



## CHCB Public Meeting Minutes June 09, 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, Brenda**

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 6:03pm. We <u>do</u> have a <u>quorum</u> with 7 members present Spanish Interpreters: Victor and Rosie			
<b>Minutes Review - VOTE REQUIRED</b> Tamia Deary, CHCB Chair	April 29, 2025 Special Public Meeting Minutes Edits/Comments: No edits  May 12, 2025 Public Meeting Minutes Edits/Comments: No edits	<b>Motion to approve April 29th, 2025:</b> <b>Kerry</b> <b>Second:</b> <b>Monique</b> Yays: 7 Nays: 0		

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		Abstain: <b>Decision: Approved</b>  <b>Motion to approve May 12, 2025: Kerry</b> <b>Second: Monique</b> Yays: 7 Nays: 0 Abstain: <b>Decision: Approved</b>		
<b>SHC Client Eligibility Criteria Policy - VOTE REQUIRED</b> <i>Alexandra Lowell, Student Health Center Program Manager</i>	Alexandra Lowell, presented on Client Eligibility Review and Policy that was previously approved in 2022. <ul style="list-style-type: none"> <li>• The policy does not contain any changes or recommended updates.</li> <li>• Policy is needed for a review and vote per standard ICS practice</li> <li>• Eligibility for SHC services remain the same</li> </ul>	<b>Motion to approve: Dani</b> <b>Second: Monique</b> Yays: 7 Nays: 0 Abstain: 0 <b>Decision: Approved</b>		
<b>Patient Satisfaction 2024 Year-End Report</b> <i>Linda Niksich,</i>	Linda Niksich, presented the Patient Satisfaction Year End 2024 report out  Highlights over the last 2 years:	Jose and Linda to have a further conversation to ensure all		

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<p><i>Program Specialist</i> <i>Senior</i></p>	<ul style="list-style-type: none"> <li>Overall satisfaction (includes Primary care, Integrated Behavioral Health and Dental combined) fluctuated between 88.1% and 89.3% and trending upwards in</li> <li>Pharmacy surveys added in 2023 and overall satisfaction 91%</li> <li>Loyalty Intentions fluctuated between 93% and 94%</li> <li>Referral Intentions trending in the positive direction at 87%</li> <li>Appointment &amp; Provider Wait Trends               <ul style="list-style-type: none"> <li>Provider wait time has been relatively the same fluctuating between 87.7% and 88.5%</li> <li>Appointment wait times have been trending down                   <ul style="list-style-type: none"> <li>Convenient Care - new project being piloted at NEHC that added a provider, with an open schedule, for symptomatic patients to see within 1-3 days</li> <li>Anticipate expanding the project in the next few months</li> </ul> </li> </ul> </li> <li>Patient narratives, opportunities for improvement and kudos were shared</li> </ul> <p>Questions/Comments</p> <p>Question: Jose- Is it possible for the percentage shown to identify each year of the gaps? What's the 7% to fill the gap for the 100%?</p> <p>Answer: National benchmarks are how we compare ourselves with the rest of the country's FQHC's, or by region.</p> <p>Comment: Susy - Comparing our health center to other HC's in future meetings would like more information on. We should focus on our county and not compare it to other counties as we might not compare as good. We should compare each of our clinics.</p> <p>Linda will be comparing data by clinic - this presentation was a 2024 year in review, quarterly presentations with that data, will be presented at future meeting</p>	<p>information given and if a basic summary could be helpful for Jose</p>		

