

The Cleveland County Board of Health met on Tuesday, November 12, 2013 at 6:30 p.m., at the Deer Brook Golf Club.

Board members present: Kendalyn Lutz-Craver, Michael Alexander, Johnny Hutchins, Gina Ayscue, Stan Pitts, Steve Rackley, Charles Hayek, Robert Miller and Theresa Taylor

Health Department staff present: Dorothea Wyant, Rodella Gold, Anne Short, Sam Lockridge, DeShay Oliver, Alisa Leonard, Lauren Link, Debbie Dyer and Sharon Chapman.

Andrea Leslie-Fite, representing County Attorney Bob Yelton was also present.

**CALL TO ORDER/WELCOME:**

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

**CITIZEN RECOGNITION:**

No citizens requested to appear before the Board.

**APPROVAL OF AGENDA FOR NOVEMBER 12, 2013 BOARD OF HEALTH MEETING:**

Chair Hayek presented the proposed agenda for the November 12, 2013 Board of Health meeting for consideration of adoption.

**Motion: A motion was made by Robert Miller, with a second by Michael Alexander to adopt the agenda for the November 12, 2013 Board of Health meeting as presented.**

**APPROVAL OF OCTOBER 8, 2013 BOARD OF HEALTH MEETING MINUTES:**

Chair Hayek presented the October 8, 2013 Board of Health meeting minutes for consideration of approval.

**Motion: Kendalyn Lutz-Craver moved that the minutes of the October 8, 2013 Board of Health meeting be approved as presented. Robert Miller seconded and motion carried unanimously.**

**BOARD OF HEALTH POLICIES REVIEW/APPROVAL:**

Board of Health members received copies of the following Cleveland County Board of Health policies in their Board packets to review for consideration of approval:

Adjudication Policy – review

Financial Eligibility/Fee Collection Policy – review

HIPAA Privacy Protection Policy – review

Cleveland County HIPAA Privacy Rule Policy and Procedure – review

Cleveland County Health Department HIPAA Minimum Necessary Policy – review

Cleveland County Health Department Privacy and Security Risk Analysis Policy – review (**new policy**)

Cleveland County Health Department Patient Privacy Confidentiality: Breach Notifications and Sanctions Policy – review (**new policy**)

Cleveland County Health Department Staff To Client Texting/Social Media Policy – review (**new policy**)

Identity Theft Policy – review

Board of Health Operating Procedures – review and **revision**

Board of Health Orientation Policy – review

Board of Health Participation in Community Health Improvement – review

Board of Health Policy on Policies – review

Staff Training and Continuing Education Policy – review

Board of Health Tobacco Free Campus Policy – review

Dorothea Wyant shared information regarding revisions to the Board of Health Operating Procedures, and noted the addition of three new policies this year.

**Motion: Gina Ayscue moved that the Cleveland County Board of Health Policies be approved as presented. Robert Miller seconded and the motion carried unanimously.**

Chair Hayek directed Board members to contact Ms. Wyant with any questions regarding agency policies.

**2014 BOARD OF HEALTH MEETING SCHEDULE:**

Dorothea Wyant stated that the proposed Board of Health meeting schedule for 2014 was included in the Board packet for consideration of adoption.

**Motion: Kendalyn Lutz-Craver moved, with a second by Theresa Taylor, that the Board of Health adopt the 2014 Board of Health meeting schedule as presented. Motion passed unanimously.**

**STRATEGIC PLAN UPDATE 2012-2013**

Board of Health members received a copy of the Cleveland County Health Department Strategic Plan Update 2012 - 2013 in their Board packets to review for consideration of approval:

Anne Short shared information regarding the proposed Strategic Plan effective 2012-2015, and the Progress Update for 2012-2013. The report is very comprehensive and covers points of concern the Management Team felt needed to be addressed most. Ms. Short noted specific goals accomplished such as the placement of a Medical Records Manager and continued efforts to recruit and maintain a competent public health workforce. There has also been additional staff training provided, such as customer service and de-escalation training as these needs were identified during the customer service survey. Two health education staff members are being trained as facilitators for “Darkness To Light” training that focuses on child sexual abuse, and this training will be offered to health department staff. Progress has been made in Environmental Health services objectives by measuring and tracking consumer satisfaction and providing an annual review of all Environmental Health policies. Ms. Short noted that quality improvement has been a major focus for the agency overall, and many quality improvement projects have been implemented in efforts to assure that the quality of services offered to residents of Cleveland County is not only acceptable but exceptional. The agency website has been reviewed and reformatted to offer easier access to the public, and we have engaged in the “We Do That” campaign in our efforts to better inform the community of agency services and activities on a broader scale. Continued efforts will be made to further use social media to promote healthy living. Chair Hayek noted the progress made is impressive and is a reflection of the quality of the health department staff.

