

Moore County Board of Health
July 12, 2016

Members Present: Tim Boyte, DVM
Betty J. Goodridge, MHA, CMA
Severt Jacobson, MD, Vice Chair
Michele Keel, OD
Dennis Mabe, PE, Chair
Kamron Monroe, DDS
Max Muse, RN, ME
Robert R. Wittmann, MPH, Secretary to the Board

Members Absent: Warren Lewis
William Mang, PharmD
Sharon Odom, RT (R)
Nick Picerno

Chair Dennis Mabe called the meeting to order at 6:05 p.m.

Introductions/Recognitions:

Board members introduced themselves. Staff present were: Beth Ferree, RN, Immunization Coordinator; Teresa Forrest, Administrative Officer; Matt Garner, Health Educator/Deputy Health Director; Terry Purvis, Environmental Health Program Specialist; and Jennifer Wallace, Administrative Officer. Three guest nursing students were present – Eileen Habanek; Sue Morrison; and Deanna Thomas.

Invocation:

Robert Wittmann gave the invocation.

Conflict of Interest:

Robert Wittmann read the following statement: *Does any Board Member have a conflict of interest concerning agenda items the Board will address in this meeting?* None were stated.

Approval of Agenda:

The agenda was approved as presented.

Presentations:

- **2015 Customer Satisfaction and Community Opinion Surveys:** Matt Garner reviewed the results of the Health Department's surveys. He noted that the Department is constantly striving to improve our services and one way to accomplish that is with public

opinion surveys. For the customer satisfaction survey, there were a total of 202 responses, with positive feedback. Comments given for improvement included requests for expanded hours. Information from these surveys will be used when updating the Department's Strategic Plan, as well as with our accreditation preparation. With the community opinion survey, there were a total of 161 responses. Comments with this survey also mentioned extended hours. Tim Boyte asked if the request for nutrition was for education. Matt Garner stated that it would include education as well as cooking classes and demonstrations. He noted that information on nutrition and physical activity are the two top requests from the public. Robert Wittmann noted that the WIC nutritionists on staff are tied to the WIC program due to funding guidelines. In the past, Cooperative Extension taught cooking skills and we want to reach out to them. He noted that the surveys are also useful with the Department's CHA (Community Health Assessment) which identifies local health needs. The Health Department then works with partners to improve services. The CHA is done every three years and is due next in March, 2017. The survey required for that will be done in the fall this year.

Public Comments: There were no public comments.

Board of Health Education/Staff Reports:

- **Immunization/Employee Health and OSHA Programs:** Beth Ferree spoke about the Immunization Program at the Health Department. She distributed immunization schedules for different ages that outlined vaccinations available. We offer ACIP (Advisory Committee on Immunization Practices) recommended vaccines, as well as some adult vaccines. Immunizations are offered, by appointment, five days a week, although walk-ins are accommodated if possible. The Health Department is a certified yellow fever center. (Health-care providers are authorized to administer the vaccine by state health departments and the states then report certified providers to CDC.) Dr. Ward Patrick is our medical director and he has a degree in tropical medicine. Under the federal program VFC (Vaccines for Children), depending on insurance status and other factors, we can offer some vaccines free for children. Very few vaccines can be given to adults for free. We would like to see the Health Department take insurance payments for immunizations. Also, we would like to be able to file for Medicare again, for influenza, pneumonia and shingles vaccines. Immunizations are part of every clinic here. They are given in every clinic we offer. Some important facts to note: vaccines do not cause autism; vaccines do not take effect immediately; and not all vaccines are 100% effective. In calendar year 2015, we served 523 in the immunization clinics. Already in calendar year 2016, we have served 267 people. We are on track to exceed last year's numbers. The clinic varies greatly, with fall being the busiest season. Tim Boyte noted that the shingles vaccine is very expensive and asked if the Health Department could offer it at a lower rate. Beth Ferree stated we charge the cost of a vaccine plus an administrative fee (to cover needles, staff time, etc.). Therefore, some large chain pharmacies might have a lower cost if they order in bulk. Beth Ferree is the Department's Employee Health Nurse. She assures that staff have all policy-required immunizations. Some clinic staff also need annual tb skin tests. She is also the Infection Control Nurse and she ensures that our policies are followed for patient safety. In addition, Beth provides annual OSHA

training to staff on bloodborne pathogens, fire safety and tornado safety. Severt Jacobson asked who does the public relations for the immunizations. Beth Ferree replied that she forwards information and press releases to our Health Education section. Robert Wittmann noted that staff also send information to local providers, as needed. Severt Jacobson asked if we go to the schools. Beth Ferree said that staff will go anywhere requested, as staff time permits.

