

The Cleveland County Board of Health met on Tuesday, March 12, 2013 at 6:30 p.m., at the Cleveland County Health Department.

Board members present: Michael Alexander, Gina Ayscue, Kendalyn Lutz-Craver, Charles Hayek, Stan Pitts, Johnny Hutchins, Robert Miller, Tom Spurling and Randy Sweeting.

Health Department staff present: Dorothea Wyant, Rodella Gold, Anne Short, Debbie Clapper, Alisa Leonard, Sam Lockridge, Marty Allen, DeShay Oliver and Debbie Dyer.

Andrea Leslie-Fite, representing the County Attorney, was present.

**CALL TO ORDER/WELCOME:**

Chair Hayek called the meeting to order and welcomed everyone. Robert Miller gave the invocation.

**ADDITION TO THE AGENDA**

Chair Hayek noted an addition to the Board of Health Agenda for March 12, 2013. An update on the Community Transformation Catalyst Grant will be presented by Ms. Anne Short. This item will be designated as item I on the agenda.

**CITIZEN RECOGNITION:**

No citizens requested to appear before the Board.

**APPROVAL OF FEBRUARY 12, 2013 BOARD OF HEALTH MEETING MINUTES:**

Chair Hayek presented the February 12, 2013 Board of Health meeting minutes for consideration of approval.

**Motion: There being no corrections, additions, nor deletions to the minutes of the February 12, 2013 Board of Health meeting minutes, motion was made by Robert Miller, with a second by Tom Spurling, that they be approved as written. Motion carried unanimously.**

**ANIMAL CONTROL TASK FORCE TO ADDRESS ANIMAL OVERPOPULATION MEMBERSHIP UPDATE**

Sam Lockridge reported the Animal Control Advisory Board appointed by the Board of Health during their meeting on February 12, 2013 will have their first meeting tomorrow, March 13,

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2013. Mr. Lockridge stated the nurse member proposed last month has since declined to serve. Kim Crane, a nursing supervisor with the Health Department has been selected to serve as the nurse representative. Ms. Crane has a strong background in communicable disease and presently works closely with the Animal Control staff in the prevention of rabies. Ms. Crane will be an asset to the task force.

### **SOLID WASTE ADVISORY BOARD MEMBERSHIP PROPOSALS**

Sam Lockridge stated there are several changes in appointments to the Solid Waste Advisory Board to bring before the Board of Health for approval. The Solid Waste Advisory Board would like to recommend the following replacement appointments: Mr. Tom Hart to replace Mr. Zack Trogdon as Boiling Springs Town Manager representative with the Town of Boiling Springs; Mr. Rickey Putnam, Public Works Director with the City of Kings Mountain to replace Jackie Barnette as representative with the City of Kings Mountain and Debbie Dyer, Secretary to the Solid Waste Advisory Board to replace Bill Ross as representative of the Health Department. In addition, there are two members with terms that expired effective December 31, 2012, Mr. Tony Brooks, representing Construction Activity and Ms. Sandra Murphrey, representing Private Citizens. Chris Cook with Top Quality Construction, LLC has agreed to serve a one year term representing construction activity and Mark Patterson with The Patterson Design Group has agreed to serve a one year term to represent private citizens.

Mr. Bill Ross, who chaired the Solid Waste Advisory Board since it was originated, passed away recently. Mr. Ross will be greatly missed and his commitment and contribution to the Solid Waste Advisory Board is greatly appreciated. Mr. Steve Rackley, who serves the Board of Health as the Engineer member, has agreed to serve as Chairman of the Solid Waste Advisory Board.

A request was made on behalf of the Solid Waste Advisory Board for the Board to accept the recommended appointments as presented.

