

MINUTES OF THE CASWELL COUNTY BOARD OF HEALTH

The Caswell County Board of Health met at 6:30 P.M. on July 23, 2019, in the Caswell County Health Department’s meeting room in Yanceyville, North Carolina.

ATTENDANCE:

Position	Name	Present	Not Present
County Commissioner	Nate Hall	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dentist (General Public)	Lisa Ashby, RN	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engineer (General Public)	Jennifer White	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Public	Carol Komondy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Public	Carl Carroll, REHS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Public	Shannon Moretz	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Optometrist (General Public)	Walter Michael (Vice-Chairperson)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pharmacist	Kimberly Pickens, RPH	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physician	Scott Spillmann, MD, MPH	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Registered Nurse	Carla Lipscomb, RN	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Veterinarian	Teresa Wisk-Carroll	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Others Present: Jennifer Eastwood, MPH – Health Director, Secretary
 James Eanes – Finance Officer

I. Call to Order

A. A quorum being present, the Caswell County Board of Health was called to order by the Chairperson.

II. Public Comment

- A. There was no public comment
- B. The Board took this time to introduce themselves to the two new appointed Board of Health members, Lisa Ashby and Shannon Moretz.

III. Action Items

- A. Approval of Agenda
 - 1. The agenda for the September 24, 2019, meeting was reviewed.

A motion was made by Nate Hall and seconded by Carl Carroll to approve the agenda for the Board of Health meeting. The motion was approved on a vote of 8 to 0.

- B. Approval of Minutes
 - 1. The July 24, 2019, Board of Health minutes were reviewed.

A motion was made by Theresa Wisk-Carroll and seconded by Carla Lipscomb to approve the minutes of the Board of Health for July 24, 2019. The motion was approved on a vote of 8 to 0.

IV. Information Items

- A. Health Director’s Report
 - 1. Confidentiality and Conflict of Interest
 - a. Board members took a moment to sign annual Confidentiality and Conflict of Interest forms.
 - b. Jennifer said both of these documents are a part of the accreditation requirements for NCALHD and for ACHC
 - 2. Environmental Health Report

- a. Monthly statistics were provided.
 - b. Jennifer said Luke Myers continues to work towards his authorizations.
 - c. Jennifer said she was approached by a citizen of the County who was concerned about the testing procedure for water coming into the County from Virginia. This citizen wondered if Environmental Health could conduct that water testing. Jennifer said that the state Public Health Lab is not certified to test public water sources and we would have to contract with a private lab to do that. Jennifer said there also has to be a certified operator of the water system, which EH staff is not authorized to do.
 - d. Carl Carroll said that there are state and federal regulations related to public water supplies and those standards must be met. If those standards aren't met, a Notice of Violation would have to be posted. Carl said that EH doesn't test water at schools, even if it is on a well because that's a state requirement. The certified operator has to sample and send them in to a private lab. Carl said if problems aren't corrected then the State becomes involved.
3. Home Health/CAP Update
- a. Sharon Rose is back from leave and easing back into her role.
 - b. Jennifer said Physical Therapy staff have been very busy. Continuing to work with referral sources.
 - c. Jennifer reminded the Board that every three years we are accredited by the Accreditation Commission for Home Care. Jennifer said she is expecting that site visit anytime after November 3rd. She said she will receive notification of the site visit approximately one hour before the surveyor arrives. She said it is a two-day survey that will consist of home visits, record review, personnel review, and policies and procedures. Jennifer said Marcy is coordinating the accreditation.
 - d. Annual Quality Assurance and Performance Improvement Report and Plan
 - 1) Patient Census and Demographic information
 - 2) Information about referral sources
 - 3) Reasons for discharge
 - 4) Potentially Avoidable Events – we review these to identify trends; Jennifer reminded the board that
 - 5) Jennifer said we are working on reducing hospital readmissions. Mr. Hall wondered if patients who do not have supplemental insurance have higher rates of readmissions. Shannon asked if we receive notification when one of our patients is readmitted to the hospital. Jennifer said often staff show up for a visit and find out the patient had been readmitted.
 - 6) Falls – Jennifer reminded that falls are counted whether they were witnessed or unwitnessed. These are not indicative of falls involving our staff.
 - 7) Submission Error Rates – Jennifer said we shoot for less than 10% error rate
 - 8) Summary of Quarterly Audits
 - 9) Star-rating for Value Based Payment. Jennifer said at 3.5 this star rating represents an increase.
 - 10) Information from Home Health Compare – comparing us to other providers in NC
 - 11) Satisfaction Surveys
 - a) Patient Satisfaction are conducted by Press Ganey
 - b) Referral Satisfaction Surveys – we have been conducting phone surveys with referral sources
 - c) Employee Satisfaction Surveys
 - 12) Jennifer said that we typically have clients who are very sick and therefore we often show little improvement in their condition. Jennifer said this is why many of the private companies will not admit them.
 - 13) Jennifer said it is no longer required to have a Home Health Professional Advisory Committee and the Board of Health now functions in that capacity.
4. WIC Monthly Report