**Motion: Robert Miller moved to accept the Cleveland County Health Department Strategic Plan Update 2012-2013 as presented. Michael Alexander seconded and motion carried unanimously.**

**REQUEST TO APPOINT MEMBER TO THE TASK FORCE TO ADDRESS OVER POPULATION OF ANIMALS IN CLEVELAND COUNTY**

Sam Lockridge stated that he has met recently with representatives of the Association for the Welfare of Animals regarding partnering with the Animal Control program in future spay/neuter projects. They have requested that their organization be represented on the Task Force to Address the Over Population of Animals in Cleveland County, and request that the Board of Health appoint Alison Guess Still as their representative. A letter of request from Nancy Six, President of the Association for the Welfare of Animals, as well as a bio for Ms. Still was included in the Board packet. Mr. Lockridge stated that Ms. Stills’ accomplishments are

impressive and feels that Ms. Still would be an asset to the Task Force. Theresa Taylor stated that she has worked closely with Ms. Still involving projects associated with the Association for the Welfare of Animals, and highly recommends that the Board of Health consider appointing her to the Task Force.

**Motion: Theresa Taylor moved to appoint Ms. Alison Guess Still to the Task Force To Address the Over Population of Animals in Cleveland County. Robert Miller seconded and motion carried unanimously.**

#### **ELECTRONIC MEDICAL RECORD UPDATE**

Alisa Leonard and Rodella Gold presented updated information regarding Electronic Medical Record (EMR) software. Ms. Leonard stated that a committee began to seriously search for the (EMR) software best suited for the Cleveland County Health Department in May, 2013. At that time, a core group was created consisting of individuals representing different disciplines within the agency. Approximately 120 users will be assigned to the system. Three software companies have provided demos at the health department, Cure MD, Insight, and Patagonia. A matrix scoring system was developed, and Patagonia and Insight were selected as possibilities. Members of the core group visited surrounding counties who used Patagonia and Insight to observe their clinic flow and speak with staff members using both systems. Charlotte AHEC has also been consulted and has provided information and guidance during the process. Ms. Leonard stated the consensus is that Patagonia is the software best suited to the needs of this agency. Rodella Gold stated that if we sign an agreement with Patagonia prior to December 31, 2013, meaningful use terms will be met and other bonus options will be included at no additional cost, including a dashboard application for reporting data that is strongly recommended by the NC Health Directors' Association. Discussion followed regarding security issues involved with a Cloud based system. Lauren Link stated it was determined during site visits to other county agencies that Patagonia was most "user friendly" for staff and offered the best customer service options. Rodella Gold noted that Patagonia also includes ICD and CPT code updates within their software updates. Chair Hayek provided information regarding changes in diagnosis code changes that will become effective October 1, 2014, and how critical to billing the proper software updates will become at that time. Ms. Leonard stated that staff educational needs have been determined and that training is being provided. Staff members are in the process of completing a work flow analysis at this time.

**Motion: Kendalyn Lutz-Craver moved that the Cleveland County Health Department continue to negotiate a price and sign a contract with Patagonia prior to December 31, 2013. Michael Alexander seconded and the motion carried unanimously.**

#### **BUDGET AMENDMENTS:**

Rodella Gold presented the following budget amendment for consideration of adoption by the Board of Health:

**Item Number One:** The Cleveland County Health Department has received a donation in the amount of \$100.00 for the Breast and Cervical Cancer Control Program. A request was made to budget these funds in the Adult Health Department (533) to be used to pay for mammography services.

**Item Number Two:** The North Carolina Department of Health and Human Services has allocated an additional \$3,994 in Health communities funds, designated to develop and implement community based initiatives to create policies and environments that support increased physical activity; promote healthy eating; reduce obesity; prevent the use of tobacco; support diabetes self-management and prevent violence and injury. A request was made to budget this amount in the Health Promotion Department (535) for educational materials, advertising/promotions, and awards/incentives.

**Motion:** A motion was made by Robert Miller that the Board of Health approve the Budget Amendments as presented. Gina Ayscue seconded and motion carried unanimously.

**MISCELLANEOUS BUSINESS:**

**WIC Program Update:**

On October 8, 2013, the WIC Program experienced a “shut down” as directed by the federal government. Health Department staff was notified at 2:00 p.m. that the program would not provide services after that day. At that time, staff began to contact as many WIC clients as possible in an effort to serve as many clients as possible. During the hours of 5:00 and 10:00 pm, health department staff served 200 clients. Ms. Wyant worked closely with other community resources to continue providing food items through those sources. Ms. Wyant stated that fortunately, the WIC program reinstated services effective October 11, 2013.

**Board of Health Christmas Breakfast:**

The Cleveland County Board of Health breakfast will be held on Tuesday, December 3, 2013 at 8:15 a.m. at the Health Department.

**ADJOURN**

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

**Motion:** Kendalyn Lutz-Craver moved, with a second by Gina Ayscue that the Cleveland County Board of Health meeting be adjourned. Motion passed unanimously.

RESPECTFULLY SUBMITTED,

Dorothea Wyant, Secretary  
Cleveland County Board of Health