

Moore County Board of Health
April 13, 2015

Members Present: Tim Boyte, DVM
Betty J. Goodridge, MHA, CMA
Severt Jacobson, MD
Warren Lewis
Dennis Mabe, PE, Vice Chair
Phyllis Magnuson, RNC, MPH
Elise McInnis, RPh
Kamron Monroe, DDS, Chair
Max Muse, RN, ME
Robert R. Wittmann, MPH, Secretary to the Board

Members Absent: Michele Keel, OD
Nick Picerno

Chair Kamron Monroe called the meeting to order at 6:05 p.m.

Introductions/Recognitions:

Staff present were: Matt Garner, Health Education Supervisor; Rich Tompkins, Health Educator; and Bengie Hair, Administrative Officer I.

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?* There were no conflicts stated.

Approval of Agenda:

There were no adjustments to the draft agenda. Tim Boyte made a motion to approve the agenda, seconded by Max Muse. All were in favor and the motion carried.

Presentation:

Rich Tompkins presented results from the Health Department's recently completed Quality Improvement project. The project centered on improving the efficiency and flow of the Health Department's Family Planning clinic. It was an overall success. Total visit times for clients were improved universally. A few of the implementations included:

- A separate waiting area in the rear of the building adjacent to the interview rooms.
- A notification system for availability.
- Consolidation of duplicate forms.
- Inclusion of a “morning huddle”, or meeting prior to the start of each clinic day.

Phyllis Magnuson offered an observation/suggestion to improve client “no show” rates. Phyllis recommended that the Health Department begin using alternate forms of notification for client appointments such as emails, phone calls, and/or text messages. Matt Garner added that social media may also be an option now that the County has recently updated its communications policy to include social media aspects.

Phyllis also inquired about the status of electronic medical records. Bengie Hair reported that the Patagonia system has been live since June 19th, 2014. To date, no patient records have been scanned electronically. Initially, it was determined that a tiered approach to scanning would work best, with current patients being scanned first. Of the approximately 88,000 records housed at the Health Department, current/most recent patient records getting scanned initially would translate to 21,000 of those records (approx.). Further, before records could be scanned, a determination would need to be made as to which “bins” or sections (essentially a database) that the parts of the record would be scanned into. That determination is vital because once the bins are selected, any data that goes into a particular bin would be difficult to remove and re-insert into a different bin if the original bin set-up was incorrect. Former Nursing Director, Patty Kempton, originally took the lead on determining the bins. However, her departure was not the sole reason that the scanning process has been hindered. Phyllis asked how many other health departments from surrounding counties had begun scanning records. Bengie replied that he was not certain of the exact number. Phyllis was concerned that valuable time has been wasted since the system went live in 2014. Robert Wittmann added that he did not want to burden the staff with scanning records at this time. The Health Department does not have adequate staff to undertake an intensive scanning effort. Instead, the health department is planning on submitting an RFP (request for proposals) for 3rd party vendors to scan the records in bulk. The RFP would likely go out by November or December of 2015. Phyllis asked if there was a county or counties who had dealt with similar scanning issues and could offer guidance. Rich Tompkins offered to solicit responses from his cadre of peer health departments who took part in the latest quality improvement wave.

Public Comments:

There were no public comments.

Board of Health Education/Staff Reports:

- **FY 2015 Third Quarter Activity Report:** The activity report was emailed out to the Board previously and copies were also distributed. There were no questions or comments.

- **FY 2015 Third Quarter Financial Report:** The financial report was emailed out to the Board previously and copies were also distributed. There were no questions or comments.
- **FY 2016 Budget Update:** Robert Wittmann reported that everything requested in the 2016 budget would be funded. The only exception would be the Health Department's Resource Nurse position. Robert Wittmann was assured by the County Manager and Commissioners that sufficient funds could be added if there was a shortfall at the end of the new fiscal year.
- **Health Director's Report:** Robert Wittmann recognized the Health Department's Social Workers. All told, the department's 5 Social Workers have a total of 61 years of experience. Interviews for the Health Department's Nursing Director position have been completed. Donna Deese, RN, BSN has accepted the position offer and will begin work on June 1, 2015. Before her arrival, a new organizational structure will take effect. Under the new structure, the Health Department's Public Health Nurse IIIs will directly supervise the MOA (Medical Office Assistant) and Processing Assistant that support their clinic. Mr. Wittmann distributed the current NC Assessment of STD Clinic Services.

Approval of Consent Agenda:

The minutes for the last Board of Health Meeting on March 10th, 2015 were discussed. Severt Jacobson had a correction to page 2 of the previous minutes where he inquired about measles, changing "pregnant women" to "women of childbearing age". Elise McInnis had a correction to the "members present" which still listed Phyllis Magnuson as Chair and Kamron Monroe as Vice Chair. Instead, it should list Kamron Monroe as Chair and Dennis Mabe as Vice Chair. Tim Boyte made a motion to approve the minutes as corrected, seconded by Severt Jacobson. All were in favor and the motion carried.

Warren Lewis inquired about how a restaurant facility would go about challenging an inspection outcome. Robert Wittmann replied that the restaurant owner would need to send a letter or email requesting a review to Environmental Health Specialist Iris Davis. Iris would then make a determination and follow-up. Mr. Lewis also inquired about offering ServSafe classes free of charge to anyone in the County who requested it. Mr. Wittmann replied that he would discuss the possibility further with Iris Davis.

Old Business:

There was no old business.

New Business:

Review Clinical Fee Policy: Due to upcoming restructuring, language referring to "management support" will be struck. Also, "locally available data" was added to the 2nd page.

Tim Boyte made a motion to accept the fee policy, seconded by Warren Lewis. All were in favor and the motion carried.

FY 2016 Clinical Fee Schedule: Robert Wittmann remarked that Bengie Hair had brought together clinical, management support, and billing staff to provide input on the 2016 fee schedule. This fee schedule aligns more with the fiscal year 2014 fee schedule and greatly reduces exorbitant fees. Elise McInnis asked if there were complaints from clients regarding fees. Bengie replied that we did have some. However, many of our clients slide to zero on the pay scale or are able to make regular installment payments.

Amend 2015 Board of Health Meeting Schedule: The 2015 Board of Health meeting schedule was amended to include today's meeting. Robert Wittmann proposed that the Board add a July meeting as opposed to an August meeting. Warren Lewis made a motion to add a July 14th meeting to the 2015 Board of Health meeting schedule and to substitute the July meeting for the August meeting, seconded by Elise McInnis. All were in favor and the motion carried.

Establish an Evaluation Committee: Phyllis Magnuson had previously stated that she did not like the County evaluation form and stressed the need to develop an evaluation tool for the Board to review the job performance of the Health Director. Thus, there is a need for an evaluation committee to be formed, which could develop a tool. Betty Goodridge, Warren Lewis, Max Muse, and Kamron Monroe would be willing to serve on the committee. Phyllis Magnuson would serve as Chair for the committee.

There being no further business, Max Muse made a motion to adjourn, seconded by Dennis Mabe. The meeting adjourned at 8:01 p.m.