



CHCB Public Meeting Minutes
October 14, 2024
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.

Board Members:

Tamia Deary – Chair

Darrell Wade- Treasurer

Kerry Hoeschen – Secretary

Brandi Velasquez – Member-at-Large

Susana Mendoza- Member-at-Large

Jose Gomez - Board Member

Harold Odhiambo - Board Member

Monique Johnson - Board Member

Jenna Green - **Interim Executive Director**

Board Members Excused/Absent: Susana Mendoza and Jose Gomez

| Topic/Presenter | Discussion / Recommendations | Action | Responsible Party | Follow-up Date |
|--|---|--|-------------------|----------------|
| Call to Order / Welcome Tamia Deary, CHCB Chair | Meeting called to order at 6:07 pm. We <u>do have a quorum</u> with 5 members present at 6:56pm Absent: Susana Mendoza and Jose Gomez | | | |
| Minutes Review - VOTE REQUIRED Tamia Deary, CHCB Chair <ul style="list-style-type: none"> Sep 9, 2024 Public Meeting Minutes | September 09, 2024 Public Meeting minutes <ul style="list-style-type: none"> No changes | Motion to approve: Darrell Second: Kerry Yays: 5 Nays: 0 Abstain: 0 Decision: Approved | | |

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| <p>November Public Meeting Date - VOTE REQUIRED *Move from Nov 4th to 18th or day of Board Retreat <i>Tamia Deary, CHCB Chair</i></p> | <p>The proposal is to cancel the November 4th meeting and have a short public meeting at the beginning of the retreat planned for November 16, 2024.</p> | <p>Motion to approve: Darrell Second: Monique Yays: 5 Nays: 0 Abstain: 0 Decision: Approved</p> | | |
| <p>New Board Members - VOTE REQUIRED <i>Tamia Deary, CHCB Chair</i></p> | <p>Tamia introduced two potential board members for election.</p> <p>Brenda Chambers, a substance abuse counselor, peer support specialist and a client at the HIV clinic.</p> <p>Dani Slyman (she/her), a community health worker and trans health rights community organizer.</p> <p>Confidential ballots were distributed. Board members voted during the break.</p> <p style="text-align: center;">Break until 7:17pm</p> <p>Following the break, ballots were counted and the Board unanimously elected both candidates to the CHCB.</p> | <p>Motion to approve: Darrell Second: Monique Yays: 5 Nays: Abstain: Decision: Approved</p> | | |

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| <p>Patient Impact Story <i>Introduction by Jenna Green, Interim Executive Director and Jennifer Jako, Oral health Equity Project Manager</i></p> | <p>Jenna reminded the body that the Intent of this agenda item is to center the Health Center board and leadership in the purpose of this work and why we are here. She introduced Jennifer Jako.</p> <p>Jennifer started her journey with the County as an HIV positive client seeking medical care and support and shared a powerful story of the immeasurable value of constant caregivers for patients with chronic illness. She contracted a chronic disease as a teenager and had a dedicated team of providers that provided a sense of comfort. Nurses and counselors helped her overcome her fear of needles, supported her through homelessness, and the AZT treatment at the time which was more disabling than helpful. Her caregivers became part of a family. The team goal was each patient would see the same caregiver and counselor. In 1996, after receiving an AIDS diagnosis, Mary Taegger convinced her to try a new medication, which her body tolerated. Having a reliable source of healthcare was a significant stress relief and contributed to her survival. Consistency of care, improved communication and understanding between care team and patient increased the trust and rapport that is so necessary for quality care. She underscored the invaluable importance of personalized care, support and coping strategies that enhanced her quality of life. Years later, she brought her lived and professional experience to the County's COVID 19 work and now works with the ICS dental team as an Oral Health Equity Project Manager.</p> | | | |
| <p>Monthly Financial Report July/August 2024 <i>Hasan Bader, Finance Manager</i></p> | <p>Percentage of Year Complete is 16.7% but YTD budget is 14%, meaning the Health Center appears to be operating at a deficit. However, Hasan noted that Grant revenue is usually one month behind and Internal Services expenses can sometimes be posted the following month, which can skew the appearance of a deficit. He also noted that the Health Center has an option to carry over Beginning Working Capital (BWC) from the previous year.</p> <p>Tamia asked how much Hasan thought that amount might be.</p> | | | |

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| | <p>Hasan estimated \$85-90,000.</p> <p>Tamia asked if there was anything the board should be concerned about or watching for. Hasan replied there was nothing to flag at this time. A more clear picture will be forthcoming next month.</p> <p>The FQHC Average Billable Visits dashboard reflects that visits are below targets. The Percentage of Uninsured Visits by Quarter is below targets. The Payer Mix continues to reflect that CareOregon is the largest payer.</p> <p>There were no additional questions or comments.</p> | | | |
| <p>Q2 Patient Satisfaction Surveys <i>Linda Niksich, Patient Experience Program Specialist Senior</i></p> | <p>Patient satisfaction surveys inform trends and quality improvement work. Linda highlighted areas where the health center was not meeting benchmarks and where improvements have been made.</p> <p>She flagged that in Primary Care, the topic “Provider asking about causes of worry/stress” is consistently below the benchmark and that for Integrated Behavioral Health “Phone attendant courtesy/helpfulness is down 10% for Q1 2024.</p> <p>Linda also highlighted areas that exceeded benchmarks, such as “Same Day Answers to Questions” and “Provider wait”. Significant improvements were also seen in Integrated Behavioral Health “Same Day Answers to Questions” and Referral intentions”. She called out that Improvements for Disparities for the Asian Population and the Cantonese Speaking Population saw marked improvements of 13.3% and 33.3% respectively.</p> <p>The Overall Satisfaction by Service Line did not reflect Pharmacy.</p> <p>Linda invited CHCB members to attend Quality meetings for a deeper dive into this</p> | <p><i>Linda will share Overall Satisfaction by Service Line data for Pharmacy to the Board Liaison</i></p> | | |

