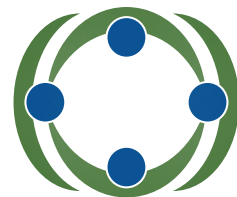




Public Meeting

June 2025



**community health
center board**

Multnomah County

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**community health
center board**

Multnomah County



Public Meeting Agenda

June 9th, 2025

6:00-8:00 PM

via Zoom

Health Center Purpose: 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) – Secretary

Brenda Chambers (she/her) – Board Member

Jose Gomez (el/ellos) – Board Member

Monique Johnson (she/her) – Board Member

Dani Slyman (she/her) – Member at Large

Anirudh Padmala (he/him) - 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**. Responses will be addressed within 48 hours after the meeting*

Time	Topic/Presenter	Process/Desired Outcome
6:00-6:10 (10 min)	Call to Order / Welcome <i>Tamia Deary, CHCB Chair</i>	
6:10-6:15 (5 min)	Minutes Review - VOTE REQUIRED April 29th, 2025 Special Public Meeting Minutes May 12, 2025 Public Meeting Minutes <i>Tamia Deary, CHCB Chair</i>	Board reviews and votes
6:15-6:25 (10 min)	SHC Client Eligibility Criteria Policy - VOTE REQUIRED <i>Alexandra Lowell, Student Health Center Program Manager</i>	Board reviews and votes
6:25-6:40 (15 min)	Patient Satisfaction 2024 Year-End Report <i>Linda Niksich, Program Specialist Senior</i>	Board receives updates
6:40-6:55 (15 min)	Workforce Development Fellowship Program <i>Charlene Maxwell, Deputy Medical Director</i>	Board receives updates
6:55-7:05 (10 min)	NWRPCA Conference Takeaways <i>Board Members</i>	Board provides updates
7:05 - 7:15 (10 min)	Break	
7:15-7:25 (10 min)	Monthly Financial Report <i>Hasan Bader, Finance Manager</i>	Board receives updates
7:25-7:30 (5 min)	Committee Updates	Board receives updates



7:30-7:40 (10 min)	Fernhill Clinic Opening Report & Takeaways <i>Tamia Deary, CHCB Chair</i>	Board receives updates
7:40-7:45 (5 min)	Department Updates/Strategic Updates <i>Anirudh Padmala, Interim Executive Director</i>	Board receives updates
7:45-8:00 (15 min)	Board Discussion (<i>Closed Executive Session - VOTE REQUIRED</i>) <i>Tamia Deary, CHCB Chair</i> <i>Per ORS 192.660(2), the following topics could be discussed:</i> <ul style="list-style-type: none">• (f) To consider information or records that are exempt by law from public inspection• (o) To consider matters relating to the safety of the governing body and of public body staff and volunteers and the security of public body facilities and meeting spaces• (p) To consider matters relating to cyber security infrastructure and responses to cyber security threats	Board receives updates and has discussion. <i>Per Oregon Public Meeting Laws, deliberation and decisions may only be made in a public CHCB meeting where a quorum is present through official public votes.</i>
8:00	Meeting Adjourns	Thank you for your participation

PUBLIC MEETING MINUTES



**community health
center board**

Multnomah County



CHCB Public Meeting Minutes

April 29th, 2025

5:00-6:00 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

Kerry Hoeschen (she/her) – Vice Chair

Darrell Wade (he/him)- Treasurer

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

Susana Mendoza (she/her) - Secretary

Brenda Chambers (she/her) - Board Member

José Gómez (el/ellos) - Board Member

Monique Johnson (she/her) - Board Member

Dani Slyman (she/her) - Member at Large

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

Board Members Excused/Absent:

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Tamia Deary, CHCB Chair	Meeting called to order at 5:05pm. We <u>do have a quorum</u> with 8 members present: Tamia, Brenda, Dani, Kerry, Bee, Susy, Monique, Darrell Absent: Jose Spanish Interpreters: Victor 4:52pm and Rosie 4:54pm			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Board Discussion (Closed Executive Session) Tamia Deary, CHCB Chair	<ul style="list-style-type: none"> • Motion to move to a closed executive session started at 5:16pm • Back in main session at 6:39pm 	Motion to approve: Dani Second: Brenda Yays: Nays: 0 Abstain: 0 Decision: Approved		
Add item to Succession Plan Policy Changes Review & Vote - VOTE REQUIRED	<ul style="list-style-type: none"> • Motion to approve Succession plan removing the Deputy Director and adding the Business Intelligence Officer • Dani first and second Jose 	Motion to approve: Dani Second: Jose Yays: 5 Nays: 2 Abstain: 2 Decision: Approved		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Interim Executive Director Selection - VOTE REQUIRED <i>Tamia Deary, CHCB Chair</i>	Motion to approve Anirudh Padmala as Interim Executive Director Dani motion , Kerry Second	Motion to approve: Dani Second: Kerry Yays: 7 Nays: 1 Abstain: 0 Decision: Approved		
Meeting Adjourns	652pm			

Signed: _____ Date: _____
 Susana Mendoza, Secretary

Signed: _____ Date: _____
 Tamia Deary, Board Chair

Scribe: // Email: anna.johnston@multco.us



CHCB Public Meeting Minutes May 12, 2025 6:00-8:00 PM (via ZOOM)

Health Center Purpose: 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

Kerry Hoeschen (she/her) – Vice Chair

Darrell Wade (he/him)- Treasurer

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

Susana Mendoza (she/her) - Secretary

Brenda Chambers (she/her) - Board Member

José Gómez (el/ellos) - Board Member

Monique Johnson (she/her) - Board Member

Dani Slyman (she/her) - Member at Large

Anirudh Padmala (he/him)- Interim Executive Director (Ex Officio)

Board Members Excused/Absent: Darrell Wade arrived 6:14p. (did not vote until Pharmacy agenda item)

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Tamia Deary, CHCB Chair	Meeting called to order at 6:03 pm. We <u>do</u> have a <u>quorum</u> with 8 members present Spanish Interpreters: Victor and Rosie			
Minutes Review - VOTE REQUIRED Tamia Deary, CHCB Chair	April 14, 2025 Public Meeting Minutes	Motion to approve: Brenda Second: Monique Yays: 8 Nays: 0 Abstain: Decision: Approved Motion to		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	April 21st, 2025 Special Public Meeting Minutes	approve: Brenda Second: Bee Yays: 8 Nays: 0 Abstain: Decision: Approved		
Susana Mendoza	As Secretary, Susana will be timekeeping this evening - If presenters go over time there may be a potential to respectfully interrupt to keep us on time. For any questions we can speak at the end of the meeting.			
Change in Pharmacy Hours: Standardization across Health Center Clinics - VOTE REQUIRED <i>Michele Koder,</i> <i>Pharmacy Director</i>	<ul style="list-style-type: none"> We are proposing to change the hours of operation at East County Pharmacy, Mid County Pharmacy and North Portland Pharmacy The reasons for this change include the following: <ul style="list-style-type: none"> Reduce the number of shifts we need to staff from 3 to 2 Optimize staffing during the hours when clients most utilize our services Result in more consistent hours (less unexpected early closures) Improve staff retention <p>Westside, SE, NE, Rockwood No changes</p> <p>North 830-6p increase 30 min. East 830-6p decrease 1 hr. Mid 830-6p decrease 1 hr.</p> <p>Reviewed avg number of prescriptions dispensed per hour at Mid/East</p> <p>With a “YES” vote. . .</p> <ul style="list-style-type: none"> Total building hours will be reduced by 30 minutes on Fridays at East County and Mid 	Motion to approve: Bee Second: Dani Yays: 9 Nays: 0 Abstain: 0 Decision: Approved		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p><i>County Health Centers</i></p> <p>With a “NO” vote. . .</p> <ul style="list-style-type: none"> • Total building hours will remain the same at East County and Mid County Health Centers <p>Questions?</p> <p>Tamia has questions about outreach; Are there clients or staff who may be impacted? Implementation is September 1, 2025 - with plenty of lead time for communications.</p>			
<p>Grant Opportunity for Mobile Clinic Summary - VOTE REQUIRED</p> <p><i>Ryan Linskey, Shared Services Operations Manager</i> <i>Daniel Martinez-Tovar, Interim Health Center Deputy Operations Officer</i> <i>Alison Frye, Grants & Grants Development Team</i></p>	<ul style="list-style-type: none"> • The Oregon Health Authority recently released the <i>Mobile Health Unit Pilot Program</i> funding opportunity emphasizing community engagement and serving priority populations (i.e., groups that disproportionately experience poor health or social outcomes attributable to racism) • Anticipating potential federal restrictions that could impact the Health Center’s priorities of working towards health equity and reducing disparities, we have a timely opportunity with this state funding as it is not connected to federal resources. • In 2024, our Mobile Van, Wheely McHealy served 828 clients and completed 1,237 visits. • Fund allocation: Continue hygienist services w Mobile, central sterilization, nurse clinic case manager, ongoing maintenance and repairs, furniture and supply purchases. <p>Reviewed Mobile Clinic Budget Estimate (see slides)</p> <p>With a “YES” vote. . .</p>	<p>Motion to approve: Dani Second: Kerry Yays: 9 Nays: 0 Abstain: Decision: Approved</p> <p>F/u with Susy Are there outreach changes for Mobile clinic with this proposed grant on the horizon?</p>	Ryan Linskey	

