

W. J. a.

AGENDA COVER MEMO

AGENDA DATE: October 17, 2007

TO: Board of County Commissioners

DEPARTMENT: Health & Human Services

PRESENTED BY: Rob Rockstroh

AGENDA TITLE: ORDER IN THE MATTER OF CREATING 1.0 FTE OFFICE ASSISTANT 2 IN FUND 285 DEPARTMENT OF HEALTH & HUMAN SERVICES.



I. MOTION

ORDER _____ / In The Matter Of Creating 1.0 FTE Office Assistant 2 In Fund 285 Department Of Health & Human Services.

II. AGENDA ITEM SUMMARY

This order seeks to add a 1.0 FTE Office Assistant 2 to the Federally Qualified Health Center (FQHC) at the Riverstone Clinic (a component of the Human Services Commission). The 1.0 FTE is being added to improve the FQHC's ability to manage client phone calls, efficiently book appointments and provide much needed records management capacity. The FQHC projects the addition of this position to be offset, by the improved patient booking and the increased retention of clients with private insurance. Funding for the remainder of FY 07/08 will be obtained by reducing the Professional and Consulting line in the FQHC's budget by \$33,800.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Board Action and Other History

The Human Services Commission (HSC) FY 07-08 budget (Fund 285) was approved via BO 07-6-27-3. The FQHC budget approved by the Board as part of the June 27, 2007 BO provided for a total reduction of 3.10 FTE, based on the need to reduce operating costs. The FQHC continues to work to control costs, but it is anticipated that the increased booking capacity created by this position will offset the cost of the position.

B. Policy Issues

In order to provide competitive health care services, the FQHC must be responsive to the needs of the community, not only with respect to the quality of care provided and accessible pricing of services, but also with regard to the need to present the public with easy access to "front desk" staff, who can make appointments and determine if the caller needs to immediately speak to a triage nurse. Additionally, records management is a key component of any clinic that directly impacts billing efficiency. The addition of this position represents a sound management decision, as regards service, cost, efficiency and outreach to privately insured clients.

C. Board Goals

Meets Board objectives of providing high quality services to Lane County residents and assists with safeguarding the delivery of effective community health services.

D. Financial and/or Resource Considerations

The cost of the position, \$33,800 has been calculated at Step 2.

Funding for the remainder of FY 07/08 will be obtained by reducing the "professional and consulting" services by \$33,800. The funds being drawn from "professional and consulting" services had been set aside to pay for contracted pediatrician and mental health provider services during FY 08. As of the close of first quarter of this FY, no contracts have been negotiated for either of these two providers and it is not anticipated that these services will be contracted for this calendar year.

In future years, the revenue to fund this position will be generated as the result of increased booking capacity.

E. Analysis

Last FY the FQHC scheduled 24,000 office visits (21,249 office visits were completed) and has projected that provider staff will be able to increase the client load to 28,258 office visits this FY, an increase of 15%. However, a key component of that increased visit capacity is related to the FQHC's ability to put additional patient support staff in place (front desk/intake/phone/records/billing). Please note that the FQHC has a ratio of only .75FTE of patient support staff per provider, versus the Oregon average of 1.25FTE support staff per provider for similar centers in Oregon. Of the 21,249 office visits last year; 9,795 produced billable income (beyond the self-pay portion provided by the clients). The total program income generated via those billings was \$1,685,228. The costs associated with the addition of this 1.0 FTE Office Assistant 2 represents a prudent investment in increased scheduling capacity by the FQHC.

F. Alternatives / Options

1. To accept the proposed establishment of a 1.0 FTE Office Assistant 2 in Fund 285.
2. To decline the proposed position establishment.

IV. TIMING/IMPLEMENTATION

Once established, the position would be opened internally, representing a transfer opportunity for current County employees. Historically, Office Assistant 2 positions have not attracted a significant response from in-house candidates. If this is again the case, the position would then be offered publicly and could be filled by Mid-November, 2007.

VI. RECOMMENDATION

To approve option number 1, above.

VII. FOLLOW-UP

None anticipated, other than the posting process mentioned above.

VIII. ATTACHMENTS

Board Order

THE BOARD OF COUNTY COMMISSIONERS, LANE COUNTY, OREGON

RESOLUTION) ORDER _____ /IN THE MATTER OF
AND ORDER:) CREATING 1.0 FTE OFFICE ASSISTANT 2 IN FUND 285
) DEPARTMENT OF HEALTH & HUMAN SERVICES

WHEREAS, Lane County government seeks to ensure the provision of basic social support in the area of health care for its residents; and

WHEREAS, the Riverstone Clinic, a Federally Qualified Health Center, represents a key component of Lane County's social and health care safety net system; and

WHEREAS, the addition of a 1.0 FTE Office Assistant 2 at the front desk at the Riverstone Clinic will permit the Clinic to more efficiently respond to appointment requests and queries from the public; and

WHEREAS, the Riverstone Clinic will reduce its professional and consulting fees by \$33,800 to fund the additional FTE for the remainder of FY 07/08;

NOW, THEREFORE, IT IS HEREBY ORDERED that the Board of County Commissioners approve the creation of a 1.0 FTE Office Assistant 2 position at the Riverstone Clinic, fund 285, Department of Health & Human Services.

DATED this _____ day of October, 2007.

Faye Stewart, Chair
Lane County Board of Commissioners

APPROVED AS TO FORM

Date _____

Lane County _____

OFFICE OF LEGAL COUNSEL

APPROVED AS TO FORM

Date 10/8/07 lane county

Heidlaw

OFFICE OF LEGAL COUNSEL