

WILKES COUNTY BOARD OF HEALTH MEETING MINUTES

February 9, 2015

The Wilkes County Board of Health held a regular business meeting Monday, February 9, 2015 at 5:30 p.m. in the Wilkes County Health Department Conference Room. Board of Health members attending were:

Mr. Don Manus, Chair
Ms. Eyda Bennett
Ms. Teana Compeau
Dr. Robbins Miller
Ms. Brenda Sales
Dr. Robert Ricketts
Carl Page

Ms. Ann Absher, Ms. Nancy Moretz, Mr. Chris Huffman, and Ms. Debbie Nicholson were also in attendance. (Prior to the February meeting, packets containing the materials to be discussed were mailed to each Wilkes County Board of Health member for review.) Mr. Manus deferred adoption of the agenda until a quorum was present.

Annual Report:

Ms. Absher presented the annual report that was included in the packet (See attachment). Ms. Absher stated clinic visits decreased in 2014 due in part to provider turnover and the curve for transition to electronic medical records. Mr. Manus commented positively on the Health Check rate increase and the percentage of participants. Ms. Absher reported some highlights: the Women Infant and Children's caseload has increased from 1699 in 2013 to 1771 in 2014. WIC is currently serving approximately 1800 clients. The Diabetes and Nutrition Center continues to show increasing numbers with outcomes better than the state average. Average decrease of Hemoglobin A1c of 1.2 points in three months. The Wilkes Public Health Dental Clinic served a total of 1,841 patients unduplicated for a yearly total of 3,157 visits. The county funding for health department services remains less than 30%. The updates to our community task forces were included in the SOTCH report presented to the Board of Health in December.

Adoption of Agenda:

With a quorum present, Mr. Don Manus, Chair, called the meeting to order. The first item was the adoption of the agenda. Ms. Absher report that on item number five the responsible parties are Mr. Manus and Dr. Ricketts not Mr. David Gambill. Also under unfinished business, Ms. Absher reported that she would like to defer the work on ENDS (e-cigarettes) until the next meeting due to budget and reaccreditation deadlines. The motion to approve the agenda was

made by Ms. Compeau and seconded by Ms. Bennett and unanimously approved by all Wilkes County Board of Health members. Mr. Manus asked for an amendment to the Agenda for 2/9/2015 for Committee Reports. The amendment is to change presenters from David Gambill and Don Manus to Dr. Robert Ricketts and Don Manus. Mr. Page made the motion to amend the agenda; the motion was seconded by Ms. Compeau and unanimously approved.

Election of Officers: Mr. Manus asked for a motion to approve the Slate of Officers for 2015: Don Manus, Chair; Dr. Joe Fesperman, Vice Chair. The motion to approve the Slate of Officers was made by Dr. Miller and seconded by Ms. Sales and unanimously approved.

Approval of Minutes:

Ms. Compeau asked for a correction to the minutes from December 9, 2014 stating she did not report heroine was being delivered with vapor but “vodka” was being delivered with vapor. A motion was made by Mr. Bennett to approve the minutes with changes; seconded by Mr. Page and unanimously approved by all Wilkes County Board of Health members.

Administrative Report:

Child Fatality Prevention Team Annual Report: Ms. Absher presented the Child Fatality report and stated this report will be presented to the County Commissioners as well. The team met two times in 2014 and reviewed 9 child fatalities. The number reviewed in 2013 were 11. These numbers do not correspond to the actual number of deaths that occurred in the year reviewed as the team does not get the reviews until all of the other reports are finalized such as autopsy. Several of the deaths were related to extreme prematurity or birth defects: chromosomal disorder, neonatal cardiac failure, extreme prematurity and intracranial hemorrhage. Incompetent cervix and a placental hemorrhage in the mother accounted for two deaths. One death was due to possible SIDS. One death was due to a motor vehicle accident and one due to Muscular Dystrophy. No systems problems or trends were identified. Ms. Brenda Edwards, State Coordinator visited the team meeting in October and praised the work of the team especially Dr. Ila Baugham’s excellent leadership in the team meetings.

