

Wilkes County Board of Health Meeting Minutes

August 12th, 2019

The Wilkes County Board of Health held a regular business meeting Monday, August 12th, at 5:30 p.m. in the Wilkes County Health Department Conference Room. Board of Health members in attendance were:

Mr. Carl Page
Ms. Teana Compeau
Ms. Deborah Britton
Dr. Robbins Miller
Ms. Sylvia Robinson
Mr. David Gambill, Jr.
Dr. Gary Nash
Ms. Marcia Reynolds
Dr. Robert Ricketts

Ms. Rachel Willard, Ms. Nancy Moretz, Mr. Chad Shore, & Ms. April Edwards were also in attendance. Prior to the August meeting, packets containing the materials to be discussed were mailed to each Wilkes County Board of Health member for review and sent via email.

Meeting Called to Order: Mr. Carl Page, Vice Chair called the meeting to order at 5:32 p.m.

Adoption of Agenda: Ms. Deborah Britton made the motion to adopt the agenda for the Board of Health meeting for August 12th, 2019; the motion was seconded by Ms. Marcia Reynolds, and unanimously approved.

Approval of Minutes for June 17th, 2019 Meeting: Dr. Robert Ricketts made the motion to approve the Minutes from June 17th, 2019; the motion was seconded by Ms. Marcia Reynolds and unanimously approved.

****Ms. Marcia Reynolds** stated that our next meeting date fell on Columbus Day; would that have any effect on the meeting? Ms. Willard stated she would check the Bylaws and follow up with the BOH members via email.

Old Business:

Administrative Reports: Ms. Rachel Willard

- Policy Revisions/verbiage changed from previous meeting reviewed and verified with board for "Operating Procedures". This verbiage was changed to state that the Board of Health was an advisory board for health prevention.
- Department Updates: In Finance, Ms. Nancy Moretz has worked really hard to close out the prior year. As the month of July, 2019, has closed, we are a little ahead in Revenue and under in Expenses. We did have to make several unexpected purchases in July; two HVAC units broke and had to be repaired, the stairway which was damaged earlier in the year was repaired, then the MESH Unit generator, electricity, air brakes, and tires all had to be fixed. Mr. Tommy Livingston, from Environmental Health will be retiring in September, but we have already hired someone who worked in Soil & Water with the state, to fill that position. We also had an Environmental Health employee from the Septic side, have an accident off the job who is recovering and presently, we do not know when he will be back, so our "wait time" is still at about two weeks. In Clinic, we are moving forward trying to get ready for Medicaid Transformation, which is scheduled

to go live November 1st, 2019. We have signed with all four Prepaid Health Plans through the Carolina Community Physician Network (CCPN) and they will help to ensure that we are meeting all the new requirements. They are also going to start scheduling site visits so we can be on-boarded to their billing process, since that will be changing; we are hoping to have our first visit by the end of August, 2019. Our next scheduled Provider is starting September 3rd; we are finalizing her pre-employment. We have all of our positions, but one filled and Chad has made an offer today, so hopefully that person will accept and she has already passed her "boards" and that means we could possibly have her by the end of the month. We did hire a new Medical Director, Dr. Kenneth Curl, who has already been here doing training with our EMR and working with Dr. Albert so that he feels confident and comfortable when Dr. Albert leaves at the end of the month. Our Locum Tenum Provider, Scott, is doing a great job and the patients speak very highly of him; he is seeing 18-21 patients per day. Also, we did have a presentation from "Athena", a new EMR that we have been looking at and we talked about the billing and the clinical piece and we have a follow-up call with them and we are scheduled for a presentation with "eClinicalWorks" next week. We are actively looking and trying to move quickly to get off of "Patagonia" as we have a new Medical Director, as well as new providers which seems like the perfect time to transition. Community Health Services which include: WIC, Health Education, Diabetes, & OB/CC4C Care Managers; MESH is ready to roll out to the schools, starting in September, Jodi Province Counseling Services are also going to start the first week of September, unfortunately, Jackie Johnson, our Preparedness Coordinator/Health Educator did leave to go teach at Wilkes Central High School, so that is a huge gap to fill, especially since this is the year we are to do our "full scale" exercise for Preparedness which is required by the CDC for us to get our funding, so we are working very diligently together to make sure we meet that requirement. WIC's case load is only at 93% and we are supposed to be at 97%, so even though we are doing all of our movie theater, newspaper, & radio ads, we are still struggling to get people in the doors and enrolled and to use their benefits, which is a problem occurring across the state. The state has started doing monthly WIC Director calls to try to increase the numbers; there is a huge update coming up from Raleigh to see if they are going to adjust the 97% threshold or not since about 2/3 of the state are not meeting the percentage.