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<ul style="list-style-type: none"> The Health Center will submit a grant proposal to OHA for the Mobile Unit Pilot Program. <p>With a “NO” vote. . .</p> <ul style="list-style-type: none"> The Health Center will not submit a proposal to OHA for the Mobile Unit Pilot Program. <p>Questions?</p> <p>Dani - kudos to the mobile clinic work.</p> <p>Jose - How are we going to find out the method used i.e., locations, times, days and type of care. I have already seen a mobile unit fail in Hillsboro, OR, and the reason was inconsistent locations and times. Could they work weekends?</p> <p>Answer: For hours, locations and more information, please access this link for more information: https://healthcenter.multco.us/current-patients/find-more-support/mobile-clinic</p> <p>M-Th weekly; 2 sites a day a.m. and p.m. We have a consistent schedule that gets shared with clients so they are aware. The team is one primary care provider and exploring extended hours Mon-Sun is something the team could talk about in another venue.</p> <p>Ryan - adding that mobile clinic does Summertime seasonal locations for farm workers and the mobile clinic team is always monitoring community needs and health outcomes.</p> <p>Kerry - This grant plan includes hiring staff? This is a pilot project with OHA, any indication of ongoing?</p> <p>Answer: The dental hygienist is budgeted and unfilled; hope to fill by agency hire and the grant would pay the difference of agency premium compared to county hire. There is one new position: Clinical Case Worker to help on-site provider. It's unclear if the OHA grant</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>will be continued or a one and done.</p> <p>Susy - patients often lack access to technology. There should be a huge diffusion through social media and other non-tech methods. How is the mobile clinic or any new changes to the services being promoted?</p> <p>Answer: Services have been in operation for over a year. Some of the ways beyond social media & web, as a part of the initial design, sites have partner relationship organizations (Rosehaven etc.) and the community partners promote and establish lists of people to see. When sites have lower numbers, there's responsivity. Call center agents also make referrals.</p>			
<p>Healthshare HRSN Capacity Building Grant: Nutrition Education - VOTE REQUIRED</p> <p><i>Adrienne Daniels, Strategy & Policy Director</i></p> <p><i>Claire Nystrom, Grants & Grants Development Team</i></p>	<ul style="list-style-type: none"> • HRSN are available to support additional, billable, social services under the Oregon Health Plan for <u>some</u> patient populations. Additional benefits include: Climate Devices, Housing Modification / Support, and Nutrition Services • Capacity Building Grants are released by each CCO to help providers build the expertise and test ways to deliver these new type of social services • Health Share of Oregon, a CCO in our region, has invited applications this Spring specifically to expand nutrition coaching • We are awaiting feedback from Trillium Health Plan, a second CCO, to determine if they would also accept applications for this HRSN <p>Grant proposal:</p> <p>Test new nutrition coaching and education through community health worker team</p> <ul style="list-style-type: none"> • Propose expanding services in nutrition through our community health worker team <ul style="list-style-type: none"> ○ Add: 1:1 Patient Nutrition Coaching and Support ○ Add: Group Nutrition Education Courses ○ Expand Grocery Store Tour Capacity ○ Compliment other chronic disease education based group visits, such as diabetes 	<p>Motion to approve: Bee</p> <p>Second: Kerry</p> <p>Yays: 8</p> <p>Nays: 0</p> <p>Abstain: 1</p> <p>Decision: Approved</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<ul style="list-style-type: none"> ○ Compliment the Community Supported Agriculture program (fruit/veggie prescriptions) ● 18 Months of funding in total, between October 2025 - April 2027 <p>Reviewed Grant budget (see slide deck)</p> <p>With a “YES” vote. . .</p> <ul style="list-style-type: none"> ● A yes vote approves the submission of the HRSN Community Capacity Building Fund Grant for \$323K to support the introduction of nutrition coaching ● and education <p>With a “NO” vote. . .</p> <ul style="list-style-type: none"> ● A no vote denies the submission of the HRSN Community Capacity Building Fund Grant. The Health Center will not pursue adding nutrition coaching or education. <p>Questions:</p> <p>Jose - when talking about funds for nutrition and education, is training or workshops a component?</p> <p>Answer: The grant does include developing educational materials for groups or individuals, i.e., recipes, health shopping.</p> <p>Kerry - do we have any numbers this program will serve?</p> <p>Answer: 800 referrals for nutrition education, we know there's a need. Also trying to balance how to deliver - either 1:1 or group. There is no current goal for total outreach currently. That's part of the planning. Community Supportive Agricultural Program - CSA - farmer's market boxes for patients w chronic disease; this program would bring in a nutritionist for 1:1.</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>Susy - How will this program implement training to staff?</p> <p>Answer: direct hire a nutritionist; but not to train other staff.</p> <p>Bee - Where would the nutritionist be located? Do they have to have a referral from their own clinic?</p> <p>Answer - Anticipate two locations. Early recommendations from the teams: MidCounty and Fernhill. Any CHW referrals start with PC provider.</p> <p>Dani - How are we empowering the community partners to apply along with FQHC.</p> <p>Answer: Department works with providers to understand how the services intersect with theirs.</p>			
Medcurity Revised SRA Contract - VOTE REQUIRED <i>Tamia Deary, CHCB Chair</i>	<p>Medcurity Revised SRA Contract</p> <p>The initial and final contract were different from what the Board approved. This item is to officially approve the <i>revised</i> contract.</p> <p>There is a new CHCB Committee: Privacy Security and Trust Committee - Members: Tamia, Dani (Committee Chair), Jose and Monique. This committee will track the Medcurity work and how it's preceding.</p> <p><i>Questions? None.</i></p>	<p>Motion to approve: Jose</p> <p>Second: Monique</p> <p>Yays: 9</p> <p>Nays: 0</p> <p>Abstain:</p> <p>Decision: Approved</p>		
Quality Management Plan -	<p>Purpose: support our goal of high quality, equitable, safe care by providing the framework and guidance for Health Center quality work and meet compliance requirements related to</p>	<p>Motion to approve: Bee</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<p>VOTE REQUIRED <i>Brieshon D'Agostini,</i> <i>Quality and Compliance Officer</i></p>	<p>quality.</p> <p>This plan is part of the quality cycle (below) and is updated annually and approved by the CHCB in May or June for the upcoming Fiscal Year (FY).</p> <p><i>FY26 Updates</i></p> <p><i>These changes have been reviewed and updated with the CHCB Quality Committee.</i></p> <ul style="list-style-type: none"> • Updated compliance list <i>(page 1)</i> • New Purpose, Vision, Values <i>(page 2-3)</i> • Added description of CHCB/County authorities and responsibilities outlined in the co-applicant agreement <i>(page 5)</i> • Added reference and links to HRSA Compliance Manual <i>(page 5)</i> • Updated CHCB Quality Committee cadence to six times a year and as needed <i>(page 6)</i> • Removed reference to the REDI Committee, which had been a time-limited project with specific deliverables <i>(page 10)</i> • Update timeline of Annual Quality/Risk report <i>(page 13)</i> • Expanded description of what is included in the annual Quality Work Plan <i>(page 16)</i> • Grammar corrections • Vote on the version including Nursing Director Toni Kempner <p>Questions? None.</p> <p>Jose - Congratulations the report looks wonderful</p> <p>Tamia - thank you!</p>	<p>Second: Brenda Yays: 9 Nays: 0 Abstain: Decision: Approved</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Break				
Monthly Financial Report <i>Hasan Bader, Finance Manager</i>	<p>March 2025 and year-to-date.</p> <p>Reviewed May Financial reporting package, CHC dashboard and balance sheets</p> <p>Facilities, rent and buildings - March lists no expense. There was a delay in Workday and will be available in April.</p> <p>Questions? None.</p>			
Board Committee Updates	<ul style="list-style-type: none"> Finance - Darrel reported the committee met in May; the committee is prepping for annual Board presentation scheduled later this month. The June finance committee needs rescheduling. Quality - Susy reported the Qual committee is working with Brieshon on editing and modifications; still working on a few presentations. Tamia and Susy reviewing to ensure it's understandable. Nomination - no meeting since last update. Bee wants to ensure everyone has seen the Fernhill grand opening invitation. Comms will be making a recruiting video; please RSVP for the event and attend to be a part of the recruitment video. By-laws - moving forward when Wendy's contract is in place. Privacy Security and Trust Committee - Dani reported that they met in April and will meet later in May. Defined scope and group agreements; AI medical scribe presentation from Anirudh which will continue at a later date. Purpose Vision and Values committee: Purpose vision and values finished. Exec Committee - no bylaws change for succession planning June Public Meeting add Charlene Maxwell to talk about the fellowship program's success and expansions. 			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Department Updates/Strategic Updates	<ul style="list-style-type: none"> Jose welcomed Anirudh and pledged support <p>Anirudh has three items to share:</p> <ul style="list-style-type: none"> Fernhill Grand Opening - the most recent clinic grand openings were Rockwood Clinic and Reynolds SHC - SLICS welcomes CHCB members to attend Fernhill Grand Opening on May 30 1130a-3p. FY26 Budget Development May 22 presentation to the BCC, Darrell Wade presenting Health Center Budget There was an unannounced Oregon Safety and Health OSHA compliance visit at Mid County April 24. SLICS partnered with Risk Management and Facilities Management to respond. The site visit report has not been returned yet; there were a few learning opportunities and areas to support. Tamia thanked Jenna Green and congratulations on her new opportunity. 			
Board Discussion (Closed Executive Session) Tamia Deary, CHCB Chair	Closed Executive session started at 7:55PM and ended at 8:43PM	<p>Motion to approve: Brenda</p> <p>Second: Monique</p> <p>Yays: 9 Nays: 0 Abstain: 0</p> <p>Decision: Approved</p> <p>Motion to leave Executive Session:</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Meeting Adjourns	8:43 p.m.			

