

Wilkes County Board of Health Meeting Minutes

February 12th, 2018

The Wilkes County Board of Health held a regular business meeting Monday, February 12th, 2018, at 5:30 p.m. in the Wilkes County Health Department Conference Room. Board of Health members in attendance were:

Dr. Joe Fesperman
Ms. Deborah Britton
Ms. Teana Compeau
Dr. Robbins Miller
Dr. Gary Nash.
Ms. Marcia Reynolds
Dr. Robert Ricketts
Ms. Sylvia Robinson

Ms. Ann Absher, Ms. April Edwards, Ms. Rachel Willard, Ms. Nancy Moretz, & 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.)

Meeting Called to Order: Dr. Joe Fesperman 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 February 12th, 2018; the motion was seconded by Ms. Teana Compeau, and unanimously approved. (*Child Fatality Report deferred to April, 2018 Meeting*)

Approval of Minutes for December 11th, 2017 Meeting- Dr. Gary Nash made the motion to approve the minutes for December 11th, 2017; the motion was seconded by Ms. Sylvia Robinson and unanimously approved by the Board of Health.

Introduction to the Board of Health – Dr. Joe Fesperman, Chair formally introduced Ms. Marcia Reynolds to the Board of Health who will be replacing Mr. Don Manus, as Pharmacist member.

Unfinished Business:

- **Election of Officers** – Ms. Ann Absher – During the December, 2017, meeting the BOH nominated Dr. Joe Fesperman as Chair & Mr. Carl Page as Vice-Chair; this requires a vote/approval from the board.

Approval of “Election of Officers” –Dr. Robert Ricketts made the motion to approve the “*Election of Officers*”; the motion was seconded by Dr. Robbins Miller and unanimously approved.

Administrative Report: Ann Absher

- **Child Fatality Report:** Deferred to April, 2018 Meeting.
- **Communicable Disease, Quality Improvement Annual Reports:** Ms. Debbie Nicholson presented the annual quality improvement report and the annual report on the incidence, trends and occurrence of Communicable Diseases. She stated that the written report was

not available yet but would be provided at the next meeting. The information in the report will be presented in the power point presentation. Ms. Debbie Nicholson provided a PowerPoint presentation to review the QI Report and the CD report which was also provided to each of the BOH Members in their packets. Highlights include:

- Customer satisfaction report is derived from our customer satisfaction cards from our patients and driven by our “Customer Satisfaction Team”; Jared Belk reviews and enters the information from these cards. There was a total of 509 cards completed, which was up from our previous year. The results show scores from 98-100% satisfaction in all areas except for the community surveys where we achieved 82.5% due to lack of awareness about health department services. We have added an “Employee Satisfaction Team”, which came as a result of our employee satisfaction survey, to improve employee satisfaction and retention. The team is focusing on orientation, communication and teamwork between departments.
- The practice management team continues to work to identify ways to streamline flow, process and documentation. Phrase Express was added for providers to assist with documentation, orders sets are being developed for labs orders, MESH has expanded to Early College, and Care Managers are moving to Patagonia for documentation to eliminate double documentation using CMIS.
- TB Annual Assessment show 2 active cases of TB in 2017 with 100% (7/7) persons completing treatment in 2016 which is improved from 2015 at 86%.
- Immunization Rate Assessment shows 84% of health department children are immunized by 24 months and 80% of children in Wilkes County by other providers in 2017.
- Other program monitoring included Vaccine for Children (VFC) and BCCCP which met all performance indicators.
- Other program monitoring included charts audits for clinical programs, Quality assurance peer reviews for environmental health, and laboratory quality control and proficiency testing.
- Five Client concerns were reported and investigated by the supervisors with follow-up. Twelve incidents were reported with no adverse outcomes: 5 falls and 7 other.
- ***Communicable Disease incidence, trends and occurrence:*** 351 cases reported in 2017 (231 STDs, 120 other). There were 2 reportable cases of pertussis and 23 total cases of Hepatitis B. Primary categories of STD include STD—69%; Foodborne—18%; Vaccine Preventable—8% and Vector borne—5. 60 cases of Foodborne illness were reported. The EPI team assisted in investigating 8 cases of Cyclosporidiasis related to possible contaminated food source. The EPI team also investigated and confirmed a Norovirus outbreak in an assisted living facility. The primary vaccine preventable disease continues to be Hepatitis B with 3 acute hepatitis B cases reported the same as 2016. There were 23 cases of chronic hepatitis B cases up from 13 in 2016. In 2017, 77 patients were tested for Hepatitis C through our state lab. This is free testing because Wilkes County was identified as a high-risk county for Hepatitis C. 35 or (45%) of those showing potentially active Hepatitis C were referred for treatment consideration. Control measures were issued according to state guidelines. 51 investigation of potential humans exposed to suspect or confirmed rabid animals were conducted. 27 exposures were significant enough to warrant post-exposure prophylaxis with 9 confirmed Rabies cases in animals in 2017 (3-raccoons, 6- skunks).

