0:0:0.0 --> 0:0:0.980
Lisa (Guest)
Which was odd. So.

0:0:36.40 --> 0:0:37.140
Alanna Hein (Guest)
Hi Sarah, how are you?

0:0:38.670 --> 0:0:39.70
Sarah Reynolds
Good.

0:0:41.310 --> 0:0:41.670
Alanna Hein (Guest)
Good.

0:0:47.870 --> 0:0:48.680
Alanna Hein (Guest)
Hi, James.

0:0:48.690 --> 0:0:49.50
Alanna Hein (Guest)
Hi Lisa.

0:0:50.890 --> 0:0:51.40
Lisa (Guest)
Hello.

0:0:53.330 --> 0:0:54.30
Kracker James
Good afternoon.

0:1:11.30 --> 0:1:11.430
Alanna Hein (Guest)
Hi, Derek.

0:1:12.760 --> 0:1:12.970
Patterson Derrick C
Hello.

0:2:8.440 --> 0:2:9.30
Alanna Hein (Guest)
Hey, ginger.

0:2:9.730 --> 0:2:10.10
Ginger Cerola/Jackson County
Hi.

0:2:11.90 --> 0:2:11.670
Alanna Hein (Guest)
Hi, Chad.

0:2:16.870 --> 0:2:17.130
Ginger Cerola/Jackson County
Mute.

0:3:1.360 --> 0:3:2.800
Alanna Hein (Guest)
We have two more minutes till 3:00.

0:3:2.810 --> 0:3:5.200
Alanna Hein (Guest)
O'clock, we'll give people another couple of minutes to join.

0:3:5.210 --> 0:3:5.900
Alanna Hein (Guest)
Then we'll get started.

0:3:31.380 --> 0:3:31.900
Alanna Hein (Guest)
Hi, Ollie.

0:3:38.50 --> 0:3:38.600
Wally Ordeman (Guest)
Hi, Lana.

0:3:39.150 --> 0:3:39.830
Wally Ordeman (Guest)
Good to see everybody.

0:3:39.530 --> 0:3:39.840
Alanna Hein (Guest)
Hi.

0:3:40.610 --> 0:3:41.780
Alanna Hein (Guest)
Yeah, I can sit.

0:3:41.790 --> 0:3:42.580
Alanna Hein (Guest)
Nice to see you.

0:3:42.590 --> 0:3:42.820
Alanna Hein (Guest)
Hi.

0:3:42.830 --> 0:3:43.310
Alanna Hein (Guest)
Hey, ale.

0:3:44.940 --> 0:3:47.350
Wally Ordeman (Guest)
The Chad's not wearing a tie so I'm taking mine off.

0:3:54.30 --> 0:3:56.140
Alanna Hein (Guest)
We should call it casual too.

0:3:55.540 --> 0:3:56.450
DRESSELHAUS Chad W \* OMCB
We're all friends here.

0:3:56.460 --> 0:3:58.10
DRESSELHAUS Chad W \* OMCB
I think we can dress down a bit, maybe.

0:3:58.500 --> 0:4:1.770
Alanna Hein (Guest)
Right, we can call it casual Tuesday, right?

0:4:2.520 --> 0:4:2.960
DRESSELHAUS Chad W \* OMCB
There we go.

0:4:6.340 --> 0:4:11.160
DRESSELHAUS Chad W \* OMCB
While you did look you did, you do look dapper though, so just wanted wanted to say that.

0:4:10.150 --> 0:4:12.260
Wally Ordeman (Guest)
Well, uh, you're too kind, Chad.

0:4:13.700 --> 0:4:15.340
Wally Ordeman (Guest)
Always lead with a compliment.

0:4:15.350 --> 0:4:16.320
Wally Ordeman (Guest)
My dad always said that.

0:4:18.90 --> 0:4:18.640
DRESSELHAUS Chad W \* OMCB
It's good advice.

0:4:23.140 --> 0:4:23.780
Alanna Hein (Guest)
Hi, Jennifer.

0:4:25.850 --> 0:4:31.300
Alanna Hein (Guest)
I and Kelly and Vicki, I remember your your sign on.

0:4:31.310 --> 0:4:35.500
Alanna Hein (Guest)
Name which of you was on the work group?

0:4:45.830 --> 0:4:46.830
Alanna Hein (Guest)
You might need to unmute.

0:4:55.560 --> 0:4:56.10
Alanna Hein (Guest)
OK.

0:4:56.70 --> 0:4:57.450
Alanna Hein (Guest)
Well, it's three o'clock.

0:4:57.460 --> 0:5:1.140
Alanna Hein (Guest)
We'll do a round of introductions that should clear up the questions.

0:5:3.120 --> 0:5:6.850
Alanna Hein (Guest)
Welcome everybody to the House Bill 2420 work group.

0:5:7.40 --> 0:5:9.130
Alanna Hein (Guest)
I'm happy to see you all and.

0:5:11.500 --> 0:5:36.570
Alanna Hein (Guest)
The work group ground rules let the facilitator facilitate share the air, participate and engage, use the parking lot, ask questions, listen to understand, use the raised hand function to speak, use the chat to share links, not for ongoing commentary, only work group members may speak or post in the chat, and the meeting notes will be out to you within two weeks as they have been.

0:5:37.600 --> 0:5:50.80
Alanna Hein (Guest)
Umm, today we are going to spend a focused amount of time on the on the overview of the Center for Health Statistics.

0:5:52.440 --> 0:6:0.240
Alanna Hein (Guest)
And we're gathering through all of these presentations, frequently asked questions and compiling them all.

0:6:2.290 --> 0:6:8.910
Alanna Hein (Guest)
So that you can you'll be able to have access to the answers and the questions on an ongoing basis.

0:6:10.600 --> 0:6:16.170
Alanna Hein (Guest)
For those of you who are county representatives, I'm emailed out to you.

0:6:16.320 --> 0:6:23.750
Alanna Hein (Guest)
A list of panel questions for next month's panel because next month is going to feature the county representatives.

0:6:24.580 --> 0:6:31.420
Alanna Hein (Guest)
And I just want to say, if you have any questions about any of the questions or how the panel runs, please let me know.

0:6:33.450 --> 0:6:38.200
Alanna Hein (Guest)
For the Funeral Home representatives, I will send you out next week.

0:6:38.210 --> 0:6:40.140
Alanna Hein (Guest)
I will send you out your questions.

0:6:40.390 --> 0:6:51.440
Alanna Hein (Guest)
I'm just interested in not feeling anybody be taken, taking anybody by surprise, so plenty of time but work on them and happy to talk with you all.

0:6:51.450 --> 0:6:56.780
Alanna Hein (Guest)
If there's anything that's unclear about them, umm so.

0:6:59.300 --> 0:7:4.20
Alanna Hein (Guest)
Any other questions before we get started with the presentation?

0:7:5.470 --> 0:7:7.610
Alanna Hein (Guest)
OK, we're going to have the presentation.

0:7:7.920 --> 0:7:10.710
Alanna Hein (Guest)
Then we're gonna put you into breakout rooms.

0:7:10.720 --> 0:7:18.110
Alanna Hein (Guest)
Well, absolutely open to answer questions that come up at the end of the presentation.

0:7:18.120 --> 0:7:21.690
Alanna Hein (Guest)
So asking you to hold your questions, make notes, write them down, umm.

0:7:22.150 --> 0:7:30.170
Alanna Hein (Guest)
And then we're also gonna put you into breakout rooms to generate questions about the presentation this month or last month.

0:7:30.850 --> 0:7:42.630
Alanna Hein (Guest)
So just know that there'll be a place to do some thinking out loud about what questions you have going to bring everybody back and we'll ask the questions in the large group so that we can track what all the questions are.

0:7:43.660 --> 0:7:44.830
Alanna Hein (Guest)
OK, questions.

0:7:44.840 --> 0:7:45.900
Alanna Hein (Guest)
Comments about what?

0:7:45.910 --> 0:7:47.200
Alanna Hein (Guest)
The meetings going to look like today.

0:7:50.280 --> 0:7:53.90
Alanna Hein (Guest)
OK, I'm gonna turn it over to Jennifer.

0:7:55.180 --> 0:7:58.580
Alanna Hein (Guest)
To take us into the presentation.

0:8:4.850 --> 0:8:5.460
Woodward Jennifer A
OK.

0:8:5.470 --> 0:8:5.820
Woodward Jennifer A
Thank you.

0:8:5.830 --> 0:8:6.740
Woodward Jennifer A
Do you see my screen?

0:8:7.710 --> 0:8:7.940
Alanna Hein (Guest)
Yes.

0:8:6.750 --> 0:8:8.970
Woodward Jennifer A
OK, alright.

0:8:8.980 --> 0:8:10.810
Woodward Jennifer A
I'm gonna actually get off camera so again.

0:8:10.820 --> 0:8:16.210
Woodward Jennifer A
So you don't see me turning and looking at my notes, but just to let you know.