Signed: _____ Date: _____

Susana Mendoza, Secretary

Signed: _____ Date: _____

Tamia Deary, Board Chair

Scribe: // Email: ICS Admin. // chcb.liaison@multco.us

SUMMARIES



**community health
center board**

Multnomah County

Policy Review Presentation Summary

Presentation Title	Student Health Centers Eligibility Policy			
Type of Presentation: Please add an "X" in the categories that apply.				
Inform Only	Annual / Scheduled Process	New Proposal	Review & Input	Inform & Vote
	X			X
Date of Presentation:	June 9, 2025	Program / Area:	Student Health Centers	
Presenters:	Alexandra Lowell, SHC Program Manager			
Policy Title and Brief Description:				
SHC Client Eligibility Policy - review policy for eligibility of SHC services				
Describe the current situation:				
<p>The policy was last reviewed in 2022. There are no proposed changes, eligibility for SHC services remains the same:</p> <ul style="list-style-type: none"> ○ K-12 children and youth (children entering kindergarten who are at least 4 yrs old on Jan 1 prior to fall enrollment) ○ Live in Multnomah County ○ In a GED or alternative/district affiliated school program ○ Ages 19-21 can access services if enrolled in high school, GED, or alternative/district affiliated school program with intent of eval and referral to adult healthcare services 				
Briefly describe the history of the project so far (Please indicate any actions taken to address needs and cultures of diverse clients or steps taken to ensure fair representation in review and planning):				
Policy is due for review and approval				
List any limits or parameters for the Board's scope of influence and decision-making:				



Review of policies every 2 years is standard ICS practice

Briefly describe the outcome of a “YES” vote by the Board
(Please be sure to also note any financial outcomes):

Policy is approved and there are no changes to eligibility criteria

Briefly describe the outcome of a “NO” vote or inaction by the Board
(Please be sure to also note any financial outcomes):

Policy is not approved and changes to criteria will be required

Which specific stakeholders or representative groups have been involved so far?

Student Health Center and ICS leadership

Who are the area or subject matter experts for this project?
(Please provide a brief description of qualifications)

Student Health Center and ICS leadership

What have been the recommendations so far?

Approve the policy

How was this material, project, process, or system selected from all the possible options?

Following established policy renewal process

If approved, is this policy ready to be implemented? If not, what is the process and timeline for implementation?

Policy is ready to be implemented upon approval, if not approved will require additional time for requested changes to criteria to be implemented, timeline pending requested changes

Board Notes:



Origination 6/13/2022
Last Approved 6/13/2022
Effective 6/13/2022
Last Revised 6/13/2022
Next Review 6/12/2025

Owner Alexandra Lowell:
Manager 2
Area Health Center
Administration
Applicability Integrated
Clinical Services
Legacy Policy CHCB
Number (For Approved
Reference Policy,
Only) ICS.05.03

Client Eligibility Criteria - Student Health Centers (Policy)

Related Procedure(s):

Not applicable

Applies to:

Student Health Centers

PURPOSE

This policy provides guidelines regarding the service area for the Student Health Centers.

DEFINITIONS

Term	Definition
School-Aged Youth	<p>Children and adolescents who are enrolled or eligible to be enrolled in K-12 education:</p> <ul style="list-style-type: none">• The majority of these youth are younger than 19 years of age.• Children entering kindergarten who are at least 4 years old on January 1st prior to fall enrollment.

POLICY STATEMENT

It is the mission of Student Health Centers (SHC) to provide culturally sensitive and age-appropriate primary, preventive, and mental healthcare to school-aged youth of Multnomah County.

As stewards of public funds, the SHC vigorously pursues service reimbursement while not directly charging students for services. This is a different policy than the eligibility policy for Multnomah County Health Department's (MCHD) Primary Care services.

Residency requirement for clients:

Children and Adolescents who live within Multnomah County are eligible provided they meet the definition of *School-Aged Youth*.

Exceptions to residency requirements for clients:

1. Children and adolescents who reside outside the boundary of Multnomah County who attend a school located within the County.
2. Special circumstances that have been approved by clinical leadership.

Accessing services:

1. Children and Adolescents in grades K-12 enrolled or eligible to enroll at a school, GED program or an alternative/affiliated school program, can access services at any of the SHC locations within the County.
2. Those ages 19-21 can receive services at any of the SHC locations if they are enrolled in high school, GED or alternative/affiliated school program with the intent of evaluation and referral to adult healthcare services.

Transitioning clients out of services:

Adolescents who are graduating from high school, GED program or alternative school will be assisted in transitioning to one of the MCHD Primary Care locations or insurance plan provider.

REFERENCES AND STANDARDS

Not applicable

PROCEDURES AND STANDING ORDERS

Not applicable

RELATED DOCUMENTS

Name	
Not applicable	

Supersedes:	Not applicable
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Approval Signatures

Step Description

Approver

Date

Applicability

Integrated Clinical Services

Standards

No standards are associated with this document

COPY

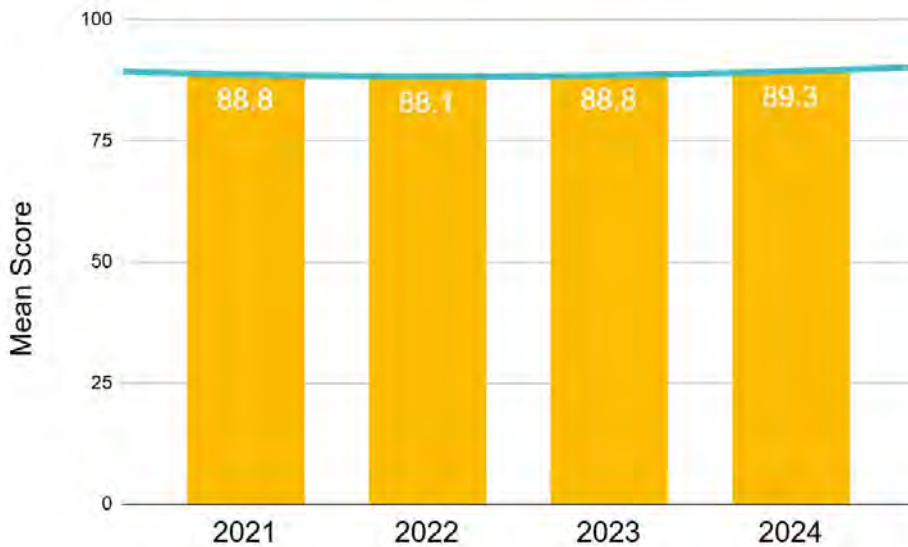
2024 Patient Surveys: Year in Review

CHCB Meeting
June 9, 2025

Linda Niksich, Patient Experience Sr. Specialist



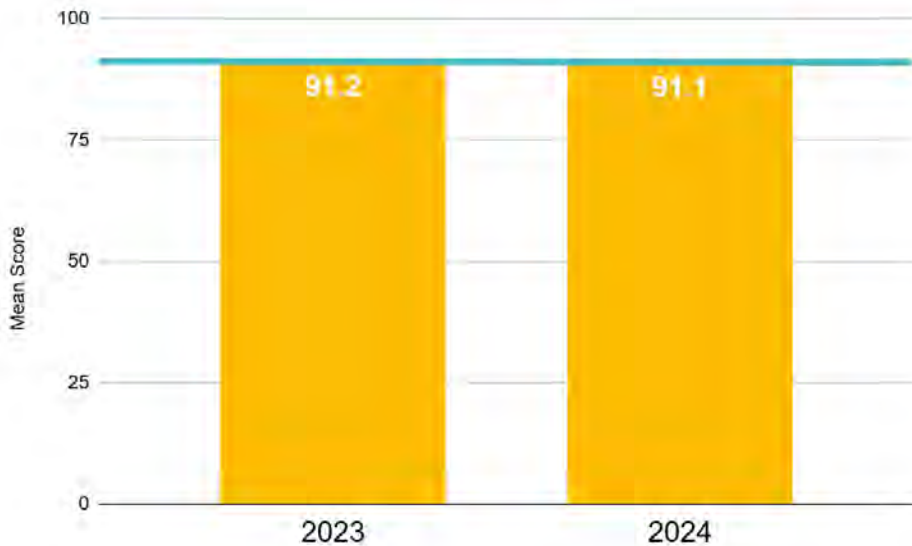
Health Center Overall Satisfaction // Trendline 2021 - 2024



2

This slide shows us that Overall Satisfaction for the Health Center (Primary Care/Dental/IBH) has fluctuated between 88.1% (lowest mean score) and 89.3% (highest mean score) over the past 4 years and has been trending in the positive direction over the past 2 years.

