

Iredell County Health Department Board of Health Minutes

Regular Meeting **Special Meeting**

October 13, 2016 - 7:00 p.m.
318 Turnersburg Hwy, Statesville, NC 28625

Members Present	Dr. Tiffany Bradford, Dr. Tim Burgiss, Lance Desmarais, Dr. Robert Monson, Mark Tart, Jerry Turner and Lisa Warren, RN
Members Absent	Commissioner Thomas Bowles, Sylvia Chapman, Dr. Heather Day, Candace Reeves
Staff Members Present	Jane Hinson, Health Director; Bill Griffith, Director of Finance and Administration; Caroline Taylor, Assistant Finance Director; Brady Freeman, Environmental Health Director; Susan Johnson, Director of Clinical Services; Renee Holland, Executive Assistant
Others Present	Beth Jones, Deputy County Manager; Ron Smith, County Manager

I. Call to Order, Invocation, and Introductions

Dr. Robert Monson called the meeting to order at 7:00 PM; a quorum was present. Dr. Monson also introduced Ron Smith, County Manager who is filling in for Beth Jones, Deputy County Manager as she is on leave.

Lisa Warren provided the invocation.

II. Public Comment

Dr. Robert Monson asked if there were any representatives in attendance for public comment. Seeing none present, it was noted there were no public comments.

III. Employee of the Month Recognition

Dr. Monson announced the Employees of the Month for September 2016 and October 2016 and informed they were unable to attend the meeting tonight but would be recognized during the presentation of the Health Director's Report.

IV. Consent Agenda Items for Action (Attachment 1 and Attachment 2)

Dr. Robert Monson asked the board members if they had reviewed the consent agenda items for approval. Everyone agreed they had reviewed the consent agenda items including the proposed agenda, the August 11, 2016 Board of Health meeting minutes and the new Clinical Services codes and fees. Dr. Monson then asked for a motion to approve the consent agenda items.

*A motion to approve the Consent Agenda items was made by Dr. Tiffany Bradford and seconded by Lance Desmarais.
Voting: Ayes- 7 ; Nays- 0.*

V. Items for Discussion and Action

- a. Request Approval for Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans (Attachment 3 – Jane Hinson)**

Jane Hinson referred to the WFDP & EESS results and action plans highlighting the following information which is required for Public Health Accreditation Standard 24.1 and 24.2. She further stated that this is a workforce policy and plan that develops staff noting that it addresses training, continuing education as well as leadership development. She reported that Public Health is a dynamic field and the latest practices and new scientific information must be incorporated into the Health Department operations. She also emphasized that we want to assure that we have a competent workforce. Jane then referred to page four (4) of the document noting that the chart outlines the Health Department employee demographics and noted that we are closely aligned with the County race demographics. She noted that 34% of the Health Department workforce is at or approaching retirement age. She also stated that enhancing skills and retaining all employees are important. The organization tries to take steps to preserve and enhance public health knowledge, skills and abilities to best plan and react to the needs of the community. She then referred to page five (5) highlighting the number of FTE's in the current budget including the two (2) new positions that were approved in the budget this year for an Environmental Health Specialist and a Health Education Specialist. Jane briefly discussed the Health Department turnover referring to pages seven (7) and eight (8). She informed that the rate increased from 8% to 14.5% noting that six (6) of the sixteen(16) were a result of retirement. She further stated that a healthy agency typically has less than 10% turnover in any given year. Jane mentioned that leadership reviews agency and county exit interview data and looks for opportunities for improvement. Next, Jane referred to the Universal Orientation Checklist which is used for onboarding new team members and emphasized that the topics are by division and those highlighted in red are of priority. She also informed that the topics are expansive and this is a live document and as advancements are updated, it is subject to change.