0:8:16.220 --> 0:8:17.650
Woodward Jennifer A
Thank you again for the opportunity.

0:8:17.660 --> 0:8:21.850
Woodward Jennifer A
I'm going to be talking about the Center for Health Statistics, a focusing on that.

0:8:21.860 --> 0:8:25.450
Woodward Jennifer A
I know last month we focused on the state as a whole.

0:8:25.460 --> 0:8:30.630
Woodward Jennifer A
We're gonna focus on Center for health statistics and also known as Vital Records.

0:8:30.640 --> 0:8:33.410
Woodward Jennifer A
Again, feel free to put your questions in the chat.

0:8:33.420 --> 0:8:46.60
Woodward Jennifer A
We'll, as Alana mentioned, we'll have some time at the end to provide you the answer questions and then the breakout sessions to actually then look at and generate questions.

0:8:50.480 --> 0:8:56.110
Woodward Jennifer A
OK, so let's uh move on to the umm, first slide.

0:8:56.120 --> 0:8:59.770
Woodward Jennifer A
This is a slide that I did show uh at the at the last meeting.

0:8:59.780 --> 0:9:1.780
Woodward Jennifer A
This is the life cycle of a vital record.

0:9:2.30 --> 0:9:3.640
Woodward Jennifer A
I'm not gonna spend too much time on this.

0:9:3.650 --> 0:9:4.150
Woodward Jennifer A
You did?

0:9:4.190 --> 0:9:9.800
Woodward Jennifer A
I spent quite a bit of time on this at the last meeting, focusing on the left hand side.

0:9:9.960 --> 0:9:24.620
Woodward Jennifer A
You know the event that's generated with the family, our partners that gather the information, the registration part that goes to the county and the state, Vital records offices focusing mostly today on what's going to be happening at the state and the state level.

0:9:25.540 --> 0:9:32.230
Woodward Jennifer A
So which is more of the green where we maintain those records and then move them to uh as public records?

0:9:35.290 --> 0:9:37.440
Woodward Jennifer A
So the question has come up.

0:9:37.450 --> 0:9:39.740
Woodward Jennifer A
You know where is the Center for health statistics located?

0:9:39.750 --> 0:9:46.600
Woodward Jennifer A
And one of the one of the earlier generate sessions we had question was generated well who are you and where do you sit?

0:9:46.850 --> 0:9:54.860
Woodward Jennifer A
So we are part of the executive branch of state government and what we're gonna do is we're going to be drilling down on the slide.

0:9:54.870 --> 0:9:58.420
Woodward Jennifer A
So if you focus on the blue box, that's where we're drilling down first.

0:9:58.480 --> 0:10:15.80
Woodward Jennifer A
So we are part of the Oregon Health Authority and if you drill down to that, the Oregon Health Authority is one of has numerous divisions and we are part of the public health division and drilling down into that.

0:10:15.470 --> 0:10:18.860
Woodward Jennifer A
We are part of the public health divisions.

0:10:19.170 --> 0:10:29.220
Woodward Jennifer A
Has three centers, the Center for Public Health, Center for Health Promotion, Protection Center for Prevention health promotion, and we are part of the Center for Public Health Practice.

0:10:31.230 --> 0:10:38.310
Woodward Jennifer A
So drilling down to Center for public health practice, as you can see, this is where public health is practice.

0:10:38.760 --> 0:10:43.400
Woodward Jennifer A
We are part of a team of people that do communicable disease preparedness.

0:10:43.410 --> 0:10:50.490
Woodward Jennifer A
You can donations HIV STD TB and the state public health laboratory, and then the Center for Health Statistics.

0:10:50.500 --> 0:10:52.810
Woodward Jennifer A
And yes, we are a center within a center.

0:10:54.430 --> 0:11:7.500
Woodward Jennifer A
So focusing on US, meeting the Center for health statistics structure, this is our basic org chart and I am gonna be spending quite a bit of time talking to you about who we are and what we do.

0:11:7.510 --> 0:11:25.180
Woodward Jennifer A
And looking at these, each each one of these sections and the way I've organized this is all talk about The Who we are, the kind of the staffing and then focusing on six kind of highlights, an overview of what each of these groups do and starting with administration.

0:11:27.360 --> 0:11:38.490
Woodward Jennifer A
So we have 6 managers, 1 administrative administrative assistant and one physical, 1 analyst and anything like any of the businesses you run or any of the county governments.

0:11:38.500 --> 0:11:50.30
Woodward Jennifer A
You run the administration is really the group that our main goal is to make sure that we provide the rest of the teams and all the teams below everything that they need to do to do their jobs.

0:11:50.140 --> 0:11:57.890
Woodward Jennifer A
So budget fiscal all those contracts, all those special projects, we do a lot of legislative tracking and implementation.

0:11:57.900 --> 0:12:9.730
Woodward Jennifer A
We do a lot of recruitment and a lot of staffing management, so that's uh basically the administration again, it's to make sure we have everything we need to do for to get everybody else to do their job.

0:12:10.900 --> 0:12:23.870
Woodward Jennifer A
Now focusing next on the registration team and the way these slides are organized over on the left hand side is the staffing and then on the bottom and the blue is a little bit of their performance statistics.

0:12:23.880 --> 0:12:29.900
Woodward Jennifer A
And then focusing again on the 6th primary or highlighting the primary things that each unit does.

0:12:31.770 --> 0:12:37.880
Woodward Jennifer A
So the registration unit has seven permanent staff and one limited duration person.

0:12:38.430 --> 0:12:50.850
Woodward Jennifer A
And just to clarify, permanent staff or those staff that we do have legislative agreement or approval to have the Permanent Staff, limited duration positions are exactly what they sound like they are.

0:12:51.30 --> 0:12:56.220
Woodward Jennifer A
We can only have them for a limited duration, so seven permanent one limited duration.

0:12:56.230 --> 0:13:8.430
Woodward Jennifer A
We've had about four vacancies, which is about 57% vacancy rate in this team the entire year of 2023, and it is comprised of data entry and office specialists.

0:13:9.560 --> 0:13:27.330
Woodward Jennifer A
The staff is the staff registered approximately 126,000 vital events in 2023 and kind of the sixth key things that they did are highlighting the things they did is they have to evaluate every single record to make sure it can be legally registered.

0:13:28.160 --> 0:13:30.830
Woodward Jennifer A
They enter all of the paper records that come in.

0:13:31.40 --> 0:13:34.840
Woodward Jennifer A
They distribute the forms home, burial permits and disks.

0:13:34.850 --> 0:13:35.850
Woodward Jennifer A
You may have many of.

0:13:35.860 --> 0:13:39.600
Woodward Jennifer A
You may have communicated with this team to get that information.

0:13:40.90 --> 0:13:44.100
Woodward Jennifer A
Any data quality changes that need to be made to the data this team does.

0:13:44.570 --> 0:13:50.420
Woodward Jennifer A
This team is also a part of their data quality work is matching birth and death certificates.

0:13:50.430 --> 0:13:50.860
Woodward Jennifer A
We want.

0:13:50.870 --> 0:13:58.540
Woodward Jennifer A
That's a fraud component that we do to make sure that any person who has died who was born in Oregon, their birth certificate is matched.

0:13:59.310 --> 0:14:10.970
Woodward Jennifer A
They do all the review of all of our mail and the distribution of our nonvital records, order mail and every day they transmit data to the National Center for Health Statistics in the Social Security Administration.

0:14:14.500 --> 0:14:19.100
Woodward Jennifer A
Our next team is on the other end of the vital records cycle, which is the certification team.

0:14:19.540 --> 0:14:22.290
Woodward Jennifer A
This is the team that issues certificates.

0:14:22.980 --> 0:14:29.960
Woodward Jennifer A
The team has 15 permanent staff, 3 limited duration positions and one temporary staff.

0:14:30.170 --> 0:14:38.120
Woodward Jennifer A
It's had about four position vacancies throughout of 2023, and it's comprised of office specialists and public service reps.

0:14:38.670 --> 0:14:44.860
Woodward Jennifer A
The team issued 150,000 certificates in 2023, which is an average of 600 a day.

0:14:45.110 --> 0:14:58.360
Woodward Jennifer A
We did do quite a bit of catch up, so we'll talk about that closer at the end of the presentation, focusing on the six items that key highlights a they do provide in person service.

0:14:58.370 --> 0:15:6.840
Woodward Jennifer A
We have a counter and you can see at the bottom there in person orders take up about you about 14% of our orders are in person orders.

0:15:7.400 --> 0:15:8.990
Woodward Jennifer A
We have phone operators.

0:15:9.420 --> 0:15:12.750
Woodward Jennifer A
These operators answer the information lines.

0:15:12.760 --> 0:15:20.410
Woodward Jennifer A
We get a lot of calls from customers on tracking orders, information on how to order vital records and just general vital records and amendment information.