Quality Improvement Annual Report 2014: Ms. Debbie Nicholson, Director of Nursing and QI Coordinator presented the QI annual report. The specific report is attached to the minutes. Ms. Nicholson handed out copies of the report to the Board of Health and the power point presentation will be emailed to the members. Highlights include:

- Practice Management team: A decrease in wait time for appointments – 1st available 7 days out (70% decrease) and 3rd available 11 days out (67% decrease). A “No Show” policy for Adult Primary Care and Family Planning patients who no-show three consecutive times in an effort to help decrease the no show rates. As a results the no-show rate has decreased for all providers except Enhanced Role Nurse visits. Reminder calls for appointments also helps to decrease the rate. We changed the process of our

reminder calls to patients to call them 48 hours in advance instead of 24 to give patients time to confirm, reschedule, and/or cancel. Mr. Page asked if the number of patients have decreased and Ms. Absher stated yes due to provider turn over, the new EMR and cutting the schedules back during the implementation of the EMR in May 2013. The transition has been very difficult and time consuming. Every time we change providers, it is like starting over. It has been more complex than anticipated. Ms. Absher states she is hearing this from all types of practices not just health departments.

- Customer Service team received 357 surveys from patients in 2014 and 13 surveys from outside community services. The graph reflects an average of “yes” responses with an average score of 94% in all except clinic 77% and Community Service at 74% with only 13 respondents. Suggestions were from community surveys to have longer hours of operation and to advertise services to “get the word out” in the community. Clinic surveys represented small numbers with 1 patient answering “no” to all questions except staff was neat and speaks understandably. Unfortunately, this person did not leave contact information to discuss their concerns. Mr. Page asked if these surveys are signed and/or dated and that it would be nice to be able to discuss patient concerns or track them back to dates and times with those who have negative comments. Patients have the option of signing the survey cards. There is not a place designated for a date but this will be added to the future survey cards as well as a section to record the time of the appointment. The survey card boxes are checked on a weekly basis but the process will change to daily per Mr. Page’s suggestion.
- Employee Satisfaction team: 93 Ray Wards were issued to employees for “excellent” customer service or going above and beyond expectations.
- WIC expanded open access and hours of operation to increase number of unduplicated patients from 1699 to 1771 (4.1% increase).
- Diabetes and Nutrition Therapy Program outcomes measures show an average decrease in Hgb A1c of 1.18% in three months; 67% of patients have a Hgb A1c of less than 7; 81% have a BP of less than 130/90 and 82% check their feet daily. Ms. Absher stated the Diabetes Center is working with Brenner Fit to reduce obesity in children.
- Tuberculosis: There were no active cases in 2013. 91% (10/11) of patients who began treatment for latent infection completed treatment.
- All Clinic, Outreach and Environmental Program audits or monitoring were found to be in compliance 100% initially or after an accepted action plan.
- Lab COLA inspection was at 100% with no recommendations to result in an action plan.

- **Re-Accreditation Update:** Ms. Nicholson reported that the HDSAI tool was completed and submitted January 2, 2015; site visit is March 31—April 1; the site visit team will review the submitted documentation prior to the visit and the visit will move quickly with tours, interviews and answering questions about the evidence submitted. Once the visit is completed we will get the report from the team within 10 days regarding our recommendation for re-accreditation. Lynn Connor, our accreditation nursing consultant, will be onsite 2/10/2015 to do a mock site visit before the re-accreditation site visit.

Communicable Disease Annual Report: Ms. Nicholson presented the annual communicable disease report on the incidence and trends of communicable diseases. The report is included in the packet. There were 230 incidents of communicable disease reported for Wilkes County in 2014. This represents an increase from the 183 reported in 2013 and a decrease from the 240 reported in 2012. Our number of chlamydia cases increased from 108 in 2013 to 156 in 2014. However, there was a decrease in Hepatitis B - acute cases, with 4 cases reported in 2014 and 9 cases reported in 2013 and 6 reported in 2012. In conjunction with these acute cases, Wilkes County also reported 5 cases of chronic Hepatitis B in 2014 which is a decrease in the cases of chronic Hepatitis B in comparison to 12 cases in 2013. There were 12 cases from 2009-2012. Acute Hepatitis C cases decreased with 2 cases in 2014 in comparison with 4 cases reported in 2013 and 5 cases in 2012.

For 2014, there were no cases of TB that called for institution of control measures. Control measures (blood & body fluids, sexual behaviors) were issued for cases of acute Hepatitis B and chronic Hepatitis B carrier. Control measures were also issued for cases of both acute & chronic Hepatitis C with chronic Hepatitis C not being reportable to CDC. HIV and AIDS cases are still handled by the state, with 1 case being identified in 2014 through our health department.

