



**Board Meeting Agenda
December 18, 2023 at 6:30 p.m.**

In Person	Irrigon City Hall 500 NE Main Ave, Irrigon, OR 97844
Zoom	https://us06web.zoom.us/j/81813433194?pwd=c7qZFGCDqfsbv7pv1v3TneljYx3ia7.1 Meeting ID: 818 1343 3194 Passcode: 504682

1. Call to Order

2. Public Comments

Maximum of 3 minutes per person/topic. Multiple items on the same topic need to be combined through one speaker. A maximum of 30 minutes may be allotted for public comment.

3. Approval of Meeting Minutes

- A. November 27, 2023 – Regular Session

4. CEO Report & Dashboard – Emily Roberts

5. Consent Agenda

- A. EMS Stats – November 2023

6. New Business

- A. Open Board Position
- B. Compliance Committee Appointment (Ratify)
- C. Retirement Vesting Schedule
- D. Community Benefit Request

7. Old Business

8. Executive Session

Members of the news media may attend executive sessions, with limited exceptions. News media are instructed not to report about what happened in executive sessions.

- A. ORS 192.660(2)(f) to consider information or records that are exempt from public inspection pertaining to ongoing or anticipated litigation exempt from disclosure under ORS 192.345(1).
- B. ORS 192.660(2)(f) to consider information or records that are exempt from public inspection pertaining to trade secrets exempt from disclosure under ORS 192.345(2).

Promise of Excellence

Compassion: Being motivated with a desire to assist patients and staff with empathy and kindness and committed to going the extra mile to ensure patients and staff feel comfortable and welcomed.

Respect: Recognizing and valuing the dignity and uniqueness of everyone. Respect creates a work environment based on teamwork, encouragement, trust, concern, honesty, and responsive communication among all employees and our patients.

Integrity: Encompassing honesty and consistently adhering to the principles of professionalism and accountability with our patients, fellow employees, and community partners. Integrity is at the heart of everything we do.

Excellence: Creating standards of performance that surpass ordinary expectations. We want to make this the place where patients want to come, our providers want to practice, and people want to work!

- C. ORS 192.660(2)(i) to review and evaluate the employment-related performance of a public employee who does not request an open hearing.

9. Adjourn

Promise of Excellence

Compassion: Being motivated with a desire to assist patients and staff with empathy and kindness and committed to going the extra mile to ensure patients and staff feel comfortable and welcomed.

Respect: Recognizing and valuing the dignity and uniqueness of everyone. Respect creates a work environment based on teamwork, encouragement, trust, concern, honesty, and responsive communication among all employees and our patients.

Integrity: Encompassing honesty and consistently adhering to the principles of professionalism and accountability with our patients, fellow employees, and community partners. Integrity is at the heart of everything we do.

Excellence: Creating standards of performance that surpass ordinary expectations. We want to make this the place where patients want to come, our providers want to practice, and people want to work!

Meeting	Board of Directors		
Date / Time	November 27, 2023 at 6:30 p.m.	Location	Morrow County Grain Growers - Conference Room 350 Main Street, Lexington, OR 97839
Chair	Diane Kilkenny, Board Chair	Recorder	Sam Van Laer
Board Members	Present: Diane Kilkenny, John Murray, Stephen Munkers, Trista Seastone		
Attendees	Staff: Emily Roberts, Nicole Mahoney, Julie Baker, Sam Van Laer Guests: Heidi Wimer (Zoom), Kathleen Greenup (Zoom) Press: Andrea Di Salvo (Heppner-Gazette)		

<p>Mission Bring essential health services to our rural communities that meet the unique needs of the people we serve.</p>	<p>Vision Be the first choice for quality, compassionate care, and lead the way in promoting wellness and improving health in our communities.</p>	<p>Values Integrity, Compassion, Quality, Respect, Financial Responsibility</p>
---	---	--