Next, Jane presented a PowerPoint and discussed the Employee Engagement & Satisfaction Survey Comparison for FY 15-16 and FY 16-17. She highlighted some of the areas and referred to data and scores as color coded (page 9 and 10 of packet). Everything in yellow shows growth and improvement; Green (90-100); Blue (80-90); Yellow 70-80 and Red are scores below 70. She noted the drop in score from 97% to 89% in the Safe Work Environment and noted that this survey was taken after the shooting incident in California. Employees were also required to participate in an Active Shooter Training that was completed in April. This too, is a factor that was felt to have contributed in the number of employees who may have responded that they feel unsafe in their work environment. Ron Smith, County Manager, added that this has also been reflected Countywide by employees as well. Jane reported that overall, the survey outcome resulted in improvements in most areas and highlighted that we are most proud of the increase in the overall sectional morale from 66% to 78% and improved morale within the last year from 61% to 74%. She stated that it is exciting to see this improvement in the organization. Jane then highlighted some of the comments that were addressed on the survey by staff and referred to the improvement opportunities as outlined on the chart. *(See attached copy of Slides)*

Jane then asked if there were any questions with regard to the Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans.

Mark Tart asked why the score for the question related to respect for those we serve was only at 89%. Jane informed that we could certainly drill down to the program area to see where this number was low to determine why but reminded that this survey was completed in April and May which was at the time Environmental Health was experiencing a significant backlog and on mandatory overtime. She stated this could possibly be due to some disgruntled clients associated with the backlog issues. Susan also informed that the Eligibility staff deal with clients to determine financial responsibility for payment of services. She further informed that at times, there have been instances where some clients were dishonest and this could easily attribute to staff answering this question resulting in this lower

percentage for respecting those we serve. However, Susan emphasized that this is just a speculation of why this answer resulted in a lower score and noted that it certainly is not a reflection of the level of care we provide as our Customer Satisfaction scores are always very good.

Dr. Tim Burgiss commented that although he is fairly new to the Board, he is very impressed with the improvements in scores from last year to this year in this organization. Jane responded that she is very proud of the leadership team and gives them praise for their dedication and hard work in consistently implementing service excellence tools and processes that have impacted our increase in staff morale.

The Board expressed appreciation for all the efforts and work of serving the community.

Dr. Robert Monson asked for a motion to approve the Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans.

A motion to approve the Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans was made by Lance Desmarais and seconded by Dr. Tim Burgiss.

Voting: Ayes- 7 ; Nays- 0.

b. Request Approval of Budget Amendment for Laserfiche (Attachment 4 – Bill Griffith)

Bill Griffith presented the Budget Amendment for approval of the purchase of an upgrade to the Laserfiche system. He explained that the Health Department has been using Laserfiche software to access scanned documents since 2009 and states we now need to upgrade the system to improve functionality and add user licenses. He also informed that this upgrade will be used initially for the Dental Program, but will eventually be used in multiple clinical services programs to greatly improve efficiencies related to the required retention of medical and dental documents. Bill also reported that Joey Holshouser, our Computer Network Specialist talked with Laserfiche and they recommended this upgraded product to have one repository for all electronic documents. He emphasized that since this system will be used to help provide services to the Medicaid population, we are requesting to use Medicaid Maximization funds to cover the cost. He stated that there will be a one-time cost of \$33,415 which includes one year of maintenance and the annual maintenance fee will be \$18,515. He also stated that this system should reduce the number of documents that have to be scanned for retention which should result in the potential cost savings in printing, paper and scanners.

Bill then asked if there were any questions regarding the request for approval of the budget amendment to use \$33, 415 of Medicaid Max funds to purchase an upgrade to the Laserfiche system.

Dr. Monson questioned where the \$18,515 annual maintenance fee would come from. Bill responded that this would also come from the Medicaid Maximization funds but would not be due until next year's budget.

Dr. Tim Burgiss asked for an explanation of what Medicaid Maximization funds are. Bill informed that these funds are based on our costs and the Medicaid reimbursement for our services that are billed throughout the year. He further explained that at the end of the year a study is completed by the State to determine our cost and the cost settlement is the difference in our cost and what we are reimbursed.

Dr. Robert Monson asked for a motion to approve the Budget Amendment to use \$33, 415 of Medicaid Max funds to purchase an upgrade to the Laserfiche system for the Health Department.

A motion to approve the use \$33, 415 of Medicaid Max funds to purchase an upgrade to the Laserfiche system was made by Mark Tart and seconded by Lisa Warren.