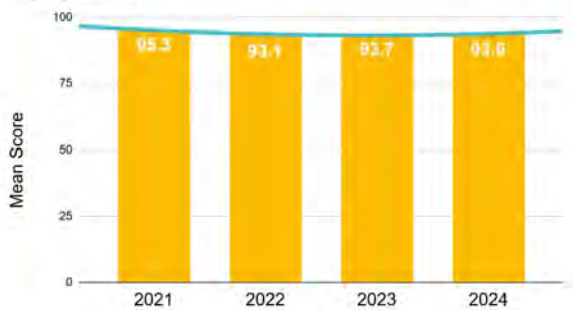
Pharmacy Overall Satisfaction // Trendline 2023 - 2024



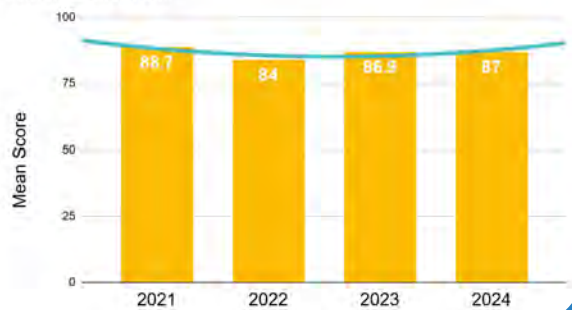
We added Pharmacy Surveys in 2023. This slide shows overall satisfaction for pharmacy over the past 2 years from when the surveys were started. Overall Satisfaction for Pharmacy has stayed relatively the same at a little over 91%.

Health Center Loyalty & Referral Intentions // Trendline 2021 - 2024

Loyalty Intentions



Referral Intentions



Loyalty Intentions fluctuated between 93.1% (lowest mean score) and 95.2% (highest mean score) over the past four years and have been relatively steady over the past 2 years at around 93%.

Referral Intentions fluctuated between 84% (lowest mean score) and 88.7% (highest mean score) over the past 4 years and trending in the positive direction over the past 3 years.

2024 Health Center // Wait Times Trendlines



5

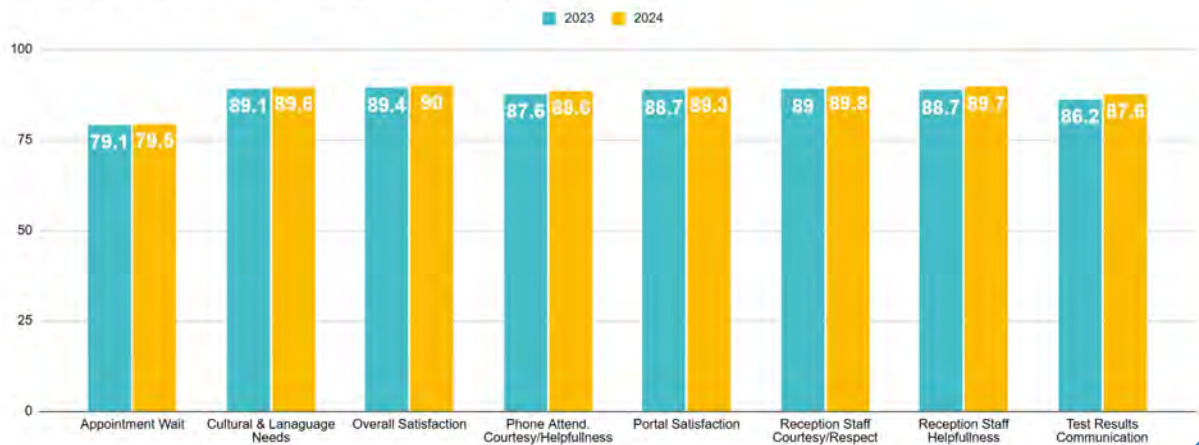
This slide shows us that Provider Wait satisfaction has stayed relatively the same over the past 4 years, scoring between 87.7% and 88.5%.

Appointment wait has been trending down about 2 percentage points over the past 4 years, scoring between 77.9% and 79.8%.

I will be speaking about a new project called Convenient Care that is being piloted at Northeast Health Center. The main focus of this project is to have an extra provider on the schedule for seeing only symptomatic patients on the same day, next day or third day. We anticipate expanding this program to Rockwood next.

Primary Care Satisfaction // 2023 to 2024 Comparison

Primary Care Satisfaction Year to Year Comparison

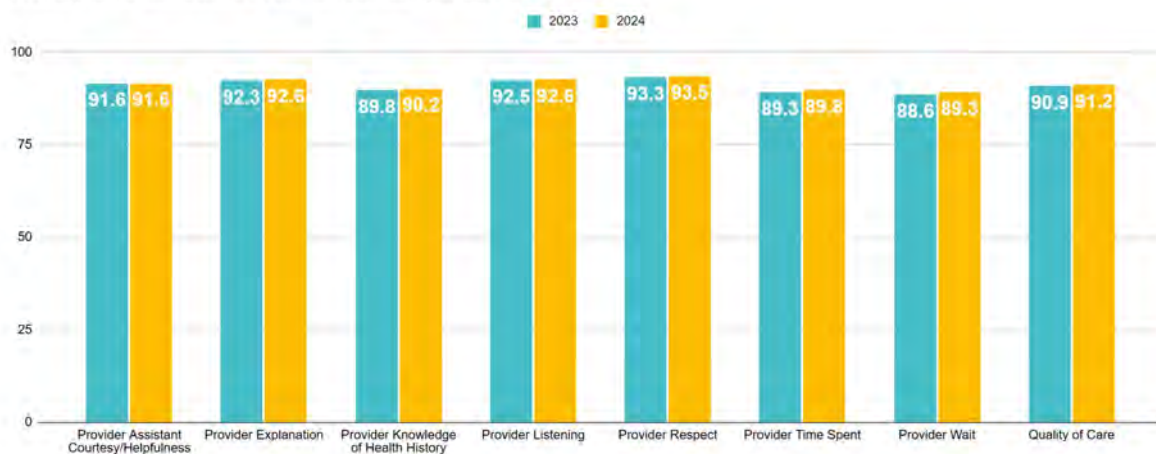


This slide (and the next) represent the Satisfaction questions on the survey (please see attached for the full questions) for our Primary Care service line. All categories represented show slight improvements in 2024 compared to 2023.

Note: Telehealth is not included in this slide because the sample size surveyed was too small to be statistically significant.

Primary Care Satisfaction // 2023 to 2024 Comparison Continued...

Primary Care Satisfaction Year to Year Comparison Continued...

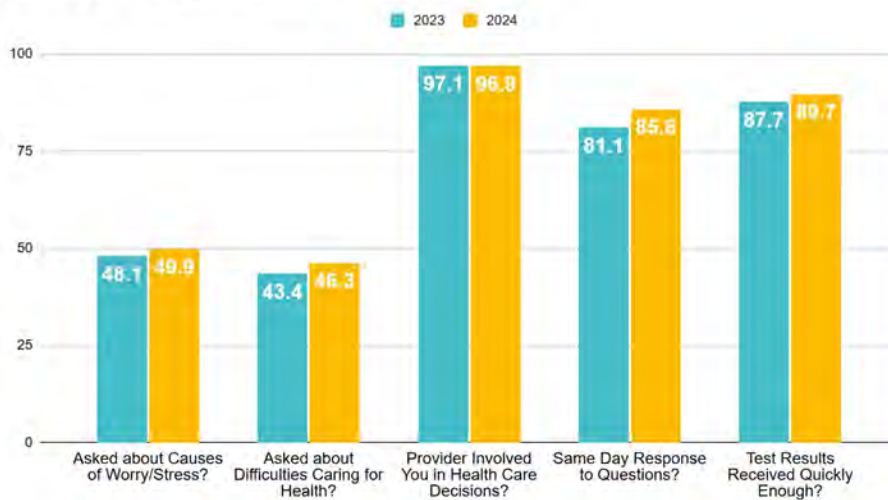


Continued from previous slide...