The health department responded to two outbreak investigations. One was a Norovirus in a nursing home and the other was a Norovirus-like GI illness in a daycare at the same time Norovirus was circulating in the community. Ebola planning and preparedness with our community partners consumed the last quarter of 2014. Speakers from Samaritan's Purse presented to our Emergency Preparedness group, school nurses and other interested community leaders. Rabies continues to be a problem for Wilkes County. In 2014 there were 62 investigations (74 investigations in 2013 and 70 in 2012) of people being significantly exposed to suspect or confirmed rabid animals.

Mr. Manus thanked Debbie for her thorough report and for her hard work and effort putting together these reports.

Six Month Financial Review: Mr. Chris Huffman, Administrative Officer, presented the revised financial report stating there were slight revisions in the presentation from the Blue Report presented in the past. The report is included in the packet. The new report contains groupings of

programs. The projections for the yearly revenue is at 50.8% and the operating expenses are at 48.1% which is a positive trend. Mr. Manus asked about the MESH unit Max. This is Medicaid cost settlement money not drawn down to date. Mr. Manus asked Mr. Huffman and Ms. Absher if they foresee any operating expense issues. Mr. Huffman nor Ms. Absher foresee any operating issues and Mr. Huffman stated he feels everything is currently on target for the budget YTD. Ms. Absher discussed the Management Dashboard report featured on the Patagonia system and stated there is an increase to revenue compared to last year due in part to the increase in co-pays for uninsured patients from \$15 - \$20. Ms. Absher also stated the average charge per claim for a patient is \$78.39 and the average reimbursement for the claim is \$32.78. This represents our large number of patients we serve below the federal poverty level. Without federal, state and local grants, and Medicaid reimbursement, the health department could not operate.

Mr. Page asked Ms. Absher to differentiate “restricted” funds versus “unrestricted” funds and if other health departments had this same large amount of “restricted funds”. Ms. Absher stated most of our grants are “restricted” funds and we have limited flexibility with these funds. There are guidelines for these grants and how they can be spent including MESH funding raising campaign by United Way. She finds the same is true in other health departments as well. She states that this limits our ability to be innovative and flexible.

Ms. Absher briefly reviewed the Annual Dental Report from the Wilkes Public Health Dental Clinic. This report is included in the packet. The clinic served 1,841 unduplicated patients through a variety of payor sources: Health Choice/Medicaid, private insurances and self-pay (sliding fee scale). Ms. Absher announced we have received the Duke Endowment Grant and will be hiring a Case Manager and a Clinical Services Manager with these funds. The total of the grant is \$150,000 for two years and will renew every two years if we reapply and continue our access to care work for the uninsured.

Committee Report:

Health Director Annual Performance Appraisal and job description review: Mr. Manus reviewed Ms. Absher’s annual evaluation and updates to her job description. Dr. Ricketts also participated in this review. These updates are highlighted in yellow on the original job description. These are included in the packet. The job description was updated in the planning section to include community board involvement, appointments and new community partners. Ms. Absher’s overall evaluation rating is 4.6 out of 5. Input was also elicited from the County Manager and the WCHD Management team for the appraisal. Mr. Manus praised Ms. Absher for her service to Public Health and the WCHD. Ms. Absher thanked the Board of Health for their confidence and support and stated that she owes her success to the hard working staff and management team of the health department.

Unfinished Business:

Adding e-cigarettes to county tobacco BOH rules for government buildings, grounds:

Tabled until after re-accreditation site visit and 2016 budget completion.

New Business:

Debt Write Off: Ms. Absher presented the bad debt write off for 2014 from Management Support Supervisor, Nancy Moretz. The amount is higher than last year at \$15,732.53 because it represents 2013 numbers for the diabetes center and the child health program which were not included in last year's report. The total amount of debt write off for 2013 was \$9003.00. The report is included in the packet. Mr. Manus asked for a motion to approve the Debt Write Off for 2014. Dr. Miller made the motion to approve the Debt Write Off; the motion was seconded by Ms. Sales and unanimously approved by the Board.

Public Concerns:

There were no public concerns.

Mr. Don Manus announced that the next Board of Health meeting will be April 13, 2015 at 5:30 pm. A motion was made by Ms. Compeau to adjourn the meeting, seconded by Mr. Page and unanimously approved by all Wilkes County Board of Health members.

The meeting adjourned at 6:50 pm.

Minutes respectfully submitted by,

Ann Absher, MPH Health Director

Mr. Don Manus, Chairman, Board of Health