Voting: Ayes- 7 ; Nays- 0.

c. Request Approval of Budget Amendment for Barracuda (Attachment 5 – Bill Griffith)

Bill Griffith presented the Budget Amendment for approval of the purchase of 2 Barracuda Recovery Appliances. Bill informed that Health Department has been using a Unitrends Recovery appliance to back up our data since 2011. We have had significant failed hard drives and failed backups over the last six months. In addition, we need to expand our storage capacity. County IT is recommending moving to the same recovery appliances used for other County departments. He further stated that by purchasing 2 appliances, we can fully backup our data from Statesville to an appliance in Mooresville, so that in the event of a disaster, we will have full replicated data recovery. He also informed that Joey Holshouser, our Computer Network Analyst did some investigation of Unitrends and Barracuda and it was recommended to replace Unitrends with Barracuda. Joey explained the Health Departments current offsite back-up process and stated that the advantage of having two back-up systems will improve efficiencies in data protection across our entire infrastructure by combining software, local storage and offsite replication in a single package. Bill stated that since these appliances will be used to back up our clinical services software, we are requesting to use Medicaid Maximization funds to cover the cost. He informed the cost for the first year is \$68,465 and \$20,200 annually thereafter. He also emphasized that this system will reduce time spent transporting the weekly backup to the County storage vault. In addition, he reported that in the event of a disaster, Barracuda will ship an appliance prepopulated with our data for fast restoration, saving time and cost of reconstructing patient files from loss of data. This system also provides unlimited cloud storage.

Bill then asked if there were any questions regarding the request for approval of the Budget Amendment to use Medicaid Max funds in the amount of \$68,465.00 for the first year and \$20,200.00 annually thereafter purchase two (2) Barracuda Recovery Appliances for the Health Department.

Lance Desmarais questioned if the \$68,465 include the first year \$20,200 annual fee. Bill responded that the \$68,465 does include the \$20,200 fee. Lance then asked if there were any discounts available for purchasing two appliances. Joey Holshouser commented the actual cost for these two Barracuda appliances were in excess of \$90,000 and the company did indeed provide a discount, saving the county more than \$20,000.

Dr. Robert Monson asked for a motion to approve the Budget Amendment to use \$68,465.00 for the first year and \$20,200.00 annually, thereafter of Medicaid Max funds to purchase two (2) Barracuda Recovery Appliances for the Health Department.

A motion to approve the use of Medicaid Max funds in the amount of \$68,465.00 for the first year and \$20,200.00 annually thereafter to purchase two (2) Barracuda Recovery Appliances was made by Lance Desmarais and seconded by Dr. Tiffany Bradford.

Voting: Ayes- 7 ; Nays- 0.

d. Request Approval of Budget Write-Offs (Attachment 6 – Caroline Taylor)

Caroline Taylor presented the Budget Write-Offs and informed that annually, the Iredell County Health Department brings their uncollected debt to the Board of Health, for permission to write off their uncollected debt, in conjunction with 10A NCAC 43A .0206. She also informed that these accounts have had no activity since June 30, 2013 noting that we have sent the private pay clients 30, 60, and 90 day past due letters and once, annually, an attorney letter for those 120 days delinquent. Additionally, she reported that accounts have been sent debt setoff letters and submitted to the NC Debt Setoff Program, if they had a valid SSN and a balance greater than \$50.00. Caroline emphasized

that Write-offs of uncollected patient accounts are considered a standard accounting practice that the Health Department brings to the Board of Health and the Board of Commissioners on an annual basis. Caroline also informed that this year, Debt Set-Off implemented a new program and will be able to search for Social Security Numbers on those clients that did not provide us with one.

Caroline asked if there were any questions regarding the request for approval of the Budget Write-Offs in the amount of \$17,976.49 for account balances with uncollected debt since June 30, 2013.

Lance Desmarais questioned if this amount was greater than the past amounts written off. Caroline informed that actually, the amount is less. She informed we had no Medicaid write-offs this year and the amount submitted last year was \$25,000. Jane also commented that when clients receive the attorney letters informing they are going to debt set-off, this prompts them to pay to avoid their account balance being withheld from taxes.

Dr. Robert Monson asked for a motion to approve the Budget Write-Offs in the amount of \$17,976.49 for account balances with uncollected debt since June 30, 2013.

