



# Public Board Meeting Minutes

Virtual Meeting (Zoom)  
Monday May 10, 2021  
6:00 pm

Approved:

Recorded by: Liz Mitchell

Attendance:

Board Members	Title	Y/N
David Aguayo	Treasurer	Y
Fabiola Arreola	Vice Chair	Y
Tamia Deary	Member-at-Large	Y
Iris Hodge	Board Member	N
Kerry Hoeschen	Member-at-Large	Y
Nina McPhearson	Board Member	Y
Susana Mendoza	Board Member	N
Harold Odhiambo	Chair	Y
Pedro Sandoval Prieto	Secretary	Y
Darrell Wade	Board Member	Y
Staff/Elected Officials	Title	Y/N
Azma Ahmed	Health Center Dental Director	Y
Hasan Bader	ICS Finance Project Manager	N
Lucia Cabrejos	Spanish Interpreter	Y
Brieshon D'Agostini	Interim Health Center Quality Director	Y
Adrienne Daniels	Health Center Deputy Director	Y
Ryan Francisco	Project Manager	Y
Tony Gaines	Operations and Innovation Process Improvement Manager	Y
Francisco Garcia	CHCB Liaison/Community Engagement Strategist	Y
Amy Henninger	Interim Health Center Medical Director	Y
Michele Koder	Pharmacy and Lab Services Director	Y
Charlene Maxwell	Deputy Nurse Practitioner Director	Y
Liz Mitchell	Executive Specialist for Pharm & Lab Director	Y
Linda Niksich	Community Health Council Coordinator	Y
Anirudh Padmala	HC Business Intelligence and Information Officer	Y
Christine Palermo	Dental Program Manager	Y
Jeff Perry	Health Center CFO	Y
Debbie Powers	Health Center Operations Director	N
Victor Shepard	Spanish Interpreter	Y
Katie Thornton	Regional Clinic Manager	N
Tasha Wheatt-Delancy	Health Center Executive Director	Y

Guests: Andiera Harris, Dr Aisha Holland

**Action Items:**

- Brieshon will get definitions for complaint categories
- Linda will send copy of slides

**Decisions:**

- Approved the April Public meeting minutes
- Approved the April Emergency meeting minutes
- Approved Budget Modification for \$5.7 million in Provider Relief Funds
- Approved Removal from Scope Date for SBMH
- Approved ICS.04.08 No Show Policy Update
- Approved Change in Hours of Operations SEHC (Reno)
- Approved Change in Hours of Operations North Portland (Dental)

**Reports Received:**

- Monthly Budget Report through March 2021
- Complaint and Incident Report

The meeting was called to order at 6:00pm by Harold Odhiambo.

The Meeting Ground Rules (special considerations for online meetings) were presented by Board Chair, Harold Odhiambo.

Board attendance was taken by roll-call. Noted that quorum was met.

*\*Tasha introduced our new Board Liaison and Community Engagement Strategist, Francisco Garcia. He will be the point of contact between the board and Staff and Elected Officials moving forward.*

*\*\*Harold Announced the Resignation of Board Member, Iris Hodge.*

**April 12th CHCB Public Meeting Minutes(Vote required)**

*(See Document -April 12th CHCB Public Meeting Minutes*

Linda pointed out that there was an incomplete sentence in the draft that everyone received before the meeting started. The statement has been edited and the completed notes will be published.