Note: Telehealth is not included in this slide because the sample size surveyed was too small to be statistically significant.

2024 Primary Care Experience // 2023 to 2024 Comparison

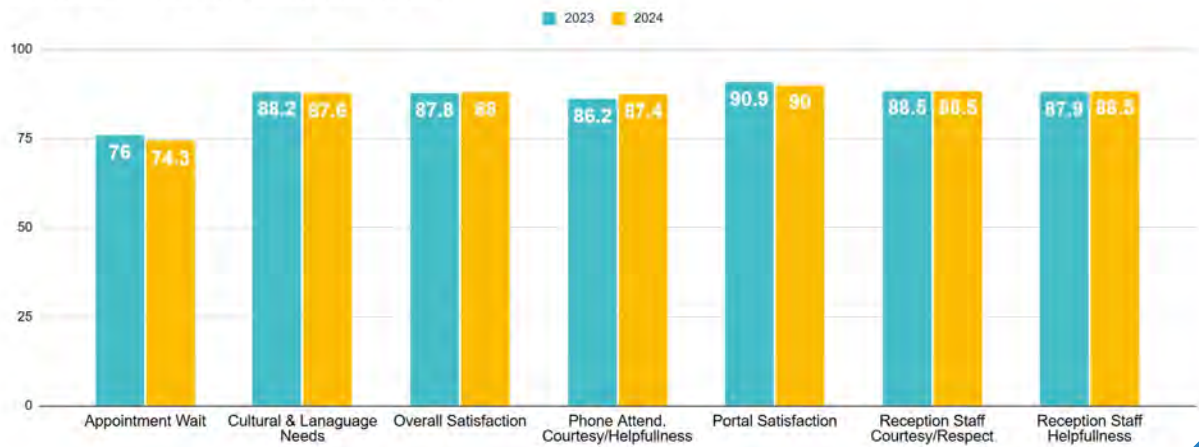
Primary Care Experience Year to Year Comparison



This graph represents the Experience questions for Primary Care. All showing improvements or relatively staying the same in 2024 compared to 2023.

2024 Dental Satisfaction // 2023 to 2024 Comparison

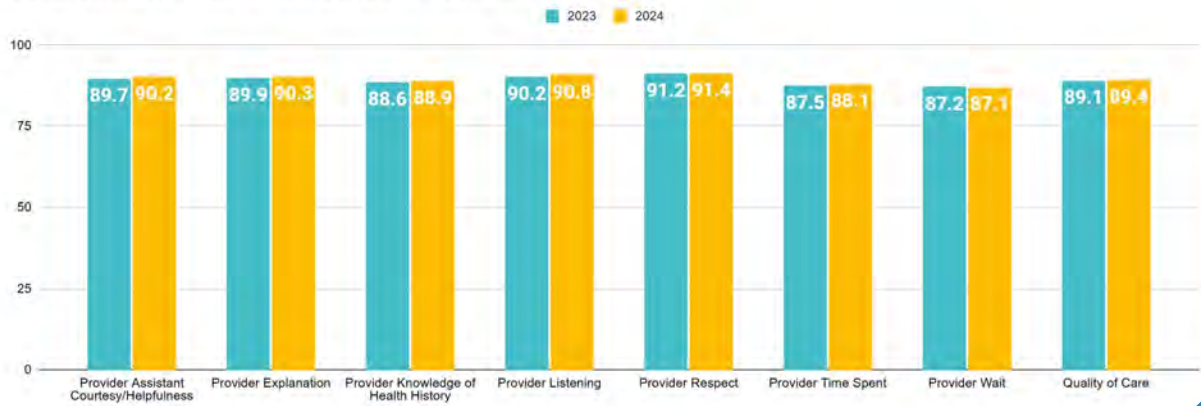
Dental Satisfaction Year to Year Comparison



This slide (and the next) represent the Satisfaction questions for Dental...showing slight changes in both directions for 2024 compared to 2023.

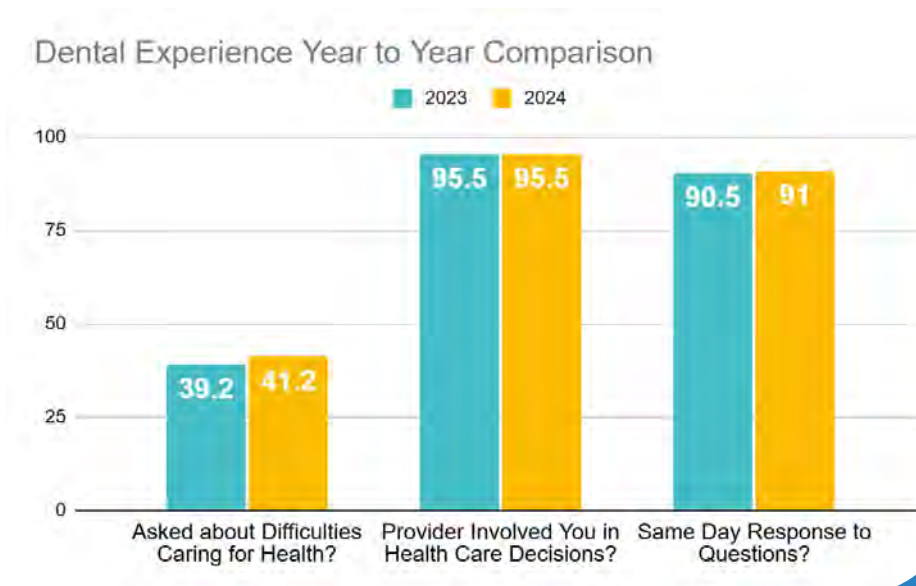
2024 Dental Satisfaction // 2023 to 2024 Comparison

Dental Satisfaction Year to Year Comparison Continued...



Continued from the previous slide...

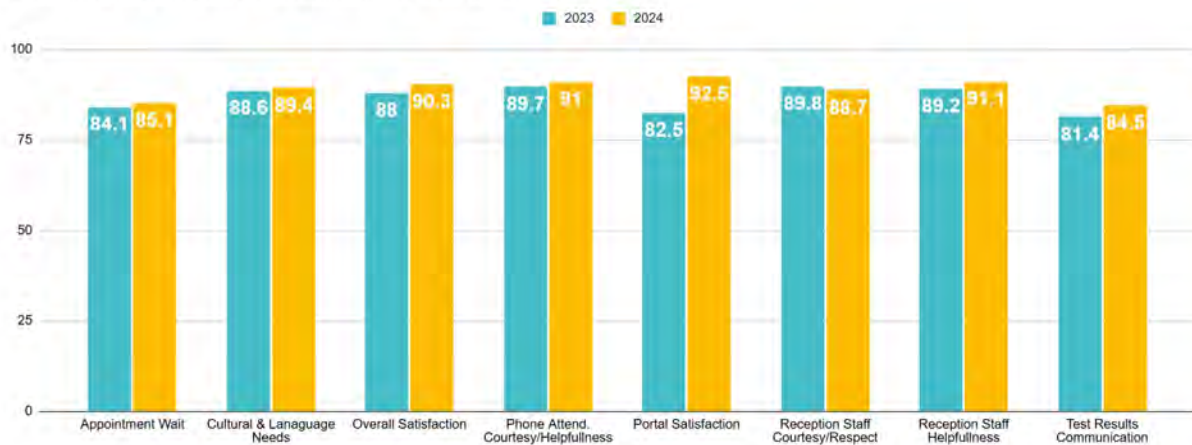
2024 Dental Experience // 2023 to 2024 Comparison



This graph represents the Experience questions for Dental. Showing slight improvements or staying the same in 2024 compared to 2023.

2024 IBH Satisfaction // 2023 to 2024 Comparison

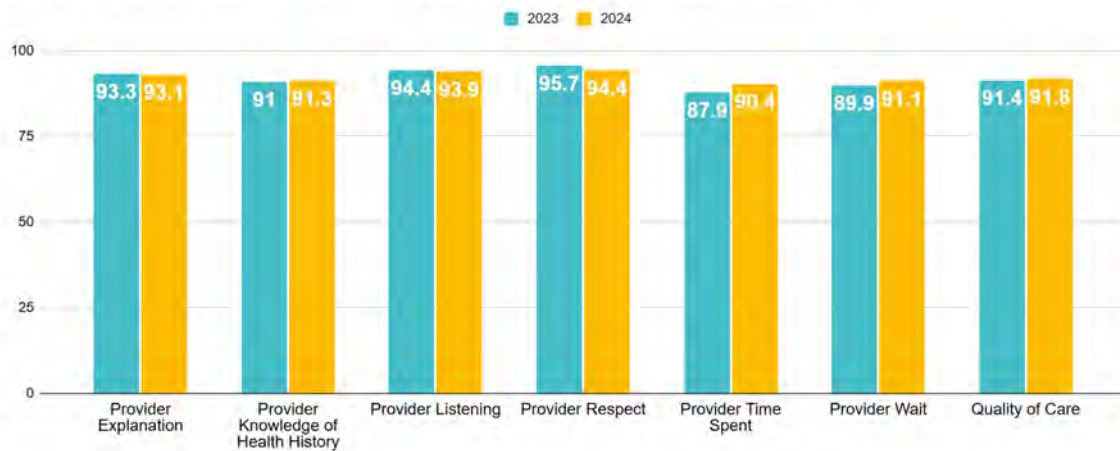
Integrated Behavioral Health Satisfaction Year to Year Comparison



This slide (and the next) represent the Satisfaction questions for Integrated Behavioral Health. Most measures showing improvement for 2024 compared to 2023.

