ Interim Executive Director</li><li>○ Operations</li><li>○ Clinical</li><li>○ Quality</li></ul>	Board reviews
<b>7:20-7:25</b> (5 min)	<b>Thank Harold/Recognize all Board Members</b>	Board reviews
<b>7:25-7:45</b> (20 min)	<b>Board Discussion (<i>Closed Executive Session</i>)</b> <i>Tamia Deary, CHCB Chair</i>	Board receives updates in an executive session and has discussion
<b>7:45</b>	<b>Meeting Adjourns</b>	Thank you for your participation



# PUBLIC MEETING MINUTES



**community health  
center board**

*Multnomah County*



# CHCB Public Meeting Minutes

## December 9, 2024

### 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:**

**Tamia Deary (she/they)** – Chair

**Darrell Wade (he/him)**- Treasurer

**Kerry Hoeschen (she/her)**- Secretary

**Brandi Velasquez (she/her/ella)**- Member at Large

**Susana Mendoza (she/her)**- Member at Large

**Jose Gomez (el-ellos)** - Board Member

**Brenda Chambers (she/her)** - Board Member

**Dani Slyman (she/her)** - Board Member

**Harold Odhiambo (he/him)**- Board Member

**Monique Johnson (she/her)** - Board Member

**Jenna Green (she/her)**- Interim Executive Director (Ex Officio)

**Board Members Excused/Absent: Darrell, Kerry**

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<b>Call to Order / Welcome</b> Tamia Deary, CHCB Chair	Meeting called to order at 6:05pm. We <u>do have a quorum</u> with 8 members present. Absent: Darrell Wade, Kerry Hoeschen			
<b>Minutes Review - VOTE REQUIRED</b> Tamia Deary, CHCB Chair <ul style="list-style-type: none"> <li><a href="#">November 16, 2024 Public Meeting Minutes</a></li> </ul>	November 16, 2024, Public Meeting minutes  No changes.	<b>Motion to approve:</b> Brenda <b>Second:</b> Bee Yays: 8 Nays: 0 Abstain: 0 <b>Decision: Approved</b>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<p><b>Workforce Training Opportunity (HOWTO) Grant Request - VOTE REQUIRED</b></p> <p><i>Amaury Sarmiento, Regional Manager Senior</i></p>	<p>Amaury presents the HOWTO grant being voted on tonight:</p> <p>Purpose is to expand health professional training within the State to address health care workforce shortages and to support innovative, transformative and community-based training initiatives that will expand the diversity of health professionals. The program partners with De La Salle Preparatory High School, where students, Freshman to Seniors, work one full day a week, at LaClinica and Mid-County health clinics, in exchange for funding that goes toward their education.</p> <ul style="list-style-type: none"> <li>● Currently have 4 students in the program</li> <li>● Grant would expand to 8 additional spots, and add North and Northeast clinics</li> </ul> <p>Proposed Budget:</p> <ul style="list-style-type: none"> <li>● Project period: 6/16/25-6/15/28</li> <li>● Current budget request is \$239,400 over the 3 year period</li> <li>● Funds pay for Corporate Work Study fees to De La Salle <ul style="list-style-type: none"> <li>○ Approximately \$75,800 annually for 8 students/2.0 FTE equivalent</li> <li>○ Costs increase approximately \$4,000 each year</li> </ul> </li> </ul> <p>A YES vote means MCHD will submit the HOWTO application to the OHA to expand the number of students in the program by 8 additional students.</p> <p>A NO vote means MCHD will NOT submit the HOWTO application to the OHA to increase the participants and the current number of students will remain as is.</p> <p><b>Questions:</b></p> <p><b>Jose</b> - Has this program been in place for a while?</p> <p><b>Amaury</b> - This program started in the 2023/24 school year. The hope is to continue the program as it is, even if we can't increase the number of students participating.</p>	<p><b>Motion to approve:</b> Susy</p> <p><b>Second:</b> Dani</p> <p>Yays: 8</p> <p>Nays: 0</p> <p>Abstain: 0</p> <p><b>Decision:</b></p> <p><b>Approved</b></p>		



Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>We have had success at the 2 Health Centers, so we are looking to expand to other Health Centers.</p> <p><b>Monique</b> - I'm curious why you have only used the program at 2 of the Health Centers?</p> <p><b>Amaury</b> - Currently the funding is only from Care Oregon Workforce Development, with a limited amount of dollars.</p> <p><b>Monique</b> - Is the program only going to be offered at De La Salle, if the grant is approved and the program is expanded? Or will it be offered to other schools, like Portland Public Schools?</p> <p><b>Amaury</b> - Not at this time, due to the fact that this is the only school in Oregon that offers a work study program, that offsets the cost of the student's education. We are however looking into getting involved with other high schools in different ways, to help give students access to shadow and develop some of these skills.</p> <p><b>Monique</b> - So would that be part of the funding from this grant?</p> <p><b>Amaury</b> - This funding does not allow for that, because we had to identify an existing partnership that we already have in place for this grant. We are in talks with Gresham Barlow, to see if we can create a similar program there, then Portland Public Schools will hopefully follow.</p> <p><b>Dani</b> - Over the past year, what metrics have been set up, so we know what success looks like, and how have we met these goals and are there going to be different ones for the future?</p> <p><b>Amaury</b> - We are looking at student based projects, for example, one project was to help clean up our communication preferences within our electronic health record. We have 3 projects for the school year and we use the feedback from the student's mentorships with their supervisors, at their school, to measure the success of the</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>projects within the program.</p> <p>As for measuring the long term success of the program for these students, we are still in the early stages of the program, and to really measure the success of the program, it will take some years to see how this ultimately works as more students graduate from high school and go to college with a direction of further studies in the healthcare field or go into the workforce, in a healthcare setting.</p> <p>No further discussion before the vote.</p>			
<p><b>Executive Officer Slate - VOTE REQUIRED</b></p> <p><i>Tamia Deary, CHCB Chair</i></p> <p><i>Susana Mendoza, Member at Large</i></p>	<p>Tamia - Slate for election - Positions on the ballot:</p> <ul style="list-style-type: none"> <li>● Kerry Hoeschen for Vice Chair</li> <li>● Darrell Wade for Treasurer</li> <li>● Bee Velasquez for Member at Large</li> </ul> <p>Google form sent by email &amp; in Zoom chat, for all board members to vote.</p>			
<p><b>Q3 Complaints and Incidents</b></p> <p><i>Kimmy Hicks, Quality Team</i></p>	<p>Kimmy presents Q3 2024:</p> <p>Incident/Risk Form Types:</p> <ul style="list-style-type: none"> <li>● Discusses Icon Wall for incident reporting in the new RLDIC system.</li> <li>● Feedback Form is for compliments or complaints when management isn't available.</li> <li>● Other forms are used to report specific incidents: Adverse Drug Reactions; Aggression; Diagnosis/Treatment; Good Catch/Near Miss; Lab/Specimen; Medication/Fluid; Provision or Care; Suicidal Ideation and Behavior; and Sugery/Procedure.</li> </ul>	<p><b>Tamia asked for the slides and Icon Wall handout for the board. Kimmy has already shared them with the board.</b></p> <p><b>Jose would like</b></p>	<p><b>Kimmy</b></p>	