- **Six Month Financial Review by Ms. Nancy Moretz** – Referred to **Total Revenue** which includes state & federal which we are at about 47% in revenue collected and as far as health permits and fees, we are at about 50%, which is where we need to be since we are past mid-year.

Revenues broken down by Programs- General Medicaid is at 36% which is a little low, we would prefer it be around 50% or higher at this time of the year. Medicaid has been behind due to holidays in November and December, we had some days where NC Tracks was closed due to inclement weather, so their reporting is behind, and then Dental Medicaid reporting is running behind and their patient load has been a little low. Also, Adult Health Medicaid 50%, Child Health Medicaid 57%, which is where we need to be with those revenues. MESH unit donations are coming in at about 80%, Duke Endowment has not come in, but should be in soon (covers Case Management). Patient Fees are at 54%, Adult Health Fees 72%, Child Health Clinic Fees 70%, which is good and higher than anticipated. **Total Expenses** – We were budgeted for total expenses at 7.278 million, currently 3.109 million, so we are at 43%; General Health is around 40% (Salaries & Benefits), Program Salaries & Benefits are around 48%, we are below 50% which is where we would like to be. The **Wilkes Community Health Center's** total operating expenses are at \$858,000, we are at \$378,000 YTD; we are at about 45% for the health center.
- **Wilkes Community Health Center Report by Ms. Ann Absher/Ms. Sylvia Robinson:** – Site visitors requested that we provide more financial data to our WCHC Board due to the board having to provide the fiduciary oversight due to it being federal dollars. This will start being provided to the WCHC Board on a monthly basis. The management dashboard, which comes from our EMR, provides updated information on visits, length of visit, payor source and other measures. We have had 9,027 visits for this fiscal year and the average charge for those visits was \$734,000; the amount paid by insurance was \$313,000, the self-pay amount was \$95,000, and then the total pay was \$409,000. The average charge per claim was \$81.35; what we get reimbursed per claim is \$45.75. Ms. Ann Absher asked the BOH if they would like to see this information for future meetings. The board responded that they would like to see this information at every other meeting. Ms. Ann Absher continued to provide the results for the official federal site visit for the Wilkes Community Health Center, which were very good based on the fact that this was the first evaluation. We had three questions that were not met; the average for existing health centers is five to seven questions and the average for new health centers is about ten questions not met. These were relatively easy fixes and we have already started to correct. The site visitors said they were very pleased and very impressed with the performance of the staff involved in this visit. Ms. Sylvia Robinson also added that at the private meeting with the WCHC Board; the site group was very complimentary on the management staff and the information they had provided and also the pleased with the WCHC Board.

Committee Reports:

- **Health Director Annual Performance Appraisal and Job Description Review by Dr. Joe Fesperman-**Dr. Joe Fesperman stated that he has provided a summary letter based on the performance documentation provided by Ms. April Edwards which included a “Performance Summary” which is derived from the performance appraisals provide by the WCHD Management Team. Ms. Absher score overall was 4.7 out of a possible 5.0. Dr. Joe Fesperman also reviewed

Ms. Ann Absher's current job description which had been updated to include her FQHC duties and QI/QA activities.

New Business:

- ***Bad Debt Write-off by Dr. Joe Fesperman – This is reviewed every six months and this report is in the amount of \$5,062.95.***

Approval of Bad Debt Write-off –Ms. Teana Compeau made the motion to approve the ***Bad Debt Write-off*** recommendation, motion was seconded by Ms. Sylvia Robinson and unanimously approved.

Final SOTCH Review by Ms. Rachel Willard – This was presented at the December, 2017 meeting; however, some of the numbers have changed and needed to be presented to the board. The only changes were to the “Quitline” numbers and the “Marketbucks” and those numbers have been corrected,

Public Concerns- There were no public concerns.

Next Meeting Date: The next board of health meeting will be on April 9th, 2018 at 5:30 pm in the conference room.

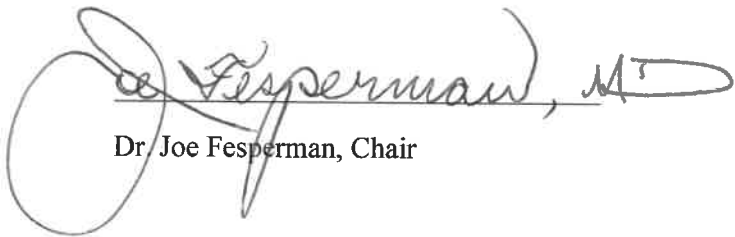
Adjournment: Ms. Deborah Britton made the motion to adjourn the meeting; the motion was seconded by Dr. Gary Nash, all members approved unanimously.

Minutes respectively submitted by,

April Edwards

April Edwards, Administrative Assistant

Secretary to Board of Health

A handwritten signature in cursive script that reads "Joe Fesperman, MD". The signature is written in black ink and is positioned above a horizontal line. The letters are fluid and connected, with a large loop at the beginning and a distinct "MD" at the end.

Dr. Joe Fesperman, Chair