- **Fourth Quarter Activity Report:** Robert Wittmann noted that the average monthly numbers appear to be trending slightly upward.
- **Fourth Quarter FY 16 Budget Report:** Robert Wittmann stated that the year-end numbers were not firm because the County has not closed the books. However, there should only be slight changes with the final report in October. The Health Department did not spend all the County money that was allocated. In addition, the 2014 Medicaid cost settlement was included in our revenues. Once again, the Department ended the year well within budget thanks to the hard work of the staff.
- **Health Director's Report:**
 - Robert Wittmann noted that the Quality Improvement (QI) project, cleaning up and organizing the network I-drive, has been completed. The QI team's goals of making it easier and faster for staff to locate information were accomplished. Team members were: Rich Tompkins (lead), Shurricca Anderson, Kimmie Dowdy, Beth Ferree and Teresa Forrest.
 - Performance measures were reviewed. They reflect, in priority order, what the Department does that most impacts the public's health, see attached. Percent accomplished for the last item – to inspect failing sewage systems within three days – was down for the months of May and June. Terry Purvis, Environmental Health Program Specialist, spoke to the Board about this. In May, Environmental Health staff had to inspect all public pools. In June, due to the fiscal year end, staff had to ensure that 100% of restaurant inspections were done. In addition, the County is growing and applications for services have increased. Everything is reviewed by staff and prioritized. Robert Wittmann noted that we have to shift staff to the Food and Lodging section to make sure restaurants are safe. The next priority would be if sewage was backing up or on the ground. A realtor, needing a review for a house sale, is a lower priority and this item negatively impacted our achieving 100%. Robert Wittmann stated that the program is generating revenue, which could support staff. He plans to address this with the Board of Health and the County during next year's budget process. Tim Boyte asked if there should be an additional measure provided which would show whether the needs had been addressed within an appropriate, but longer, time frame. Robert Wittmann said that he believes a 3-day turnaround time is reasonable, to protect the public's health. Terry Purvis said that it might be helpful to distinguish between actual failing systems and real estate repairs but that it would take a lot of staff time. Robert Wittmann stated that he would look into the matter and see if it could be broken out. BJ Goodridge asked what someone would do to file a complaint against a restaurant. Terry Purvis replied that they should call the office (910.947.6283) and speak with either Cathy Marion (front desk) or with the specialist who inspects the restaurant.

- The date for the Health Department's Accreditation Review Retreat has been changed to September 9, 2016, at 9:00 am in the Board Room. Board of Health members are invited to attend.
- The Health Department's Nursing Director position is still vacant. We have only had one qualified applicant since the position was advertised. That applicant was interviewed but her current position with the State will shortly be receiving a salary adjustment that puts her salary above what we offered. The County had allowed us to offer a higher starting salary than Step 5 for the position but we still could not compete with the projected increase. When advertising this position, we would like to be able to advertise the complete salary range and not just from Step 1 to Step 5 (the usual hiring range). This is a difficult position to fill because we must have applicants with public health experience and not just nursing and supervisory experience.
- The Electronic Medical Record (EMR) project is continuing, slowly. We have scanned approximately 908 paper medical records, out of a total of approximately 34,000 records. We're exploring the use of non-County funds to pay for record scanning. We will request money in next year's budget for this project. The cost for scanning per record was \$4.25 for a contracted company.

Approval of Consent Agenda:

Dennis Mabe asked for a motion approving the consent agenda for the May 9, 2016 Board of Health minutes and the June 22, 2016 Board of Health minutes. There were no changes suggested. Kamron Monroe made a motion to approve the consent agenda, seconded by Severt Jacobson. All members were in favor and the motion was approved.

Old Business:

There was no old business.

New Business:

Bad Debt Write Off: Robert Wittmann noted that the Health Department has to annually write off our bad debt, see attached. Debt is also turned over to the State's Debt Set Off Program, which is coordinated with the NC Department of Revenue. Michele Keel made a motion to approve the Bad Debt Write Off for 2016. This was seconded by BJ Goodridge. All were in favor and the motion carried.

Adjourn:

There being no further business, Max Muse made a motion, seconded by Severt Jacobson, to adjourn. All were in favor and Dennis Mabe adjourned the meeting at 7:28 pm.