Agenda Item	Minutes
1. Call to Order	Diane Kilkenny called the meeting to order at 6:30 p.m.
2. Public Comments	None.
3. Approval of Meeting Minutes	<p>MOTION: John Murray moved to approve the minutes for the October 30, 2023 regular session as presented. Stephen Munkers seconded the motion. The motion passed unanimously by all Board members present.</p> <p>MOTION: John Murray moved to approve the minutes for the November 16, 2023 special session as presented. Stephen Munkers seconded the motion. The motion passed unanimously by all Board members present.</p>
4. CEO Report & Dashboard - Emily Roberts	<p>The Executive Team Dashboard was presented by Emily Roberts (see Board packet).</p> <p>The District's new HR Director, Lindsey McKnight, has started so the Human Resources section on the CEO Dashboard has stats now. The turnover percentage, at 4.9%, is well below industry standard. Turnover encompasses career changes, retirements, deaths, terminations, and voluntary resignations. Gallup, subject matter expert consulting vendor, reports that 7-10% turnover is healthy. The Board asks what percentage would cause concern. Roberts reports that anything over 10% would be concerning and recognizes that turnover is more difficult for small towns. Gallup surveys are being implemented by the new HR Director by the end of December. The survey is intended to collect feedback for Directors every six months and is anonymous.</p>

<p>5. Financial Report - Nicole Mahoney</p>	<p>The Financial Report was presented by Nicole Mahoney (see Board packet). Hospital inpatient revenue is above budget, salaries and wages are hovering above budget, CREZ payment was received, there is a monthly gain, and a year to date loss. Mahoney reports that the District will likely pay back the \$500k (tax revenue anticipation line of credit) draw by the end of the week.</p>
<p>6. Consent Agenda A. EMS Stats - October 2023</p>	<p>Emily Roberts presented the Consent Agenda (see Board packet). Transfers are split out from emergency calls.</p> <p>MOTION: John Murray moved to accept the Consent Agenda as presented. Stephen Munkers seconded the motion. The motion passed unanimously by all Board members present.</p>
<p>7. New Business</p>	
<p>A. Surplus OHV Park Equipment</p>	<p>Emily Roberts reports that Morrow County and Morrow County Health District work together to provide EMS services at the OHV Park. The County provides staffing and the District provides equipment and supplies. The County is requesting to surplus two Polaris ATVs highlighted in yellow (see Board packet). These ATVs have many miles/hours on them and the County would like to put the money from them towards a new purchase. The District agrees.</p> <p>MOTION: John Murray moved to surplus the two requested items. Stephen Munkers seconded the motion. The motion passed unanimously by all Board members present.</p>
<p>8. Old Business</p>	<p>None.</p>
<p>9. Executive Session</p>	<p>At 6:55 p.m. Diane Kilkenny called to order Executive Sessions under:</p> <ul style="list-style-type: none"> A. ORS 192.660(2)(f) to consider information or records that are exempt from public inspection pertaining to ongoing or anticipated litigation exempt from disclosure under ORS 192.345(1). B. ORS 192.660(2)(f) to consider information or records that are exempt from public inspection pertaining to ongoing or anticipated litigation exempt from disclosure under ORS 192.345(1). C. ORS 192.660(2)(f) to consider information or records that are exempt from public inspection pertaining to trade secrets exempt from disclosure under ORS 192.345(2). <p>Kilkenny states that the Board will not be returning to public session. The Executive Session adjourned at 8:45 p.m.</p>
<p>10. Adjourn</p>	<p>With no further business to come before the Board, regular session adjourned at 6:55 p.m.</p> <p>Minutes taken and submitted by Sam Van Laer. Approved _____.</p>

Promise of Excellence

Compassion: Being motivated with a desire to assist patients and staff with empathy and kindness and committed to going the extra mile to ensure patients and staff feel comfortable and welcomed.

Respect: Recognizing and valuing the dignity and uniqueness of everyone. Respect creates a work environment based on teamwork, encouragement, trust, concern, honesty, and responsive communication among all employees and our patients.

Integrity: Encompassing honesty and consistently adhering to the principles of professionalism and accountability with our patients, fellow employees, and community partners. Integrity is at the heart of everything we do.

Excellence: Creating standards of performance that surpass ordinary expectations. We want to make this the place where patients want to come, our providers want to practice, and people want to work!

DRAFT



December 2023

HUMAN RESOURCES	
Turnover Rate (Rolling 3 Months)	4.7%
Vacancy Rate	7.9%
Number of Open Positions	9
Newly Created Open Positions	2

The average hospital turnover rate for 2020 was 19.5% (Statista).
The annual total separations rate for health care and social assistance for 2021 was 39.4% (Bureau of Labor Statistics).