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>Each form corresponds to a particular type of incident to ensure proper documentation, reporting and tracking.</p> <p>Patient Incidents reported in Q3: 13 - Suicide, 10 - Provision of Care, 6 - Good Catch, 5 - Medication/Fluid, 2 - Aggression, 2 - Diagnosis/Treatment, 1 - Lab/Specimen.</p> <p>Incident by location: 15 - Medical, 3 - Student Health Center, 1 - John B Yeon Annex.</p> <p>Client Feedback: 24 - Dental, 10 - Medical, 2 - Pharmacy, 1 - John B Yeon Annex. The client feedback is then further broken down by category for the feedback, which is Service, Person, Equipment and Dental Procedure. With Dental the highest, with 17 for service, 13 for person and 1 for dental procedure.</p> <p>The plan going forward, now that we have this feedback, is to talk with the CHCB Quality representatives to see if we want to dive deeper with the breakdowns, and how to better address the findings. Harold, I know you asked about the QI and I have that slated, but I want to make sure we have the feedback of the CHCB Quality representatives as to where they want me to concentrate the data.</p> <p><b>Questions:</b></p> <p><b>Tamia</b> - requests that the board is provided with the slides and handout explanations. Kimmy provided these to CHCB Liaison and were included in the Board Book.</p> <p><b>Susy and Jose</b> appreciate the work that has been done to clarify the incident information that is collected.</p> <p><b>Jose</b> - would like to have a comparison graph with other Counties, States, etc. so we can see how we compare. Kimmy is working on that and since the RLDatix</p>	<p><b>to see a comparison chart with data from other Counties, States across the Country, etc. Kimmy said she will get this.</b></p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>system is used broadly, it shouldn't be too hard to gather that information.</p> <p>No other questions.</p>			
<b>Break</b>	Break from 6:50pm to 7:00pm.			
<b>Announce Executive Officer Elections Results</b> <i>Tamia Deary, CHCB Chair</i> <i>Susana Mendoza, Member at Large</i>	<p>Susy will present the results. She thanks everyone for voting.</p> <p>The 3 nominees on the ballot received 8 votes each.</p> <p>All were elected.</p>			
<b>Monthly Financial Report</b> <i>Hasan Bader, Finance Manager</i>	<p>Hasan delivers the finance report for Oct.</p> <ul style="list-style-type: none"> <li>● YTD of revenue collected is 30%, and expenditures of 30%.</li> <li>● We show a loss of about \$770,000, but this is a small amount for being in the red. The reason for this, as we know, is because Grants are one month behind. The Primary Care Grant this month is about \$860,000 or \$870,000 so the Grant amount is greater than the amount we are in the red.</li> <li>● Quality Incentives - we are collecting at a good rate which is about 42% YTD. This is more than we budgeted for.</li> <li>● Health Center fees are at 30% - a little below where we'd like to be, but it is in line with expenses.</li> <li>● Personnel continues to be the largest expense which is at 29%, which is about 4.3% below, which is great.</li> <li>● Contracts 55% spent.</li> <li>● Material and Services at 34%.</li> <li>● Internal services 29%.</li> </ul>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<ul style="list-style-type: none"> <li>● Materials and Supplies are up from what it was in Sept. due to Pharmaceuticals. An increase of about 1.5 million just for pharmaceuticals.</li> </ul> <p>Monthly Dashboard for Visits</p> <p>We budgeted about 12.4% for this fiscal year. We track for:</p> <ul style="list-style-type: none"> <li>● Student Health Centers visits</li> <li>● Dental billable visits</li> <li>● Primary Care billable visits</li> </ul> <p>In each of these areas, we seem to be in line with where we were last fiscal year.</p> <p>A Key Indicator we track is membership and CCOs (Coordinated Care Organizations)</p> <ul style="list-style-type: none"> <li>● Care Oregon</li> <li>● Trillium</li> </ul> <p>Both have increased in the last 2-3 months, with about 58,300 between the two.</p> <p><b>Questions:</b> None</p>			
<p><b>Committee Updates</b></p> <p>Finance Committee: Darrell Wade, Finance Chair</p> <p>Executive Committee: Tamia Deary, Board Chair</p> <p>Nominating Committee: Tamia Deary, Board Chair</p>	<p>Finance Committee: The CHCB has plans for budget talks so that the board members have a better understanding going forward.</p> <p>Executive Committee: No update.</p> <p>Nominating Committee: We are having a rich discussion around getting the materials in place for board recruitment.</p> <p>Bylaws Committee: No updates. More to come in Jan.</p> <p>Quality: We talk about complaints and incidents. We have lots of information for addressing language barriers and progress for 2025 with interpreters. We will be</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Bylaws Committee: Tamia Deary, Board Chair Quality: Susana Mendoza	working on following up on complaints and incidents, as a group. I am working on my presentation skills for future meetings.			
<b>Department Updates/Strategic Updates</b> <i>Jenna Green, Interim Executive Director</i>	<p>Jenna Green, Interim Executive Director, provided department updates.</p> <p>We would love to have more board members and are working hard on recruitment.</p> <p>CHCB Memo - November Recap:</p> <ul style="list-style-type: none"> <li>● Received official notice from HRSA that we were 1 of 3 Oregon health centers that were awarded a \$1 million grant for Strengthening Transitions and Care from corrections health to our health center.</li> <li>● Also part of a \$52 million National award. Will continue to update the progress of this work.</li> <li>● CHCB Event Opportunity Reminder: MULTCO Board of Commissioners will recognize County employees celebrating years of service milestones of 15 years and greater. Original invite was sent in November.</li> </ul> <p>Adrienne presents Policy and Legislative updates. She welcomes suggestions from CHCB members regarding specific policy issues or bills that you have questions about, so she can do a much deeper exploration and provide explanations or more information in the Spring.</p> <ul style="list-style-type: none"> <li>● Federal Policy Landscape - Many areas of healthcare policy historically are impacted during changes in federal administrations and several issues are being closely monitored by our Health Center given the incoming Trump Administration in 2025, including:               <ul style="list-style-type: none"> <li>○ Decisions about how Medicaid funding is distributed at the State versus Federal level</li> <li>○ New rules for who is eligible for Medicaid</li> </ul> </li> </ul>	<p>Health Center Board Memo will have a standing policy updates section.</p> <p>Jan. will have another update specific to Flex Funds.</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>■ Oregon has an 1115 Waiver approved to test new eligibility guidelines and coverage. This is unlikely to be changed midway through their trial period.</li> </ul> </li> <li>○ Funding to help with loan repayment for critical primary care and health care workforce</li> <li>○ Provider conscience clauses and elective services</li> <li>○ Attestations about compliance with existing rules               <ul style="list-style-type: none"> <li>■ Health centers are already prohibited from providing certain types of health services such as abortions or needle exchange.</li> </ul> </li> </ul> </li> <li>● Federal Policy is led through the National Advocacy Body, the National Association of Community Health Centers.       <ul style="list-style-type: none"> <li>○ NACHC Policy and issues Conference and Hill Day: February 5, 2025.</li> </ul> </li> </ul> <p><b>Important to Note:</b> Even though a lot of healthcare policy is political and can be influenced by different political parties, the core of the work that happens at the Federal level with our association, is Apolitical.</p> <ul style="list-style-type: none"> <li>● State Policy Landscape       <ul style="list-style-type: none"> <li>○ Oregon remains a highly supportive state for innovative healthcare, including services directly provided by Community Health Centers.</li> <li>○ Even with federal policy changes, the following areas will remain of high importance:           <ul style="list-style-type: none"> <li>■ Basic Health Plan and Healthier OR</li> <li>■ Medicaid Eligibility and Enrollment</li> <li>■ Maintaining an integrated Medicaid program through Coordinated Care Organizations</li> <li>■ Services for specific populations</li> </ul> </li> </ul> </li> <li>● Oregon’s Legislative Session       <ul style="list-style-type: none"> <li>○ Oregon’s legislature meets annually for either a short or long session. In 2025 Democrats have a supermajority in the State</li> </ul> </li> </ul>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<ul style="list-style-type: none"> <li>■ 60 Rep in the House</li> <li>■ 30 members of the Senate</li> </ul> <p><b>Questions or suggestions:</b></p> <p><b>Tamia:</b> Wants to make sure we are staying on top of the support for non-binary rights, gender affirming care and are addressing any access to care issues, or threats to those services.</p> <p><b>Dani:</b> More information is always appreciated.</p> <p>No further questions.</p>			
<p><b>Board Discussion</b> <b>(Closed Executive Session)</b> <i>Tamia Deary, CHCB Chair</i></p>	<p>Tamia thanks Harold for his service as his position terms out at the end of the year.</p> <p>Closed Executive session started at 7:44 pm and ended at 8:34 pm</p>	<p><b>Motion to move into Exec Session:</b> Brenda <b>Second:</b> Bee Yays: 8 Nays: 0 Abstain: 0 <b>Decision:</b> <b>Approved</b></p>		<p>Next public meeting scheduled in-person on January 13, 2024</p>
<p><b>Meeting Adjourns</b></p>	<p>8:34pm</p>			