**Motion: A motion was made by Kendalyn Lutz-Craver, with a second by Mike Alexander, that the appointments to the Solid Waste Advisory Board be accepted as presented. Motion carried unanimously.**

### **PUBLIC SERVICE ANNOUNCEMENT CONTEST AWARDS**

DeShay Oliver reported that The Cleveland County Substance Abuse Prevention Coalition had sponsored the "Think Again", Public Service Announcement (PSA) Contest. This initiative was set forth by the Coalition in response to results revealed through the implementation of the PRIDE survey. The results of the PRIDE survey were presented to the Board on June 12, 2012. The PRIDE survey revealed there

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were many common misconceptions among youth regarding drug use. Some of those misconceptions are that drug use is socially acceptable; drug use is not a big deal and the majority of their peers are using drugs. Results also revealed that youth have a very low perception of the potential for harm caused by drug use. In an attempt to address some of the social issues associated with drug use, the PSA contest was developed. The theme was “THINK AGAIN”, if you think most kids use drugs, THINK AGAIN! Students were able to enter under three categories, middle school groups, high school groups or community groups. A total of fourteen teams entered the contest, each team consisting of two to five members. The Coalition reviewed all submissions and selected an overall grand prize winner as well as a first, second and third place winner from each of the entry categories. The overall grand prize winner, a group of three students from Crest High School, received \$1,500.00 to be shared equally. Willie Green with Cleveland County Promises donated \$1,000.00 of the \$1,500.00. Grand prize winners were also awarded season tickets to Carowinds, donated by Foothills News through Donna Huey Brooks, and the opportunity to work with a professional marketing company, Southern Bell Marketing, to produce a final, professionally made PSA. The final PSA will be aired on several Charlotte area media sources. The PSA awards ceremony was held on March 5, 2013 at Eastside Baptist Church to announce the winners. In addition to the grand prize winner, first place winners from each category received \$250.00 to be shared among team members, and second and third place winners received prizes as well. Ms. Oliver presented the grand prize winning PSA to the Board, stating that soon, a more polished version will be available for viewing on local news media.

### **QUALITY IMPROVEMENT PROJECT REPORT FOR DIABETES CLINIC**

DeShay Oliver stated the Board of Health packet includes copies of the Diabetes Clinic Quality Improvement (QI) report. The QI project was implemented in an effort to improve the overall performance in the Diabetes Clinic. Ms. Oliver stated that the Health Departments on-going quality improve efforts are necessary to remain compliant with accreditation/re-accreditation requirements. The overall goal was to increase the caseload of patients seen in the diabetes clinic from an average of nine patients daily to twenty patients daily. Other goals are listed on the AIM Statement included in the Board packet. Some of the strategies used that produced the most significant results was forming focus groups among diabetes clinic patients and asking them to review promotional products used to market the clinic. As a result of the information gathered through the focus groups, new brochures and flyers were developed and were distributed to more than thirty local business and agencies throughout Cleveland County. An appointment reminder system was implemented to improve patient show rate, and a gas card incentive program was implemented for existing patients, who were awarded a \$10.00 gas card when referring friends and family to the diabetes clinic.

A summary of benefits derived as a result of the QI project in the Diabetes Clinic indicate an increased average number of patients from nine to thirteen daily, and the monthly patient show

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rate increased from 78% to 83%. The customer service satisfaction survey indicates that the percentage of patients who rate the quality of the diabetes services at the Health Department as “excellent” increased from 69% to 75%, and the percentage of focus group participants who rated the overall effectiveness of the newly developed promotional materials as “excellent” increased from 36% to 73%.

Ms. Oliver reported that Cleveland County Diabetes Clinic qualified to receive funding from the community health grant through December 31, 2013. Improvements made as a result of the QI project put the agency in a better position to increase the number of patients seen in the Diabetes Clinic and qualify for further funding.

**CLEVELAND COUNTY HEALTH DEPARTMENT EMPLOYEE TURNOVER RATE  
2012**

Dorothea Wyant stated the Cleveland County Health Department employee turnover rate for 2012 was 6.8% excluding retirees, and 9.6% including retirees. These percentages are an improvement from 2011 which were 9.7% excluding retirees and 11.11% including retirees.