FINANCIAL	
Days Cash on Hand	*
Days in AR	*

Goal ≥ 90
Goal ≤ 60

*Data unavailable due to early Board meeting.

RURAL HEALTH CLINICS				
MEASURE	PMC	ICC	IMC	BIC
Third Next Available (Current Month)	1	4	4	N/A
Total Visits (Previous Month)	409	94	386	129

"Third Next Available" is an industry standard measurement of primary care access. It is defined as the average length of time in days between the day a patient makes a request for an appointment with a provider and the third available appointment for a new patient physical, routine exam, or return visit exam. Values shown are clinic averages.

CAHPS (PATIENT SATISFACTION SCORES)

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Boardman Immediate Care	86% N = 7	25% N = 4	100% N = 2
Ione Community Clinic	100% N = 10	92% N = 13	86% N = 14
Irrigon Medical Clinic	85% N = 46	77% N = 22	58% N = 36
Pioneer Memorial Clinic	70% N = 27	73% N = 41	77% N = 51
NRC Average	84%		

Would you recommend this provider's office to your family and friends?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Boardman Immediate Care	86% N = 7	25% N = 4	100% N = 2
Ione Community Clinic	100% N = 10	100% N = 13	100% N = 13
Irrigon Medical Clinic	96% N = 46	86% N = 21	79% N = 34
Pioneer Memorial Clinic	93% N = 27	87% N = 39	88% N = 51
NRC Average	91%		

Using any number from 0 to 10, where 0 is the worst facility possible and 10 is the best facility possible, what number would you use to rate this emergency department?

	Qtr 4 2023	Qtr 3 2023	Qtr 2 2023
ER Adult	100%	100%	71%
	N = 2	N = 3	N = 7
NRC Average	65%		
Bed Size 6 - 24 Average	79%		

Would you recommend this emergency department to your friends and family?

	Qtr 4 2023	Qtr 3 2023	Qtr 2 2023
ER Adult	100%	100%	75%
	N = 2	N = 3	N = 8
NRC Average	66%		
Bed Size 6 - 24 Average	77%		

Using any number from 0 to 10, where 0 is the worst facility possible and 10 is the best facility possible, what number would you use to rate this emergency department?

	Qtr 1 2023	Qtr 4 2022	Qtr 3 2022
ER Pediatric	100%	0%	75%
	N = 1	N = 1	N = 4
NRC Average	*Insufficient data to benchmark.		

Would you recommend this emergency department to your friends and family?

	Qtr 1 2023	Qtr 4 2022	Qtr 3 2022
ER Pediatric	100%	0%	50%
	N = 1	N = 1	N = 4
NRC Average	*Insufficient data to benchmark.		

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Inpatient	80%	67%	67%
	N = 5	N = 6	N = 3
NRC Average	72%		
Bed Size 6 - 24 Average	81%		

Would you recommend this hospital to your friends and family?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Inpatient	60%	33%	33%
	N = 5	N = 6	N = 3
NRC Average	72%		
Bed Size 6 - 24 Average	80%		

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Hospital	50%	100%	100%
	N = 2	N = 1	N = 1
NRC Average	71%		
Bed Size 6 - 24 Average	81%		

Would you recommend this hospital to your friends and family?

	Qtr 3 2023	Qtr 2 2023	Qtr 1 2023
Hospital	50%	0%	100%
	N = 2	N = 1	N = 1
NRC Average	72%		
Bed Size 6 - 24 Average	80%		

Score is equal to or greater than the NRC Average
Score is less than the NRC Average, but may not be significantly
Score is significantly less than the NRC Average