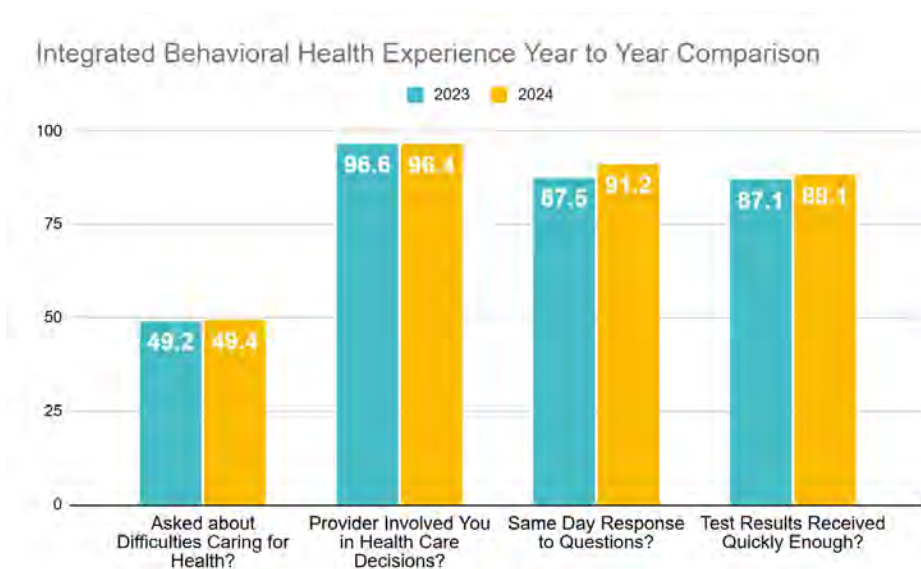
2024 IBH Satisfaction // 2023 to 2024 Comparison

Integrated Behavioral Health Satisfaction Year to Year Comparison Continued...



Continued from the previous slide...

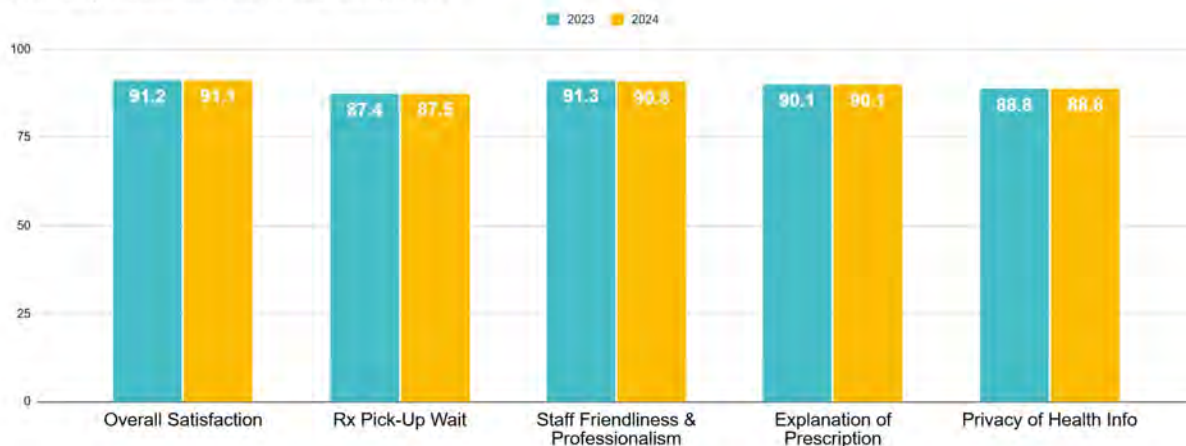
2024 IBH Experience // 2023 to 2024 Comparison



This graph shows the Experience questions for Integrated Behavioral Health. All showing slight improvement or relatively staying the same in 2024 compared to 2023.

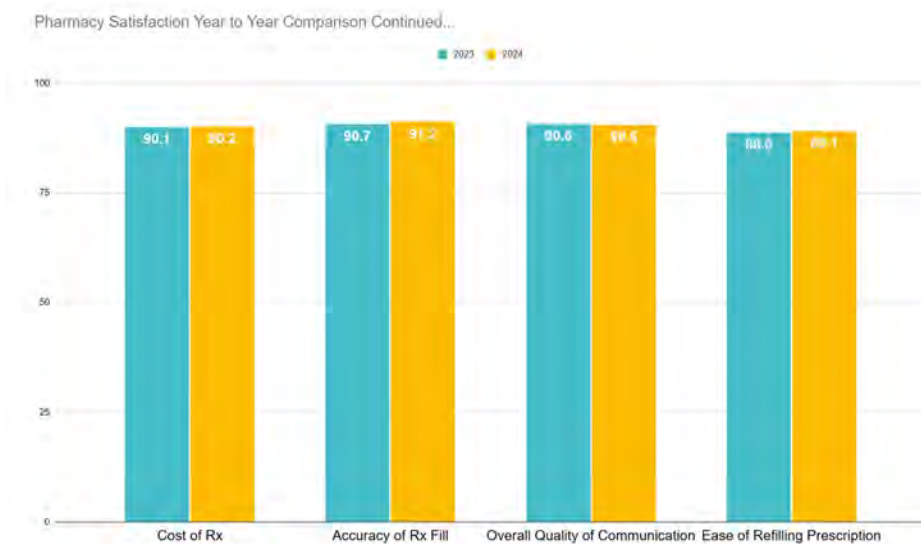
2024 Pharmacy Satisfaction // 2023 to 2024 Comparison

Pharmacy Satisfaction Year to Year Comparison



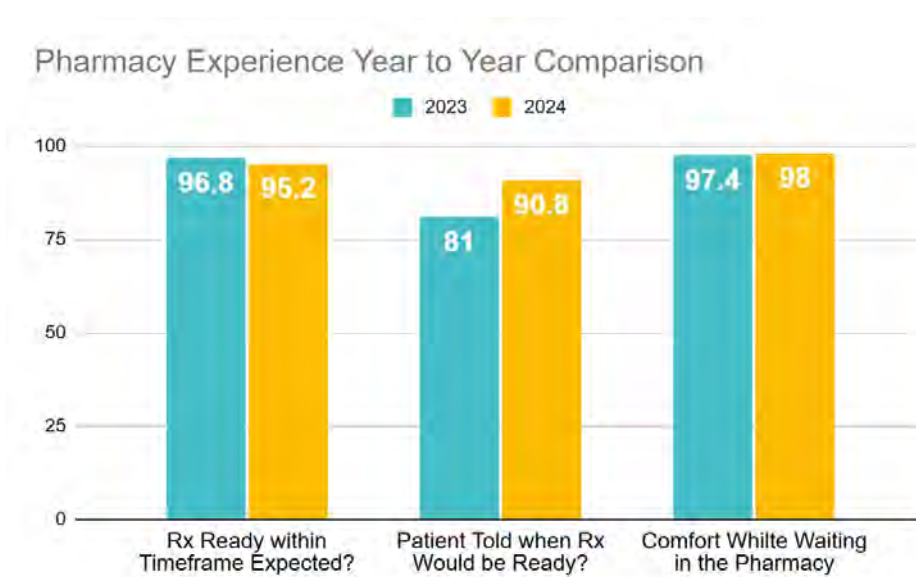
The Pharmacy uses a different survey based on the service being a different type of service vs a provider visit. This slide represents the Satisfaction questions on the Pharmacy survey. All showing scores in the high 80's to low 90's for 2024, with little variation compared to 2023.

2024 Pharmacy Satisfaction // 2023 to 2024 Comparison



Continued from previous slide...

2024 Pharmacy Experience // 2023 to 2024 Comparison



17

Pharmacy Experience shows a significant improvement for patients reporting being told when their Rx would be ready (almost 10%!). The other scores show less than 2% difference compared to 2023.

2024 Health Center // Opportunities for Improvement

“The waiting time for an appointment should be improved.”

“It took me a while to see my doctor; they didn't have any available appointments to see her, so I had to wait two weeks or more.”