**COMMUNITY TRANSFORMATION CATALYST GRANT UPDATE**

Cleveland County Health Department is presently working with personnel from the Shelby City Parks and Recreation to encourage them to establish a tobacco free policy for all parks within their system. Anne Short reported the buildings are presently tobacco free, however, tobacco use is permitted on the premises. Included in the Board packet is a copy of a resolution from the Board of Health, supporting a tobacco free policy for parks. With this resolution, the goal is to reinforce the importance of abstaining from tobacco use as a preventive measure for chronic disease, to reduce litter and protect children and pets from touching discarded tobacco product and to set a positive example for youth at the parks. This will be brought before the Shelby City Parks and Recreation Advisory Board on March 20, 2013. Also included in the Board packet is information developed and provided to the Shelby City Parks and Recreation Advisory Board, encouraging a tobacco free policy.

Ms. Short asked the Board of Health to support this resolution to assure a tobacco free policy for parks in Cleveland County.

Johnny Hutchins commented that in promoting tobacco free programs, the source of much of the grant funding available that is used to build parks, buildings, etc. should be considered. Mr. Hutchins further stated that by speaking out publicly against tobacco use, future opportunities for funding could be damaged. Discussion followed.

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**Motion:** A motion was made by Robert Miller with a second by Gina Ayscue that the Board of Health support the resolution to support a tobacco free policy for parks in Cleveland County as presented. Motion carried unanimously.

**2013/2014 FISCAL YEAR BUDGET PROPOSAL**

Chair Hayek expressed appreciation to Dorothea Wyant for the work she has done and continues to do with funding challenges.

Dorothea Wyant presented the Cleveland County Health Department 2013/2014 Fiscal Year Budget. Information was highlighted through a power-point presentation. Changes from this year's budget were identified and discussed. A \$25,000 increase for birth control methods is a result of the departments' use of more long term devices which are more expensive. The Health Department is required to pay for the devices when ordered, and Medicaid reimbursement is received after the devices are placed with the patient. Employee benefits include an increase of \$564.00 annually per employee for health insurance for an approximate total of \$121,000. Ms. Wyant noted the Health Department has been successful in producing from the current budget \$111,000 of the approximate \$121,000 needed to cover the increase in health insurance to assist the County in offsetting this cost. Ms. Wyant noted that State funding for Bioterrorism and Health Promotion continue to decrease, and re-accreditation fees are now required in the amount of \$2,750.00 annually for each agency in the State. One Physician Extender position will increase from 55% to 83% to provide equal time in the School Health Center at Crest High School. Ms. Wyant stated that a request has been made to the County School System to assist with offsetting the cost of this increase. Further information was shared.

The Carolina Community Health Partnership budget includes the addition of staff due to program requirements. Positions to be added include one (1) Pharmacy Technician to support the 1.5 Pharmacists positions presently on staff, and one (1) Administrative Assistant that will provide administrative support to staff within that unit. There are no County funds involved with these positions.

A comparison was provided of the 2012-2013 budget and the proposed 2013-2014 budget in relation to the funds received from State and Federal grants, Medicaid, grants/fees/Medicare and County funds, which reveals there is very little change in the Health Department budget this year.

Ms. Wyant has spoken with the County Manager regarding budgeting funds to implement an Electronic Medical Record (EMR) system during the coming fiscal year. Ms. Wyant noted that if EMR is not in place by 2014, there is a high risk that the department will face penalty fines to Medicare and possibly Medicaid. An EMR conversion is a timely process, as it is installed in phases, and will require a great deal of staff training and education during the process. The

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County Manager has indicated to Ms. Wyant that he will include this request in the County general budget request for FY 2013-2014. Chair Hayek commented that he has experienced the conversion to EMR both with the hospital and Shelby Children's Clinic, and can speak to the fact that it takes months to put these systems in place. In addition to penalties for failing to have EMR in place by the deadline, there are also incentives for those who have them in place prior to the deadline and have met their definition of meaningful use. The system must be in place, staff must be trained and have capabilities to provide the data assuring the agency has achieved meaningful use in order to receive incentive funds. Conversion to EMR is a huge project and takes an enormous amount of time.