A motion to approve the Budget Write-Offs in the amount of \$17,976.49 for account balances with uncollected debt since June 30, 2013 was made by Dr. Tim Burgiss and seconded by Jerry Turner.

Voting: Ayes - 7 ; Nays - 0.

e. Request Approval of Budget Calendar for FY 2017-18 (Attachment 7 – Caroline Taylor)

Caroline Taylor presented the proposed Budget Calendar for FY 2017-18 for approval from the Board noting that the February 2017 Board of Health Meeting is scheduled for the third (3rd) Thursday evening of the Month due to the preparation of the Budget.

Caroline asked if there were any questions regarding the Budget Calendar for FY 2017-18. There were no questions regarding the Budget Calendar.

Dr. Robert Monson asked for a motion to approve the Budget Calendar for FY 2017-18.

A motion to approve the Budget Calendar for FY 2017-18 was made by Mark Tart and seconded by Lisa Warren.

Voting: Ayes- 7 ; Nays- 0.

VI. Items for Discussion and Action as Needed

a. Financial Report (Attachment 8 – August 2016; Handout A – September 2016 – Caroline Taylor)

Caroline Taylor referred to the financial reports labeled as Attachment 8 and noted that Handout A is the financial report for September 2016. She stated that as of September 30, 2016, the Health Department revenues are at 22.23% and our expenditures are slightly lower at 21.8%. She also pointed out that she looked at our lab fees earlier. We have collected just over \$23,000 for our walk-in lab services just in the first three months of this fiscal year.

Caroline then asked if there were any questions regarding either of these two reports. There were no other questions.

b. BOH Rabies Compendium Subcommittee Update (Attachment 9 – Dr. Tiffany Bradford)

Dr. Tiffany Bradford provided an update on the Rabies Compendium on behalf of the BOH Subcommittee. She informed that Bill Griffith, Jane Hinson, Brad Gates, Sylvia Chapman, Candace Reeves and herself met on September 8, 2016 to discuss changes in G.S.130A-197. She referred to

the new national guidance for Postexposure management of dogs and cats published March 1, 2016 by the National Association of Public Health Veterinarians (NASPHV) in the Compendium of Animal Rabies Prevention and Control. She also informed that the North Carolina Division of Public Health (NCDPH) proposed legislation for the 2016 short session of the General Assembly that would have amended G.S.130A-197 to adopt by reference the Postexposure control measures for dogs and cats as recommended by the 2016 NASPHV rabies compendium. Unfortunately, the legislative proposal was never introduced as a bill during the 2016 short session. Therefore, in lieu of an amendment to the statute, and to ensure the force and effect of law in the adoption of the new rabies control measures, the subcommittee recommends the Board of Health adopt the proposed rabies control rule for postexposure management of dogs and cats. The State Public Health Veterinarian, Dr. Carl Williams, also sent a memo to each County Health Director asking their Board of Health to adopt the 2016 NASPHV rabies compendium as a Board of Health Rule. She further stated that this Board of Health Rule would provide legal authority for the local health director to implement the new rabies control measures and would align North Carolina's control measures with current national recommendations and guidance. She also emphasized the new control measures would likely result in fewer dogs and cats being euthanized, shorter quarantine periods (4 months rather than 6 months). It would also allow for more 45-day owner (at-home) observations for lapsed animals with appropriate documentation and a booster. She stated that these changes represent significant financial as well as emotional benefits to animal owners.

Dr. Bradford then asked if there were any questions regarding the proposed draft of the Rabies Control Rule as outlined in Attachment 9 of the packet.

Jane Hinson, Health Director commented that if the Board is in favor of this proposed Rabies Control Rule, then there could be a special meeting scheduled which requires a public notice announcement to be published within ten (10) days of the scheduled meeting date. She also informed that the proposed rule has been reviewed by the County Attorney and asked if there were any revisions from the Board to this draft. Hearing none, Dr. Robert Monson then asked if the Board would like to schedule a special meeting on November 3, 2016 at 6:30pm to offer time for public comment on the proposed rule and possible adoption of the proposed Rabies Control Rule. The seven (7) Board members present agreed to proceed with scheduling the special meeting on Thursday, November 3, 2016 at 6:30pm.

