



CHCB Public Meeting Minutes

July 8th, 2024

6:00-8:00 PM (In Person)

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 – Chair

Darrell Wade- Treasurer

Kerry Hoeschen – Secretary

Brandi Velasquez – Member-at-Large

Susana Mendoza- Member-at-Large

Alina Stircu – Board Member

Harold Odhiambo - Board Member

Jenna Green - Interim Executive Director

Board Members Excused/Absent: Alina Stircu

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
Call to Order / Welcome Tamia Deary, CHCB Chair	Meeting called to order at 6:05pm We <u>do have a quorum</u> with 5 members present Absent: Alina Darrell joined at 6:25pm making 6 members present			
Patient Impact Story <i>Introduction by Jenna Green, Interim Executive Director</i>	A patient impact story was shared by Interim Exec Director Jenna Green. Jenna shared a patient’s story with permission as summarized below: The patient worked long hours Monday-Friday and could not access services during the work week. She was able to be seen for urgent tooth pain during one of our Mid County Health Center Saturday hours and without insurance. The patient said that dentist Emily Wineland, support staff, and service was excellent and made her feel at ease while having multiple teeth extracted.			
Minutes Review - VOTE REQUIRED Tamia Deary, CHCB Chair	June 10th, 2024, Public Meeting minutes. No changes requested.	Motion to approve: Susana Second: Bee		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<ul style="list-style-type: none"> June 10, 2024 Public Meeting Minutes 		Yays: 5 Nays: 0 Abstain: 0 Decision: Approved		
Annual Quality Plan Review- VOTE REQUIRED <i>Brieshon D'Agostini, Quality and Compliance Officer</i>	The Annual Quality Management Plan was presented to the full board after review and discussion at the recent Quality Committee Meeting. Two minor changes for this year were noted on pages 3 and 4. No questions or comments from board members.	Motion to approve: Susana Second: Harold Yays: 5 Nays: 0 Abstain: 0 Decision: Approved		
C8E Capital Grant Extension - VOTE REQUIRED <i>Debbie Powers, Interim Health Center Chief Operations Officer</i>	Debbie Powers presented the HRSA Capital Grant Extension request that started in 2021 through ARPA funding. Due to equipment ordering lag times for the generators, we are requesting a no-cost extension for the spend timelines. No questions or comments from board members.	Motion to approve: Harold Second: Susana Yays: 5 Nays: 0 Abstain: 0 Decision: Approved		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<p>State of Oregon Workforce Ready Grant - VOTE REQUIRED <i>Debbie Powers , Interim Health Center Chief Operations Officer Jennifer Jako, Oral Health Equity Project Manager</i></p>	<p>Debbie Powers and Jennifer Jako Presented on the Workforce Ready Grant - they are still in the process of preparing for this grant submission but due to timelines of the submission date they are seeking approval to proceed.</p> <p>NOTE: Darrell joined at 625pm- during presentation</p> <p>Three distinct career programs will be funded through this one million dollar grant and those include: Medical assistant, Dental Assistant and EFDA Program.</p> <p>Comment from Susana: I think this is well organized and would like the ease of accessibility to be kept in mind.</p> <p>Question from Harold: Will job retention be looked at to determine if this is successful?</p> <p>Question from Harold: Can these funds be used for continuing education as well? Debbie replied that the CE costs are already included in our normal budget but these funds are for all new positions.</p> <p>Comment from Susana: Having this be a multicultural program would be great since there is such a need for Spanish-speaking providers.</p> <p>Question from Tamia: Will any childcare be covered? Debbie replied that she has not seen that in this project but the workforce for the MA program could have more needs like this of the staff member being met and Debbie can follow up if this could be a priority.</p> <p>Tamia mentioned looking for the childcare topic in future workforce development strategies.</p> <p>Tamia asked to come back to let us know about the process and how it is going.</p>	<p>Motion to approve: Harold Second: Susana Yays: 6 Nays: 0 Abstain: 0 Decision: Approved</p>		

