

CLACKAMAS COUNTY HEALTH CENTERS DIVISION  
COMMUNITY HEALTH COUNCIL

Meeting Minutes – September 17, 2025

*“Removing barriers for vulnerable individuals and families on their path  
to improved health, wellness, prosperity, and inclusion.”*

In Person Meeting Attendance

Members Present in Person

Brianne Salvati	Tara Schoffstall
Jacqueline Arn	Michelle Walch
Jerome Dalnes	
Rebecca Martin	

Members Absent

Geraldine Hall (E)

Staff Present

Juliana Danforth	Malia Band
Sarah Jacobson	Egan Danehy
Selynn Edwards	Adam Kearl
Angie Amundson	Ryan Spiker
	Leslie King

**Virtual Guests:** Renel Muro, Debra Newton

Call to Order		Brianne called the meeting to order at 5:37 p.m. A quorum was established.
Approval of August 20, 2025 Full Council Minutes	Council Vote	<p>The Council reviewed the minutes for the August 20, 2025 meeting. Brianne opened the floor for a motion.</p> <p><b>Motion:</b> Jacqueline motioned to approve the minutes.  <b>Second:</b> Rebecca seconded. No further discussion.  <b>Vote: Approved Unanimously.</b></p>
Committee Reporting		<p><b>Finance Committee:</b> Adam shared the year-to-date Revenue and Expenditures report for period ending June 30, 2025.</p> <p>Adam shared the Special Revenue Addendum as of September 11, 2025.</p> <p><b>QI Committee:</b> All routine, nothing to report.</p>
Patient Satisfaction and Performance Metrics – Behavioral Health		<p><b>Behavioral Health Performance Metrics:</b> Egan presented live data on the Behavioral Health Metrics via Power BI.</p> <p><b>SHIFT Metric Dashboard:</b>            Volume an Access            Case Loads and Frequency of visits            Client Experience - Crossroads data is embedded in Power PI.            Quality and Effectiveness            Staff Experience and Staffing</p> <p><b>Behavioral Health Patient Satisfaction:</b> Ryan presented BH Client Satisfaction scores for Quarter 2. Survey sample size was 157 Surveys.</p> <p><b>Overall Satisfaction:</b> Score saw a slight increase from 91.4 in Q1 to 91.6 in Q2. Health Centers passing the National and Regional benchmark.</p> <p><b>Patient Satisfaction and Referral Intentions by Team:</b> Overall satisfaction continues score high. Referral intentions average a scored in the 50 and 60% range, with Sandy scoring highest at 70%.</p>

		<p><b>Patient Satisfaction Core:</b> Ten questions in this category, all scoring high. Five of the ten metrics saw a mild decrease. Progress toward treatment goals continued showing the most room for improvement.</p> <p><b>Loyalty intentions &amp; Reception Staff:</b> Scores continue to increase and exceed National and Regional benchmarks.</p> <p><b>Provider Listening Score:</b> Score fell below the National and Regional benchmark by 0.3%.</p> <p><b>Ease of Connecting with Care Team:</b> Scores have improved markedly since Q3 and have now outpaced the National and Regional benchmarks for two straight quarters.</p> <p><b>Telehealth Wait and Experience Score:</b> both scores saw a decrease. Telehealth is still meeting the National and Regional benchmarks. Provider experience is no longer meeting the benchmarks by less than 1%.</p> <p><b>Quality &amp; Outcome:</b> 11 questions in this category, all of which are scoring in the high 80%-90%. Access to needed services and Symptoms not bothering me as much now saw the biggest increase of 1.4%</p> <p><b>Social Connectedness:</b> Patients scores have continued to trend in the ranging of 76-82%.</p> <p><b>Satisfaction &amp; Outcomes comparisons shared by Gender:</b> Male and Female scores follow the same trend.</p> <p><b>Telehealth Comparison:</b> In person, Telephone and Video visits followed a similar trend with in person visits seeing the highest average scores.</p> <p><b>Patient comments by type:</b> The client feedback data was presented in two pie charts. One chart for Positive feedback, and a second for Opportunities for improvement. These charts are broken down into comment themes. 142 positive comments and 38 opportunities for improvement comments.</p>
HRSA Site Visit	Council Vote	<p>Steve Roy asked for Council feedback regarding the HRSA Site visit interview.</p> <p>Steve presented a Change in Scope Request Form 5A Update to the Council for approval. This change updates the 5A form to accurately reflect the current services provided.</p> <p>Brianne opens the floor for approval on the Form 5A</p> <p><b>Motion:</b> Tara motioned to approve Form 5A changes.</p> <p><b>Second:</b> Jacqueline seconded. No further discussion.</p> <p><b>Vote:</b> Approved Unanimously.</p>
FQHC Staff Report		<p><b>Federal Landscape:</b> Sarah reported on Court related items that effect Health Centers. There has been positive movement in the 340B contract in terms of restrictions that Health Centers has faced.</p>

		<p><b>HRSA Onsite Visit:</b> Sarah thanked the Council members who came in to meet with the Site reviewers to be interviewed. Their involvement was very meaningful for Health Centers. Lead site reviewer had very positive things to say about the Community Health Council.</p> <p>Sarah gave some details on what the Council can expected post site visit. There could be requests to the Council to address any findings.</p>
Public Comment		<p>Renel asked for more information about meeting to discuss the HRSA Site Visit Results. Sarah supported this request, it would be good for the whole council to meet and discuss.</p> <p>Janice Saban spoke regarding a complaint she has filed.</p>
Next Meeting and Agenda		<p>Next meeting is <b>October 15, 2025, at 5:00 p.m.</b> via In person and Zoom teleconference.</p> <ul style="list-style-type: none"> <li>• Routine items</li> </ul>
Adjourn		<p>Meeting adjourned at 6:55 p.m.</p>

**Upcoming meetings/events:**

Governance Committee, October 15, 2025  
 Finance Committee, November 19, 2025  
 Quality Improvement Committee, October 15, 2025  
 Full Council Meeting, October 15, 2025

**Council packet and handouts include:**

- Agenda
- Governance Committee Meeting Minutes
- Finance Committee Meeting Minutes
- Monthly Financials
- CHC Full Council Meeting Minutes
- Credentialing
- Behavioral Health Performance Metrics
- Behavioral Health Patient Satisfaction

**IN OUR COUNCIL MEETINGS, WE AGREE TO:**

Begin and conclude meetings on time;  
 Be on time and come prepared to participate;  
 Be respectful, including –

- Keeping our cell phones silent;
- Listening without interrupting when someone else is speaking;
- Allowing for all to contribute to the discussion;
- Honoring the Chair;

Stay aligned with the Mission and Strategy of the FQHC;  
 Follow Roberts Rules of Order for parliamentary procedures;  
 Honor confidentiality;  
**Have fun!**