Dr. Monson asked for a motion to move forward with the proposed draft of the Rabies Control Rule by scheduling a Special BOH Meeting on November 3, 2016 at 6:30pm for public comment and possible adoption of the rule.

A motion to move forward with the proposed draft of the Rabies Control Rule by scheduling a Special Meeting on November 3, 2016 at 6:30pm for public comment and possible adoption of the Rabies Control Rule was made by Lance Desmarais and seconded by Dr. Tiffany Bradford.

Voting: Ayes- 7 ; Nays- 0.

c. Health Director's Report (*Handout B & Handout C– Jane Hinson*)

Jane Murray discussed the following topics and referred to the handout that each BOH member was given related to topics referenced in the Health Director's Report below:

Administration

- **Employees of the Month:** Rachael Cope RN, Communicable Disease Coordinator, was selected as the September Employee of the Month. Christie Ladd RN, Child Health Coordinator, was selected as the October Employee of the Month.

- **Iredell County Animal Control 4 Paws Spay/Neuter Basket Raffle:** Health Department staff contributed items for a “Household Chores” basket for the fundraising event held on October 1, 2016.
- **Meth Lab Training:** Captain Bill Hamby and Lt. Brian Collins conducted a training for all staff on October 11, 2016 on the identification and dangers related to the illegal production of methamphetamine.
- **Drug Abuse Free Iredell:** Strategic Planning meetings were held on September 8th and October 3rd. Representative Fraley, Representative Turner and Senator Curtis attended the October 3rd meeting. Action plans will be finalized on November 7th related to eight priority areas: 1) Opioid Overdose Avoidance 2) Treatment, Counseling & Case Management 3) Other Interventions 4) Prevention & Risk Reduction Awareness Information & Education 5) Legal, Mitigation or Mediation for First Drug Crime(s) 6) Prescribing Practices and Processes 7) Access to Circulating Prescriptions and Illicit Drugs and 8) Prevention in the Schools. We will be receiving \$7,500 from DPH-Injury and Violence Prevention Branch to promote the State Health Director’s Standing Order for naloxone and to encourage and facilitate Controlled Substances Reporting System registration and use by medical practices, clinics, hospitals and pharmacies.

Clinical Services

- **Hurricane Matthew Assistance:** Three of our public health nurses, Christie Ladd RN, Lori Gray RN and Tawana Covington RN volunteered to assist Wayne County with nurse shelter support this week. Samantha Migit, Preparedness Coordinator, deployed to Bensen NC to assist with a medical needs shelter with Metrolina Healthcare Preparedness Coalition. DPH continues to ask for environmental health and nurse support for counties impacted heavily by Hurricane Matthew. 34 shelters in 14 counties are hosting over 3,000 citizens.

- **Zika**

	NC	US	US Territories
Travel Related	67	3,712	83
Locally Transmitted	0	105	24,118
Lab Acquired	0	1	0
TOTAL	67	3,818	24,201
• <i>Pregnant</i>	0	837 <i>22 live births with birth defects</i> <i>6 pregnancy loss with birth defect</i>	1,638 <i>1 pregnancy loss with birth defect</i>
• <i>Guillain Barre</i>	0	13	39
• <i>Sexually Transmitted</i>	0	30	Not reported because they can’t differentiate because of local transmission

PHDP

- **Staffing:** We have filled our vacant Health Education Specialist Position.

Environmental Health

- **Staffing:** We have filled four vacant OSWP positions with interns and two vacant FP&F positions with interns. The interns will be attending Centralized Intern Training in Raleigh for

several weeks in September and October. They will spend the next several months completing field authorization requirements.

- **NC On-Site Wastewater Conference:** Brady Freeman, EH Director was an instructor for this conference. He led field training today in Iredell County as part of the conference.

d. Activity Summary (*Handout D – Jane Hinson*)

Jane Hinson reported on the data noted in the Activity Summary highlighting the increase in number of births from 174 to 214. She informed that over two hundred (200) flu vaccines had been administered in September and also reported that there are five (5) active TB cases in Iredell County. She also reported that the combined worklist backlog in Environmental Health is at four (4) weeks and the mosquito complaints are down as well. Jane then asked if there were any questions with regard to the Activity Summary. There were no questions or comments regarding the data presented in the Activity Summary.