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<p>Q1 Complaints and Incidents <i>Kimmy Hicks, Project Manager, Quality Team</i></p>	<p>Kimmy Hicks presented on Q4 (CY 2023) incidents and complaints. One complaint involved a patient complaint regarding an interpreter. New software has been implemented called RLDatix and will be presented soon.</p> <p>Questions from Harold: Going back to the incidents page, it looks like a lot of immunization errors? How is this being addressed? Kimmy answered: We have had a staff shortage and using agency staff has increased our immunization errors, these are being addressed with coaching and reviewing the layouts/locations of the immunizations. Brieshon: We have a standard process where we review the errors each time. Individual coaching and system level coaching are being implemented. A new immunization workflow is also being looked into to reduce errors. Question from Tamia: Tamia asked for Immunizations trend error report so that we can keep track in the future. Debbie: The immunization training took place as well as the barcode scanner project that will help us with immunization tracking and reducing entry errors - we are also a high volume of immunization administration. Question from Tamia: Tamia asked for numbers on total numbers of immunizations administered so that there is context when discussing errors to total given.</p>	<p><i>Immunization trend error report to provide at the next meeting</i></p>	<p>Debbie</p>	
<p>Q1 Patient Experience Surveys <i>Brieshon D'Agostini, Quality and Compliance Officer</i></p>	<p>Q1 Patient Survey results presented by Brieshon as summarized below: Trends mainly are compared to a benchmark of 120 other FQHC's as previously asked in a prior board meeting. We are almost to the national benchmark. Q1 Work Highlights included the Northern Region going through extensive training in the environment of care, applying a quality lens and reviewing patient feedback. We exceeded the benchmark for provider wait times. Reception staff helpfulness was reported as high across all service lines Questions:</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>Harold: Expand on the reconfiguration at the NE reception?</p> <p>Brieshon: NE reception reported that the reconfigure helped them see patients as they were walking up vs not being able to see them past the monitors the way that they were set up.</p> <p>Tamia: reported that she had an experience at the reception with not being able to set up an appointment that was an error and after 2 incidents like this, she was able to get help from another staff member to make her appointment. Tamia checked in with the clinic manager and let them know the positive and negative experience at the registration area.</p>			
<p>Monthly Financial Reporting Package Paul Fogel, Finance Manager</p>	<p>Paul Fogel presented for Hasan Bader on the Monthly Financials as summarized below: Revenue is higher than expected and expenditures are lower but mainly due to staffing not being at fully budgeted capacity. 19 days is the average wait time for appointments. Finances can be better assessed by the YTD number rather than month to month because of the variances that occur in finance cycles. More patient volume could significantly increase our revenue. Our staffing numbers cannot keep up with the demand for appointments currently. Over the next few years the recruitment filling to meet the demand will be a priority. CareOregon membership has increased but then stabilized and decreased a bit. Paul mentioned that getting the retention rate of CareOregon patients is important.</p> <p>Questions/Comments: Susana commented that she liked the presentation. Harold also mentioned a great presentation. Tamia also liked the information and it will be easy to incorporate data into our strategic planning. Kerry asked if there was a change in the CareOregon numbers vs Trillium?</p>	<p><i>Anirudh commented that the slide provides information about the number of CareOregon and Trillium members we gained and lost in April and May and that he will work with Paul and BI to provide the details about the member retention and attrition and bring it to a</i></p>	<p>Anirudh</p>	

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
	<p>Paul mentioned yes the CareOregon numbers have decreased while the Trillium numbers have increased a bit.</p> <p>Kerry asked if CareOregon numbers have decreased overall- has Trillium taken some of the CareOregon numbers?</p> <p>Paul said, while it may look like Trillium membership has increased at the expense of CareOregon membership, we can't tell from the ending membership numbers presented here. These are ending numbers; we don't know how many new members signed up and how many left the rolls. Anirudh commented that the slide doesn't provide information about the number of CareOregon and Trillium members we gained and lost in April and May.</p> <p>Action item: get the retention rates per month of how many CareOregon members are staying and leaving each month.</p>	<p><i>future CHCB meeting</i></p> <p><i>Action item: get the retention and attrition rates per month of how many CareOregon members are staying and leaving each month</i></p>		
<p>Committee Updates</p> <p>Finance Committee: Darrell Wade, Finance Chair</p> <p>Quality Committee: Tamia Deary, Quality Chair</p> <p>Executive Committee: Tamia Deary, Board Chair</p> <p>Nominating Committee: Tamia Deary, Board Chair</p> <p>Bylaws Committee: Tamia Deary, Board Chair</p>	<p>Finance Committee- no updates, did not meet due to 4th of July holiday.</p> <p>Quality Committee- Brieshon mentioned that the project of the HRSA badge analysis was discussed, the public meeting items like the Quality Plan were also discussed.</p> <p>Exec Committee: Tamia discussed the grants upcoming for the public meeting, discussed the financials that have improved.</p> <p>Nominating Committee: Discussed processing new applications that have come in as well as updates on the community outreach areas, bylaws updates to be added that were voted on.</p> <p>Bylaws committee: All presented amendments were passed by the board via email vote and we are on track for compliance by our August 15th deadline</p>			

Topic/Presenter	Discussion / Recommendations	Action	Responsible Party	Follow-up Date
<p>Department Updates/Strategic Updates</p> <p>Interim Executive Director Operations Clinical Quality</p>	<p>Upcoming events presented as summarized below: Hosting a Back to School fair at the Rockwood Plaza Downtown. Hosting an optional family friendly staff event on August 3rd. 340B mock audit did not have any findings. HRSA updates: much progress with changing our bylaws HIPAA breach: all notifications and items have been completed as well as the laptop being recovered. CHCB Memo recently added the newly requested information regarding our information systems program/cybersecurity and workforce development updates. Tamia asked for updates on the Workforce Development for the next public meeting. Debbie: County has opened several cooling shelters that the county asked us to have Primary Care services via the mobile van during a Saturday cooling center event. Dr Bruno, Debbie and one MA were present for the cooling event at Central City Concern. Today we are at the BHRC and tomorrow we will be at one of our other cooling centers.</p>	<p><i>Add to Exec comm agenda for August Public Meeting: Workforce Development updates</i></p>	<p>CHCB Liaison</p>	
<p>Board Discussion (Closed Executive Session) Tamia Deary, CHCB Chair</p>	<p>Closed Executive session started at 8:01 pm and ended at 8:20 pm</p>			<p>Next public meeting scheduled on Aug 12, 2024</p>
<p>Meeting Adjourns</p>	<p>8: 20pm</p>			

Signed: _____ Date: _____
Kerry Hoeschen, Secretary

Signed: _____ Date: _____
Tamia Deary, Board Chair

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

Minutes approved, virtually, at the August 12, 2024 public meeting