

Moore County Board of Health
December 9, 2014

Members Present: Betty J. Goodridge, MHA, CMA
Severt Jacobson, MD
Phyllis Magnuson, RNC, MPH, Chair
Elise McInnis, RPh
Kamron Monroe, DDS, Vice Chair
Nick Picerno
Robert R. Wittmann, MPH, Secretary to the Board

Members Absent: Tim Boyte, DVM
Michele Keel, OD
Warren Lewis
Dennis Mabe, PE
Max Muse, RN, ME

Chair Phyllis Magnuson called the meeting to order at 6:12 p.m.

Introductions/Recognitions:

Staff present were: Teresa Forrest, Planning Manager; Matt Garner, Health Education Supervisor; Bengie Hair, Management Support Supervisor; and Jennifer Wallace, Administrative Officer. Also present was Brenda White, Deputy County Attorney.

Invocation:

Phyllis Magnuson 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?* There were no conflicts stated.

Approval of Adjustments to Agenda:

The agenda was changed to remove the presentation on Tuberculosis, due to staff illness, and to add a presentation on the State of the County's Health Report. Nick Picerno made the motion for the change, seconded by Kamron Monroe. All were in favor and the motion carried.

Presentation:

N/A

Public Comments:

There were no public comments.

Board of Health Education/Staff Reports:

- FY 15 First Quarter Financial Report: There were no comments from the Board.

- First Quarter Activity Report: Robert Wittmann reviewed the report.
- Health Department Surveys: Matt Garner reviewed results of the Customer Satisfaction Survey. Overall, the Health Department was rated highly. 100% of respondents said that the Health Department staff were helpful. For the main building, there were 188 responses. For the Environmental Health survey, there were only 7 responses. Environmental Health clients were given a stamped, self-addressed envelope and asked to mail in their surveys after they received service. Robert Wittmann said that, before the next survey, the Department will explore options to increase client participation. There were 83 responses for the Community Opinion Survey, which was given to the community at large, rather than simply to clients. Phyllis Magnuson asked if the survey results could be used for future Community Health Assessments and Matt Garner agreed that they could. BJ Goodridge asked if there was a way to determine the completion rate for the surveys (as opposed to how many were given out and how many hits were on the website link) and Matt Garner will look into that. Matt Garner discussed followup to the Employee Satisfaction Survey. Staff were presented with results from the Management Team review of staff concerns. The Management Team is still working on ways to address staff priority issues. Robert Wittmann noted that the Health Department has appointed a Quality Improvement (QI) Team, led by Rich Tompkins. The Team includes staff from different areas of the Department. This Team has begun work on a project to maximize efficiency in the Family Planning Clinic. Staff had voiced concerns about communication and clinic flow. Management will continue to be transparent with staff and will address issues as we move forward. Robert Wittmann stated that Jennifer Wallace designed a questionnaire that he is reviewing with select staff. This is designed to determine concerns and challenges that staff face in their position. Some of the problems discovered through this process have already been addressed and others will be managed through an action plan when the process is complete. There have already been some adjustments in staff assignments and job descriptions. In addition, Robert Wittmann has been meeting with several clinic staff in regards to patient numbers in the clinics.
- SOTCH (State of the County's Health) Report: Every three years, in collaboration with FirstHealth and MooreHealth, Inc., the Health Department conducts a Community Health Assessment (CHA). During the CHA process, the Department reconciles hard data with public perceptions to determine health priorities to address through the CHA cycle. Each year in between the full CHA, a SOTCH report is generated. This gives an update on the progress addressing the health priorities that were established through the CHA process. Currently, the identified health priorities are: obesity prevention, substance abuse prevention and aging issues. Phyllis Magnuson asked for the percentage rate of Moore County children qualifying for Medicaid. Bengie Hair stated that he would mail her that number on the following day. Severt Jacobson noted that seatbelt use would be a good topic to promote. Matt Garner noted that, through MooreHealth, Inc., workgroups are assigned to work on the CHA priority issues.
- Health Director's Report: The Moore County Board of Commissioners adopted the Health Department's Clinical Fee Schedule and Environmental Health Fee Schedule, which had been previously recommended by the Board of Health. While at Phyllis

Magnuson's office, Robert Wittmann noted a display showing years of experience held by the school health nurses. Along that line, he shared with the Board that, in the Environmental Health section, the nine specialists have a total of 152 years of work experience.