0:15:22.160 --> 0:15:29.490
Woodward Jennifer A
They do all the keying and processing of the mail orders that come in, which comprise 19% of our orders.

0:15:30.260 --> 0:15:41.30
Woodward Jennifer A
Every order has to be checked for eligibility as well as has to be checked for ID and then of course there's general certificate issuance issuing all the certificates.

0:15:41.560 --> 0:15:47.310
Woodward Jennifer A
67% of those are the vital check orders that come in that must be processed within three days.

0:15:47.920 --> 0:15:56.160
Woodward Jennifer A
If the order is complete and do the security paper tracking again, focusing these are just highlights of the six main things they do.

0:15:56.590 --> 0:16:3.120
Woodward Jennifer A
All of these teams do a lot more than this, but we wanted to just focus on the primary 6 ones.

0:16:5.180 --> 0:16:6.690
Woodward Jennifer A
Amendments is our next team.

0:16:7.570 --> 0:16:10.720
Woodward Jennifer A
Again, this is the team that does all the amendments for records.

0:16:10.970 --> 0:16:19.990
Woodward Jennifer A
They have eight permanent staff, two temporary, 3 vacancies, most of 2023 and office specialists comprise.

0:16:22.330 --> 0:16:30.10
Woodward Jennifer A
The staff completed 35,000 amendments in 2023 and as you can see that I'm not gonna go through the list.

0:16:30.20 --> 0:16:35.90
Woodward Jennifer A
These are the type of amendments that did occur through 2023.

0:16:35.480 --> 0:16:36.880
Woodward Jennifer A
Actually the the different types.

0:16:39.240 --> 0:16:52.110
Woodward Jennifer A
So focusing now on the six items highlights of what they do, the the team spends quite a bit of time advising customers, talking to customers about what is needed to amend a record.

0:16:52.300 --> 0:17:1.280
Woodward Jennifer A
You can see the different amendments at the end at the bottom there they do all the amendments and these are legal changes to records to paper and electronic records.

0:17:2.750 --> 0:17:10.0
Woodward Jennifer A
They process adoptions and change paternity, and we listed these separately because often people don't know that these are actually amendments to records.

0:17:11.50 --> 0:17:17.200
Woodward Jennifer A
All the documents have to have evidence provided in order to make a change, so they review all that evidence.

0:17:18.140 --> 0:17:30.360
Woodward Jennifer A
Then they look at determine if the they can do the changes by law and then in delayed filing of records any record that's been occurs that's been filed after one year is considered a delayed filing.

0:17:31.820 --> 0:17:33.750
Woodward Jennifer A
Most of the time it's birth records.

0:17:33.760 --> 0:17:39.870
Woodward Jennifer A
We have a lot of divorce records that get delayed and this team is responsible for getting those taken care of.

0:17:41.640 --> 0:17:51.210
Woodward Jennifer A
Alright, our next team, this is our the the statistics team and at 6 permanent staff, one vacancy most of 2023.

0:17:51.980 --> 0:17:55.400
Woodward Jennifer A
These are comprised of research analysts and administrative specialists.

0:17:57.300 --> 0:18:4.330
Woodward Jennifer A
The team has 140 data requests from researchers and government agencies that they processed in 2023.

0:18:4.860 --> 0:18:11.90
Woodward Jennifer A
There is a link to the dashboards due to time we don't have the time actually to look at those dashboards.

0:18:11.100 --> 0:18:16.330
Woodward Jennifer A
But if we do, I'd be happy to show those to you or get you the link because of really interesting dashboards that they provide.

0:18:17.570 --> 0:18:24.100
Woodward Jennifer A
So the kind of focusing on the 6th items, they do all of the quality control for the databases.

0:18:24.110 --> 0:18:35.960
Woodward Jennifer A
These databases are birth, death, fetal death, infant death, and induced termination of pregnancies, cause of death, coating, cause of death.

0:18:35.970 --> 0:18:38.410
Woodward Jennifer A
Coating is a primary thing this team does.

0:18:38.420 --> 0:18:40.520
Woodward Jennifer A
This is actually a specialty.

0:18:41.210 --> 0:18:45.980
Woodward Jennifer A
There's a specialty called Nosology, which is the specialty of cause of death coding.

0:18:46.450 --> 0:18:55.140
Woodward Jennifer A
Most of the cause of death coding is done electronically at the National Center for Health Statistics, but we're very lucky we have some experts that know how to do it here as well.

0:18:57.620 --> 0:19:2.690
Woodward Jennifer A
This team prepares all the annual reports and the dynamic dashboards that are on the web.

0:19:2.760 --> 0:19:3.590
Woodward Jennifer A
They do all this.

0:19:3.640 --> 0:19:14.620
Woodward Jennifer A
The statistical analysis of take care of all of the data use agreements and data used to quest and then advise customers public researchers on how to use the data.

0:19:18.760 --> 0:19:22.450
Woodward Jennifer A
The overs team, the Oregon Vital events registration, a system team.

0:19:24.70 --> 0:19:31.50
Woodward Jennifer A
It's comprised of six permanent staff, 2 limited duration positions have had about 2 vacancies, most of 2023.

0:19:31.910 --> 0:19:34.280
Woodward Jennifer A
These are policy analysts and business analysts.

0:19:37.610 --> 0:19:47.940
Woodward Jennifer A
They staff supports over 12,000 overs users and then in 2023 they enrolled 2000 users and responded to over 8000 help desk calls.

0:19:49.670 --> 0:19:58.780
Woodward Jennifer A
So focusing on the six key highlights of their work, they are the overs help desk anytime you're calling the overs help desks you're talking to this team.

0:20:0.630 --> 0:20:5.160
Woodward Jennifer A
Our over system, as you may know, we do updates and system improvements.

0:20:5.170 --> 0:20:13.570
Woodward Jennifer A
This team is responsible for making sure that a reviewing and figuring out all the updates and system improvements.

0:20:14.590 --> 0:20:15.700
Woodward Jennifer A
We have a vendor.

0:20:15.750 --> 0:20:28.580
Woodward Jennifer A
Our system is managed, a vendor vital check, and this team is really responsible for making sure that the vendor is doing what they say they're doing and following our contract overs maintenance.

0:20:28.590 --> 0:20:29.470
Woodward Jennifer A
Do all the testing.

0:20:29.480 --> 0:20:38.0
Woodward Jennifer A
This team is responsible for overseeing that any modernization, interoperability that we're working on is done by the team and all overs enrollment.

0:20:45.910 --> 0:20:49.590
Woodward Jennifer A
The the last team is the partner services training and communication team.

0:20:50.700 --> 0:21:5.310
Woodward Jennifer A
This is a new unit, started in 2019, has five permanent staff and one limited duration position, has no vacancies in 2023 and it's comprised the program analysts and administrative specialists.

0:21:6.330 --> 0:21:16.930
Woodward Jennifer A
The team did over 75 trainings in 2023 and trained over 500 people and then recently just released a new redesign of the partner focused web pages.

0:21:18.550 --> 0:21:26.390
Woodward Jennifer A
So focusing on the 6th items, the highlights, web page maintenance and update the web is one of our most important ways.

0:21:26.400 --> 0:21:32.490
Woodward Jennifer A
We share information with our partners with the customer and this team is responsible for doing that.

0:21:33.720 --> 0:21:34.190
Woodward Jennifer A
A.

0:21:34.400 --> 0:21:35.350
Woodward Jennifer A
Revising.

0:21:35.360 --> 0:21:44.520
Woodward Jennifer A
Designing any of our forms, any of our communications and all those fun listserves you all get come from this team, work very closely with the media.

0:21:44.530 --> 0:22:6.30
Woodward Jennifer A
When we have press releases, they do all the training and all of our user guides monthly newsletters that we we get out monthly beginning of the month, our site visits and our compliance are triennial review, compliance done by the team and then they help with the legislative implementation.

0:22:8.480 --> 0:22:14.270
Woodward Jennifer A
So that's a very quick overview of the seven areas in the Center for Health statistics of who we are and what we do.

0:22:17.150 --> 0:22:28.110
Woodward Jennifer A
OK, now I'm going to turn it over to the physical overview because this was something that was asked of, you know, how do you make your money and where does it go, which are completely wonderful questions and be more than happy to share.

0:22:30.590 --> 0:22:36.320
Woodward Jennifer A
So focusing the slide now, this is the slide that I did share at the last presentation.

0:22:38.810 --> 0:22:40.310
Woodward Jennifer A
And it is on the fees.

0:22:40.430 --> 0:22:52.810
Woodward Jennifer A
Just to remind you that these are the fees that we collect, we often focus mostly on the $25 certificate fee, but this shows that these are the fees that we collect at the state.

0:22:56.0 --> 0:22:58.70
Woodward Jennifer A
So where does our money come from?

0:22:58.440 --> 0:22:59.90
Woodward Jennifer A
You know where do.

