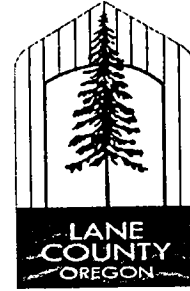


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AGENDA COVER MEMO

AGENDA DATE: July 22, 2009
TO: Board of County Commissioners
DEPARTMENT: Health & Human Services
PRESENTED BY: Rob Rockstroh



AGENDA TITLE: ORDER / _____ IN THE MATTER OF ADDING A TOTAL OF 2.0 FTE FOR THE COMMUNITY HEALTH CENTERS OF LANE COUNTY, APPROPRIATING REVENUES AND EXPENSES IN THE AMOUNT OF \$71,512 FOR FY 10 IN FUND 286 OF HEALTH & HUMAN SERVICES

I. MOTION

In the Matter of Adding a Total of 2.0 FTE for the Community Health Centers of Lane County, Appropriating Revenues and Expenses in the Amount of \$71,512 for FY 10 in Fund 286 of Health & Human Services.

II. AGENDA ITEM SUMMARY

The Community Health Centers (CHC) seek to change the management and operations of the two School-Based Health Centers (SBHCs) operated by the CHC. The SBHCs will be run along the same model as the RiverStone satellite clinics and the payor mix will be raised to at least the 40% Medicaid, 40% self-pay, 10% Medicare and 10% insured model. In order to accomplish this change in focus, from a "school-nurse" operation to a satellite safety-net clinic, the CHC needs to directly employ the clerical support staff, permitting them to productively direct the scheduling and utilization of provider hours.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Board Action and Other History

FTEs, funded by the American Recovery and Reinvestment Act, were last added to the Community Health Centers via BO 09-4-8-10.

The Springfield SBHC was established in tandem with the opening of the RiverStone Clinic in January, 2004. The Churchill SBHC was previously operated by the Eugene School District, but it became a functioning CHCLC site in April, 2007. SBHCs have traditionally followed a "school-nurse" orientation not designed to capture revenue for the care given to clients.

B. Policy Issues

Changing the management style of the two CHCLC-operated SBHCs has created tension between District and County staff, only with respect to the manner in which care is delivered, not with respect to the commitment to placing primary care where it can most easily be accessed by the students and their families. SBHC staff are unaccustomed to requesting insurance information, to assisting families in seeking OHP coverage and to billing for services. Placing the support staff, the two Office Assistants, under CHC direction will facilitate the movement to a self-sustaining model and will permit both school districts to utilize the clerical support staff full time to support the schools' academic management.

C. Board Goals

N/A.

D. Financial and/or Resource Considerations

Both Districts will continue to provide financial assistance to cover the medical assistant and nurse practitioners at the CHCLC-directed SBHCs, but the OA costs will be recovered entirely through increased billing for encounters.

The CHC FY 10 budget provided for .25 FTE OA coverage at the Springfield HS Clinic via Extra Help. The budget provided for .10 FTE OA coverage at the Churchill HS Clinic via Extra Help and included a payment of \$12,885 to the Eugene School District for OA coverage at Churchill. The additional costs related to the addition of 1.0 FTE OA at each of the two SBHCs, at a cost of an additional \$71,512, to hereby be appropriated in revenues and expenses, will be funded by enhancing the payor mix and increasing billings and the utilization of provider hours (see analysis, below).

E. Analysis

The CHC management team recently changed the provider at the Springfield SBHC in an effort to improve revenue capture. As a result of that staffing change, the utilization rate, just one of the indicators monitored, went from less than half utilization of scheduled appointment slots to 100%. This summer, the CHC will similarly transfer a provider accustomed to working at a clinic, not a school-based center, to the Churchill site in order to boost the utilization rate and other indicators there.

The staff of both SBHCs, including the current School Districts-hired clerical support staff, have received training on revenue enhancement over the past 8 months and the payor mix has already improved from approximately 20% Medicaid to 30% Medicaid. Placing CHC OAs at the two SBHC clinics will permit the sites to reach the sustainability benchmark of 40% Medicaid and will also increase capture of insured-student billing capacity.

Recently staff completed a two-month random sampling of SBHC encounters and were able to identify and recover sufficient data to bill for \$7,000 in claims. This sample indicates that the revenue to be recovered will assist in offsetting the costs associated with the additional FTE requested. Further, an increase of only 10% additional Medicaid claims at the two sites, based on the current rate of 2,400 encounters at Springfield HS and 1,900 encounters at Churchill HS would generate an additional \$63,600 and \$50,350, respectively.

The management of both school districts is supportive of the change and it is anticipated that this change will promote cooperation between the entities.

F. Alternatives / Options

1. Approve the addition of the requested FTEs and the appropriation of revenues and expenses.
2. Direct staff to rely on Extra Help to staff the SBHCs.

IV. TIMING/IMPLEMENTATION

Both SBHCs currently rely on Extra Help staffing to cover the July/August clinic hours. H&HS' goal would be to recruit and hire prior to the commencement of the new Academic Year, when clinic activity picks up.

V. RECOMMENDATION

Health & Human Services supports approval of this request.

VI. FOLLOW-UP

If Board concurrence/approval is received, H&HS will work with HR to post the vacancies immediately.

VII. ATTACHMENTS

Board Order
Organization Chart – Community Health Centers of Lane County

THE BOARD OF COUNTY COMMISSIONERS, LANE COUNTY, OREGON

ORDER:) ORDER _____ IN THE MATTER OF ADDING A TOTAL OF
) 2.0 FTE FOR THE COMMUNITY HEALTH CENTERS OF
) LANECOUNTY, APPROPRIATING REVENUES AND EXPENSES
) IN THE AMOUNT OF \$71,512 FOR FY 10 IN FUND 286 OF
) HEALTH & HUMAN SERVICES

WHEREAS, expanding healthcare services to the under- and uninsured residents of Lane County is of importance to the Board of Commissioners and the Department of Health & Human Services; and

WHEREAS, maximizing revenue generation at the two Community Health Center-operated School-Based Health Centers requires movement to a management model that promotes sustainability; and

WHEREAS, hiring clerical support staff at the Churchill and Springfield High School Clinics will permit the Community Health Centers of Lane County to assist families in seeking OHP coverage and to bill healthcare insurance companies for care provided; and

WHEREAS, both the Springfield and Eugene School Districts support this change, which will not negatively affect either their staff nor the operations of these High Schools;

NOW, THEREFORE, IT IS HEREBY ORDERED AND RESOLVED, that the Board of County Commissioners approve the addition of 2.0 FTE in Fund 286 of Health & Human Services as follows:

CLASSIFICATION	FTE
Office Assistant 2	2.0

AND; IT IS HEREBY FURTHER ORDERED that the Board of County Commissioners appropriate revenues and expenses in the amount of \$71,512 in Fund 286 of Health & Human Services for FY 10.

DATED this _____ day of July, 2009.

Pete Sorenson, Chair
Lane County Board Of Commissioners

APPROVED AS TO FORM
Date 7/13/09 Lane County
Franklin
OFFICE OF LEGAL COUNSEL



Health & Human Services Community Health Centers