Ms. Wyant stated there is a decrease in the Juvenile Crime Prevention Council (JCPC) Substance Abuse grant. These funds were used to fund a 50% position which will remain vacant during this fiscal year.

Animal Control Program services will remain the same as the 2012/2013 budget year, including four free rabies vaccination clinics during the year, as well as providing spay/neuter awareness and education. Changes to the budget were identified and discussed. Funds to replace one vehicle will be provided by the municipalities. A \$12,000 increase is proposed to replace floor sealant in a portion of the kennels located at the animal shelter to meet requirements set forth by the United States Department of Agriculture (USDA). An increase of \$6,130 is proposed to complete an addition to the parking area at the Animal Shelter. This will allow parking for Animal Control vehicles at the rear of the Animal Shelter facility, ensuring that parking space in front of the facility is available for the public. This proposal also includes fees for maintenance to the Animal Shelter Facebook page, and fees incurred through use of credit cards by the public. Departmental/service fee increases as presented to the Board of Health at the February, 2013 meeting is also included in this budget.

Changes in the proposed Solid Waste Program budget were identified and discussed. Ms. Wyant noted that proposed fee increases, including a 15% increase in tipping fees and a 24% increase in household fees were presented to the Board of Health during the February, 2013 meeting. Services in the Solid Waste department will remain the same as in 2012-2013, including efforts in litter prevention, recycling, enforcement, safety education and awareness.

Ms. Wyant identified the Health Department revenue streams and their percentage of the total budget. Chair Hayek questioned how the pie graph included on the power point presentation indicating revenue compares to other County Health Departments. Ms. Wyant stated the chart is very similar to other County Health Departments across the State; however, there are many Counties, particularly smaller Counties that utilize a greater percentage of County funds than Cleveland County. Chair Hayek stated it was important to know what the department revenue streams are; further noting that Cleveland County Health Department is well known across the State for actively pursuing grants and is feels assured that pursuit will continue.

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Ms. Wyant reviewed the Cleveland County Health Department mission statement, which is: “To assure, enhance and protect the health of Cleveland County citizens through education and prevention”.

Chair Hayek stated that this budget will be the Board of Health’s recommendation to the Cleveland County Board of Commissioners for their consideration of adoption.

**Motion: Kendalyn Lutz-Craver moved that the Cleveland County Board of Health approve the Cleveland County Health Department 2013/2014 Fiscal Year Budget as presented and send to the Cleveland County Board of Commissioners for their consideration of approval. Motion was seconded by Mike Alexander and passed unanimously.**

#### **RE-ACCREDITATION SITE VISIT REPORT**

During the re-accreditation site visit held on February 19-21, 2013, Cleveland County Health Department successfully met 145 of the 148 established benchmarks. The three benchmarks not successfully completed were: (1) Environmental Health was non-compliant with the Environmental Health Department Consumer Complaint Policy which states consumer complaints will be addressed by the next working day. During the site visit team record review, Environmental Health records indicated there were documented complaints that were not addressed within the appropriate time frame. Marty Allen has been asked to review and revise the policy. (2) A customer service satisfaction survey was not completed for the Environmental Health, Solid Waste and Animal Control departments. During the initial accreditation process, the need for customer service satisfaction surveys was addressed for clinical services only with no reference to Environmental Health, Solid Waste or Animal Control. Once noted by the re-accreditation site visit team, Health Department staff began the process of developing the needed customer satisfaction surveys to be implemented as soon as possible. (3) A medication was found in an unlocked cabinet in the pediatric clinic area. This infraction has been addressed with the staff member responsible, and the policy regarding securing medication was reviewed. Chair Hayek questioned if the unsecured medication was a controlled substance, and Ms. Wyant assured the Board that it was not.

The official certificate of re-accreditation will be presented to Ms. Wyant on behalf of the department in June, 2013.

Chair Hayek recognized the amount of work and effort on the part of the staff during this process, and on behalf of the Board of Health, commended the Health Department on successfully completing re-accreditation.

