

The Cleveland County Public Health Board met on Tuesday, October 10, 2023, at 6:00 p.m.

Board members present: Vice Chair Kale Meade, Mark Heiner, Ronnie Whetstine, Robert Miller, Marty Hamrick, Henry Gilmore, Heather Bridges Moore, Nancy Cline,

Remote Attendance: Deanna Moseley Lawrence

Health Department staff present: Tiffany Hansen, Deshay Oliver, Leslie McSwain, Andrea Power, Heather Voyles, Nathan McNeilly, Anne Short

CALL TO ORDER/WELCOME:

Vice Chair, Kale Meade called the meeting to order at 6:00 pm and welcomed everyone.

Mr. Miller gave the invocation.

CITIZEN RECOGNITION:

No citizens requested to appear before the Board.

APPROVAL OF AGENDA FOR OCTOBER 10, 2023, PUBLIC HEALTH BOARD MEETING:

Vice Chair Meade presented the proposed agenda for the October 10, 2023, Public Health Board meeting for consideration of adoption.

Motion: A motion was made by Marty Hamrick with a second by Robert Miller to adopt the agenda for the October 10, 2023, Public Health Board meeting as prepared. The motion carried unanimously.

APPROVAL OF SEPTEMBER 12, 2023, PUBLIC HEALTH BOARD MEETING MINUTES:

Vice Chair Meade presented the September 12, 2023, Public Health Board meeting minutes for consideration of approval.

Motion: Marty Hamrick moved that the minutes of the September 12, 2023, Public Health Board Meeting be approved, and Robert Miller made the second. The motion carried unanimously.

INTRODUCTION OF PUBLIC HEALTH BOARD MEMBER, DR. NANCY CLINE:

Vice Chair Meade introduced Tiffany Hansen with the introduction of our new Public Health Board member, Dr. Nancy Cline. Dr. Cline is an Ophthalmologist with Shelby Eye Center. Tiffany

expressed how excited and grateful we were to have her as a member of the Public Health Board and asked that members of the board and CCHD staff introduce themselves to Dr. Cline. After introductions Tiffany thanked Dr. Cline for volunteering to serve on the Public Health Board. We know that Dr. Cline will be a great asset to the board.

CUSTOMER SATISFACTION SURVEY:

Vice Chair Meade introduced Anne Short with the customer satisfaction survey results. Anne presented a handout with the data obtained through the customer satisfaction survey. The results were as follows:

1. Did our staff greet you in a friendly manner? 99.5% said yes, and .50% said do not recall.
2. How would you rate your satisfaction with the length of time you waited to be seen? 62% said excellent, 23% very good, 11% average, 1% not so good, and 3% no answer.
3. Were your payment/financial options explained to you? 63% said yes, 7% said no and 30% said they already understood.
4. How would you rate your interaction with clinic staff? 79% said excellent, 16% said very good, 4% average, and 1% no answer.
5. How would you rate the quality of the service you received? 78% said excellent, 16% said very good, 4% average, and 2% no answer.
6. How would you rate your satisfaction with our availability of appointments? 74% said excellent, 20% said very good, 5% average, 1% not so good.
7. Are you satisfied with the health department's hours of operation? 99% said yes, and 1% said no.
8. How easy was it to find your way through the building? 71% said very easy, 22% said easy, 6% average, and 1% difficult.
9. Did you get the information you needed to meet your personal health needs? 97% said yes, 1% said no, 1% not sure, and 1% no answer.
10. How would you rate your experience with CCHD? 77% said excellent, 20% very good, 2% average, and 1% no answer.

11. Would you refer your family or friends to CCHD for services? 98% said yes, and 2% not sure.
12. Were services provided to you in a respectful manner? 99% said yes, and 1% no answer.

How did you hear about our services?

Family/Friends	110
Billboards	2
Website	21
Newspaper	1
Social Media	10
Referral	64
Other	29

Dr. Heiner expressed how impressive it is to have such great responses to the customer satisfaction survey. Tiffany said that she is very proud of the staff at CCHD for all their hard work in making this survey such a success. The level of care given to clients at CCHD shines through this survey.

BUDGET AMENDMENTS:

Vice Chair Meade introduced Leslie McSwain with budget amendments for CCHD.

ITEM NUMBER ONE:

The Cleveland County Health Department has been allocated an additional \$301,858 in funds from NCDHHS for our Nurse Family Partnership (NFP) Program. These funds will be used towards salaries and fringe to hire 2 FTE nurse home visitors. This will allow staff to serve up to an additional 50 families and to better serve the program's existing enrollees. We ask that these funds be budgeted in our NFP (545) department.

ITEM NUMBER TWO:

The Cleveland County Health Department has been allocated \$181,359 from NCDHHS for Communicable Disease Pandemic Recovery. These funds will be used towards purchasing a fleet vehicle as well as construction of an awning to allow staff to better serve our patients. Also, these funds will be used to purchase private COVID vaccines. We ask that these funds be budgeted in our TB/STD/CD (532) department.

Motion: A motion to recommend the proposed budget amendments to the Board of Commissioners was made by Robert Miller and a second was made by Mark Heiner. The motion carried unanimously.

MISCELLANEOUS:

Vice Chair Meade asked if there was any miscellaneous business to discuss. There was no further business that needed to be discussed.

ADJOURN: 6:35 PM

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

Motion: Mark Heiner moved, with a second by Marty Hamrick that the Cleveland County Public Health Board meeting be adjourned. The motion carried unanimously.

RESPECTFULLY SUBMITTED,



Tiffany Hansen, Secretary
Cleveland County Public Health Board