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| | <p>data. There are also opportunities to serve on sub-committees.</p> <p>Linda highlighted the NEHC that received feedback about lobby and front desk experience. A team assembled to address quality control and proposed adjusted workstations, signage and customer service discussion that will lead to quicker greetings, better communication and staff being more approachable.</p> <p>She announced that SHC will be added to the survey process. The project currently is editing and streamlining the questionnaire with a QR code to improve access and be language appropriate. She anticipates sharing those reports after the new year.</p> | to share with the CHCB. | | |
| <p>Committee Updates Finance Committee: Darrell Wade, Finance Chair Executive Committee: Tamia Deary, Board Chair Nominating Committee: Tamia Deary, Board Chair Bylaws Committee: Tamia Deary, Board Chair</p> | <p>Finance Committee: Exec Committee: Reviewed promotional materials, such as business cards, to improve recruitment and engage in the community. Proposing a twice a year evaluation. Future state is to host these meetings live on a YouTube platform. Quality Committee: Reviewed Linda’s presentation and UDS report and gave feedback on the patient survey experience. They will review suicide attempts and access reports. Nominating Committee: Recommends Kerry Hoeschen for Vice Chair; Darrell Wade Treasure; Bee Valasquez for at-Large member; nominations are due by October 28 and the official slate of candidates will be presented at the November 16 public meeting. The vote will be held at the December 2024 public meeting. Bylaws committee:</p> | | | |
| <p>Department Updates/Strategic Updates <i>Jenna Green, Interim Executive Director</i></p> | <p>Highlights included:</p> <ul style="list-style-type: none"> ● Emergency Operations Plan training with Health Center leadership, the strategic plan kick off, and working with managers in a SWOT method to present to CHCB next month. ● Gresham-Barlow Student Health Center grand opening ● Northern Region clinics achieving Blood Pressure Silver level with American Heart Association | | | |

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| | <p>Tamia asked whether Rockwood repairs are running more behind. Jenna and Adrienne responded that some renovations are likely to be completed in the middle of next year due to federal and County monies becoming available that allowed for an expanded repair and renovation scope to the project. They are meeting monthly with facilities and will provide a more robust update regarding clinic access moving forward.</p> <p>Debbie added that for Mid County renovations they faced either closure for two months or phasing. Closure is not an option and they will know in a few weeks what phasing will look like.</p> <p>Jenna and Anirudh addressed the cyber security outbreak and reported the HIPAA breach incident has been resolved. This was an incident related to an employee suspected of having access to PHI after termination. Anirudh shared that the IT County team has installed Absolute which is a software that renders a device unusable until IT unlocks it. It includes remote analysis vs requiring to have the laptop in hand. They also contracted with Hello Retriever service which is authorized to go to a residence and pick up a device.</p> <p>Anirudh and Jenna underscored that requesting devices is protocol but there are gaps.</p> <p>Tamia wondered how many devices are out there. Anirudh will follow up.</p> <p>Hasan shared that the Health Center budget for IT services is based on how many devices the Health Center has. There is an annual inventory and missing devices are immediately reported.</p> | <p><i>Anirudh will follow up on the number of devices the Health Center is responsible for.</i></p> | | |

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| <p>Conference Update from NACHC <i>Tamia Deary, CHCB Chair</i></p> | <p>Harold and Tamia shared that they and Bee were treated in a humiliating fashion when they checked into the hotel for the conference. The front desk informed them they had to pay for the accommodations, which were anticipated to have been taken care of ahead of their check in. It was a humiliating and dehumanizing experience.</p> <p>Overall, the conference went well with many sessions and an opportunity to explore the historical monuments in Atlanta.</p> <p>Tamia added that the per diem check needed to be reissued. She highlighted a workshop about how to handle changes in an Executive Director position, communication between an executive board and members. She also enjoyed the sights of Atlanta but thought she would have learned more if the stress of checking in hadn't been so high.</p> | <p><i>Ensure all accommodations are confirmed in advance.</i></p> | | |
| <p>Board Discussion (Closed Executive Session) <i>Tamia Deary, CHCB Chair</i></p> | <p>The closed Executive session started at 7:52pm and ended at 8:21pm</p> | <p><i>Motion to move into Exec Session: Darrell</i> <i>Second: Dani</i> Yays: 7 Nays: Abstain: <i>Decision: Approved</i></p> | | <p>Next public meeting scheduled via Zoom on November 16, 2024</p> |
| <p>Meeting Adjourns</p> | <p>8:21pm</p> | | | |

Signed: _____ Date: _____

Kerry Hoeschen, Secretary

Signed: _____ **Date:** _____

Tamia Deary, Board Chair

Scribe: // Email:
Jordana Sardo /jordana.sardo@multco.us

Minutes approved, virtually, at the November 16, 2024 Public Meeting