No questions or comments were raised by CHCB members

***Motion by Tamia to approve the April 2021 Public Meeting Minutes as presented***

***Seconded by Fabiola***

***5 aye; 0 nay; 3 abstain***

***Motion Carries***

**April 22nd CHCB Meeting Minutes(Vote required)**

*(See Document -April 22nd CHCB Emergency Meeting Minutes*

No questions or comments were raised by CHCB members

***Motion by David to approve the March 2021 Public Meeting Minutes as presented***

***Seconded by Tamia***

**8 aye; 0 nay; 0 abstain**

**Motion Carries**

### **Monthly Budget Report- February 2021**

*(See Document- Monthly Reporting Package)*

*Health Center Chief Financial Officer, Jeff Perry*

March 2021

- \$100.9 million in revenue and \$100.8 million in expense March YTD.
- \$160 thousand surplus net income March YTD.
  - These numbers do include \$7.5 mill relief funds, applied to dental
- Programs
  - Dental \$18.7 million in revenue
  - Primary care \$2.3 million net income
- Student Health Services
  - Surplus of \$80k for the year through March
    - Of note 5 of the 9 student health centers are currently open
- Billable visits
  - Student health averaged the same as last year
  - Dental has growth month over month
  - Primary Care declined from February
- Uninsured visits are still tracking slightly higher than targeted
  - Dental is still below target
- Per payer Mix
  - Care Oregon is our highest assigned members
  - Trillium is still gaining momentum as we increase our assignees month over month
- New funding stream for American Rescue Act Funding
  - Spending Categories
    - COVID 19 vaccination capacity
      - tracking vaccine
    - Response and treatment capacity
      - Monitor and trace for treatment
    - Maintaining And increasing capacity
  - Recover and stabilization
    - Expanding workforce
    - Meet demand for preventive and routine care
  - Total of 72 FTE, working to refine this as we go along
- Currently looking to help by expanding how we provide care
  - Add a van for home visits
  - Must fit within HRSA budget categories

*Question: When we have new FTE, say at the end of the year there is no more COVID, what happens when FTE comes in and we don't have COVID?*

*Answer: These funds are for two years. We will assess which of these positions we could maintain beyond the 2 year ARPA funding. Need to present a budget to HRSA for approval.*

**Budget Modification for \$5.7 million in Provider Relief Funds (Vote required)**

*(See Document Multnomah County Agenda Replacement Request Budget Modification)*

*Health Center Chief Financial Officer, Jeff Perry*

There were questions as to utility. What happens to the funds that are left at the end of year? Provider relief funds will not be placed in general relief funds. Voting yes will allow us to offset the losses we have. No vote, we will have to source funding to mitigate these losses. These funds must be utilized by June 30th.

*Question: Is the utilization straightforward to apply to funding we lost.*

*Answer: We do have to give reasons for what we will use funding for. We stated these funds will be used for budget loss.*

*Question: We are not making these accessible to general county funds?*

*Answer: Correct.*

***Motion by David to approve the budget modification for \$7.5 million in Provider Relief Funds as presented***

***Seconded by Nina***

***8 aye; 0 nay; 0 abstain***

***Motion Carries***

**Date of Removal and Clarification of SBMH from Scope (Vote Required)**

*(See Document-Affirming Effective Dates for Removal of BHD/Mental Health Programs from FGHC Scope) Health Department Deputy Director, Adrienne Daniels*

- Clarification of date of removal.
  - Simplifies reimbursement type
  - Recommend to verify the program coincides with fiscal year
    - Removal date 7/1/2021

*No questions or comments were raised by CHC members*

***Motion by Tamia to approve the removal and clarification of SBMH from the FQHC Scope as presented***

***Seconded by Fabiola***

**8 aye; 0 nay; 0 abstain**  
**Motion Carries**

### **1st Quarter Complaints and Incidents**

*(See Documents-1st Qtr Combined Complaints and Incidents)*

Quality Project Manager, **Brieshon D'Agostini**

Brieshon gave an overview of the complaints and incidents by type and site. She was not able to present using Tableau so she was unable to get specific numbers, but can provide them later if requested. The number of complaints are pretty close to what we normally see. Brieshon pointed out that the rate of suiced attempts has dropped. Lab related incidents are now shown in this report. There were two dispensing errors in the pharmacy; an incorrect dosage, and incorrect directions.