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Kerry Hoeschen, Secretary



Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Tamia Deary, Board Chair

Scribe: // Email:  
Heather Schaadt/heather.schaadt@multco.us



# SUMMARIES



**community health  
center board**

*Multnomah County*



# 2025 CHCB Meeting Calendar

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4							1							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
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19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
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April							May							June						
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13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30					
July							August							September						
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13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30				
							31													
October							November							December						
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12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							30													

**DENOTES CONFLICT with Holiday**

Denotes Executive Committee Meeting

Denotes public meeting

Annual retreat held sometime in September or October

# Q3 2024 Patient Surveys: Trends, Improvements, and QI Work

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**CHCB Meeting**  
**January 13, 2025**

Linda Nicksich, Patient Experience Sr. Specialist



## Q3 2024 Update // Trends We Are Monitoring

Service Line	Topic	Trend
Across the Health Center	National Benchmarks for Satisfaction	14 of 16 measures are below Benchmark
	Appointment Wait Times (Access)	6.2% below Benchmark
	Demographic Disparities	Asian population, Cantonese speakers
Primary Care	Loyalty and Referral Intentions	Trending down
Dental	Provider Asst. Courtesy & Helpfulness	Trending down over time
	Cultural and Language Needs Being Met	Trending down over time
Integrated Behavioral Health	Same Day Response to Questions	Down 20% from Q2 2024
	Provider Explanation (explains things in a way that's easy to understand)	<b>Improving after a period of trending down</b>
Pharmacy*	Overall Quality of Communication	Slightly down

This slide shows the trends and/or indicators of trends that we are monitoring for the health center as a whole and each service line being surveyed.

Crossroads has over 120 FQHCs in their database. The National Benchmarks are the average or mean score of these FQHCs combined. The two National Benchmarks exceeded are Provider Wait and Portal Satisfaction.

Each line item represents a specific question on the survey except \*Disparities for Asian populations and Cantonese Speakers. We are seeing disparities among our Asian Populations and Cantonese Speakers because they report the lowest satisfaction and experience of the entire patient cohort surveyed.

**\*Pharmacy:** Crossroads has a smaller number of Pharmacies in their database compared to the number of FQHCs. Currently, there are only 14 pharmacies in their database to create benchmarks; meaning that pharmacy benchmarks may not be statistically significant.