PIONEER MEMORIAL CLINIC - NOVEMBER 2023

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total	
Dr. Schaffer	Patient Hours Available	8	7.5				8	7.5	7	8				8	8	6.3	8				8	8	8						7.3	8	8	8	131.6
	Patients Seen	14	10				15	7	5	11				13	12	10	13				11	14	11						13	12	9	12	192
	No Shows	0	0				0	0	0	0				1	0	1	1				0	1	0						0	0	1	0	5
	Patient Cancellations	0	0				1	1	1	0				0	3	0	0				3	0	0						0	0	0	0	9
	Clinic Cancellations	0	0				0	0	0	0				0	0	0	0				0	0	0						0	0	0	0	0
	Pts. Per Available Hour	1.8	1.3				1.9	0.9	0.7	1.4				1.6	1.5	1.6	1.6				1.4	1.8	1.4						1.8	1.5	1.1	1.5	1.5
	No Show Rate	0%	0%				0%	0%	0%	0%				7%	0%	9%	7%				0%	7%	0%						0%	0%	10%	0%	2%
	Patient Cancel Rate	0%	0%				6%	13%	17%	0%				0%	20%	0%	0%				21%	0%	0%						0%	0%	0%	0%	4%
	Clinic Cancel Rate	0%	0%				0%	0%	0%	0%				0%	0%	0%	0%				0%	0%	0%						0%	0%	0%	0%	0%

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total	
Amanda Roy, PA	Patient Hours Available	7.5	7	8					7	8						6	7.5	7.5			7.5										7.6	7.6	81.2
	Patients Seen	17	14	13					15	14						14	15	15				16								15	15	163	
	No Shows	0	0	2					0	0						0	2	1				0								1	0	6	
	Patient Cancellations	1	1	2					0	1						0	1	0				0								1	0	7	
	Clinic Cancellations	0	0	0					0	0						0	0	0				0								0	0	0	
	Pts. Per Available Hour	2.3	2.0	1.6					2.1	1.8						2.3	2.0	2.0				2.1								2.0	2.0	2.0	
	No Show Rate	0%	0%	12%					0%	0%						0%	11%	6%				0%								6%	0%	3%	
	Patient Cancel Rate	6%	7%	12%					0%	7%						0%	6%	0%				0%								6%	0%	4%	
	Clinic Cancel Rate	0%	0%	0%					0%	0%						0%	0%	0%				0%								0%	0%	0%	

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Rebecca Humphries	Patient Hours Available	8	5.5	5				8	2.5	6.5				5	3	3					8	5							4	5.3	3.3	72.1
	Patients Seen	6	2	3				5	4	4				3	2	2					9	4							4	5	1	54
	No Shows	0	0	0				1	0	0				0	0	1					1	0							1	1	0	5
	Patient Cancellations	0	0	0				1	0	0				0	0	0					0	0							0	0	0	1
	Clinic Cancellations	0	0	0				0	0	0				0	0	0					0	0							0	0	0	0
	Pts. Per Available Hour	0.8	0.4	0.6				0.6	1.6	0.6				0.6	0.7	0.7					1.1	0.8							1.0	0.9	0.3	0.7
	No Show Rate	0%	0%	0%				14%	0%	0%				0%	0%	33%					10%	0%							20%	17%	0%	8%
	Patient Cancel Rate	0%	0%	0%				14%	0%	0%				0%	0%	0%					0%	0%							0%	0%	0%	2%
	Clinic Cancel Rate	0%	0%	0%				0%	0%	0%				0%	0%	0%					0%	0%							0%	0%	0%	0%

Occ. Health	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total	
MA Chargeable Visit	Patients Seen	0	0	0			0	0	0	0				0	0	0	0	0			0	0	0						0	0	0	0	0

PMCTOTALS	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total	
	Patient Hours Available	23.5	20	13			8	15.5	16.5	22.5				13	11	15.3	15.5	7.5			23.5	13	8						7.3	12	20.9	18.9	284.9
	Patients Seen	37	26	16			15	12	24	29				16	14	26	28	15			36	18	11						13	16	29	28	409
	No Shows	0	0	2			0	1	0	0				1	0	2	3	1			1	1	0						0	1	3	0	16
	Patient Cancellations	1	1	2			1	2	1	1				0	3	0	1	0			3	0	0						0	0	1	0	17
	Clinic Cancellations	0	0	0			0	0	0	0				0	0	0	0	0			0	0	0						0	0	0	0	0
	Pts. Per Available Hour	1.6	1.3	1.2			1.9	0.8	1.5	1.3				1.2	1.3	1.7	1.8	2.0			1.5	1.4	1.4						1.8	1.3	1.4	1.5	1.4
	No Show Rate	0%	0%	10%			0%	7%	0%	0%				6%	0%	7%	9%	6%			3%	5%	0%						0%	6%	9%	0%	4%
	Patient Cancel Rate	3%	4%	10%			6%	13%	4%	3%				0%	18%	0%	3%	0%			8%	0%	0%						0%	0%	3%	0%	4%
	Clinic Cancel Rate	0%	0%	0%			0%	0%	0%	0%				0%	0%	0%	0%	0%			0%	0%	0%						0%	0%	0%	0%	0%

