



Minutes of
**Public Health Authority of Cabarrus County
Board of Commissioners Meeting**

August 13, 2013

The Public Health Authority of Cabarrus County Board of Commissioners met in regular session on Tuesday, August 13, 2013 at 5:30 p.m. in the Board Room of Cabarrus Health Alliance, 300 Mooresville Road, Kannapolis, North Carolina 28081.

Commissioners Present: James T. Mack, Jr., Chairman
Allan Krusell, MD
Phyllis Wingate
Steve Morris

Commissioners Absent: Chad Weston, MD
Dari Caldwell
Tom Kincaid, Vice-Chairman

CHA Staff Present: Dr. William F. Pilkington, Secretary to the Board
Dianne Berry, CMC, NCCMC, Clerk to the Board
CHA Staff Members: Alice Luttmann, David Troutman, Erin Shoe, Janie Woodie, Julia Patterson, Kim Ragan, Paula Faggart, Ryan McGhee, Suzanne Knight, Tammie Harkey

CALL TO ORDER

Chairman Mack called the meeting to order at 5:30 p.m. and offered the invocation. He recognized H. Jay White, Sr, outgoing Cabarrus County Public Health Authority Board member for his years of service from 2010-2013 and presented a resolution in Mr. White's honor, along with a gift of appreciation. Chairman Mack thanked Mr. White for his service. Dr. William F. Pilkington, Public Health Director, also thanked Mr. White for his support, and stated "although it has been a tough 3-4 hours for public health, it has been good to have you in our corner." Mr. White thanked the Board for their recognition, and stated that Cabarrus Health Alliance wants to do the best job it can, and it shows. He credited Dr. Pilkington, the Board, and all Cabarrus Health Alliance staff members for its success.

ROBERT WOOD JOHNSON FOUNDATION – PROJECT SMILE GRANT

Janie Woodie, CHA Dental Practice Manager, presented information to the Board on the Project Smile Planning Grant Project. The goal is collaboration between Cabarrus County and Guilford County to improve dental services, with grant award funding of \$124,708. The project period is January 15, 2013 – January 14, 2015. The administrative and fiscal agent is Cabarrus Health Alliance, and the CJS partner is Guilford County Health Department. Janie reviewed designated team members from both agencies, objectives, strategies, and a list of project deliverables. Mrs. Woodie explained that the idea is sharing of services, *i.e.* the CHA Mobile Dental Unit and training opportunities.

Dr. Pilkington explained that Robert Wood Johnson is a highly regarded organization known world-wide and this was a competitive grant application. The purpose of the grant was to see if we could work with another NC local health department collaboratively that was not next door, with the idea of all local health departments working on a regional basis in the future.

2012-13 SY SCHOOL NURSE CASE MANAGEMENT RESULTS

Kim Ragan, RN, School Health Nurse supervisor, presented the SY 2012-13 Case Management Outcomes for the CHA School Nurse Program. She explained that school nurses strive to identify those students who are not reaching their optimal potential at school due to health conditions and work with those students to be able to be in class, on task and ready to learn. Their focus is on: attendance, behaviors, success in school,

health knowledge/compliance, and quality of life. Mrs. Ragan stated that 95% of students who received Case Management interventions during the 2012-2013 school year showed improvement in 3 or more focus areas.

OATH OF OFFICE FOR PHYLLIS WINGATE AND STEVE MORRIS

Phyllis Wingate, member of the Carolinas Medical Center-Northeast Board of Advisors was sworn in for a second three-year term and Steve Morris, member of the Cabarrus County Board of Commissioners was sworn in for his first term.

ADOPTION OF THE AGENDA

Dr. Krusell motioned to adopt the agenda for the August 13, 2013 meeting, as presented. Ms. Wingate seconded the motion. Approved 4:0

APPROVAL OF THE MINUTES

Ms. Wingate motioned to approve the minutes of the June 18, 2013 Cabarrus County Public Health Authority Board of Commissioners meeting, as presented. Dr. Krusell seconded the motion. Approved 4:0.

REPORTS

Mr. Mack noted the reports presented at the August 13, 2013 meeting: 4th Quarter FY 2013 Organizational Goals & Objectives; 4th Quarter FY 2013 Employee Separations Rates; and 2012-2013 School Year School Nurse Case Management (CM) Results. He asked if there were questions or comments from the Board. There were none.

CONSENT AGENDA

Mrs. Harkey reviewed the Budget Revisions and Amendments Requests:

\$22,941.00 – Budget prepaid funds from fund balance for the SPPPH Incubator project for FY 2014. (General Admin Dept.)

\$39,500.00 – Budget Beacon funds from Community Care of Southern Piedmont to support the final portion of the Daily Disease Report project. (General Admin Dept.)