## Q3 2024 // Improvements and Upward Trends

Service Line	Topic	Trend
Across the Health Center	<b>Experience Questions</b>	<b>All exceed benchmarks!</b>
	Provider wait (from check-in to seeing provider)	Exceeds benchmark by 2%
	Portal Satisfaction	Exceeds benchmark by 4%
Primary Care	<b>Experience Questions</b>	<b>All exceed benchmarks!</b>
	Overall Satisfaction	Exceeds benchmark by .6%
	Provider Respect	Exceeds benchmark by .2%
	Provider Wait (from check-in to seeing provider)	Exceeds benchmark by 4.4%
	Quality of Care	Hit benchmark
Dental	Asked About Difficulties Caring for Health	Improved 5.4%
Integrated Behavioral Health	<b>Satisfaction Questions</b>	<b>All Improved</b>
	Loyalty Intentions (likelihood of returning)	<b>Scored 100%!</b>
Pharmacy	RX Accuracy & Privacy of Health Information	Improved slightly
	Patient Told When RX Would Be Ready	<b>Scored 100%!</b>

Across the health center as a whole, we exceeded ALL of the Experience Question Benchmarks! Experience Questions are a set of 5 questions based on the patients “perception of care received” as opposed to the Satisfaction Questions which are the patients “expectations for care”.

### The 5 Experience Questions Are:

Did your provider involve you in your (or your child’s) health care decisions?

(if patient indicates contacting the health center during regular business hours to ask a question) Did you get an answer to your question that same day?

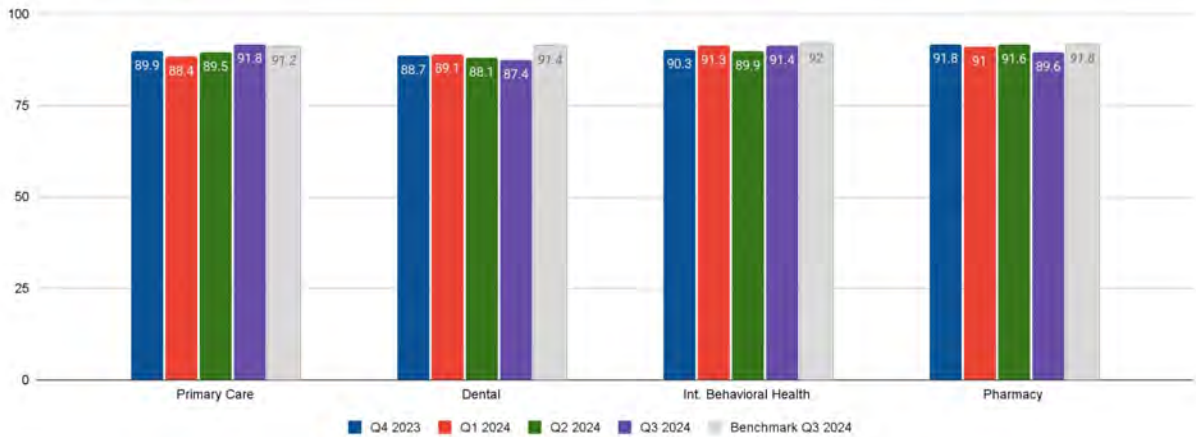
(if tests were ordered) Did you receive or are you scheduled to receive these results as quickly as expected?

In the last six months did anyone in this provider’s office talk with you about things in your life that worry you or cause stress?

In the last six months did anyone in this provider’s office ask you if there are things that make it hard for you to take care of your (or your child’s) health?

## Q3 2024 // Overall Satisfaction By Service Line

Overall satisfaction



Overall Satisfaction-refers to the patient's satisfaction with the entire appointment. These graphs show each service line's score over the last 4 quarters compared to the national benchmark (in gray) for Q3 2024.