Approval of Consent Agenda:

The minutes for the last Board of Health meeting on October 13th, 2014 were discussed. Elise McInnis identified two corrections for the minutes. First, she had been incorrectly listed as absent for the meeting. Second, she had a quote that had been attributed to Michele Keel. Nick Picerno made a motion to approve the minutes, after those two corrections. The motion was seconded by Elise McInnis. All were in favor and the motion carried.

Old Business:

There was no old business.

New Business:

- In 1993, the Board of Commissioners passed a motion that the Health Director would have the authority to declare a dog as 'dangerous' and the Board of Health would hear any appeals of this decision. Since Animal Operations was taken out of the Health Department, the Board of Commissioners changed the person responsible for the declaration from the Health Director to the Animal Operations Director. It was reaffirmed that the Board of Health would hear any appeals. Brenda White noted that she had copies of the applicable statute available. Robert Wittmann stated that the Board of Health has heard one case in the past, several years ago. The hearing is a quasi-judicial process and Brenda White and Misty Randall will draft procedures for the Board to follow. At the January 12, 2015 meeting, the Board will hear an appeal regarding a dangerous dog. Board members were told not to be informed in any way or to discuss anything to do with this case prior to the proceedings.
- Bad Debt Write-off: Kamron Monroe noted that, on the email that went out to the Board with information for the meeting, there was a file regarding the Bad Debt Write-off that had patient names and addresses on a spreadsheet tab. Robert Wittmann stated that the information was not meant to be mailed out and asked Board members to delete the file. Phyllis Magnuson asked for a motion to approve the Department's Write-off, see attached resolution. BJ Goodridge made a motion to approve the resolution, seconded by Severt Jacobson. All were in favor and the motion carried.
- 2015 Board of Health Schedule: The Board was presented with a draft schedule, see attached. Kamron Monroe made a motion to approve the schedule. The motion was seconded by Elise McInnis. All were in favor and the motion carried.
- Health Director's 2014 Evaluation/Job Description: Phyllis Magnuson noted that the job description was in everyone's packet. Robert Wittmann noted that there were no changes to the job description. Severt Jacobson asked if there were any provisions for continuing medical education. Robert Wittmann said that there were no statutory requirements but that, due to accreditation, health directors are required to attend legal and educational conferences. Phyllis Magnuson thanked the Board for responding to her request for input regarding the evaluation. She said that the County evaluation

tool had been in place for ten years and the criteria was very vague. She admired the State Board of Health's sample tool for health director evaluation. Also, she noted that the Department of Social Services (DSS) had their own tool to evaluate their Director, rather than use the County tool. Due to the fact that she felt the County tool was not adequate, she decided to stay neutral and rate each item as 'proficient' for this year. However, she suggested that the Board review available tools for the Director before the evaluation is due next year, in order to better support the Director and give effective feedback. Robert Wittmann noted that the Board is not required to use the County tool for the Director but he suggested that the Board stay with the County tool for all other Health Department employees. Nick Picerno is also on the DSS Board. He said that the DSS Director is asked to submit goals and then he leaves the room and the DSS Board goes through all of the criteria to determine his evaluation, with a spreadsheet to tally scores into a total. They also discussed strengths and weaknesses. He stated that it is the responsibility of Board members to get involved and see information that you are going to be ranking the Director on. He stressed that the Board needs to be involved in the budget process and needs to review how the Department is performing and not just attend meetings. Severt Jacobson asked if goals should be set at the beginning of the year for the Director. Robert Wittmann stated that the County tool has a place for goals and he listed some as a suggestion. Phyllis Magnuson stated that, by virtue of her position, she interacts often with the Health Department. Regarding the Customer Satisfaction Survey scores, with the 100% response of clients that Health Department staff were helpful, she is pleased that customers think so highly of the Department and are treated with respect. One goal she had for the Director was to put the employee survey into an action plan, stressing respect for each other among staff. BJ Goodridge said that there is no practice around that wouldn't be proud to have those scores for a satisfaction survey.

There being no further business, the meeting adjourned at 7:35 p.m. The next scheduled Board of Health meeting is on Monday, January 12th, at 6:00 pm in the Boardroom at the Health Department.