0:22:59.100 --> 0:23:0.60
Woodward Jennifer A
How do we make money?

0:23:1.560 --> 0:23:5.330
Woodward Jennifer A
Well, we focus on the state is on a biennium.

0:23:5.380 --> 0:23:7.910
Woodward Jennifer A
So we, we do all of our budgets on a biennium.

0:23:7.920 --> 0:23:14.680
Woodward Jennifer A
It's a July 1st through June 30th, so we have 2123 revenue.

0:23:15.130 --> 0:23:23.250
Woodward Jennifer A
So starting our subtotal was a 14.8 mil and I'll talk to you a little bit in a few seconds about why it's considered a subtotal.

0:23:24.900 --> 0:23:37.590
Woodward Jennifer A
But as you can see, 60% of our revenue comes from fees, 30% from government agency contracts and our federal funds are at 20, excuse me, at 10%.

0:23:39.250 --> 0:23:50.200
Woodward Jennifer A
So government agency contracts are contracts that we have with state government agencies who access overs primarily overs are in our data to conduct their business.

0:23:50.630 --> 0:23:56.140
Woodward Jennifer A
Our federal funds are from the National Center for Health Statistics and the Social Security Administration.

0:23:58.940 --> 0:24:10.130
Woodward Jennifer A
So when I was talking about a subtotal, the subtotal does not include the $3.8 million that was carried over from the 19 2019 to 2021 biennium.

0:24:11.940 --> 0:24:17.140
Woodward Jennifer A
And the reason why we had a nice amount to carry over was for two reasons.

0:24:17.150 --> 0:24:44.750
Woodward Jennifer A
We had a lot of projects that were larger cost projects that we did not do what we budgeted for but did not do because we didn't have the staffing resources and we are also expected to keep $2.2 million in the bank, which is equivalent to three months of our expenditures and that is required by state government or requested by state government to have a good be good stewards of state funds.

0:24:46.220 --> 0:24:50.930
Woodward Jennifer A
And the last thing related to our revenue, we do not get any general fund money.

0:24:51.100 --> 0:24:53.80
Woodward Jennifer A
Uh, we do not get any taxpayer money.

0:24:54.10 --> 0:24:57.590
Woodward Jennifer A
So we are we have to run ourselves like a business with this with this revenue.

0:25:2.960 --> 0:25:3.590
Woodward Jennifer A
OK.

0:25:3.640 --> 0:25:14.990
Woodward Jennifer A
So the next question is what where do we make our money as far as the fees go, so 56% of our fee money comes from birth certificates and they're considered short form birth certificates.

0:25:15.0 --> 0:25:20.950
Woodward Jennifer A
These are the ones that are issued straight from overs our, and that's 56 percent.

0:25:21.600 --> 0:25:23.870
Woodward Jennifer A
13 percent is from issuance.

0:25:23.880 --> 0:25:24.400
Woodward Jennifer A
Expedite.

0:25:24.410 --> 0:25:31.350
Woodward Jennifer A
That's the $7.00 fee that customers pay to expedite the Internet and phone orders.

0:25:31.720 --> 0:25:36.930
Woodward Jennifer A
And as you can see the the rest are pretty understandable of where we make our money.

0:25:36.940 --> 0:25:55.600
Woodward Jennifer A
The miscellaneous revenue, though I wanna mention about that, that's the 253,000 that comes primarily from we we are part of a two things that it comes from were part of a are like national electronic verification system.

0:25:55.610 --> 0:25:57.430
Woodward Jennifer A
We receive money from that.

0:25:57.860 --> 0:26:4.410
Woodward Jennifer A
This is also where we get reimbursed for the paper that we send to the county.

0:26:4.420 --> 0:26:18.770
Woodward Jennifer A
So what happens is when we there's intaglio paper that's ordered, we pay for the entire shipment, it goes to the counties and the counties we imburse thus and it does come back as the fees and it gets put here in the miscellaneous revenue.

0:26:22.970 --> 0:26:25.190
Woodward Jennifer A
OK, so that's the money that's coming in.

0:26:25.200 --> 0:26:25.990
Woodward Jennifer A
Where does it go?

0:26:27.230 --> 0:26:39.840
Woodward Jennifer A
As you can see, we had a total expenditures of 2123 of about 15.6 million like probably like the areas you work in your most important asset or your staff.

0:26:39.890 --> 0:26:43.410
Woodward Jennifer A
And as you can see, 60% of our expenditures went to staff.

0:26:45.800 --> 0:26:54.710
Woodward Jennifer A
9% went to contracts and those contracts of primarily comprise of the vital check contract for the over system.

0:26:56.30 --> 0:27:2.860
Woodward Jennifer A
We have Galt contracts for temps and we also have a a contract for a security guard.

0:27:4.530 --> 0:27:9.870
Woodward Jennifer A
Cost allocation is 14% now cost allocation is being part of.

0:27:10.40 --> 0:27:11.380
Woodward Jennifer A
Is it or indirect costs?

0:27:11.390 --> 0:27:17.270
Woodward Jennifer A
We are part of state government and so we do pay for administration above myself.

0:27:17.280 --> 0:27:29.950
Woodward Jennifer A
So Center for public health practice, public Health Division, Oregon Health authority, all the administrative aspects to run a state agency that is paid for out of the different program costs.

0:27:29.960 --> 0:27:31.290
Woodward Jennifer A
And that's 14%.

0:27:31.520 --> 0:27:34.550
Woodward Jennifer A
And then of course, services and supplies, these are direct costs.

0:27:34.560 --> 0:27:35.350
Woodward Jennifer A
This is rent.

0:27:35.360 --> 0:27:36.210
Woodward Jennifer A
This is phones.

0:27:36.220 --> 0:27:37.190
Woodward Jennifer A
This is all you know.

0:27:37.200 --> 0:27:38.410
Woodward Jennifer A
This is a computer.

0:27:38.420 --> 0:27:41.850
Woodward Jennifer A
This is the supplies that we have to keep things running.

0:27:47.400 --> 0:27:55.610
Woodward Jennifer A
So our expenditures by group just so I first part of the presentation, I focused on who we are and what we do and now the money.

0:27:55.620 --> 0:28:0.10
Woodward Jennifer A
But this is looking at those different groups and where do the expenditures go by service?

0:28:1.410 --> 0:28:6.660
Woodward Jennifer A
This is includes staffing contracts, cost allocation, indirect.

0:28:6.770 --> 0:28:9.280
Woodward Jennifer A
So as you can see, if you see that 25.

0:28:9.330 --> 0:28:9.820
Woodward Jennifer A
Excuse me.

0:28:9.830 --> 0:28:16.380
Woodward Jennifer A
29% of the amount of our expenditures is dedicated to overs.

0:28:16.390 --> 0:28:24.130
Woodward Jennifer A
And really, if you think about this that any time you have an IT system, IT systems are expensive and that's where most of the cost is there.

0:28:25.130 --> 0:28:28.200
Woodward Jennifer A
The certification team, as you can see, is 24.

0:28:28.290 --> 0:28:29.960
Woodward Jennifer A
That's the most the the staff.

0:28:29.970 --> 0:28:38.250
Woodward Jennifer A
In addition to the Galt Temps as well as our security guard or security Guard is part of our one of the temps in the certification team.

0:28:43.170 --> 0:28:45.150
Woodward Jennifer A
So why is our work important?

0:28:46.270 --> 0:28:48.190
Woodward Jennifer A
Who benefits from the Center for Health statistics?

0:28:49.390 --> 0:29:1.190
Woodward Jennifer A
We covered this in the overview, but again to remind we everyone, we provide certificates used by Oregonians for almost anything that requires proving a life event or relationship.

0:29:1.500 --> 0:29:2.530
Woodward Jennifer A
Oregonians can't.

0:29:2.540 --> 0:29:6.870
Woodward Jennifer A
You can't have their normal lives without these vital records.

0:29:6.880 --> 0:29:11.760
Woodward Jennifer A
So on the left hand side, the birth certificates establishing identity employment.

0:29:13.890 --> 0:29:18.510
Woodward Jennifer A
School sports registration and then on the other end of the wife spectrum for death.

0:29:18.560 --> 0:29:27.460
Woodward Jennifer A
Any life insurance collect and bank account any anything for a death certificate to take care of the affairs subtly affairs of a loved one.

0:29:28.580 --> 0:29:31.850
Woodward Jennifer A
The other thing to think about as far as the legal record is the legal record.

0:29:31.860 --> 0:29:51.400
Woodward Jennifer A
Information is used by many agencies to conduct their business, and I mentioned the contracts that we have, but these are some of the other agencies that do use the information to conduct their business ranging from Social Security, child welfare, veterans immunizations, early hearing and screening for children.

0:29:51.410 --> 0:29:52.880
Woodward Jennifer A
So those are just a few examples.

0:29:55.670 --> 0:29:59.120
Woodward Jennifer A
Some other things with regards to why is our work important?