**Benchmarks come from the 120+ FQHCs for which Crossroads conducts surveys.**

## Q3 2024 // Overall Satisfaction By Clinic Site

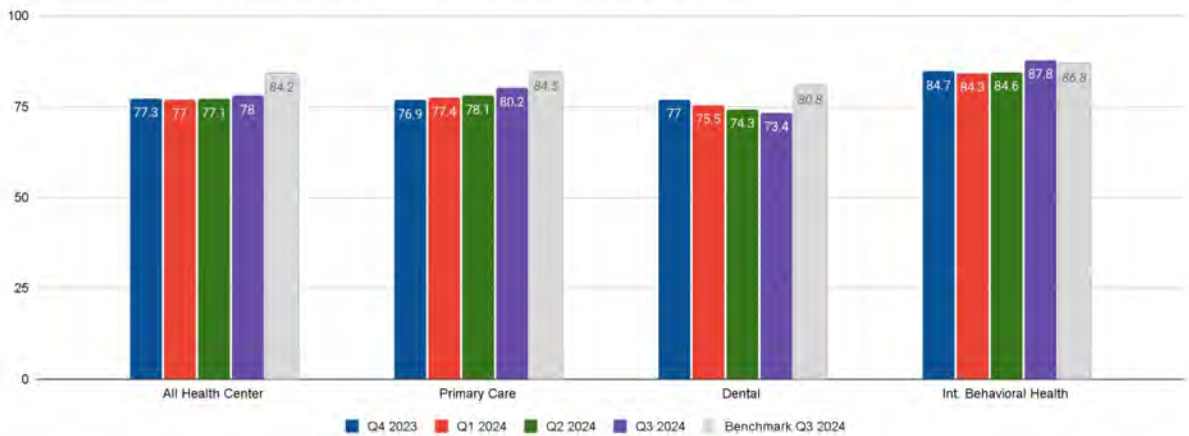
Site	Mean Score
East County	88.9
Health Services Center	97.1
La Clinica de Buena Salud	91.7
MidCounty	90.3
North Portland	88.9
Northeast	90.3
Rockwood	90.8
Southeast	90.4

Here are the Overall Satisfaction mean scores by clinic site...this includes all service lines provided at that site (excluding Pharmacy).



## Q3 2024 // Appointment Wait By Service Line

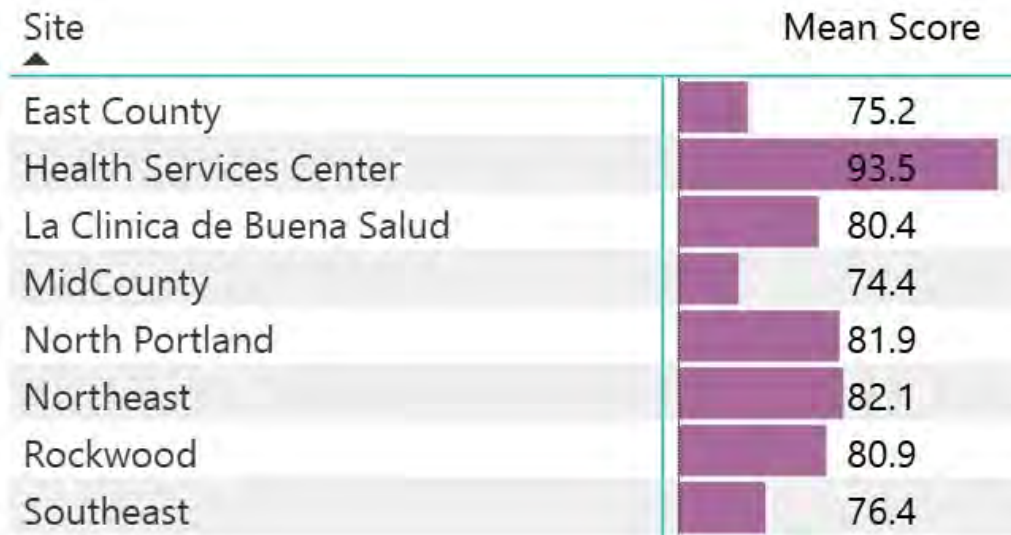
How satisfied are clients with the length of time from scheduling to appointment?



“Appointment Wait” refers to how satisfied the patient was with the wait from the time the appointment was requested to the actual appointment.

These graphs show each service line’s score over the last 4 quarters compared to the national benchmark (in gray) for Q3 2024.

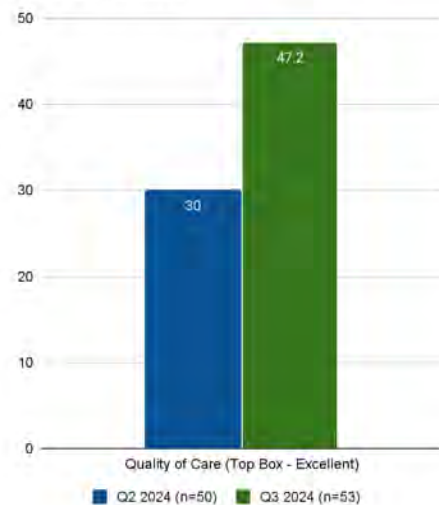
## Q3 2024 // Appointment Wait By Clinic Site



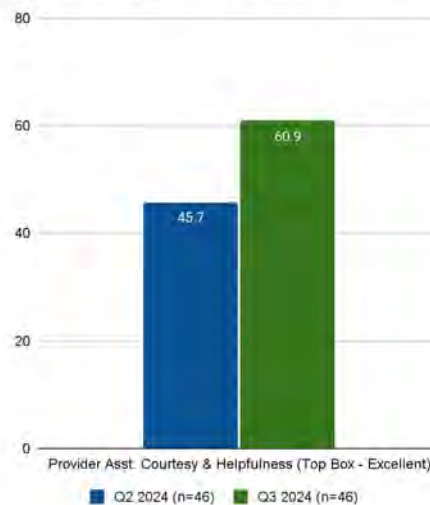
Here are the Appointment Wait mean Scores by clinic site...