IONE COMMUNITY CLINIC - NOVEMBER 2023

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Eileen McElligott	Patient Hours Available		7.5				8	8		7.5				8	8		8				8	8						8	6.3		8	93.3
	Patients Seen		10				11	4		11				10	6		7				3	6						7	6		13	94
	No Shows		0				0	0		0				0	0		0				0	0						0	0		0	0
	Patient Cancellations		0				0	0		0				0	0		0				0	0						0	0		0	0
	Clinic Cancellations		0				0	0		0				0	0		0				0	0						0	0		0	0
	Pts. Per Available Hour		1.3				1.4	0.5		1.5				1.3	0.8		0.9				0.4	0.8						0.9	1.0		1.6	1.0
	No Show Rate		0%				0%	0%		0%				0%	0%		0%				0%	0%						0%	0%		0%	0%
	Patient Cancel Rate		0%				0%	0%		0%				0%	0%		0%				0%	0%						0%	0%		0%	0%
	Clinic Cancel Rate		0%				0%	0%		0%				0%	0%		0%				0%	0%						0%	0%		0%	0%

IRRIGON MEDICAL CLINIC - NOVEMBER 2023

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Jamie Reed, CSWA	Patient Hours Available	8	6.8					8	5.8	8				8	8	6.6	8											8	8	8	8	99.2
	Patients Seen	3	3					4	5	5				3	4	5	3											6	5	4	5	55
	No Shows	1	1					0	0	1				3	1	2	0											0	1	0	1	11
	Patient Cancellations	1	3					1	0	0				0	2	0	0											0	0	1	3	11
	Clinic Cancellations	0	0					0	0	0				0	0	0	0											0	0	0	0	0
	Pts. Per Available Hour	0.4	0.4					0.5	0.9	0.6				0.4	0.5	0.8	0.4											0.8	0.6	0.5	0.6	0.6
	No Show Rate	20%	14%					0%	0%	17%				50%	14%	29%	0%											0%	17%	0%	11%	14%
	Patient Cancel Rate	20%	43%					20%	0%	0%				0%	29%	0%	0%											0%	0%	20%	33%	14%
Clinic Cancel Rate	0%	0%					0%	0%	0%				0%	0%	0%	0%											0%	0%	0%	0%	0%	

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Jon Watson, PA	Patient Hours Available						8	8	8	8				8	8	6.6												8	7.3	8	8	85.9
	Patients Seen						21	15	16	15				19	19	16												19	17	17	12	186
	No Shows						1	1	4	2				5	2	2												5	3	4	1	30
	Patient Cancellations						4	0	1	0				2	0	0												6	2	1	0	16
	Clinic Cancellations						0	0	0	0				0	0	0												0	0	0	0	0
	Pts. Per Available Hour						2.6	1.9	2.0	1.9				2.4	2.4	2.4												2.4	2.3	2.1	1.5	2.2
	No Show Rate						4%	6%	19%	12%				19%	10%	11%												17%	14%	18%	8%	13%
	Patient Cancel Rate						15%	0%	5%	0%				8%	0%	0%												20%	9%	5%	0%	7%
Clinic Cancel Rate						0%	0%	0%	0%				0%	0%	0%												0%	0%	0%	0%	0%	

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Vicki Kent, FNP	Patient Hours Available		7.8	8													8	8												8	8	47.8
	Patients Seen		8	17													11	13											12	11	72	
	No Shows		3	0													3	1											0	2	9	
	Patient Cancellations		0	3													3	0											1	1	8	
	Clinic Cancellations		0	0													0	0										0	0	0	0	0
	Pts. Per Available Hour		1.0	2.1													1.4	1.6											1.5	1.4	1.5	
	No Show Rate		27%	0%													18%	7%											0%	14%	10%	
	Patient Cancel Rate		0%	15%													18%	0%											8%	7%	9%	
Clinic Cancel Rate		0%	0%													0%	0%											0%	0%	0%	0%	