0:29:59.610 --> 0:30:7.180
Woodward Jennifer A
We established paternity, which is directly related to federal funding for programs such as temporary Assistance for Needy Families and child support.

0:30:7.660 --> 0:30:29.670
Woodward Jennifer A
Most people don't understand that paternity is established by adding a second parent on to the birth certificate, and right now we have certain performance standards that in order for certain programs such as the ones mentioned here, to get funding they paternity has to be established and we received no of direct federal funding from these programs.

0:30:30.590 --> 0:30:35.650
Woodward Jennifer A
But child support is one of the programs that does pay us for accessing overs.

0:30:37.500 --> 0:30:43.170
Woodward Jennifer A
We provide technical assistance on vital records and statistics to a partners and and customers.

0:30:43.180 --> 0:30:51.920
Woodward Jennifer A
We are the experts in vital records and vital statistics and we do spend quite a bit of time providing that technical experience and expertise.

0:30:53.680 --> 0:30:55.790
Woodward Jennifer A
We provide foundational statistics.

0:30:55.800 --> 0:30:56.870
Woodward Jennifer A
These are the statistics.

0:30:56.880 --> 0:31:6.910
Woodward Jennifer A
As I've mentioned in the past, are the birth, death and fetal death certificate information is used to assess the health populations.

0:31:6.920 --> 0:31:21.380
Woodward Jennifer A
It's used by epidemiologists, public health programmers, programs researchers and the community, and we look at the information at the local, state and national level, and we provide a mission critical, vital records and vital statistics system.

0:31:21.390 --> 0:31:23.610
Woodward Jennifer A
That's actually used throughout the entire state.

0:31:23.620 --> 0:31:28.310
Woodward Jennifer A
It is considered mission critical and it is used throughout throughout the state.

0:31:32.630 --> 0:31:34.420
Woodward Jennifer A
So what are some of our challenges?

0:31:34.890 --> 0:31:39.340
Woodward Jennifer A
I think that all of us have probably a long, long list of challenges.

0:31:39.410 --> 0:31:53.430
Woodward Jennifer A
I'm focusing on 4 but wanted to share those challenges with you and I will go through each one of these, but one that this group has mentioned numerous times and I've heard numerous times, let's fully electronic registration of death records.

0:31:54.60 --> 0:31:56.260
Woodward Jennifer A
Our challenges recently have been staffing.

0:31:56.900 --> 0:32:4.70
Woodward Jennifer A
Our challenge has also been timeliness of service and a challenge related to conversion of records from paper to microfilm.

0:32:6.220 --> 0:32:7.210
Woodward Jennifer A
Excuse me from paper.

0:32:7.220 --> 0:32:7.810
Woodward Jennifer A
Microfilm 2.

0:32:7.820 --> 0:32:8.430
Woodward Jennifer A
Electronic.

0:32:9.280 --> 0:32:12.570
Woodward Jennifer A
Alright, let's turn to registration of death records.

0:32:14.840 --> 0:32:17.670
Woodward Jennifer A
So wanted to share this with you.

0:32:17.680 --> 0:32:20.220
Woodward Jennifer A
Uh, we have made improvement on this, believe it.

0:32:20.880 --> 0:32:23.50
Woodward Jennifer A
It's been since 10 years.

0:32:23.60 --> 0:32:28.0
Woodward Jennifer A
We were at 20% and we're now at 84%, still have some work to do.

0:32:28.10 --> 0:32:41.760
Woodward Jennifer A
We all agree that this is getting our medical certifiers on the electronic death registration system to elect to certify records electronically, but we have made progress and again, we have ways to go.

0:32:41.770 --> 0:32:42.870
Woodward Jennifer A
It is still a challenge.

0:32:44.680 --> 0:32:48.600
Woodward Jennifer A
Staffing so this slide shows this.

0:32:48.610 --> 0:32:55.290
Woodward Jennifer A
Again, it's a summary that summarizes the stat, the staffing that I mentioned at the beginning of the presentation.

0:32:55.760 --> 0:33:2.690
Woodward Jennifer A
So we've had 53 permanent staff, 6 limited duration and four contracted temps, which includes a security guard.

0:33:3.690 --> 0:33:5.290
Woodward Jennifer A
I kind of mentioned vacancy rates.

0:33:5.300 --> 0:33:10.770
Woodward Jennifer A
We've had a vacancy rate of 28 to 57 percent 2022 through 2023.

0:33:11.910 --> 0:33:28.780
Woodward Jennifer A
You may have noticed these are mostly lower classified positions according to the state, and if you look at our salaries, the most common Center for health statistics employee makes about $56,000 a year at $27.00 an hour.

0:33:28.990 --> 0:33:30.480
Woodward Jennifer A
And this is our challenge.

0:33:30.490 --> 0:33:32.660
Woodward Jennifer A
They are lower classified positions.

0:33:32.750 --> 0:33:43.290
Woodward Jennifer A
The salary, particularly for Portland, we have had a very hard time keeping staff as far as and getting staff and hiring staff because of the salaries.

0:33:43.660 --> 0:33:50.690
Woodward Jennifer A
However, on the other side, if you look at the most common Center for health statistics person, they've had 10 years of service.

0:33:50.920 --> 0:33:54.730
Woodward Jennifer A
So once they're here and they they stay.

0:33:54.780 --> 0:34:2.790
Woodward Jennifer A
So it's 10 years of state service with the mean of eight years and we have 420 years of state service and Center for health statistics.

0:34:3.60 --> 0:34:9.30
Woodward Jennifer A
So very dedicated staff and but again, we do have our challenges getting the staff.

0:34:12.670 --> 0:34:14.80
Woodward Jennifer A
Timeliness of service.

0:34:14.140 --> 0:34:20.440
Woodward Jennifer A
This was something that was very evident, particularly related to the legislative hearings last year.

0:34:20.850 --> 0:34:31.500
Woodward Jennifer A
We're focusing on certification here, so the backlog back in just over a year ago, our phone and Internet orders were 73 days behind.

0:34:31.510 --> 0:34:33.740
Woodward Jennifer A
This is not good at all.

0:34:35.190 --> 0:34:46.840
Woodward Jennifer A
Mail in orders were four months behind as you can see, we resolve that backlog back in by May, we were down to two days in December, 2 days for mail in orders.

0:34:46.850 --> 0:34:50.560
Woodward Jennifer A
Now mail in orders are lower priority than the phone and Internet orders.

0:34:50.950 --> 0:34:56.20
Woodward Jennifer A
And as you can see to the we're at current three days in five days.

0:34:56.130 --> 0:34:57.640
Woodward Jennifer A
So what happened?

0:34:58.110 --> 0:35:3.780
Woodward Jennifer A
I think that many of you probably experienced very similar our COVID lockdown.

0:35:3.790 --> 0:35:5.160
Woodward Jennifer A
We were closed and we had.

0:35:5.170 --> 0:35:6.270
Woodward Jennifer A
We were locked down.

0:35:7.210 --> 0:35:21.260
Woodward Jennifer A
We did have to have staff in the office to conduct business, but we also were required to get as many staff home to work from home and keep in mind this is the Vital records office that's tends to be very, very paper based.

0:35:21.270 --> 0:35:26.270
Woodward Jennifer A
So we really had to, our challenge was getting people working from home as much as we could.

0:35:27.480 --> 0:35:32.490
Woodward Jennifer A
I mentioned earlier our staffing shortages of not being able to recruit and keep people.

0:35:32.740 --> 0:35:43.970
Woodward Jennifer A
And then anytime you have a backlog, you're you're work actually increases because the you spend more time dealing with customer complaints than you do with the backlog.

0:35:44.770 --> 0:35:46.360
Woodward Jennifer A
But we did resolve this.

0:35:46.370 --> 0:35:48.480
Woodward Jennifer A
We shifted work from other units to help.

0:35:48.490 --> 0:35:53.580
Woodward Jennifer A
We also were able to get some hires late in 2022 and early.

0:35:53.630 --> 0:35:55.720
Woodward Jennifer A
It will actually mid 2023.

0:35:55.770 --> 0:35:57.50
Woodward Jennifer A
We were able to get staff hired.

0:35:59.120 --> 0:36:6.220
Woodward Jennifer A
And unfortunately our backlog now is an amendments of and a little bit it has to do with the work from home but also shifting the work.

0:36:10.100 --> 0:36:14.410
Woodward Jennifer A
Our other challenge is conversion of records from paper to microfilm.

0:36:14.740 --> 0:36:40.270
Woodward Jennifer A
As you can see from the table that the records that are paper, paper and microfilm only, which means they are not in overs anything births prior to 1920 deaths prior to 2006 fetal deaths prior to 2000, a eight marriage prior to 2016 and divorced prior to 2016, digitization of records is a major project.

0:36:40.310 --> 0:36:45.560
Woodward Jennifer A
We have had it on the budget for a while, haven't had the the staffing resources to do it.

