

**Sampson County Health Department Advisory Committee
Meeting Minutes**

July 15, 2019

Members Present: Dr. Jeffrey Bell, Paul Bradshaw, Robert Butler, Jacqueline Howard, Allie Ray McCullen, Commissioner Harry Parker, Linda Peterson.

Absent: Dr. Elizabeth Bryan, Charlotte Harrell, Linda Heath.

Health Department staff present: Wanda Robinson, Sally DeMay, Tamra Jones, Perry Solice, Annie Fennell and Kelly Parrish.

Administration Present: Edward Causey and Joel Starling.

I. Call to Order – Jacqueline Howard, Chair:

Jacqueline Howard, Chair called meeting to order.

II. Invocation:

Commissioner Harry Parker gave the invocation.

III. *Approval of minutes:

a. May 20th, 2019 minutes:

Motion made to accept the May 20, 2019 minutes as presented by Robert Butler and 2nd by Dr. Jeffrey Bell. All in favor. Motion carried.

IV. WIC Presentation:

Wanda Robinson presented WIC Program update. The Sampson County WIC department receives \$16.50 per month per participant. Base caseload is 1803 for \$356,994 for FY 2019/2020. Budget for FY 2018/2019 was \$380,556 which shows a decrease for FY 2019/2020 of \$28,873.00. WIC must maintain caseload that is 97% of the base caseload or will lose funding. Average caseload for WIC is 1550 per month.

A recent survey last year of women who no longer participated in WIC showed that the primary reason (nearly 45%) for not returning for services was they unintentionally missed their appointments. Other reasons discussed for the drop in return for WIC services include residency status, 1% milk and eWIC card.

Outreach strategies implemented are:

- Log of participants who fail to pick up benefits being kept daily and staff calling participants to reschedule appointments and document reason for missed appointment such as transportation, or other issues.
- State wide strategies are being developed to increase WIC participation.
- WIC staff providing outreach materials in effort to reach new participants. Materials include pamphlets “What is WIC:; WIC makes a Health Difference” and eWIC outreach postcards are being provided to local Physician’s offices, Headstart, daycares and DSS.

V. Child Fatality Annual Report:

Wanda Robinson present the 2018 Sampson County Child Fatality Prevention Team report. (See attached Report).

Discussed the requirement to establish and maintain Child Fatality Prevention Team and the North Carolina G.S § 7B-1400 and G.S. § 7B-1406. Purpose of the team is assess the records of all deaths of children from Sampson County from birth to age 18, to identify areas for improvement and to recommend changes that would promote the safety and well-being of children.

The team reviewed 5 child fatalities between January 1, 2018 and December 31, 2018. This was a significant decrease from 8 to 5 deaths as compared to the previous year.

Type and number of fatalities reviewed (CY-2018):

Child Death by Cases (Causes of Death)	# Reviewed
Birth Defects	1
Perinatal Conditions	2
Illnesses	<u>2</u>
Total	5

Child Death by Age

Infant	4
5-9	<u>1</u>
Total	5

Analysis and Recommendations: Trends show death rate increased substantially for infants; the primary cause for this was due to illnesses and extreme prematurity. There are no reports of SIDS deaths for the past five years. Recommendations: Need to develop and conduct public awareness on the importance of safe driving and seat belt usage and to continue to promote early and continuous prenatal care.

VI. Women's Health Audit:

Kelly Parrish presented report on Women's Health Audit performed by the State Nurse Consultant on May 15th through 17th. She commended the health department on obtaining the Rural Health Grant and the Infant Mortality Grant as well as mentioning the recent Re-Accreditation with Honors. There were minor issues found with policies that required minor revisions that have already been completed. Consultant's report gave recommendations for changes. There were some trainings missed that have now been completed. The biggest concern was misinterpretation on our part of some coding and billing guidance from the state for prenatal services. This resulted in a payback situation with Medicaid. After rebilling of the some of the errors; the payback amount dropped from \$7000.00 to \$2861.00. Rebilling of claims is allowed up to 365 days from initial billing. Wanda Robinson reported the fiscal and clinical staff worked diligently to rectify the errors. Coding and billing interpretation has been corrected and staff educated.

VII. Customer Service Survey:

Edwin Causey reported on the Customer Service Survey. Commissioners focused on economic development. Several newspaper articles have been published regarding the Chairman of the Commissioners has talked with all municipalities and Economic groups regarding need for economic development. Feedback from one group contacted suggested evaluating internal customer service to see how receptive we were to business. An Economic Development Customer Service Initiative was developed that involved Environmental Health, Inspections, Planning, Administration, Economic Development, Public Works and the Tax departments. These are the departments that generally have contact with the public and to look at how those services were received.

There were about 500 surveys sent out with about a 15% response. Overall rating of the Customer Service survey indicated were doing a satisfactory job. Commissioners have tasked Mr. Causey with taking the report and coming up with ideas to improve the overall customer service to try to obtain a better rating.

Upon evaluation of the report, was noted that Environmental Health was rated lower than any other group. Mr. Causey pointed out two things in regards to the ratings:

1. Comparing a score of 3.48 to a high of 3.71 not sure if statistical there is enough difference to note.
2. How do you compare Environmental Health to Administration when environmental health has fees charged and tasks doing before approving items for clients versus coming over to Administration office where basically giving client information, therefore you would expect the score to be generally higher.