Provider	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Justin Cameron, PA	Patient Hours Available	8	7.8	8				8														8	8						7.3	8	8	71.1
	Patients Seen	6	4	10				9														11	12					9	8	4	73	
	No Shows	0	0	0				1														2	2					3	0	0	8	
	Patient Cancellations	0	0	0				1														2	3					0	0	0	6	
	Clinic Cancellations	0	0	0				0														0	0					0	0	0	0	
	Pts. Per Available Hour	0.8	0.5	1.3				1.1														1.4	1.5					1.2	1.0	0.5	1.0	
	No Show Rate	0%	0%	0%				9%														13%	12%					25%	0%	0%	9%	
	Patient Cancel Rate	0%	0%	0%				9%														13%	18%					0%	0%	0%	7%	
Clinic Cancel Rate	0%	0%	0%				0%														0%	0%					0%	0%	0%	0%		

Occ. Health	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
MA Chargeable Visit	Patients Seen	0	0	0			0	0	0	0				0	0	0	0	0				0	0					0	0	0	0	0

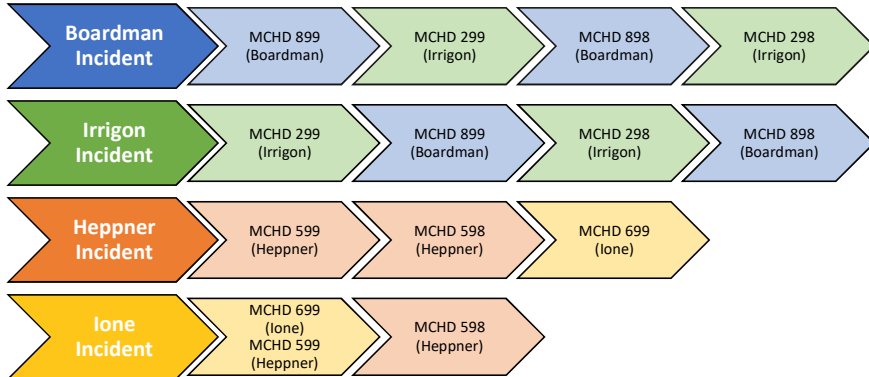
IMC TOTALS	Measure	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
	Patient Hours Available	16	22.4	16			8	24	13.8	16				16	16	13.2	16	8			8	8					16	22.6	32	32	304	
	Patients Seen	9	15	27			21	28	21	20				22	23	21	14	13			11	12					25	31	41	32	386	
	No Shows	1	4	0			1	2	4	3				8	3	4	3	1			2	2					5	7	4	4	58	
	Patient Cancellations	1	3	3			4	2	1	0				2	2	0	3	0			2	3					6	2	3	4	41	
	Clinic Cancellations	0	0	0			0	0	0	0				0	0	0	0	0			0	0					0	0	0	0	0	
	Pts. Per Available Hour	0.6	0.7	1.7			2.6	1.2	1.5	1.3				1.4	1.4	1.6	0.9	1.6			1.4	1.5					1.6	1.4	1.3	1.0	1.3	
	No Show Rate	9%	18%	0%			4%	6%	15%	13%				25%	11%	16%	15%	7%			13%	12%					14%	18%	8%	10%	12%	
	Patient Cancel Rate	9%	14%	10%			15%	6%	4%	0%				6%	7%	0%	15%	0%			13%	18%					17%	5%	6%	10%	8%	
	Clinic Cancel Rate	0%	0%	0%			0%	0%	0%	0%				0%	0%	0%	0%	0%			0%	0%					0%	0%	0%	0%	0%	