0:36:46.230 --> 0:36:51.850
Woodward Jennifer A
What's great about being fully electronic is you can do faster issuance and you can do faster amendments.

0:36:55.530 --> 0:37:0.380
Woodward Jennifer A
So what are our opportunities to modernize?

0:37:0.640 --> 0:37:1.900
Woodward Jennifer A
Focusing challenges.

0:37:1.910 --> 0:37:8.860
Woodward Jennifer A
Always wanna focus on the opportunities so fully electronic issuance of certificates is kind of leads the.

0:37:10.910 --> 0:37:14.630
Woodward Jennifer A
Slide I just showed no more microfilm and no more paper.

0:37:14.640 --> 0:37:20.950
Woodward Jennifer A
I have microfilm and microphone reader printers that I would love to get rid of, but that's been a goal then that's.

0:37:20.960 --> 0:37:22.870
Woodward Jennifer A
That's our plan, of course.

0:37:22.880 --> 0:37:24.370
Woodward Jennifer A
Fully electronic registration.

0:37:24.380 --> 0:37:27.530
Woodward Jennifer A
Not only of death records, but marriage and divorce records.

0:37:29.630 --> 0:37:32.560
Woodward Jennifer A
Interoperability now interoperability with standards.

0:37:32.570 --> 0:37:42.260
Woodward Jennifer A
These are called fire standards, fast health care, Internet resources standards with our partners at the Fed level, which is the National Center for Health Statistics.

0:37:42.310 --> 0:37:58.90
Woodward Jennifer A
If we can implement these standards, we'll be able to do interoperability with electronic health record systems, which means we could get the births and potentially the death records directly from the health records systems interoperability with the medical examiner system as well.

0:38:0.590 --> 0:38:9.490
Woodward Jennifer A
It it with the fire standards improving our vital statistics, data timeliness and quality, especially around emerging issues.

0:38:9.500 --> 0:38:16.310
Woodward Jennifer A
We we have homelessness, we do have a we are collecting domicile, unknown data, maternal mortality.

0:38:16.320 --> 0:38:36.230
Woodward Jennifer A
We we have some work that's happening particularly around these two areas are improving our customer service, improving our call center, our website redesign to help our customers and also making sure our documents have additional translations, engaging our communities related to our service and the information we provide.

0:38:36.380 --> 0:38:44.690
Woodward Jennifer A
And then improving equity of services and financing based on this work groups report, these are all of our opportunities to modernize.

0:38:47.730 --> 0:38:48.970
Woodward Jennifer A
So I wanted to thank you.

0:38:48.980 --> 0:38:55.420
Woodward Jennifer A
I've been speaking for about 2023 minutes and I'll be happy to answer any questions that you may have.

0:38:55.430 --> 0:39:1.0
Woodward Jennifer A
I know it was a lot of information to share with you and I'd be happy to answer any questions.

0:39:3.480 --> 0:39:6.10
Alanna Hein (Guest)
So thank you so much, Jennifer.

0:39:6.20 --> 0:39:7.460
Alanna Hein (Guest)
That was a lot of information.

0:39:7.470 --> 0:39:8.970
Alanna Hein (Guest)
Really appreciate the slides.

0:39:9.580 --> 0:39:18.190
Alanna Hein (Guest)
You can stop sharing your screen if you want and the questions just anything that's popping up, we are gonna move you into.

0:39:19.690 --> 0:39:32.630
Alanna Hein (Guest)
Smaller groups to to talk about in brainstorm questions, but anything that's that's coming up for folks reminder that this is an invitation for work group members to pose questions.

0:39:33.820 --> 0:39:36.620
Alanna Hein (Guest)
Anybody have something right off the top?

0:39:43.890 --> 0:39:47.570
Alanna Hein (Guest)
OK, sitting with the awkward paws here.

0:39:49.680 --> 0:40:6.890
Alanna Hein (Guest)
Alright, so then I'm gonna ask for James your help to get people to get work group members into the breakout rooms and the purpose the request for the from the breakout rooms is to generate questions.

0:40:6.900 --> 0:40:9.730
Alanna Hein (Guest)
Any questions that you have anything that wasn't clear?

0:40:9.790 --> 0:40:21.40
Alanna Hein (Guest)
Anything you want to know more about, that's the purpose is to generate the questions and then we're going to come back into the large group and have an opportunity to compile them and address them.

0:40:21.330 --> 0:40:25.170
Alanna Hein (Guest)
So James, whenever you're ready to put work group members into.

0:40:27.480 --> 0:40:37.930
Alanna Hein (Guest)
Into the breakout groups and can we start a timer for 9 minutes for the breakout groups to brainstorm questions?

0:40:39.780 --> 0:40:40.590
Kracker James
Thank you, Alana.

0:40:40.600 --> 0:40:43.290
Kracker James
You all should be going into your breakout rooms momentarily.

0:40:43.360 --> 0:40:44.830
Kracker James
We'll see you again in 9 minutes.

0:40:45.710 --> 0:40:46.490
Alanna Hein (Guest)
Thanks James.

0:50:56.150 --> 0:50:57.160
Alanna Hein (Guest)
Hello, everyone.

0:50:57.170 --> 0:50:58.350
Alanna Hein (Guest)
Welcome back.

0:50:59.570 --> 0:51:4.330
Alanna Hein (Guest)
Umm, we're gonna compile the questions now and.

0:51:6.400 --> 0:51:13.790
Alanna Hein (Guest)
I I will start as the reporter from my group and then I'll pass it over to other folks to report from the other group.

0:51:13.860 --> 0:51:27.10
Alanna Hein (Guest)
So we had a couple of, there was a comment about appreciating the update, about the speed of turn turn around and that it was hard when the response time was so long.

0:51:27.750 --> 0:51:41.330
Alanna Hein (Guest)
Umm, we had one comment about the not knowing that phone and Internet orders got priority over mail in orders and some curiosity about that and then?

0:51:42.110 --> 0:51:52.160
Alanna Hein (Guest)
Umm, we had a question about which units would be most likely to be impacted by any changes.

0:51:52.170 --> 0:51:56.10
Alanna Hein (Guest)
The kinds of changes that were talked about and House Bill 2420.

0:51:58.580 --> 0:52:2.320
Alanna Hein (Guest)
Umm can I hand it over to the next group?

0:52:3.770 --> 0:52:8.370
Alanna Hein (Guest)
Umm Derek, are you the reporter for your group or?

0:52:9.650 --> 0:52:11.360
Patterson Derrick C
Sure, I can report.

0:52:11.370 --> 0:52:15.10
Patterson Derrick C
And if I if I don't get anything quite right, Wally said.

0:52:15.20 --> 0:52:17.570
Patterson Derrick C
He's willing to jump in and help uh.

0:52:17.830 --> 0:52:37.280
Patterson Derrick C
We talked about frustration with funeral homes being in the middle on changes, especially medical errors, when the cause of death needs to be changed, that in with the replacements that funeral homes are often on the hook for those costs and also doing a lot of legwork.

0:52:37.610 --> 0:52:40.180
Patterson Derrick C
And they're not able to check the work of the Doctor.

0:52:41.50 --> 0:52:55.260
Patterson Derrick C
So how they can sort of get out of being in the middle and have funeral homes can get the correct certifier to agree to certify our a record?

0:52:56.800 --> 0:52:57.970
Patterson Derrick C
I need to get verbal.

0:52:58.540 --> 0:53:5.350
Patterson Derrick C
OK, that a certifier is willing to sign and sometimes that can take several days just to even get the verbal OK.

0:53:8.530 --> 0:53:13.40
Patterson Derrick C
And then just how we can get doctors and staff to participate in overs more?

0:53:18.520 --> 0:53:18.960
Wally Ordeman (Guest)
Nah, but.

0:53:18.870 --> 0:53:19.560
Alanna Hein (Guest)
Thanks.

0:53:20.170 --> 0:53:20.710
Alanna Hein (Guest)
Thanks Sir.

0:53:20.470 --> 0:53:20.870
Patterson Derrick C
Thank you.

0:53:22.220 --> 0:53:22.940
Alanna Hein (Guest)
Thank you all.

0:53:23.820 --> 0:53:24.400
Alanna Hein (Guest)
Umm.

0:53:24.920 --> 0:53:28.520
Alanna Hein (Guest)
And Jennifer, do you have a report from your group?

0:53:29.370 --> 0:53:30.150
Woodward Jennifer A
Yeah.

0:53:30.230 --> 0:53:30.820
Woodward Jennifer A
You ready?

0:53:31.310 --> 0:53:32.560
Woodward Jennifer A
OK. Questions.

0:53:35.880 --> 0:53:38.910
Woodward Jennifer A
Is there consistency in eligibility rights?

0:53:41.680 --> 0:53:46.630
Woodward Jennifer A
Umm, what are the vital check timelines for processing records?