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<b>Workforce Development Fellowship Program</b> Charlene Maxwell, Deputy Medical Director	Charlene presented on the workforce development fellowship program (with more detail following the Advanced Practice Clinician (APC) fellows presentation that was given at the April Public meeting) <ul style="list-style-type: none"> <li>• Program started in 2022</li> <li>• APC is a 1 year post graduate, clinical training program designed to prepare primary care providers</li> <li>• Currently in year 3               <ul style="list-style-type: none"> <li>○ 10 applicants</li> <li>○ 6 hired</li> </ul> </li> <li>• Process in recruiting for year 4               <ul style="list-style-type: none"> <li>○ Class to start in September</li> <li>○ 17 candidates with 6 spots available</li> <li>○ Recruitment expanded to larger area</li> <li>○ Languages access is exceeding with current applicants; have multiple applicants that are bilingual and trilingual as well as speak English</li> </ul> </li> <li>• Model is still being refined and remodeled to ensure success</li> <li>• More visits have trended upwards and more access to provide care to patients</li> <li>• Turnover rate is reducing since program has started</li> <li>• Feedback and impact is positive</li> </ul>			
<b>NWRPCA Conference Takeaways</b> Board Members	6 Board members that attend the NWRPCA Spring Summit in Anchorage, Alaska gave takeaways and feedback with their experience			

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	<p>Comments/Feedback:</p> <p>Bee - Conference was educational. Sessions on migrant health and how community health centers were started were very informative and interesting. Overall it was a great experience.</p> <p>Susy - It was pleasant. I enjoyed meeting with everyone in person that are all positive towards the health centers. Interesting to meet with individuals that are continuing to learn . I was happy our interpreters, Victor and Felipe, that supported us were able to travel with us to the conference.</p> <p>Dani - Enjoyed conference. Highlights were having the opportunity to network and build new relationships and hear what's going on in other health centers. Meeting with contractors and finding out what is working and what is a good direction to set in. The AI sessions were interesting. I enjoyed meeting and engaging with staff that were in attendance.</p> <p>Tamia - Highlights were; roundtable discussions with other board chairs and executive directors surrounding the federal landscape and concerns on reduced access for clients. Meeting with Medcurity, lawyers and contractors were interesting and fun to talk to. Interpretation support for Susy was great. I loved the view from my hotel.</p>			
<b>Break</b>				

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<b>Monthly Financial Report</b> <i>Hasan Bader, Finance Manager</i>	<p><b>Monthly Financials Update</b>  Hasan Bader</p> <ul style="list-style-type: none"> <li>Monthly financials available in April</li> </ul> <p>Hasan Bader presented the budget. Highlights include:</p> <ul style="list-style-type: none"> <li>By April, we are 83.3% through the fiscal year</li> <li>80% YTD Revenue</li> <li>78% YTD Expenses</li> <li>\$2.9 million net gain</li> <li>Collected \$17.8 million revenue between visit fees and grants <ul style="list-style-type: none"> <li>Spent \$18.4 million</li> <li>184,000 in the red</li> <li>YTD \$2.8 million in the black</li> </ul> </li> <li>Personnel costs continues as largest factor for expenditure, due to vacancies and hiring contracted staff</li> <li>\$14.8 in fee revenue collected</li> <li>\$4.34 million in indirect expenses <ul style="list-style-type: none"> <li>Spent \$1.7 mil in invoices</li> </ul> </li> <li>Processed 4 budget modifications <ul style="list-style-type: none"> <li>\$6million to cover Fernhill expenses</li> <li>Remaining ARPA funds</li> <li>Expanded Mental Health Services</li> <li>Justice Involved</li> </ul> </li> <li>Average Billable Visits <ul style="list-style-type: none"> <li>SHC ~ 300</li> <li>PC ~ 460-470</li> </ul> </li> <li>Self pay percentage about 4-5%</li> <li>Payor mix <ul style="list-style-type: none"> <li>Care Oregon 70%</li> <li>Trillium 8%</li> <li>Commercial 8%</li> </ul> </li> <li>CCO patient engagement - <ul style="list-style-type: none"> <li>Large percentage with Care Oregon average visits per client/engagement rate is 60.60%</li> </ul> </li> </ul>			