*Question: Scheduling appt complaints, has that increased because of COVID?*

*Answer: Sometimes it is about access issues. This is what we've seen for this quarter.*

*Question: Are there particular issues with customer service?*

*Answer: Wide variety, maybe a rough interaction with a staff member. Maybe not necessarily customer service, but it's a general category.*

*Question: What falls under quality of service?*

*Answer: We will get the definition of these, and will send them to Francisco.*

*Question: Requesting more information about broader categories.*

*Answer: There is more information for this in the Tableau presentation.*

*Question: When you are talking about the number being low and not reflecting accurately is this our process in general or just regarding COVID?*

*Answer: I think there are a number of things that contribute, maybe it's communication, or not knowing how. Education is ongoing, and COVID adds another layer.*

*Question: A client that used a translator has a complaint about their experience if you had a translator.*

*Answer: Signage is posted in multiple languages on how to submit a complaint. People can call the Call Center and will be able to get an interpreter on the phone for that complaint.*

*Question: Is there email access for complaints? Is there a dedicated place for complaints?*

*Answer: Yes the general multco email. We have had conversations with outside vendors. We would like to*

*have a dedicated email for complaints.*

*It says on the website the different ways to voice complaints. It is not clear if the numbers are the general health department. More explanation on this page would be great.*

*Question: How can I be sure there is followup from a specific complaint for a patient that had a bad experience?*

*Answer: Depends on the nature of the complaint and how it came through. We frequently get complaints through insurance companies. We go back through the insurance company to follow up on the complaint. If it is directly to us we follow up directly with the submitter. If this is about specific we are bound by HIPPA, but if you can give us information I can follow up with you later.*

*Question: Is it possible to show a description of incidents and pair them with locations? To show what problems are more common to determine what sites are prone to certain incidents?*

*Answer: Great idea, I will make a note of that.*

#### **ICS.04.08 No Show Policy Update (Vote Required)**

*(See Documents- Primary Care & Dental Patient No-Show Policy )*

*Dental Manager, Christine Palermo and Operations Innovation & Process Improvement Manager, Tony Gaines*

- Policy Updates/Changes
  - Added telemed definition
  - Health centers will conduct appointment reminders 1- 2 days before appt. be tele, text
  - Dental changed verbage to match primary care
    - Changed standby to same day only
    - Sit and wait to same day to match primary care
- Primary care
  - change wording from homeless patient to patient experiencing homelessness
  - Added telemedicine
  - Patients that miss 3 Behavioral Health visits must only complet 1 visit to be removed from same day or telemed appointment only scheduling.
- Yes vote will make this language official and change

*Question: When is this going to be effective? Is there a specific time?*

*Answer: The date of the approval will be the effective date unless you request it be a different date. We usually take it to the staff as to when we are going to notify patients of changes.*

*Question: When you send out a letter is there wording about how people can get extra help to make it to their appointments.*

*Answer: I don't think we have a specific message in regards to the concern you are talking about. We will make a note and discuss.*

***Motion by Tamia to approve the removal and clarification of SBMH from the FQHC Scope as presented***

***Seconded by Fabiola***

***7 aye; 0 nay; 0 abstain***

***Motion Carries***

**Change in Hours of Operations SEHC Renovation. (Vote Required)**

*(See Documents-Southeast Health Clinic (SEHC) Structural Repair Change in Hours)*

*Project Manager, Ryan Francario*

- Summary and proposed change in hours
  - Currently 55 hours per week
  - Dental on site will be on hold relocated to other clinics
  - Pharmacy will remain open
    - 8:30am - 5:30 pm
- A yes vote will mean for the duration of the planned period patients will be routed to different sites for primary and dental care
  - Reduces hours from 55 to 44 hours
- No vote means the pharmacy will have to maintain the current hours of operation