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**BUDGET AMENDMENTS**

Rodella Gold presented the following budget amendments, included in the Board of Health packet, for consideration of adoption by the Board of Health:

**Item Number One:** The Cleveland County Health Department Child Care for Children Program has received a donation in the amount of \$176.50. A request was made to budget this amount in the Child Care for Children Program (538) to be used to support operational expenses and incentives for the program.

**Item Number Two:** The North Carolina Department of Health and Human Services Cancer and Prevention Control Branch has allocated an additional \$10,500 to be used to support the WISEWOMAN Program. A request was made to budget this amount in the Adult Health Department (533) to be used to purchase medical supplies and pay physician fees to support this project.

**Motion: Robert Miller moved, with a second by Stan Pitts, that the Budget Amendments be approved as presented. Motion passed unanimously.**

**MISCELLANEOUS BUSINESS**

**Petting Zoo/Piccadilly Circus**

Ms. Wyant received information earlier today that the Piccadilly Circus, featuring a petting zoo for children planned to open today for business at the Cleveland County Fairgrounds. After dispatching Environmental Health staff to investigate and verify that the information was accurate, Ms. Wyant contacted Calvin Hastings, Cleveland County Fair Association Manager. After consultation with Ms. Wyant, Mr. Hastings made the decision the petting zoo would not be allowed to open.

**New Health Department Facility**

Carolinas Health Care System has negotiated with the Cleveland County Board of Commissioners to purchase the land and buildings where the Health Department, the Health Department Annex, the Cleveland County Employee Health and Wellness Center and the Ollie Harris Building are now located. Cleveland County Commissioners have announced plans to build a new health department facility, which will include offices presently located in the Health Department Annex and the Employee Health and Wellness Center. Mental Health Services currently located in the Ollie Harris Building will also be located within the new Health Department facility. Ms. Wyant and key health department staff have begun working with the architect who will design the structure.

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Johnny Hutchins stated that negotiations with Carolinas Health Care specifies the properties must be vacated within a 24 month period, so plans and construction will be moving rapidly. Mr. Hutchins stated plans are for the new building to be constructed behind the Department of Social Services building, noting the agreement with Carolinas Health Care will provide funds in advance to construct the new facility. Mr. Hutchins further noted this transaction will assure that Cleveland County will be the Carolinas Health Care western regional hub, and is a wise economic decision for Cleveland County. More local jobs will be created, and residents will have access to state of the art health care in Cleveland County. There was question and discussion regarding the status of the Health Department and Health Department employees. Mr. Hutchins assured the Board there will be no changes concerning the Health Department. Once the new facility is constructed, Health Department employees will move into the facility owned and operated by Cleveland County; and Health Department employees will remain employees of Cleveland County.

**Cleveland County Fair Study Commission**

Robert Miller requested that Debbie Dyer update the Board on the status of the reports from the Cleveland County Fair Study Commission sub-committees that were discussed during the February, 2013 Board of Health meeting. Ms. Dyer stated that reports were received from all sub-committees and incorporated into the minutes of the CCFSC meeting held on January 11, 2013. After reviewing the compiled information, a request was made by Dr. Carl Williams, NCDPH, State Public Health Veterinarian, to extend the allotted review time, indicating that he would like to consult with other Traffic Flow and Run-Off sub-committee members about possible revisions and additions to their report. At this time, minutes of the CCFSC meeting held on January 11, 2013, including sub-committee reports, have been completed and distributed appropriately. Ms. Wyant will schedule the next CCFSC meeting once the Traffic Flow and Run-Off subcommittee submits their revised report and the report is incorporated into the minutes.

**ADJOURN**

There being no further business, Chair Hayek called for a motion to adjourn.

**Motion: Robert Miller moved, with a second by Gina Ayscue that the Cleveland County Board of Health meeting be adjourned. The motion passed unanimously.**

RESPECTFULLY SUBMITTED,

Dorothea Wyant, Secretary  
Cleveland County Board of Health