0:53:46.700 --> 0:53:46.960
Woodward Jennifer A
Uh.

0:53:46.970 --> 0:53:50.170
Woodward Jennifer A
When the state has three days, but what are the vital check timelines?

0:53:51.520 --> 0:53:57.690
Woodward Jennifer A
Umm, what does processed mean on vital checks or a lot of vital check questions on my team?

0:53:57.740 --> 0:53:58.350
Woodward Jennifer A
My group.

0:53:58.800 --> 0:54:1.860
Woodward Jennifer A
What does processed mean in the vital check?

0:54:4.60 --> 0:54:7.560
Woodward Jennifer A
I guess you can check in on an order, but it says it's been processed.

0:54:7.570 --> 0:54:8.700
Woodward Jennifer A
So what does that actually mean?

0:54:12.270 --> 0:54:15.370
Woodward Jennifer A
So yeah, I think it's how do we improve processing with vital check.

0:54:18.740 --> 0:54:19.310
Woodward Jennifer A
What?

0:54:19.580 --> 0:54:21.690
Woodward Jennifer A
What is the obstacle related to hiring?

0:54:21.700 --> 0:54:25.20
Woodward Jennifer A
Because the average the hourly salary seems pretty good.

0:54:26.530 --> 0:54:33.770
Woodward Jennifer A
And how do we get clarification on expediting amendments in communication with the timelines are for amendments.

0:54:41.790 --> 0:54:42.230
Alanna Hein (Guest)
Thank you.

0:54:41.480 --> 0:54:43.330
Woodward Jennifer A
Ginger or shawna?

0:54:43.340 --> 0:54:44.70
Woodward Jennifer A
Did I miss something?

0:54:47.710 --> 0:54:48.590
Ginger Cerola/Jackson County
No, it sounds good.

0:54:48.250 --> 0:54:49.580
Shawna Peterson
No, that was a great recap.

0:54:51.410 --> 0:54:51.950
Alanna Hein (Guest)
Thank you.

0:54:53.500 --> 0:54:54.550
Alanna Hein (Guest)
And Cindy, were you?

0:54:54.560 --> 0:54:56.290
Alanna Hein (Guest)
The note taker for your group.

0:55:1.530 --> 0:55:2.600
Cyndy Kagan
Not necessarily.

0:55:2.610 --> 0:55:12.290
Cyndy Kagan
Officially, my group didn't have very many questions other than umm, why so many vacancies and what needs to be reevaluated?

0:55:13.710 --> 0:55:13.910
Alanna Hein (Guest)
OK.

0:55:14.210 --> 0:55:14.920
Alanna Hein (Guest)
Thank you.

0:55:15.470 --> 0:55:16.950
Alanna Hein (Guest)
Did I miss any groups?

0:55:16.670 --> 0:55:17.180
Cyndy Kagan
My group.

0:55:17.190 --> 0:55:20.160
Cyndy Kagan
Please feel free to fill in if I'd missed other thing.

0:55:22.580 --> 0:55:23.30
Alanna Hein (Guest)
Do we get?

0:55:22.480 --> 0:55:25.750
Soles, Paola
We all saw these cars the UM delays and amendments.

0:55:32.810 --> 0:55:33.470
Alanna Hein (Guest)
Thanks. Hello.

0:55:36.60 --> 0:55:42.540
Alanna Hein (Guest)
Any other questions that we didn't address or that we didn't capture yet?

0:55:46.510 --> 0:55:46.950
Alanna Hein (Guest)
OK.

0:55:48.610 --> 0:55:51.760
Alanna Hein (Guest)
So I'm going to turn it back to Jennifer to address these.

0:55:51.770 --> 0:55:53.430
Alanna Hein (Guest)
If they're addressable in the moment.

0:55:53.970 --> 0:55:55.750
Woodward Jennifer A
Umm when I need to be able to see him.

0:55:56.710 --> 0:55:56.910
Alanna Hein (Guest)
Yeah.

0:55:59.240 --> 0:55:59.640
Alanna Hein (Guest)
Right.

0:55:59.360 --> 0:56:0.100
Woodward Jennifer A
I can just guess.

0:56:5.650 --> 0:56:5.990
Alanna Hein (Guest)
Hey there.

0:56:8.60 --> 0:56:9.490
Woodward Jennifer A
OK, the.

0:56:11.670 --> 0:56:17.60
Woodward Jennifer A
So from the top, which units would most likely be impacted by changes related to house for 2420?

0:56:17.230 --> 0:56:25.240
Woodward Jennifer A
I think that I'm that's gonna be forthcoming as far as what the answers to the report were.

0:56:25.390 --> 0:56:30.900
Woodward Jennifer A
I mean, our goal for the the is the work group is to come up with options.

0:56:30.910 --> 0:56:40.20
Woodward Jennifer A
So part of that would be looking at what options we pick and not only the impact for the Center for all statistics, but also for the state as a whole.

0:56:40.30 --> 0:56:46.960
Woodward Jennifer A
So I can't tell you what units would most likely be impacted until we know what the answers are to the the report.

0:56:47.830 --> 0:56:54.100
Woodward Jennifer A
How can funeral homes get out of being in the middle and correct in the middle of cause of death?

0:56:54.110 --> 0:56:55.360
Woodward Jennifer A
I think this is a.

0:56:55.470 --> 0:57:9.510
Woodward Jennifer A
This is a great QA question and one way to help is to be able to communicate better with the funeral homes on when a cause of death on the death certificate has been changed.

0:57:9.800 --> 0:57:13.30
Woodward Jennifer A
So that is actually a process improvement we're exploring right now.

0:57:13.40 --> 0:57:22.680
Woodward Jennifer A
It has come up quite a bit, so making sure that they're aware that there's been a cause of death change on the record and.

0:57:24.820 --> 0:57:28.500
Woodward Jennifer A
Was it related to specifically changes or just getting the cause of death?

0:57:28.550 --> 0:57:30.450
Woodward Jennifer A
Wally and and Derek, help me out here.

0:57:30.460 --> 0:57:31.970
Woodward Jennifer A
I may have misinterpreted that.

0:57:32.30 --> 0:57:32.420
Woodward Jennifer A
I'm sorry.

0:57:32.340 --> 0:57:34.970
Wally Ordeman (Guest)
Yeah, I I I can jump in here.

0:57:47.180 --> 0:57:47.600
Woodward Jennifer A
Hmm.

0:57:34.980 --> 0:57:55.670
Wally Ordeman (Guest)
I was mainly concerned with with, you know, some of the the not necessarily always the cause of death, but sometimes if they've incorrectly marked that the person was a smoker or was pregnant or, you know, sometimes the wrong box gets checked or whether it's it's it's not marked.

0:57:56.420 --> 0:57:59.940
Wally Ordeman (Guest)
I'm natural when it should have been or something like causes.

0:58:1.850 --> 0:58:10.460
Wally Ordeman (Guest)
So those are, you know, any number of different situations can come up where the certifier just just has gotten it wrong.

0:58:10.850 --> 0:58:13.420
Wally Ordeman (Guest)
And you know, the family has noticed it.

0:58:13.510 --> 0:58:14.320
Wally Ordeman (Guest)
We usually don't.

0:58:14.330 --> 0:58:18.270
Wally Ordeman (Guest)
You know, we're not in the practice of second guessing doctors and what they put on death certificates.

0:58:19.120 --> 0:58:21.690
Wally Ordeman (Guest)
I'm so so that that's.

0:58:21.700 --> 0:58:30.530
Wally Ordeman (Guest)
That was the motivation for me bringing this up because a lot of times the funeral homes are on the hook for the for the extra fees for the amendment and replacements.

0:58:33.580 --> 0:58:51.860
Woodward Jennifer A
So it's a combination of what I see is making sure our medical certifiers get on the system, making sure our medical fiers certifiers are better trained and then also examining the fees for the amendments and replacements, so those are that summarize things to think about.

0:58:52.470 --> 0:58:54.430
Wally Ordeman (Guest)
It does on the front end, Jennifer.

0:59:5.180 --> 0:59:5.410
Woodward Jennifer A
Yep.

0:58:54.440 --> 0:59:16.240
Wally Ordeman (Guest)
But but the other part that that I don't see got translated on here was on the front end of just getting doctors locating the proper doctor to accept responsibility and commit to signing the death certificate which let which frees up the Funeral Home to move forward, typically with a cremation.

0:59:16.800 --> 0:59:17.410
Woodward Jennifer A
Yep.

0:59:17.480 --> 0:59:18.210
Woodward Jennifer A
OK.

0:59:18.620 --> 0:59:30.310
Woodward Jennifer A
That's a good, good question, cause that's then that's really focusing on what's happening at the medical facility and getting the the, the correct, it's getting the correct medical certifier.

0:59:31.10 --> 0:59:31.280
Wally Ordeman (Guest)
Right.

0:59:31.550 --> 0:59:32.630
Woodward Jennifer A
Yeah, OK.