*No questions or comments were raised by CHC members*

***Motion by Nina to approve the change in hours of operations at SEHC as presented***

***Seconded by Darrell***

***7 aye; 0 nay; 0 abstain***

***Motion Carries***

**Change in Hours of Operations North Portland Dental (Vote Required)**

*(See Documents-Change in Hours at North Portland Health Center (Dental))*

*Dental Manager Christine Palermo*

- Currently
  - Only has one dental team
  - Closed on Wednesday
- Proposed Change
  - SE staff will be moved to North Portland
  - Open Wednesday
  - Increasing hours to 55 per week.
  - A yes vote will increase hours to 55 per week and move the staff from SE to NP/
  - A no vote will keep hours the same

*No further discussion questions were raised by CHCB members*

***Motion by Tamia to approve the change in hours of operations at North Portland Dental as presented***



**Seconded by Pedro**  
**7 aye; 0 nay; 0 abstain**  
**Motion Carries**

### **Health Center Executive Director Updates**

*Health Center Executive Director, Tasha Wheatt-Delancy*

#### **Patient and Community Determined: Leveraging the collective voices of the people we serve**

- Community listening sessions
  - 5 community based organizations helped facilitate
  - Facility dialogs with diverse communities
    - Find out what are their needs
    - Language barriers
      - Somali is often paired up with the wrong language
      - True for azteco and guatemalan communities as well
    - Some communities only go to the doctor when urgently needed
      - Trying to work on way to change this
    - Spanish women feel judged and scrutinized
- At this time we are collecting information.
  - Appointment to specialists take to long to get
  - Some of the funding will toward shoring up that
  - Prescribing medication for mental health issues is not always the solution
  - Some of the people that participated are not patients

#### **Engage Expert Diverse Workforce which reflects the communities we serve**

- Staff wellness team
  - Part of the \$10.9 million will provide staff wellness
    - 13 pages of suggestions from staff
- Recruitment Support
  - Dedicate resources to partner with the HR department to ensure timely recruitment for the health center staff vacancies.

#### **Equitable treatment that assures all people receive high quality, safe, and meaningful care**

- Billing error for J&J vaccine
  - has been reconciled
  - 20 Patients received an invoice after getting vaccines.
- Business services contacted patients to make sure they did not pay this invoice
  - Clarified this was an error and we are not charging for vaccine
- more than 10k patients have gotten vaccine
- Age groups as young as 12 have been approved for Pfizer
- 69% vaccinated are from BIPOC community
- 69 total languages have been used for interpretation
- People who have the greatest need is who we are focused on 30% non insured

**Supporting Fiscally Sound and Accountable Practices which advance health equity and inclusion, and center on racial equity**

- HRSA Tech Assistance
  - County CFO made request for financial expert
    - Tentative dates at the end of May and Second week of June
  - Followup for conditions are due June 9th
    - All updated and new policies have been updated.
- Meeting with Chair Kafoury - Harrold, Tamia, and Tasha
  - Provided detailed updates regarding
    - Finance and budget
    - Adhering to policies
    - HIPAA incident that occurred 8 months ago
  - Follow up meeting will occur after HRSA Technical Assistance

*Question: Most of the people who have not been vaccinated because they have concerns or chronic health conditions. Many of the people I have spoken to are not health center patients. Is there a process for making people patients to access the health center*

*Answer: We want to provide holistic care that includes vaccinations.*

*Question: Will you please share these slides?*

*Answer: Yes. We will share the slides. Linda will make PDF of them.*

*No further discussion/questions were raised by CHCB members*

**Council Business****Executive Committee Update**

*Chair, Harold Odhiambo*

- Met April, 2021
  - Introduced New Community Health Center Board Coordinator, Francisco Garcia
    - Discussed next steps for transitioning Francisco into this role
      - make take upto 6 months
  - Crafted agenda for this evening
- Next public meeting June 14
- Questions and concerns need to be directed to Linda until Francisco gets a phone.

*No further discussion questions were raised by CHCB members*

**Meeting Adjourned at 7:59 pm.**

**Signed: \_\_\_\_\_ Date: \_\_\_\_\_**  
**Pedro Prieto Sandoval, Secretary**