**Dr. Robert Ricketts & other Board Members asked "why would people not be using something being given to them"? Ms. Willard responded that it is felt that a lot of it may lie with the Hispanic population and the fear of them being linked to a social services will send up a "red flag" and possibly get them deported; this is not only a state issue, but a nationwide issue. When we look at our Hispanic numbers, they have decreased by half. We are reaching out in several ways, but it is not getting people through our doors. We really thought with the rollout of the eWIC Card that would work, but it has not and we are still struggling. Also, Mr. Carl Page asked about the meals that are being provided through the summer; who provides this service? Ms. Willard replied, that the schools provide this service and it is not being well attended this year either. Although there were more sites this year, the numbers are down; the library is still continuing to be the number one feeding site, but all others have suffered this year.*

Ms. Rachel Willard continued her updates by informing the BOH that the Management Team has started a book study in the past month; working through "Dare to Lead" by Brene' Brown and goal is to hopefully bring us closer together as a "team" and be able to trust and support each other better, but to also have difficult conversations with each other if necessary. Overall, the department is doing well and we are trying to embrace changes as they have rolled out and look at them as positive changes to better the health department.

- **United Way Grant:** Ms. Willard – This is our grant that we get for MESH every year from our "Letter Writing" Campaign, so we just need a motion from the board to accept these funds and Lindsey Roberts wrote the grant for \$10,500, but as we know, that depends on how much we actually raise through our letter writing campaign. **Approval of United Way Grant:** Dr. Robert Ricketts made the motion to approve the United Way Grant (MESH); the motion was seconded by Ms. Teana Compeau and unanimously approved.

- **Donation of Unused Equipment** – We have a Colposcopy machine that has not been used in 10 years and has become obsolete with the technology we have today. We have the opportunity to donate this equipment to Vine International and this company refurbishes used medical equipment and then sends it out to third-world countries who need it and can utilize it.

Approval for Donation of Unused Equipment: Mr. David Gambill, Jr., made the motion to approve the **Donation of Unused Equipment**; the motion was seconded by Ms. Deborah Britton and unanimously approved.

- **Eagle Scout Project** – We have been approached about an “Eagle Scout Project” being done for the Health Center, to provide up to two seating benches for patients to use when waiting for WTA to pick them up from their appointments and beautification to the area (a layout was presented to the board). Several patients had made a request for seating while they wait for their transportation. John Yates has approved the project and the scout has received approval from his Troop Leaders. We also wanted to bring it before the board for approval.

Approval for “Eagle Scout Project”: Ms. Sylvia Robinson, made the motion to approve the **“Eagle Scout Project”**; the motion was seconded by Ms. Teana Compeau and unanimously approved.

- **National Health Center Week** – Mr. Chad Shore: National Health Center Week was from August 4th thru August 10th and that is an annual celebration of raising awareness of mission and accomplishments of America’s Health Centers over the past five decades. Health Centers served over 28 million patients which continues to grow along with the demand for Primary Care. In our “Primary Care”, the FQHC section, we have seen 2,940 unique patients to date.