\$3,753.00 – Correct amount budgeted for contribution from Town of Mt. Pleasant for the West Nile Virus project. Funds were over budgeted in original budget. Increase EH fees based on historical receivables. (Environmental Health Dept.)

\$5,175.00 – Budget prepaid funds from fund balance for the final ACHIEVE activities for FY 2014. (Health Initiatives Dept.)

\$17,500.00 – Budget Beacon funds from Community Care of Southern Piedmont to support the final portion of the WIC Educator Phase II project. (General Admin Dept.)

\$13,771.00 – Budget prepaid funds from fund balance for the Employee Wellness activities for FY 2014. Grant funds received from NC Medical Society as a result of employee/agency completing wellness requirements. Funds received in June, 2013. (General Admin Dept.)

\$36,313.00 – Adjust budgeted Beacon funds from Community Care of Southern Piedmont to support the final portion of the EMR project and fund balance appropriate total received for FY 2013 to complete activities in 2014. (Information Technology Dept.)

Dr. Krusell motioned to approve the budget revisions and amendments as presented. Ms. Wingate seconded the motion. Motion approved 4:0.

Dr. Pilkington stated that Cabarrus Health Alliance clinical services has been struggling ever since the Cabarrus County Board of Commissioners decided that no funding could be put into Clinical Services. This left approximately 300 women without prenatal care. He added that in response to this situation, Phyllis Wingate called a meeting to try to resolve this issue. With funding from CMC-NorthEast and utilizing Cabarrus Health Alliance resources and staffing, a plan is now in place at CHA to offer OB clinics available two days per week. Suzanne Knight, Clinical Director, stated that clinic staff had a high-priority waiting list and they were able to get those patients in within 2^{1/2} weeks. Thanks so this solution, anyone who needed care, is in care now.

Dr. Pilkington also stated that when the state legislation announced additional cuts to women's health services just last week, Ms. Wingate immediately responded with the offer of additional assistance.

Suzanne Knight, Clinical Director, stated that clinic staff had a high-priority waiting list and they were able to get those patients in within 2^{1/2} weeks. Thanks so this solution, anyone who needed care, is in care now. Chairman Mack thanked Dr. Pilkington, Ms. Wingate, and the clinical services team for this creative solution to avert a potential crisis.

NEW BUSINESS

Customer Service Program

Erin Shoe, Human Resources Director, stated that the Quarterly Goals & Objectives reports are a metric we use to strive for 96% customer satisfaction rate. During the past two years, the overall report has had all green dots. Cabarrus Health Alliance has been conducting quarterly customer service surveys since 2003. Satisfaction scores have remained at a high level during this time. For the 4th Quarter FY13 survey, 1100 survey forms were collected and reported out. Time involved in one survey is about 20 hours from start to finish. She noted that outsourcing has been considered, but it is just too costly. Mrs. Shoe asked for the Board's recommendations on moving forward. She also noted that Cabarrus Health Alliance offers various opportunities throughout the year for customer feedback, including the CHA Customer Care Line, comments cards, and all complaints/concerns from clients are reported and resolved within 24 hours.

Mrs. Shoe shared an overview of the new Cabarrus Health Alliance website with Board members, which will go live soon. She pointed out that the new design offers several options for customer feedback. She asked for Board approval to go bi-annually with surveys, with the stipulation that if any customer satisfaction scores drop below the threshold of 96%, we re-implement the quarterly survey process. Dr. Krusell motion to approve changes to the CHA Customer Service Program as presented. Ms. Wingate seconded the motion. The motion passed 4:0

INFORMAL PUBLIC COMMENTS/SPEAKERS FROM THE FLOOR

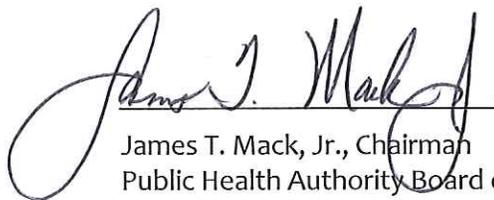
Chairman Mack opened the floor for any public comments. There being none, he closed the public comments section and proceeded with the regular meeting.

ANNOUNCEMENTS

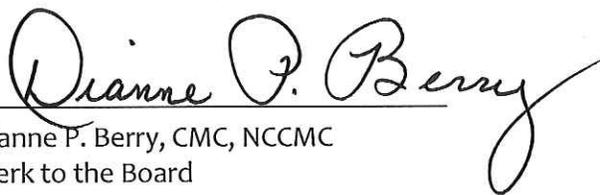
Chairman Mack called for any announcements to come before the Board. There were none.

ADJOURNMENT

There being no further business to come before the Authority Board, Dr. Krusell motioned to adjourn the meeting at 6:11 p.m.



James T. Mack, Jr., Chairman
Public Health Authority Board of Commissioners



Dianne P. Berry, CMC, NCCMC
Clerk to the Board