

Moore County Board of Health
October 13, 2014

Members Present: Tim Boyte, DVM
Phyllis Magnuson, RNC, MPH, Chair
Dennis Mabe, PE
Elise McInnis, RPh
Kamron Monroe, DDS, Vice Chair
Michelle Keel, OD
Warren Lewis
Nick Picerno
Robert Wittmann, MPH, Secretary to the Board

Members Absent: Max Muse, RN, ME
Betty Goodridge, MHA, CMA
Severt Jacobson, MD

Chair Phyllis Magnuson called the meeting to order at 6:03 p.m.

Introductions/Recognitions:

Also present were staff from the Moore County Health Department: Matt Garner, Health Educator II & PIO; Iris Davis, Environmental Health Program Specialist; Rich Tompkins, Health Educator I; Bengie Hair, Administrative Officer I, Management Support Supervisor; Jennifer Wallace, Administrative Officer II, Finance & Personnel; and Kim Duffy, RN, Communicable Disease Nurse.

Invocation:

Robert Wittmann offered 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 and/or Adjustments to, Agenda:

Kamron Monroe made a motion to make the following adjustments to the agenda, in the interest of time:

- Forego the Tuberculosis Program Presentation
- Forego the FY 15 First Quarter Financial Report
- Forego the First Quarter Activity Report
- Forego the Customer Satisfaction Survey Report
- Forego the Community Survey Report
- Forego the Health Director's Report

- Add Health Department Employee Satisfaction Survey Report
- Add Ebola Virus Report

The motion was seconded by Michele Keel. All were in favor and the motion carried.

Public Comments:

There were no public comments.

Board of Health Education/Staff Reports:

- Iris Davis spoke to the Board about the Healthy Dining Awards Program. For fiscal year 2014, three local restaurants were recipients of the Diamond A Award, the highest achievement in the Health Department's sixth annual Healthy Dining Awards. These restaurants were: FirstHealth of the Carolinas Moore Regional Hospital Food Services, Lady Bedford's Tea Parlour and Gift Shoppe, and Chef Warren's. Under the Healthy Dining Awards Program, restaurants who earn a Diamond A award must have an inspection score of 97 or higher for the fiscal year; provide an entirely smoke-free premises; and provide clearly marked menu items which are healthy food choices. Phyllis Magnuson presented the award to Warren Lewis, representing Chef Warren's. Representatives from Lady Bedford's Tea Parlour and Gift Shoppe and Moore Regional Hospital Food Services were unable to attend the meeting but will be presented with their awards at their locations at a later date.
- Kim Duffy gave a report to the Board regarding the Ebola virus. Ebola is only contagious after the onset of symptoms. The incubation period before symptoms may appear is 2-21 days, with 8-10 days being the most common. Ebola is spread through unprotected contact with blood or body fluids from someone who is infected and symptomatic. Anyone who becomes ill within 21 days after traveling to an affected area in West Africa should contact a healthcare provider immediately and limit their contact with others until they have been evaluated. At the present time, there were no confirmed or suspected cases of Ebola in North Carolina. The Department of Health and Human Services' (DHHS) Division of Public Health has been working closely with its local public health partners and statewide healthcare providers since July to prepare for the possibility that a patient in North Carolina might be diagnosed with Ebola. Over the past few months, extensive guidance has been sent to healthcare providers and procedures have been put in place to routinely screen and evaluate patients. Public health officials are actively monitoring for cases using a variety of methods, including surveillance of emergency department visits and collaborating with a network of hospital-based Public Health Epidemiologists. DHHS' State Laboratory of Public Health also has successfully established the capability to rapidly detect Ebola infection using procedures and materials provided by the federal Centers for Disease Control and Prevention (CDC) and United States Army Medical Research Institute of Infectious Diseases. Additionally, public health officials and DHHS' Office of Emergency Medical Services have provided assistance to local EMS agencies with triage and treatment protocols for any potential Ebola patients. The Moore County Health Department maintains a direct line of communication with both national and state public health agencies, as well as healthcare providers here in Moore County. As Ebola updates and advisories are made

available, the Moore County Health Department will post all information to the Department's website. Phyllis Magnuson stressed the need for accurate information on the virus to be disseminated throughout the County. Matt Garner will prepare a press release this week that urges residents of Moore County to refer to the Health Department website for the most timely and most accurate information on Ebola. Nick Picerno asked that the release be shared with him as soon as it became available so that he may pass the information along at upcoming County meetings that he will be a part of.

- Matt Garner gave a report to the Board regarding the Health Department employee satisfaction survey. The employee satisfaction survey was distributed to all Health Department Staff on August 15th, 2014 via Survey Monkey. The 64 question survey was adapted from a similar employee satisfaction survey administered by FirstHealth of the Carolinas, which was furnished by Phyllis Magnuson. The survey questions and methodology were vetted by Dr. John Graham of the UNC School of Public Health. The survey period ran from August 15th- 22nd. A total of 45 responses were collected, which equated to a 94% response rate. On August 29th, 2014 a retreat for line staff only, with Management Team members/supervisors excluded, was held at the Moore County Cooperative Extension building. The retreat was organized and run by certified facilitator, Karen Wicker. At the retreat, the results of the survey were shared and employees had the opportunity to analyze the results and offer additional input, with the knowledge that any comments/results/suggestions would then be shared (anonymously) with the Management Team at a later date. On September 12th, 2014 the Management Team held a separate retreat, which was also run by facilitator Karen Wicker. The Management Team retreat provided the same opportunity for management/supervisors to analyze results and offer input. Results from the employee retreat were also shared. Following the retreat, taking into consideration the input from the employee retreat, the Management Team was able to generate a list of priority issues. The issues were as follows (in order of emphasis)...

1. Accountability
2. Communication – between divisions and also in disseminating information from the Management Team to divisions
3. Inclusion of all staff in decision-making, goal setting, and planning
4. Employee compensation – salary and benefits
5. Mistrust among staff
6. Demonstrating value of employees
7. Workplace security
8. Coordination/working with County IT
9. Recognition of the efforts of public health in the community
10. Temperature inconsistencies in buildings

In the coming weeks, the Management Team plans to develop a strategic action plan to address the priority issues that were generated from the two retreat sessions. Elise McInnis stressed the need for transparency throughout any sort of satisfaction survey process involving employees and that it is imperative that management demonstrate follow through on any potential actions

to be taken, otherwise the value of the survey declines, along with employee morale. Tim Boyte touted the value of employee surveys, having had some success with similar surveys done within his own practice.

Approval of Consent Agenda:

The minutes from the last Board of Health meeting on August 12, 2014 were discussed. Tim Boyte made a motion that the minutes be approved. The motion was seconded by Dennis Mabe. All were in favor and the motion carried.

Old business:

There was no Old Business.

New Business:

The amended Environmental Health Fees for Services were discussed. Nick Picerno made a motion that the amended Environmental Health Fees for Services be approved. The motion was seconded by Tim Boyte. All were in favor and the motion carried.

The amended Clinical Fees for Services were discussed. Dennis Mabe made a motion that the amended Clinical Fees for Services be approved. The motion was seconded by Warren Lewis. All were in favor and the motion carried.

There being no further business, the meeting adjourned at 7:51 p.m.

The next scheduled Board of Health meeting is on December 9th, 2014 at 6:00 p.m. in Conference Room A in the FirstHealth Conference Center in Pinehurst.