“It's easy to hear someone talking if you're standing in line; it's not as secure as it could be at the pharmacy.”

These Opportunities for Improvement (patient comments) are common themes for all service lines.

2024 Health Center // Kudos

"I liked that I didn't have to wait long, and they provided me with an interpreter in my language. The doctor was very patient while listening to me and explaining my diagnosis, and the nurse was also very kind."

"The provider explained everything to me in a very personal way. I have been visiting the center for many years, but this last year, 2024, was the best. The doctors treated me well and paid attention to my illness."

"There was no line and no wait; we got the prescription in two or three minutes. The waiting area is comfortable, and there are even benches to sit on and all the signs are up, so everything is explained very well. This pharmacy provides very professional service."

We also receive many kudos...here are a few examples.

Board Presentation Summary

Presentation Title	Workforce Development Fellowship Program			
Type of Presentation: Please add an "X" in the categories that apply.				
Inform Only	Annual / Scheduled Process	New Proposal	Review & Input	Inform & Vote
x				
Date of Presentation:	6/9/25	Program / Area:		
Presenters:	Charlene Maxwell, Medical Director she/her			
Project Title and Brief Description:				
Sharing an update on the Advanced Practice Clinician Fellowship Program				
Describe the current situation:				
The APC Fellowship is currently in its third year, and actively recruiting the 4th class.				
Why is this project, process, system being implemented now?				
This fellowship program is intended to be a one year post graduate training program to develop skills, knowledge and attitudes necessary to be a successful primary care provider at an FQHC.				
Briefly describe the history of the project so far (Please indicate any actions taken to address needs and cultures of diverse clients or steps taken to ensure fair representation in review and planning):				
So far, the fellowship has graduated 8 individuals, all of which have transitioned to an FQHC or Community Health center, 7 of which are now permanent members of our health center staff. Year over, year the program has evolved to become more efficient in terms of training methodology, didactic instruction and resulted in an increase in patients seen each subsequent year.				



As the fellowship program has become more established, the candidate pool for the fellowship has increased, with 17 candidates in this third year, and about 40% speaking a language other than English.

The presentation is intended to share an update of the fellowship and highlight the success of the program, and future directions.

List any limits or parameters for the Board's scope of influence and decision-making:

NA

**Briefly describe the outcome of a "YES" vote by the Board
(Please be sure to also note any financial outcomes):**

NA

**Briefly describe the outcome of a "NO" vote or inaction by the Board
(Please be sure to also note any financial outcomes):**

NA

Which specific stakeholders or representative groups have been involved so far?

NA

**Who are the area or subject matter experts for this project?
(Please provide a brief description of qualifications)**

NA

What have been the recommendations so far?

NA

How was this material, project, process, or system selected from all the possible options?

NA

Board Notes:

Advanced Practice Clinician (APC) Fellowship

**Multnomah County
Community Health Center**

Charlene Maxwell, Medical Director



Recap: APC Fellowship

Advanced Practice Clinician (APC) Fellowship Program is a one year postgraduate clinical training program designed for new advanced practice clinicians to strengthen and support the transition of a novice clinician to experienced highly productive APC practicing in an FQHC setting.

First class in 2022!

- Essential KNOWLEDGE
- Essential SKILLS
- Essential ATTITUDES/MINDSET

Ideal APC Fellow Candidate

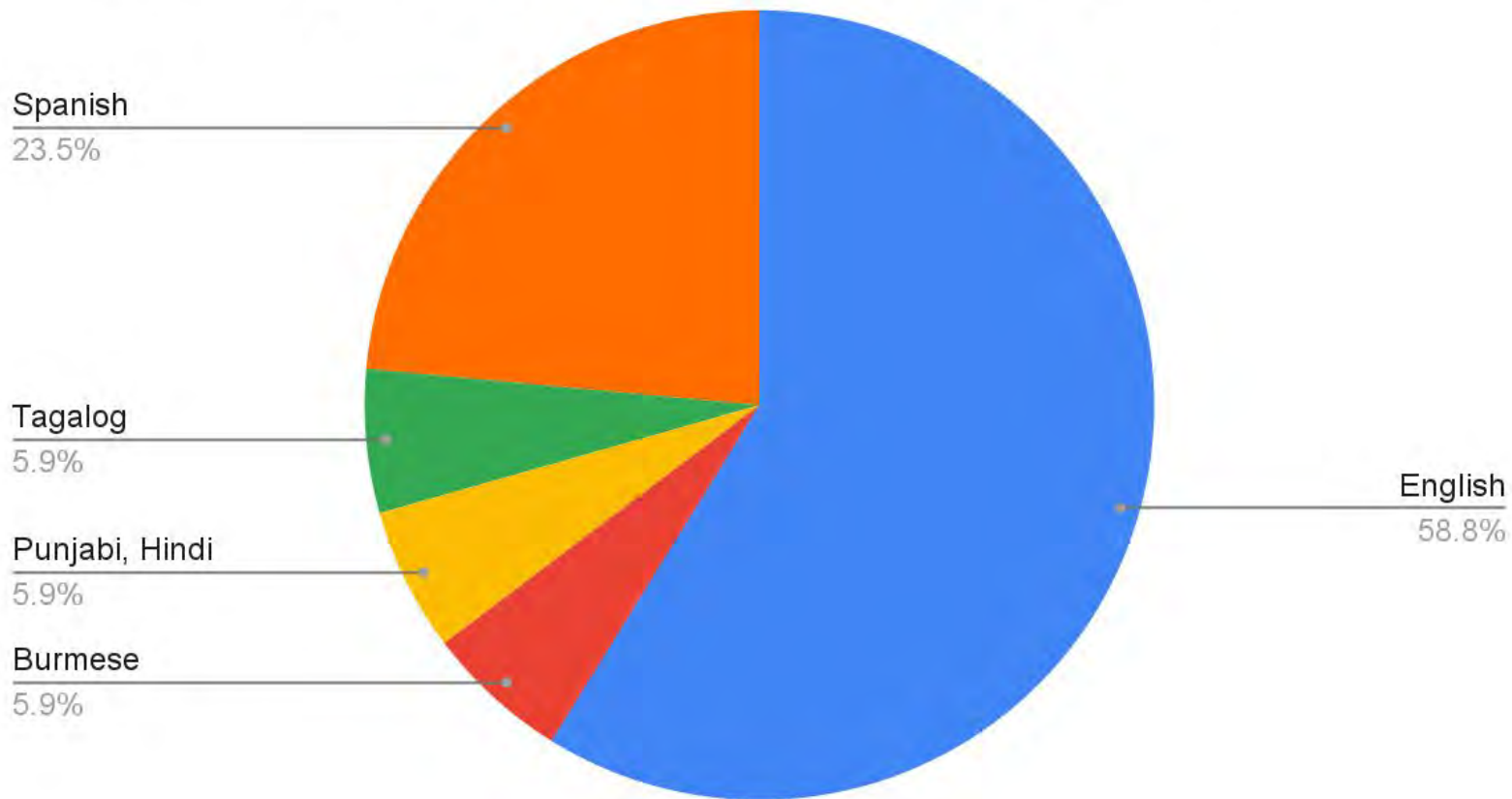
- New graduate Nurse Practitioners and Physicians Assistants, or transitioning from another specialty into Primary Care
- Commitment to serve the most vulnerable of our communities
- Commitment to centering health equity in providing care
- Wants to work as part of a team providing team based care
- Self-motivated, proactive individuals who seek out learning opportunities in the clinic