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	<ul style="list-style-type: none"> <li>Less percentage for Trillium average visits 1 visit per client/engagement rate is 22.3%</li> </ul> <p>Questions/Comments:  Q: Susy - Does this budget reflect contracts of someone outside including the gaps?  A: This includes lab services, staffing services, language services and others we have contracted through line.</p> <p>Q: Susy- Is this attached to the program or are there other contracts to recruit people? Like the APC?  A: That is included in the personnel costs.</p> <p>Comment: Jose - Slides can be summarized and limit the amount of detail. Appreciate the presentation and can limit the slides.  A: Most of this is covered in the Finance Committee which is an hour. Working on a 1 page summary and can share with the full board.</p>			
<b>Board Committee Updates</b>	<p>Committee Chairs shares their updates for May/June</p> <ul style="list-style-type: none"> <li>Finance - cancelled for June, no updates</li> <li>Quality - No comment from Quality Committee Chair</li> <li>Nomination - cancelled for June, no updates</li> <li>By-laws - No meetings scheduled</li> <li>Privacy Security and Trust Committee - cancelled for June, no updates</li> <li>Exec Committee - No updates mentioned</li> </ul>			
<b>Fernhill Clinic Opening Report &amp; Takeaways</b> <i>Tamia Deary, CHCB Chair</i>	<p>Board members noted/commented on experience at the Fernhill Health Center Grand Opening:</p> <p>Pros:</p> <ul style="list-style-type: none"> <li>Enjoyed touring the clinic and noted the front desk is very welcoming</li> <li>Community partnership was known and vibrant</li> <li>Staff appeared excited about the new space</li> </ul>			

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	<ul style="list-style-type: none"> <li>• The spaces, layout and flow of the health center was top quality and a beautiful space</li> <li>• Collaboration with PCC is amazing</li> <li>• Design was welcoming and appreciate efforts for everyone involved in making this project come to fruition</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>• CHC Board didn't have assigned seating</li> <li>• No interpreters present</li> <li>• Area seemed small for the amount of people invited</li> <li>• Not enough food/parking spacings</li> <li>• Patients and Staff didn't seem happy with the clinic name</li> <li>• Collaboration with PCC is amazing</li> <li>• Design was welcoming and appreciate efforts for everyone involved in making this project come to fruition</li> </ul> <p>The Board appreciates staff, community members and Board members that were able to attend the event and celebrate</p>			
<p><b>Department Updates/Strategic Updates</b></p> <p><i>Anirudh Padmala, Interim Executive Director</i></p>	<p>Highlights:</p> <ul style="list-style-type: none"> <li>• Fernhill Opening article was published in Oregonian and Multnomah County's Wednesday Wire newsletter</li> <li>• Mid-County capital assessment is reviewing proposal in support of CHCB strategic planning</li> <li>• Integrated Behavioral Health hired a full time peer support specialist to ensure access for students and community members</li> <li>• Oregon legislative session - Health Center is monitoring 34B pharmacy protections and watching several bills to ensure access</li> </ul>			



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<b>Board Discussion</b> <b>(Closed Executive Session)</b> Tamia Deary, CHCB Chair	Closed Executive session started at 7:49PM and ended at 8:35PM  Executive minutes were taken with 7 members present. <i>*Darrell and Brenda were absent at the Executive Session</i>	<b>Motion to approve: Kerry</b> <b>Second: Bee</b> Yays: 7 Nays: 0 Abstain: 0 <b>Decision: Approved</b>  <b>Motion to leave Executive Session: Dani</b> <b>Second: Kerry</b> Yays: 7 Nays: 0 Abstain: 0 <b>Decision: Approved</b>		
<b>Meeting Adjourns</b>	8:36PM			

**Signed:** Tamia Deary /s/ on behalf of Susana Mendoza **Date:** 7/14/2025

**Susana Mendoza, Secretary**

**Signed:** Tamia Deary /s/ **Date:** 7/14/2025

**Tamia Deary, Board Chair**

Minutes approved, at the July 14th, 2025 Public Meeting

**Scribe:crystal.cook // Email: //crystal.cook@multc.us**