## Q3 2024 // Improvements for Disparities

Asian Population



Cantonese Speaking Population



Focusing on improvements for disparities, our Asian populations (Chinese and other Asian) and Cantonese Speakers continue to be the most dissatisfied...these measures showed improvement of 10% or more.

For this slide I drilled down further to Top Box scores (meaning those who chose "Excellent" as their answer).

"Asian" subcategories include multiple races within Asian culture, but for our health center patients identify almost entirely "Chinese" and "Other Asian".

"n=" refers to the total number of respondents from the demographic shown that answered the specific question.

### Clinic QI Work

#### **Methods**

- *Discussing with staff; themes from patient comments*
- *PDSAs*
- *Work Groups*

#### **La Clinica & Mid County Health Center**

- *Developed workflow using EPIC Chat to update front desk (who then update patients) if a provider is behind*

#### **Northeast Health Center**

- *Redesign of front desk area based on patient feedback*

Clinic managers are sharing their survey results with staff regularly. This includes opportunities for improvement as well as positive feedback. Each clinic has their own nuances...therefore, collaboration on activities to address trends is taking place at the clinic level, based on that clinic's specific patient feedback. As clinics develop strategies to improve patient satisfaction and experience, they are sharing their processes and results with other clinic management teams. This is creating normalization of working with Patient Satisfaction and Experience data on an ongoing basis. Clinic management is making this a regular part of their all-staff meetings as well as sharing the work they are doing with other regions in order to help each other improve patient satisfaction and experience across all clinics and programs.



# Department Updates

# Strategic Updates

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- Interim Executive Director
- Operations
- Clinical
- Quality



**community health  
center board**

*Multnomah County*

# Community Health Center Board

## Health Center Highlights



TO: Community Health Center Board  
FROM: Jenna Green, Interim Executive Director & Senior Leadership  
RE: Public Meeting Memo - **December Monthly Report**  
DATE: January 13, 2025

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### **Executive Director Updates** - System level information and updates

- Board of County Commissioners proclaimed December 1, 2024 as World AIDS Day in Multnomah County. Nick Tipton, Senior Regional Manager of Health Services Center, presented with other Portland Area HIV Services Planning Council during the powerful proclamation.
- Representative Hoa Nyugen, House District 48, visited Mid County Health Center on December 2nd.
  - The tour of the clinic was supported by the Oregon Primary Care Association (OPCA) and discussion focused on support of the 340B program and other legislative priorities in the upcoming session in addition to Rep. Nyugen learning about the medical home model and the immigrant population served at MCHC.

### **Capital Projects** - Facilities updates, high cost projects

- Construction Projects:
  - Rockwood repair and construction plan is undergoing further analysis this month and we anticipate beginning a review of the phased versus non phased construction approach in January.
  - Mid County construction begins in January to complete flooring, painting, and some workstation redesign in the hall towards the pediatric clinic, lab, and clinical work stations. The Health Center will remain open however portions of the clinic will not be in use during periods of construction.
  - The Westside Pharmacy expansion project is underway and expected to continue for another 7-8 weeks. All work is being conducted outside of pharmacy operating hours to minimize client impact.
- Generator Projects:
  - Mid County generator project is expected to be complete in the next 1-2 weeks following final electrical work.
  - Northeast generator had a shipping delay, but is now at the site and set to be installed in the next two weeks. We expect this generator to be completed by the end of January.
  - Working with our Grants Department to look for additional funding opportunities to apply for so that we eventually have generators at each Health Center site.

### **Strategic Program Updates** - Topics related to the strategic plan/direction of the Health Center

- As part of the Statewide 1115 Waiver, our health center staff are now able to support patient referrals for new Medicaid Benefits.
  - In November, the State began new housing and rental assistance benefits to newly covered populations.
  - Our CHW team has helped over 100 patients in the past month apply for these new benefits.

CHCB will receive a more detailed memo as part of their January Board meeting packet.

- Our new Health Center Website is going through final copy writing and content development stages this month so that final security and navigation testing will launch in February.
  - The website go-live is anticipated by the end of February!

### **Risk and Compliance Updates** - Compliance events, major incidents/events updates

- OHA performed five School Based Health Center recertification audits at our Student Health Centers (SHC), which are tied to receipt of State funding. As always, they were very impressed with our program, staff, and services, and had only a few action items for follow up.