e. Discuss BOH Access to Legal Counsel (*Attachment 10 – Jane Hinson*)

Jane Hinson discussed the BOH Access to Legal Counsel and referred to the document labeled as Attachment 10 in the packet and noted it is for informational purposes. She also stated this is required for Accreditation Standard 34.2 and reminded Board members that these resources are available should a situation occur that would warrant the need for legal counsel.

f. Discuss List of Health Department Partners (*Attachment 11 – Jane Hinson*)

Jane Hinson presented the list of Health Department Partners and referred to the document labeled as Attachment 11 in the packet and noted it is for informational purposes. She also stated this is required for Accreditation Standard 41.2 and asked Board Members to review this document and advise if there are any additional partners that need to be added to this listing. Dr. Tiffany Bradford questioned if Veterinarians were listed on the document. Jane advised that veterinarians are listed under the Local Partners category of the Executive Division section. Dr. Bradford asked if they could also be added under the Public Information category of the Public Health Services Section. Jane informed that she would make note of this request to update the document to reflect this revision.

VII. Open Session: Other Discussion

Dr. Robert Monson then asked if there was any additional discussion. Dr. Tiffany Bradford announced that her office has partnered with Union Grove Ruritan Club and have scheduled an event to administer 320 Free Rabies Vaccines on November 12, 2016 from 8:00am – 12:00 noon. She asked if this could possibly be advertised or announced through the County. Ron Smith suggested that Animal Control could certainly post this on their Facebook site. It could also be placed on the County Website as well. Susan Johnson also suggested contacting the local public television company as they could possibly include on their daily public announcement channel as well.

VIII. Adjournment

Dr. Robert Monson asked for a motion to adjourn the meeting.

A motion to adjourn the meeting at 8:25pm was made by Lance Desmarais and seconded by Dr. Tiffany Bradford.

Voting: Ayes- 7 ; Nays- 0.

IX. Reports

A. Health Director	<p><i>Handout B</i> – Health Director's Report presented by Jane Hinson in Section VI-C</p> <p><i>Handout C</i> – Drug Abuse Free Iredell Newsletter presented by Jane Hinson in Section VI-C</p> <p><i>Handout D</i> – Activities Summary presented by Jane Hinson in Section VI-D</p>
B. Personnel	
C. Finance/Budget	<p><i>Attachment 4</i> – Budget Amendment for Laserfiche presented by Bill Griffith in Section V-B</p> <p><i>Attachment 5</i> – Budget Amendment for Barracuda presented by Bill Griffith in Section V-C</p> <p><i>Attachment 6</i> – Budget Write-Offs presented by Caroline Taylor in Section V-D</p> <p><i>Attachment 7</i> – Budget Calendar FY 2017-18 presented by Caroline Taylor in Section V-E</p> <p><i>Attachment 8</i> – August 2016 Financial Report presented by Caroline Taylor in Section VI-A</p> <p><i>Handout A</i> – September 2016 Financial Report presented by Caroline Taylor in Section VI-A</p>
D. IT	
E. Clinical	<p><i>Attachment 2</i> – Additional Clinical Services Codes and Fees – <i>Consent Agenda</i> presented by Dr. Robert Monson in Section IV-C</p>
F. Environmental Health	
G. Health Education	
H. Public Health Development & Promotion	<p><i>Attachment 3</i> – Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results & Action Plans presented by Jane Hinson in Section V-A</p>
I. Management/Clinical Support	
J. Vital Records	
K. Board Education	<p><i>Attachment 10</i> – BOH Access to Legal Counsel presented by Jane Hinson in Section VI-E</p> <p><i>Attachment 11</i> – List of Health Department Partners presented by Jane Hinson in Section VI-F</p>
L. Other	<p><i>Attachment 1</i> – August 11, 2016 Minutes – <i>Consent Agenda</i> presented by Dr. Robert Monson in Section IV-B</p> <p><i>Attachment 9</i> – Rabies Compendium Update presented by Dr. Tiffany Bradford in Section VI-B</p>

X. Next Meeting Date

The next regular meeting will be December 8, 2016 at 7:00 p.m.

Respectfully submitted: _____, Secretary _____
Signature Date