2023	BOARDMAN						IRRIGON						HEPPNER						IONE		
	899			898			299			298			599			598			699		
	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs
January	0.2	3.8	47	1.0	10.2	6	1.0	3.5	52	0.1	3.9	4	3.5	8.7	26	6.0	11.5	2	N/A	N/A	0
February	0.2	5.8	43	1.1	12.4	1	1.0	3.3	33	5.0	5.0	3	5.6	21.5	22	9.0	10.0	7	N/A	N/A	0
March	0.3	4.5	31	0.1	4.6	8	1.0	4.0	28	1.5	3.0	1	4.2	7.7	24	0.8	1.2	2	N/A	N/A	0
April	0.2	4.9	44	0.3	3.3	4	1.0	3.9	30	0.4	5.0	17	3.6	7.0	26	6.0	7.0	3	N/A	N/A	0
May	0.2	3.8	65	0.2	5.8	1	1.0	4.3	35	0.5	5.4	15	3.4	10.0	27	6.0	15.0	3	N/A	N/A	0
June	0.4	3.9	12	0.3	3.6	40	1.0	4.0	43	1.0	5.0	7	4.5	4.0	28	N/A	N/A	0	N/A	N/A	0
9-1-1 July	0.2	3.9	17	0.5	5.0	28	1.0	5.7	10	1.0	3.0	55	3.0	5.0	30	N/A	N/A	0	N/A	N/A	0
Transfers July	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	5.0	3.0	7	N/A	N/A	0	N/A	N/A	0
9-1-1 August	0.3	4.1	56	2.2	5.8	2	1.0	3.0	14	1.0	4.0	20	4.3	4.0	25	5.0	5.0	1	N/A	N/A	0
Transfers August	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	3.0	13.0	1	4.0	7.0	6	12.0	0.0	3	N/A	N/A	0
9-1-1 September	0.3	4.1	52	0.9	4.0	11	1.0	3.7	11	1.0	3.8	34	2.2	5.2	30	0.3	0.2	1	N/A	N/A	0
Transfers September	0.5	2.1	6	1.0	2.1	2	N/A	N/A	0	N/A	N/A	0	5.0	0.1	2	4.0	0.1	2	N/A	N/A	0
9-1-1 October	0.5	4.1	68	0.8	4.7	2	1.0	3.2	46	1.0	5.3	4	2.0	2.3	29	N/A	N/A	0	N/A	N/A	0
Transfers October	1.9	10.0	9	N/A	N/A	0	N/A	N/A	0	1.6	9.4	1	6.9	18.0	6	15.0	0.5	2	N/A	N/A	0
9-1-1 November	0.3	4.1	55	0.5	3.4	8	1.0	3.0	46	8.9	14.5	2	3.0	4.6	25	8.5	20.0	1	N/A	N/A	0
Transfers November	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A	0	6.1	26.1	5	20.1	62.2	3	N/A	N/A	0
9-1-1 December																					
Transfers December																					
TOTAL			505			113			348			164			318			30			0

Dispatch to en route means the length of time between when the ambulance is dispatched to when the ambulance leaves the garage.

Response time means the length of time between the notification to the ambulance and the arrival of the ambulance at the incident scene.*

*Note that response times are not adjusted for miles traveled.





December 8, 2023

Morrow County Health District
P.O. Box 9
Heppner, OR 97836

Community Benefit Review Committee,

The CHIP of Morrow County is a consortium of over 30 organizations and individuals formed to examine the general health of Morrow County residents and find local solutions to address the unmet health needs. In addition to community organizing, the CHIP conducts a county-wide community health assessment, works in concert with members of the community to identify local priorities and advances strategic planning. It is a priority to improve communication with the community and coordination among those who provide human services to enhance programs and services that encourage healthy lifestyles and the prevention of illness/injury/disease.

The CHIP is requesting financial support from MCHD as a community benefit for the first of what is designed to be bi-annual forums to share information about services available for people who live in Morrow County, identify challenges, and address county-wide needs, which expands the work that has been underway for many years.

The CHIP will first be inviting city and county leadership to meet at the Port of Morrow, Boardman, and hosting a meal and discussion during the spring. Important to the success of this meeting is providing a meal to encourage participation because as volunteers, our city elected officials are likely coming directly from their job to the forum and many will be traveling from the opposite end of the county. We estimate \$1,300 will be required to secure food and support services for the anticipated 45-50 people attending.

Because of the CHIP's experience with partnership building and community organizing, we are confident that on-going building and strengthening of the alliance with local government and additional community organizations will continue to improve healthy options for people who live in our county. Thank you for your consideration of this request.

Signed,

Andrea Fletcher
Community Health Improvement Partnership of Morrow County