- a. Jennifer said Caswell has consistently among the highest participation rates in the state.
 - b. There was some discussion of the radio spots playing on NC.
5. Personal Health Update
- a. Jennifer said we have basically been operating the clinic with one provider for most of the summer. She said Vineetha went on a mission trip to Africa, then Kelly went to the World Boy Scout Jamboree in West Virginia for a couple of weeks, then Vineetha was visiting India for three weeks.
 - b. Jennifer said child health appointments always ramp up at the beginning of school because of required physicals and immunizations.
 - c. Waiting room renovations continue. Jennifer said the TV has been hung. She said they are still picking out new chairs and working on the reading nook.
 - d. Jennifer said James coordinated having the floors cleaned and has been working late to be make sure the work was done correctly.
 - e. The Board was given information about the upcoming flu clinic. This clinic will count as a full-scale exercise, which is required every four years. This exercises are plans and capabilities for mass dispensing.
 - f. Jennifer said CFMC is implementing a community-based behavioral health program that will place a Licensed Clinical Social Worker (LCSW) at the Health Department and the Senior Center. The Health Department will have the LCSW 1.5 days a week. Jennifer said in this scenario the Health Department is really just the landlord. This is an employee of CFMC and services will be billed through CFMC. There are a couple of reasons why this is important, however. Jennifer said this is what our CCHD providers say they need the most—mental/behavioral health resources. This will have a meaningful impact on our patients. Secondly, we have attested as an Advanced Medical Home for Medicaid and a requirement of that is to integrate behavioral health with our practice. Mr. Hall commended CFMC for doing this, but hopes these services can be expanded. He pointed out that often, people do not have mental health emergencies on a schedule. He said we need to think about our ability to respond after hours. Lisa Ashby asked about the relationship with the schools. Jennifer said that they would work with the schools on a referral process.
 - g. Jennifer said there is a RFA for Family Planning Funds; Caswell is eligible for \$37,400. Jennifer said another thing that the providers indicate they need the most is a way to do colposcopy in the County. Jennifer said she has spoken to Billy Crumpton about this. She said she has not read the RFA in-depth and doesn't know for sure if she can use the money in that way, but we are investigating what this service would look like.
 - h. Jennifer reminded the Board that the survey is open for the Community Health Assessment priority health issues voting. Please share the link with others and Jennifer also provided paper copies.
 - i. Medicaid Transformation for our Region has been postponed until February.
 - j. Division of Public Health is investigating a mumps outbreak in multiple NC counties. There have been 4 confirmed and 2 probable cases, affecting Forsyth and Alamance Counties. Two colleges are involved—High Point and Elon Universities. Students are being vaccinated with a third dose of MMR.
 - k. Leadership Team participated in a Workplace Violence training that was offered by the County.
 - l. Jennifer said several employees went to a demonstration with one of the vendors the County is considering for timekeeping system. Jennifer said the demonstration was with Munis. Jennifer said the timekeeping system would be flexible to each departments needs. Jennifer reminded the Board that the Health department has to keep track of how much time employees spend in each program during the day so that they can pull down state funds and in addition, they have to track the type of activities so they can provide that information for the cost report. Jennifer said the vendor indicated that that could all be done through this timekeeping system. Jennifer said if that system does work in that way, it will greatly reduce waste through duplication.

- m. James shared statistical information regarding no show rates in the clinic. He and the clerical staff continue to try to reduce the number of no-shows.
- 6. Staffing Update
 - a. Jennifer said that the Pregnancy Care Manager, Sheanika Scales, gave her notice. She will be relocating to Atlanta.
 - b. Jennifer said she believes the CC4C Care Manager can manage for a little while. She said she may contract with a Care Manager to fill the vacancy.
 - c. Jennifer said the concern is that we get paid on a per member/per month basis for these services and the majority of the funding must be spent on salary. If there is a reserve it must be paid back to Medicaid. Jennifer said she would like to recruit for a Public Health Nurse I to fill the position. Jennifer said if we hire a nurse we probably won't be able to hire a full-time one.
 - d. Health Director's Annual Evaluation
 - 1) Jennifer provided the Board with the evaluation tool and encouraged the Board to determine how to proceed.
 - 2) Jennifer White said last year she did not feel she had a high participation rate from the Board.
- 7. Finance Update
 - a. James Eanes presented the Finance Report with a review of year-to-date revenue and expenditures. James said only having one nurse practitioner did affect revenues slightly. James said staff have been keeping costs down. He said he has been tracking state funding to make sure we are spending appropriately.
 - b. Jennifer said the Administrative Consultant from the State was in today and very complimentary of the job Christina is doing in billing.
 - c. James said he is looking at Debt Set-Off program. He said he and Mazen will be going to a training in the coming months. Jennifer reminded the Board that debt set-off allows us to recoup money from tax returns or lottery winnings.
 - d. Jennifer said that she had received notification that Medicaid will be taking back some of the 2015 Cost Settlement. Jennifer said it looks like we may have to pay back around \$8,000. She said under the advisement of the Cost Accountant we have appealed and requested detailed paid claims data.
- 8. Jennifer said she and her family have been moving and therefore she has had to take quite a bit of time off in the last couple of months. Jennifer said this allowed her to exhaust her comp time, which is a good thing. Jennifer wanted to publicly thank staff for standing in the gap when she was not here so that she could take care of the things she needed to at home.
- 9. There was a discussion about security of the building. Jennifer White asked the front desk has a panic button. Jennifer Eastwood said that some safety/security monitoring was approved in the budget. Carl suggested software called e-panic, which allows employees to activate emergency services through an icon on their computer. There was also discussion about cyber security.
- 10. Nate Hall discussed workforce development and encouraged Board members to think about ways to keep Caswell residents working within the County.
- 11. Jennifer White asked if new Board members had been made aware of orientation and training requirements. Jennifer Eastwood said both Lisa and Shannon had completed the required modules. Jennifer Eastwood said the Board of Health would need to complete annual training soon. She is exploring possibilities.

V. Adjournment

- A. The meeting was adjourned by the Chair.

Approved By:

Health Director

Date

Board of Health

Date