Committee Reports: Mr. Carl Page

- **6 Month Performance Review of Health Director** – Mr. Carl Page reviewed the “Performance Summary” which comes from a combination of Board Members, Wilkes County Manager, & employees that work with Ms. Willard directly. The areas included: Job Knowledge, Work Quality, Attendance & Punctuality, Initiative, Communication & Customer Service, and Dependability; Ms. Rachel Willard received an overall average of 4.5 out of a possible 5.0.

New Business:

- **Ending Financial Report for FY 18-19:** Ms. Nancy Moretz – Reviewed a condensed summary with the Board Members which included the Budgeted Revenue vs. Total Revenue (89%), General Expenses Budgeted vs. General Total Expenses (86%), & Program Expenses Budgeted vs. Total Program Expenses (80%). Overall, we ended the year at 82%.

**Mr. Carl Page asked what time period does our FY run? Ms. Moretz – July to June*

**Dr. Robert Ricketts asked, “What is the difference between “Budgeted and Revised Budgeted”?” Ms. Moretz -The “Revised Budgeted” column is if we receive any additional funds for example, from the State Programs, Medicaid, Cost Settlement, etc. that were not originally projected, it changes the “Budgeted Revenue” and that’s what is included in the “Revised Budgeted” column.*

- **Establishing Nominating Committee:** Carl Page – We have some members whose terms are expiring, so we need to ask who would like to continue for another term in order to establish a “Nominating Committee” if required. Ms. Teana Compeau stated she would like to do a third term, Mr. David Gambill, Jr.(at the discretion of the County Commissioners) stated he would like to do a third term, Dr. Robert Ricketts intends to rotate off, but is willing to provide suggestions for a dentist member, and Ms. Susan Bachmeier was not

able to attend, but Ms. Willard will contact her to verify her intentions. We should know by the October, 2019, Meeting if a committee will need to be established.

- **Six Month Bad Debt Write Off:** Chad Shore - The following amount represents the sum total for the accounts with no activity for six months which is **\$7,383.37** for the time period of January through June, 2019. We do make every attempt to set up a payment plan with the patients if they are unable to pay the full balance. If for some reason they were to come back after being discharged, that write-off debt is brought back; they are required to pay at least 25% of that amount to come back as a patient. The following is a breakdown for this Bad Debt Write Off:

1) 7 of the 21 patients have been discharged from AH with in the past year. (No-shows, non-compliance, broken med. contracts)

2) 11 of 21 were Self Pay

3) 6 of the 11 Self Pay did not bring in Proof of Income, 2 refused to bring POI, 4 did not bring in after several opportunities to do (which put them at 100%) (Patients are given 5 days to bring in POI, before being charged 100%) 4) 9 had insurance of some sort. (Private Insurance, Medicare) The balances for these came from deductibles, coinsurance and services not covered by insurance. 4 of these patients insurance was verified at the time of the visit but was not honored, the lapse was 1 nonpayment of premium and 2 had left employment.

*Patients are always offered a payment plan if they are not able to pay. These patients did not enter a payment plan, or did not carry out the plan of payment.

Approval for "Bad Debt Write Off": Ms. Teana Compeau, made the motion to approve the "**Bad Debt Write Off**"; the motion was seconded by Dr. Robert Ricketts and unanimously approved.

- Annual BOH Training for October: Ms. Rachel Willard – Asked if anyone had any suggestions or requests for the annual BOH training? There were no suggestions, so Ms. Willard proposed asking Beth Lovette, Deputy Director, from DPH; the board agreed and Ms. Willard said she would reach out to see if Beth would be able to come for training.

Public Concerns: None

Next Meeting Date: The next board of health meeting will be on October 22nd, 2019, at 5:30 p.m. in the conference room.

Adjournment: Mr. David Gambill, Jr. made the motion to adjourn the meeting; the motion was seconded by Dr. Gary Nash; all members approved unanimously. The meeting was adjourned at 6:25 pm.

Minutes respectively submitted by,

April Edwards, Administrative Assistant
Secretary to Board of Health



Mr. Carl Page, Vice-Chair