0:59:34.660 --> 0:59:36.140
Alanna Hein (Guest)
Thanks for clarifying wallet.

0:59:36.810 --> 0:59:36.940
Woodward Jennifer A
Yeah.

0:59:36.660 --> 0:59:37.40
Wally Ordeman (Guest)
You bet.

0:59:38.650 --> 0:59:39.640
Woodward Jennifer A
OK.

0:59:39.710 --> 0:59:40.740
Woodward Jennifer A
Umm, how much time do we have?

0:59:40.750 --> 0:59:40.890
Woodward Jennifer A
OK.

0:59:41.530 --> 0:59:45.780
Woodward Jennifer A
Umm, how can we get doctors and staff to participate in overs?

0:59:46.590 --> 0:59:46.950
Woodward Jennifer A
We're.

0:59:47.880 --> 0:59:48.790
Woodward Jennifer A
Is that my next question?

0:59:48.800 --> 0:59:49.30
Woodward Jennifer A
Yeah.

0:59:49.40 --> 0:59:49.440
Woodward Jennifer A
Sorry.

0:59:49.450 --> 0:59:50.870
Woodward Jennifer A
Uh, yeah, we're working on it.

0:59:50.880 --> 0:59:52.810
Woodward Jennifer A
Training of course mandating it.

0:59:53.440 --> 0:59:55.420
Woodward Jennifer A
But right now we're focusing on.

0:59:57.220 --> 1:0:3.690
Woodward Jennifer A
Continuing to do regular training, we've actually been training a getting medical certifiers on actually weekly.

1:0:3.760 --> 1:0:5.30
Woodward Jennifer A
We work on that.

1:0:5.40 --> 1:0:16.530
Woodward Jennifer A
So it's really just showing the importance and marketing as much as we can and we are, that is part of our partner services team and that's one of the main reasons we developed the partner services team.

1:0:19.20 --> 1:0:20.400
Woodward Jennifer A
OK, let's see a few more minutes.

1:0:21.460 --> 1:0:23.860
Woodward Jennifer A
So consistency and eligibility rights.

1:0:23.870 --> 1:0:24.770
Woodward Jennifer A
Uh, yes, there is.

1:0:24.780 --> 1:0:26.210
Woodward Jennifer A
There should be consistency.

1:0:26.220 --> 1:0:28.980
Woodward Jennifer A
I think these are lot around the vital check questions.

1:0:28.990 --> 1:0:51.510
Woodward Jennifer A
There's these are great questions because that has been one of our things that we we are needing to work with vital check and it was great these questions came up on what is being shared with customers on the vital check in versus the customers, what's happening here and mentioning that the order could sit in vital check for a very long time before we even get the order.

1:0:51.990 --> 1:1:3.670
Woodward Jennifer A
So we need to be working very closely with vital check to see how we can improve that processing time from our contractor and the timing is perfect because we're beginning to to negotiate.

1:1:6.330 --> 1:1:8.380
Woodward Jennifer A
Umm, what is the obstacle and hiring?

1:1:8.390 --> 1:1:9.590
Woodward Jennifer A
It's our salaries.

1:1:9.640 --> 1:1:21.40
Woodward Jennifer A
It's it's the level of the work and the salaries and people living in Portland and and so keep in mind that is the average or the most common salary.

1:1:21.50 --> 1:1:32.740
Woodward Jennifer A
Most of the staff who are starting working are are, are, are offered at a much lower salary because that's that's the that's the most common salary in the Center for health statistics.

1:1:32.750 --> 1:1:36.420
Woodward Jennifer A
And keep in mind the most common service is 10 years.

1:1:36.740 --> 1:1:44.500
Woodward Jennifer A
So our usually starting salaries are significantly lower than that and people and we cannot negotiate salaries.

1:1:44.510 --> 1:1:47.250
Woodward Jennifer A
So we we are required to set a certain level.

1:1:47.260 --> 1:1:54.40
Woodward Jennifer A
So it is actually the salary level and then the work as well.

1:1:54.90 --> 1:1:54.730
Woodward Jennifer A
And then also.

1:1:56.610 --> 1:2:2.80
Woodward Jennifer A
Often we have challenges because we require people to be in the office and many people want to work from home.

1:2:4.580 --> 1:2:10.80
Woodward Jennifer A
How to expedite amendments and that's related to the last question, what's going on with the delay in amendments?

1:2:11.980 --> 1:2:14.580
Woodward Jennifer A
And I think I just answered the question about vacancies.

1:2:14.850 --> 1:2:15.580
Woodward Jennifer A
It's it.

1:2:15.590 --> 1:2:29.980
Woodward Jennifer A
We had a lot of vacancies, so I'll go back to amendments, finished vacancies and I think the main thing is during 2022 and 23, it took up to six months to do a recruitment because our human resources recruiting office was so far behind.

1:2:30.710 --> 1:2:33.620
Woodward Jennifer A
Now we're actually at about 3 months to do it.

1:2:33.630 --> 1:2:41.530
Woodward Jennifer A
From the time the person leaves to the time we can hire so we we've been able to reduce it and then we had numerous failed fruitlets.

1:2:41.540 --> 1:2:43.330
Woodward Jennifer A
So we recruiting over and over again.

1:2:43.660 --> 1:2:47.450
Woodward Jennifer A
So that's the obstacle of hiring and why so many vacancies.

1:2:47.460 --> 1:3:1.720
Woodward Jennifer A
It it is improving and it has been what we're approving dramatically in the past six months amendments again it's staffing shortages and amendments and the the vacancy rate and amendments we are trying to resolve that bringing in temps.

1:3:2.470 --> 1:3:11.200
Woodward Jennifer A
Temps are hard in amendments because it is very detailed and requires a lot of training and we can only keep temps in for six months at a time.

1:3:11.710 --> 1:3:15.860
Woodward Jennifer A
So we are working on that and then expediting amendments.

1:3:15.870 --> 1:3:24.950
Woodward Jennifer A
I think the question is more clarification if someone does pay the expedite fee for amendments, where does that fall in the?

1:3:27.480 --> 1:3:31.150
Woodward Jennifer A
It depends on the amendment and also where does it fall in the timeliness.

1:3:31.160 --> 1:3:36.180
Woodward Jennifer A
So making sure that we're communicating more on the expediting of those amendments.

1:3:39.90 --> 1:3:39.650
Alanna Hein (Guest)
Thank you.

1:3:39.140 --> 1:3:43.640
Woodward Jennifer A
So I don't think I answered a lot of the questions, but I have lots of good notes.

1:3:44.540 --> 1:3:45.20
Alanna Hein (Guest)
Yeah.

1:3:45.30 --> 1:3:46.420
Alanna Hein (Guest)
And we can continue.

1:3:46.530 --> 1:3:55.580
Alanna Hein (Guest)
Remember, we're building this frequently asked questions document, so answers to all of these will be appearing in that document as we kind of go through.

1:3:55.590 --> 1:3:56.510
Alanna Hein (Guest)
So there's a reference.

1:3:57.370 --> 1:3:57.760
Alanna Hein (Guest)
Umm.

1:3:58.210 --> 1:4:6.300
Alanna Hein (Guest)
In our last minute, I wanna say again to the folks who are the county representatives who are gonna be on the panel next month.

1:4:6.310 --> 1:4:12.840
Alanna Hein (Guest)
Please reach out to me if you have any questions about participating the panel or any questions about the questions that are only four of them.

1:4:13.50 --> 1:4:34.670
Alanna Hein (Guest)
Questions that I sent out and looking forward to hearing the county folks experiences next month to help round out the information the group has in our last minute and any other feedback or other questions from the work group members before we wrap up for today.

1:4:36.740 --> 1:4:38.450
Alanna Hein (Guest)
Anything else folks want to say?

1:4:38.460 --> 1:4:39.380
Alanna Hein (Guest)
Or add for today.

1:4:48.290 --> 1:4:56.340
Alanna Hein (Guest)
I want to thank Jennifer and the team for producing a a wonderful and informative presentation.

1:4:56.350 --> 1:4:57.260
Alanna Hein (Guest)
Really appreciate it.

1:4:57.770 --> 1:4:59.620
Alanna Hein (Guest)
You got a lot in there in a short amount of time.

1:5:1.220 --> 1:5:1.750
Alanna Hein (Guest)
All right.

1:5:1.760 --> 1:5:2.490
Alanna Hein (Guest)
Thank you all.

1:5:2.500 --> 1:5:3.730
Alanna Hein (Guest)
See you next month.

1:5:3.740 --> 1:5:6.230
Alanna Hein (Guest)
Looking forward to hearing from you, then take care.

1:5:5.770 --> 1:5:6.290
Woodward Jennifer A
Thanks.

1:5:6.800 --> 1:5:7.30
Alanna Hein (Guest)
Bye bye.

1:5:7.800 --> 1:5:8.470
Patterson Derrick C
Thanks.