



CHCB Public Meeting Minutes

January 13, 2025

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)- Vice Chair

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

Monique Johnson (she/her) - Board Member

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

Board Members Excused/Absent: Jose

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Tamia Deary, CHCB Chair	Meeting called to order at 6:13pm. We <u>do have a quorum</u> with 8 members present. Absent: Jose Kerry in at 6:20pm			
Minutes Review - VOTE REQUIRED Tamia Deary, CHCB Chair <ul style="list-style-type: none"> 12.9.... 	December 9th 2024, Public Meeting minutes No changes.	Motion to approve: Brenda Second: Monique Yays: 8 Nays: 0 Abstain: 0 Decision: Approved		

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<p>Board Calendar VOTE REQUIRED <i>Tamia Deary,</i> <i>Board Chair</i></p>	<p>A review of the 2025 board calendar presented one conflict: The May Executive Committee meeting is scheduled on Memorial Day. A suggestion was made to move the meeting to May 28, 2025.</p>	<p>Motion to approve: Darrell Second: Monique Yays: 8 Nays: 0 Abstain: 0 Decision: Approved</p>		
<p>Strategic Planning Next Steps <i>Tamia Deary, Board Chair</i> <i>Jenna Green, Interim Executive Director</i> <i>Adrienne Daniels,</i></p>	<p>Discussion was provided as follow up to the November 16th all day strategic planning kickoff. Adrienne provided updates to the ping pong chart as designed by Mike Wiser, the facilitator of the strategic planning sessions. Suggestions from both Mike and the board were reviewed and the top 7 were voted as priorities were shared with their proposed strategies. Two additional categories were mentioned as Capitol Planning investments specifically for Mid County and Board Specific Priorities. Adrienne requested that the board specify how they would like these conversations to happen with the intent that the strategic plan is created in February and executed in March and April. A proposal was then made for a second strategic planning session in February which will allow for incorporation of the early stage planning recommendations into the 2026 budget.</p> <p>Adrienne asks the board if they believe these 7 priorities are moving them in the right direction. Tamia emphasized the need for further discussion to connect this work to the budget.</p> <p>The board agreed on the proposed timeline.</p>	<p>Coordinate/ schedule the next strategic planning retreat</p>		

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<p>Monthly Financial Report <i>Hasan Bader, Finance Manager</i></p>	<p>Hasan delivered the finance report for November. Highlights included:</p> <ul style="list-style-type: none"> ● YTD Revenue at 39% ● YTD Expenditures at 38% ● Currently in the black by \$3 Mil ● November's total revenue at 19% ● Net gain \$3.75 Mil ● Grants are one month behind ● \$18 Mil in fee revenue which met expectations for the month ● Large increase in expenditures due to equipment for the Fernhill site ● OHP clients have increased by over 1000 <p>Tamia - Are quality incentive payments ahead of schedule? Hasan - Checks are provided monthly.</p> <p>Confirmed dates for parts 1 and 2 of the finance sessions as January 22nd (focus on board priorities) and January 27th. Tamia requested that Hasan be included in both.</p>	<p>Reschedule finance committee meeting due to conflict for Tamia, to include all board members.</p> <p>Extend the next finance committee meeting to 90 minutes</p> <p>Add Hasan to the finance session invites</p>		

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<p>Q3 Patient Surveys Linda Niksich, Program Specialist Senior Quality Team</p>	<p>Linda provided a review of the July, August and September results.</p> <p><i>These results are provided by Crossroads, our surveying vendor. They survey 125 other FQHC's to provide benchmarks and national averages.</i></p> <ul style="list-style-type: none"> • 14 of 16 benchmarks are not being met, with specific attention to appointment wait time and demographic disparities across the health center • Upward trends included: Provider wait time and provider respect, Behavioral Health received a loyalty intention score of 100% and Dental scored 100% for patients being told when their prescription will be ready <p>Susy - What is the plan for those who have not met their goal? Linda - Plans are created at clinic level by the respective clinic manager. Currently managers are sharing these results with their staff in hopes of motivating the staff to improve. Monique - Suggests these results be provided during all staff meetings. Susy - Can the clinics that are meeting the benchmarks share strategies with the clinics who are not? Linda - The clinics have begun to share ideas, managers have found it effective to share negative comments with their staff. Monique - Are there any insights that caused the shift in the cantonese speaking trends. Linda - This is across the board and I will provide more information on specific clinic results.</p>	<p><i>Reach out to individual clinics to request information on next steps to improving these scores.</i></p>	<p>Linda</p>	

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<i>Break</i>	7:26pm - 7:35pm			
Committee Updates	<ul style="list-style-type: none"> ● Executive Committee: Tamia Deary, Board Chair ● Finance Committee: Darrell Wade, Finance Chair ● Quality Committee: Susana Mendoza, Quality Chair ● Nominating Committee: Bee Velasquez, Nominating Chair ● Bylaws Committee: Tamia Deary, Bylaws Chair ● ED Selection Committee, Tamia Deary, EDSC Chair ● IT Security & Data Privacy Committee: Dani Slyman, IT Security Chair ● Vision, Values & Purpose Committee: Brenda Chambers, VVP Chair ● Board Development Committee: Monique Johnson, BD Chair 			
Department Updates/Strategic Updates <i>Jenna Green, Interim Executive Director</i>	<p>Jenna presented the board with December’s updates and advised more detailed descriptions are provided within the memo on pages 30-33 of the board book. She emphasized two events in December: The Board of County Commissioners proclaimed December 1st as World’s Aids Day for Multnomah County. December 2nd we had Representative Nguyen, House District 48 join us at our mid-county clinic location. She joined us for a tour of the clinic as well as joined in high level policy conversations related to 340 B, our pharmacy program. This was facilitated by The Oregon Primary Care association.</p> <p>Anirudh calls attention to UDS and shares that last year's work was focused on making improvements to the process including getting the data ahead of schedule. Then discussed the EHR project that will be part of strategic planning conversations and board budget prioritization.</p> <p>Jenna provided a Year In Review some of the highlights were:</p> <ul style="list-style-type: none"> ● Improvements showing where our number of visits have increased. ● Recognition of employees with up to 35 years of service. ● The mobile unit’s quick response to a heat emergency. 			

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	<ul style="list-style-type: none"> ● The design of new patient packets. ● The implementation of pharmacy's IVR. ● Introduced Comfort Promise to the Student Health Centers. 			
<p>Board Discussion <i>(Closed Executive Session)</i> <i>Tamia Deary, CHCB</i> <i>Chair</i></p>	<p>The board and staff thanked Harold for his service as his position terms out at the end of the year.</p> <p>Closed Executive session started at 8:02pm and ended at 8:41 pm</p>			
<p>Meeting Adjourns</p>	<p>8:41pm</p>			

Signed: Tamia Deary /s/ Date: February 10, 2025
Tamia Deary, Board Chair

Minutes approved, electronically, at the February 10th, 2025 Public Meeting

Scribe: // Email:
Eddie Honesto/edie.honesto@multco.us