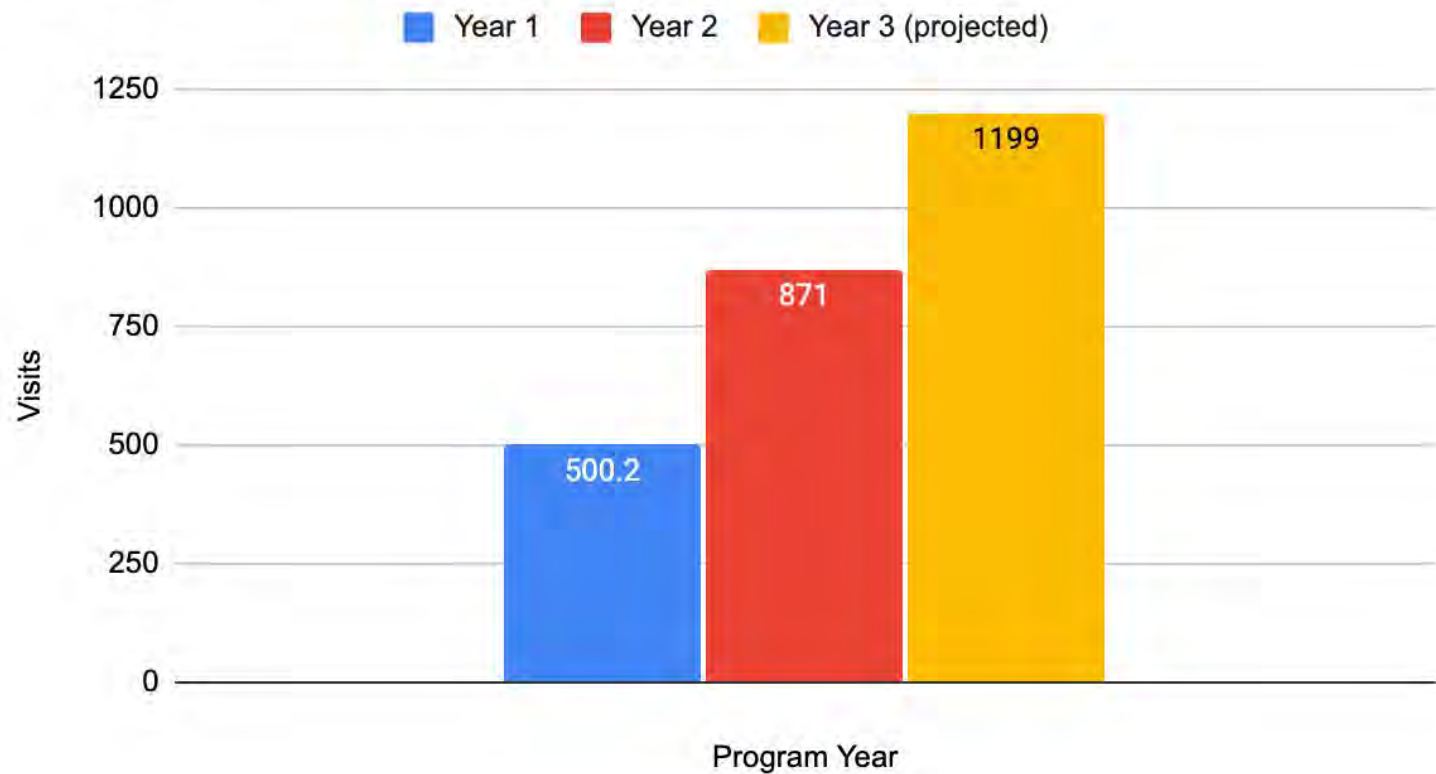
APC Fellowship Progress Data

	Year 1	Year 2	Year 3 (60% complete)	Year 4 (planned)
Applicants	6	8	10	17
Hired	5	4	6	
Permanent	5	3		
Retention rate (%)	100	75		
Completed Visits Total	2501	3484	2876	

Languages Spoken by APC Fellow Applicants (year 4)



Completed Visits per Fellow by Program Year



Feedback so far

“They have been a wonderful addition, seeing patients, joining the provider meetings, seeing patients with RN's, asking appropriate questions, filling in their onboarding documents. Being receptive to shadowing different colleagues.”

“We are so lucky to have our APC Fellows!:)

“Best decision I could have made as a new grad. Thankful county offered the program. Feels supported by co-fellows . cohort meets weekly with didactics. “

“Being a new provider is really hard no matter where you are. But this fellowship removes 10 levels of pressure. I feel safe asking “dumb questions”. Feel supported on all levels. not a competitive atmosphere. Helpful to have a group going through the same thing.”

“Everyday I feel supported by the team. Did a good job matching us up to the right clinic. Everyone who works at the clinic has my best interest in mind. Make sure I feel comfortable to improve but give me space to grow but not uncomfortable. Cohort-validates what you are going through and learn so much from others in the cohort. “



Thinking Forward...

- At this time we anticipate filling most of our APC Vacancies with our graduating fellows!
- Less emphasis on retaining our fellowship graduates into our own system, but considering it a success if they stay in an FQHC setting
- More opportunities for the fellows to experience clinics outside of their home clinic.

Thank you for your support of this program!!

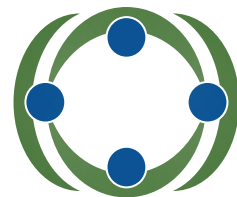
Questions?



Department Updates

Strategic Updates

- 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: Health Center Senior Leadership & Anirudh Padmala, Interim Executive Director
RE: Public Meeting Memo - **Monthly Report**
DATE: **June 2025** (previous memos available under public meeting materials on the [CHCB Member site](#))



Executive Director Updates *System level information and updates*


Fernhill Grand Opening	<p>The Fernhill Health Center opened to the public on May 20, 2025. The Community Health Center Board and the Health Center hosted a grand opening on May 30, 2025. This event featured a ballet folklórico and was attended by CHCB members Tamia Deary, Darrell Wade, Susana Mendoza, Brenda Chambers, Kerry Hoeschen, Dani Slyman, and Monique Johnson, as well as elected representatives including State Rep. Watanabe, State Rep. Nelson, State Sen. Reynolds, Commissioners Singleton, Brimm-Edwards, Moyer, and Jones-Dixon, and Chair JVP and representative from Rep. Dexter's office. Also in attendance were the partners that were integral to this work.</p> <p>Our Grand Opening was reported in The Oregonian</p>
Fiscal Year (FY) 2026 Budget Presentation to Board of County Commissioners (BOCC)	<p>We presented the FY26 Health Center budget presentation to the BOCC on May 22, 2025. Other presenters included CHCB Chair Tamia Deary, CHCB Treasurer Darrell Wade, and Strategy and Policy Director Adrienne Daniels.</p>





Strategic Program Updates *Strategic plan/direction of the Health Center*

HRSN Nutrition Services Capacity Building	<p>The application to Healthshare of Oregon for expanding nutrition services capacity, previously approved by the CHCB on May 12, has been submitted. Recent state modifications to the HRSN implementation timeline may slightly delay the expansion (if awarded), though they will not directly impact current Health Center operations. Award status is anticipated by October 2025.</p>
Mid County Health Center Capital Strategic Assessment	<p>The Health Center is currently reviewing a proposal to evaluate the Mid County Health Center building and services, in support of CHCB's strategic capital investment planning. The scope will guide the evaluation and assessment of capital repairs, relocation, and service recommendations, expected in 2026.</p>
Oregon Legislative Session	<p>The May revenue forecast for Oregon's general fund indicates a projected reduction in available appropriations for the State</p>

	Legislature over the next two years. Although current state grants remain unaffected, this forecast suggests that funding for several new bills aimed at expanding school-based health, dental services, and other health promotion initiatives is unlikely to be approved. The Health Center is actively monitoring other legislation that would strengthen 340B pharmacy protections, including HB2385 and HB3049.
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Risk and Compliance Updates <i>Compliance events, major incidents/events updates</i> 	
The Joint Commission (TJC) Lab accreditation site visit is expected by September.	Planning and preparation for this site visit is underway. Lab visits have a narrower scope and do not include leadership/ governance meetings like our big ambulatory visits do (next ambulatory visit expected in 2027).

Quality/Process Improvement <i>Improvement events and activities</i> 	
New client survey reports from Crossroads coming soon	Crossroads, the vendor that administers our client surveys, is updating their reporting package! We're working with them to customize for our needs.

General Program Updates <i>Program/Service-line specific updates</i> 	
Primary Care	<p><u>Fourth Year of Advanced Practice Clinician (APC) Fellowship Program:</u> Primary Care is getting ready to interview APC Fellow candidates in June.</p> <p><u>Improving Health Outcomes:</u> CCO metrics are a proven way to improve health outcomes, and the Primary Care teams are diligently working on these metrics. Our focus areas include kindergarten readiness (encompassing social-emotional health screening and support, well-child checks, immunizations, and developmental screening, including autism screening), depression and substance use disorder screening, controlling high blood pressure, and controlling diabetes.</p>
Integrated Behavioral Health	<p><u>Mental Health Supports:</u> Integrated Behavioral Health is pleased to announce the hiring of a full-time peer support specialist dedicated to mental health support. This valuable addition will enhance the team's capacity to provide consistent support. Furthermore, Integrated Behavioral Health is expanding its pediatric-focused behavioral health support within primary care during the summer months. This ensures equitable access to care for students and community members while most school health centers are closed for the break.</p>
Dental	<p>Pathway I (1 current student)</p> <ul style="list-style-type: none"> • Passed Coronal Polishing Exam (Exam #3 of 5) <p>Pathway II (2 current students)</p> <ul style="list-style-type: none"> • 1 student completed EFDA certification

	<ul style="list-style-type: none"> • Student 2 working on EFDA certification Pathway III (5 Students) <ul style="list-style-type: none"> • All 5 officially completed the internal dental assisting curriculum • 4 Students have passed the EFDA exam • All 5 are working on completing their clinical checklist which needs to be turned into the dental assisting board to receive their EFDA certification
Pharmacy	<p>All 4 pharmacy clerks in our pharmacy technician workforce development program passed their didactic course and are moving forward with their externships.</p> <p>Fernhill Health Center Pharmacy is open for business! In our first 9 days, we received nearly 300 prescriptions for 89 clients.</p>