### **Quality/Process Improvement** - Improvement events and activities

- Our Quality & Compliance and Business Intelligence (BI) programs have partnered for the last 9 months to improve our process for our annual UDS data submission.
  - Changes have included updated data sources, automation, and more regular/streamlined data validation to ensure a more timely and accurate submission.
  - We are on track with deliverables and timeline for submission before the due date of February 15. Regular updates have been provided to the CHCB Quality Committee.

### **General Program Updates** - Program/Service-line specific updates

- Primary Care
  - Respiratory season is here! Primary care staff is prepped to address needs of clients with acute respiratory viruses, including COVID, Flu, RSV and also pertussis. We are busy vaccinating those we can and have brought in an additional external supply of COVID vaccines due to the State's limited supply.
    - Our community is experiencing a Pertussis (whooping cough) outbreak, and we are partnering with Public Health to make sure those who are eligible for treatment in our health center are able to access it.
  - The Autism Assessment Pilot at East County Health Center was introduced in August's memo. This past month, we partnered with OHSU to review developmental screening for young children, learn about the autism alert program (navigation for families of children undergoing assessment for autism), and train all primary care staff on screening how to refer to our internal program for assessment of children with possible autism.
  - CareOregon recently reported that our Primary Care clinical quality metrics for January-June 2024 showed lower performance than we expected.
    - This will result in a financial impact for December 2024-May 2025, though the specific impact is not yet available.
    - The Health Center is working hard to improve processes to improve care and quality for patients as well as meet payor financial incentives. Recent quality improvement work includes depression screening and follow-up, substance use disorder screening, control of high blood pressure, and control of diabetes.
- Dental
  - Mid-County successfully launched two "Baby Day" events on Saturdays to improve access to services for families with young children.

- This initiative, approved by the CHCB earlier this year, has been well-received with the second event seeing double the attendance of the first.
- To improve access to dental hygiene services, the dental program has brought on two agency staff members and is thrilled to welcome a full-time hygienist in January.
  - The dental hygiene contract is currently in bargaining and we hope they secure an increase in wages to help recruit and retain talented dental hygienists.
- The dental team has created a learning calendar with tailored topics for each role group. We are anticipating that this will be a valuable learning experience



- Pharmacy

- Recruiting for our new clinical pharmacist residency program is underway.
  - Anticipated start of the first year is July 2025.
  - Two residents will be placed at both the North Portland and Mid County Health Centers.
- Our “pharmacist navigator” pilot continues. We recently hired an additional pharmacist to support this work full time and are continuing to define the scope of the work and outcomes we will measure. This work is a component of the health center’s population health program.
- We received our Board of Pharmacy License for the Fernhill Health Center Pharmacy on January 6 and started recruiting for staff at this location.
- We continue to provide low cost naloxone to other County departments and community based organizations.
  - Total for 2024 was over 1,500 doses.

- Information Systems

- UDS Update: Business Intelligence and Quality & Compliance teams are in process of having Health Center subject matter experts review and validate UDS data for a submission that is due to HRSA on 2/15/2025.
  - The first set of UDS tables prioritized for validation includes financial and staffing data and the SMEs have completed the first validation.
- Electronic Health Record (EHR) Transformation: In alignment with the board’s priority to safeguard health center patient data integrity and privacy, the EHR transformation project



proposal will be presented as a capital investment proposal for the board's consideration for the FY26 budget.

# Community Health Center Board Health Center Highlights



TO: Community Health Center Board  
 FROM: Jenna Green, interim Executive Director  
 RE: Public Meeting Memo - **Quarterly KPI Report (Oct-Dec 2024 Data)**  
 DATE: January 13, 2025

Program	Completed Visits				Average days from scheduling to appointment			
	Oct	Nov	Dec	Total	Oct	Nov	Dec	Total
Medical*	13,704	11,519	11,114	<b>36,337</b>	17.5	17.2	17.6	<b>52.3</b>
Student Health	2,205	1,776	1,491	<b>5,472</b>	5.7	6.5	7.4	<b>19.6</b>
Dental	5,508	4,490	4,255	<b>14,253</b>	18.3	19.3	18.7	<b>56.3</b>

*\*Includes integrated behavioral health, clinical pharmacy visits, and nurse visits*

Program	Completed Visits			
	Oct	Nov	Dec	Total
PAC Nurse Triage encounter volume	1,021	932	892	<b>2,845</b>
Refugee Program screenings	119	102	54	<b>275</b>

Program	Percentage of patients filling prescriptions at our pharmacies (Goal=70%)		
	Oct	Nov	Dec
Primary Care	55%	55%	56%
HSC	67%	64%	65%