Several departments operate on a 4-day work schedule which was set prior to Mr. Causey's arrival in 2010. The survey recommended that an in-depth review needed to be done to determine if that is the way we need to do business or if process needed to be tweaked. Mr. Causey has meet with the departments and is in process of developing an evaluation tool. There will be some type of adjustments.

Another item that was identified by the report, was the signage around the complex. Currently working to create new signage that would be helpfully to employees as well as to customers that we serve. Upon evaluating the signage for buildings, issue arose as to how to identify parking for the buildings. Parking identification is currently being evaluated and drawn by Administration office. There will be an opportunity for comments on these plans. Mr. Causey remarked wants to be sensitive to the needs of our customers, but also wants to remember that we have employees. He wants to accommodate the customers, but does not want to unnecessarily inconvenience the employees, however there will have to be some adjustments.

Mr. Causey also spoke of the need to have more cross-training in customer service within our departments. Mr. Causey has been getting comments from employees regarding this issue and will be starting to work on this issue soon.

Mr. Causey noted will be working toward possibly having forms available that would be needed for all departments involved with a new building contractor. Also discussed processes as another item being reviewed to see if processes being worked in a timely fashion and, do we have processes established that the public understands what they need to do in order to submit. Along with this review, will be looking at tools to see if we can allow customers to do more work on-line and be able to take care of some of the information on-line.

VIII. Financial:

a. BCCCP AA Revision*:

Tamra Jones presented the BCCCP AA increase of \$1680.00 (See Agreement Addendum handout). Motion to accept the \$1680.00 increase made by Linda Peterson, seconded by Dr. Jeffrey Bell. All in favor. Motion carried.

b. WIC Reduction-\$14,000:

Tamra Jones reported she projected in the budget for FY 2019/2020 a \$14,000.00 cut in the WIC department. The Breast-Feeding Agreement Addendum does not arrive until after the budget has been submitted for FY 2019/2020; there were additional cuts that were not anticipated and the full amount for the WIC reduction is \$28,873.00

c. Healthy Communities AA Revision:

Tamra Jones reported a decrease in this agreement addendum of \$4,529.00 (See Agreement Addendum handout).

d. Rural Health Grant*:

Wanda Robinson noted that committee had a copy of the Rural Health Grant contract in packet. Wanda discussed that health department would receive the \$150,000.00 grant for the second year of a three-year grant. This amount was already included in the FY 2019/2020 budget; therefore, this is for information purposes only and does not require a motion.

e. Financial Report:

Tamra Jones reported on the Activity Summary for FY 2018/2019 (handout attached). Most activities are down. Some noted causes for decrease are staffing changes, without a nurse practitioner until December of this fiscal year. STD visits and Environmental Health numbers increased. Wanda Robinson noted that nursing staff has been hired and in process of being trained. Have hired four new nurses in the last few months.

Tamra discussed the Medicaid revenue pages of the handout. Medicaid revenues are down, but the year is typically not closed out until end of August or mid-September; therefore, these numbers may change. There will be an updated report in either September or November meeting.

Tamra added to the agenda Fee Schedule Changes. See attached handout. Tamra discussed discovering that Lab Test codes could be attached to several different CPT

codes and the need to differentiating which CPT code goes with which test code due to this is how we bill by CPT code. Also ran into issue of one CPT code could be associated with two different Lab Test Codes that charged at different prices. Explained could only have one CPT code with one price in system. Tamra tried to capture all of these codes in the new budget, but these identified codes were missed or need to be added to current Fee Schedule (see attached handout). Motion made to accept the proposed Fee Schedule changes made by Dr. Jeffrey Bell and seconded by Paul Bradshaw. All in favor. Motion carried.

IX. Health Directors Report:

a. Vacancies/hires-Nutritionist, PE, Interpreter:

Wanda Robinson discussed Nutritionist needs- will be contracting with Nutrition Plus for coverage until position is filled, due to need to keep WIC numbers up. Physician Extender will start August 1st, she is just out of school but was a registered nurse prior. Interviewed two others for the position that did not have any experience. Interpreter position will begin interviewing soon, have received about fifty applications.

b. Contract Services-Nutritionist:

See above for comments.

c. Medicaid Transformation Update:

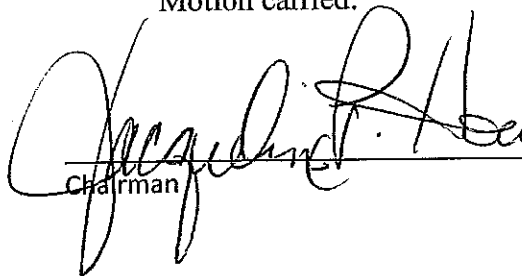
Wanda Robinson reported that this will be moving forward. Lawsuit filled against Medicaid by the DHHS branch. Lawsuit in process of being appealed. State has decided to move forward with transformation process at this time. Wanda spoke of having been contacted by the different insurance companies wanting to come and speak with her regarding the contracts. Plans are to begin to meet with the five insurance companies and contracts signed by the beginning of the year.

X. Public Comment:

No public comment.

XI. Adjournment:

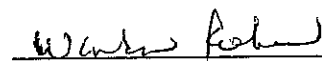
Motion to adjourn made by Robert Butler and seconded by Dr. Jeffrey Bell. All in favor. Motion carried.



Chairman

Date

9/16/19



Secretary

9/16/19
Date