

**North Carolina Local Health Department Accreditation
Board Meeting
Cardinal Room, N.C. Division of Public Health,
5605 Six Forks Road, Raleigh, N.C.
Friday, May 18, 2018
10a.m.— 2:30 p.m.**

Board Members Present

Bertadean Baker
Barbara Beatty
Robert Byrd
Chris Dobbins
Susan Elmore
Chris Hoke
Ann Holton
Barbara Ann Hughes
Rebecca McLeod
Jerry Parks
Phyllis Rocco
David Stanley
Benjamin Tillet

NCIPH Staff Present

Sue Daniels
Lori Rhew
Amy Belflower Thomas

Site Visitors Present

Ann Absher
Victoria Hudson
Tommy Jarrell
Andy Smith
Bill Smith
Leeanne Whisnant

Board Members Absent

Robert 'Bob' Blackburn
Teresa Ellen
William A. Sollecito
Larry Michael

WELCOME

Chris Dobbins, Board Chair, called the meeting to order at 10:00am. He welcomed and thanked

Guests - Health Department Directors and Staff

Moore County Health Department

Matt Garner

Caswell County Health Department

Jennifer Eastwood

Northampton County Health Department

Andy Smith
Megan Vick
Cheryl Warren

Randolph County Health Department

Tara Aker
Susan Hayes
Wendy Kennon

Forsyth County Public Health

Marlon Hunter
Denise Price

Wayne County Health Department

Davin Madden
Brenna Wolfe

Madison County Health Department

Tammy Cody
Heather Sharp

Transylvania County Health Department

Elaine Russell

Onslow County Health Department

Angela Lee
Jeff Sieber

everyone for attending. Chair Dobbins welcomed new N.C. Local Health Department Accreditation Board member Bertadean Baker. Ms. Baker is a Warren County Commissioner. Amy Belflower Thomas, Accreditation Administrator, introduced new Accreditation Program Assistant Sue Daniels.

Chair Dobbins asked the board if they had any comments on the minutes from the December 19, 2017 Board Meeting. Board member Chris Hoke made the motion to approve the minutes and Board member Robert Byrd seconded the motion. The motion passed. Board member Chris Hoke also provided recognition for the site visitors for the work that they do for the NCLHDA program.

Accreditation Adjudication Process

Administrator Thomas reviewed the Accreditation Adjudication Process and reminded the board members to keep in mind conflicts of interest when voting.

SITE VISIT REPORTS

Moore County Health Department Accreditation Adjudication

Tommy Jarrell, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly addressed the five Not Met activities: 5.1, 19.2, 30.8, 31.4 and 31.5. The Site Visit Team recommended Moore County Health Department for Reaccreditation.

Mr. Matt Garner attended the meeting in place of Mr. Robert Wittman, Health Director. Mr. Garner approached the board and thanked the staff and the Site Visit Team. Mr. Garner thanked the Division of Public Health, the Accreditation Board and the process itself. He said not only does it standardize a level of service across all counties, but it also drives us and strives for us to do better. He believed the point of the process is a good one. Mr. Garner thanked Mr. Jarrell and the Site Visit Team and said the Site Visit Team was very professional, very courteous, very polite, and very efficient. Board member Chris Hoke asked about Not Met Activity 5.1. and if turnover is a significant issue for their organization. Mr. Garner replied that it hasn't been over recent years, but it is unfortunate to not be able to hold on to a key nursing position. Mr. Garner mentioned that they are currently looking for another Nursing Director. Board member Ann Holton asked about Not Met Activity 31.5 regarding personnel records and if efforts had been made for improvement. Mr. Garner replied yes, they have made some improvements.

Board member Robert Byrd made a motion to accept the Site Visit Team's recommendation and Board member Phyllis Rocco seconded the motion. The motion passed, and Moore County Health Department was awarded Reaccreditation.

Caswell County Health Department Accreditation Adjudication

Leeanne Whisnant, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly addressed the eight Not Met activities: 10.1, 15.1, 15.2, 24.3, 30.4, 30.6, 30.8 and 30.9. The Site Visit Team initially recommended Caswell County Health Department for Conditional Reaccreditation. After additional documentation was submitted for Activity 30.8 according to the Conditional Accreditation Protocol, the Site Visit Team amended their recommendation for Reaccreditation.

Ms. Eastwood thanked Administrator Thomas and the Site Visit Team for being patient with them. Ms. Eastwood mentioned that the accreditation process seemed stressful this time due to

loss of their workforce. She said over the last ten months they lost 30% of their workforce, including their health director. Ms. Eastwood mentioned a Home Health Director was hired. Chair Dobbins asked about the cause for the high turnover. Ms. Eastwood replied they had a long-term health director and had gotten a new health director. Ms. Eastwood discussed the Community Alternatives Program, which works with disabled residents to keep them in their home as opposed to a long-term care facility. Board member Barbara Beatty asked if there are other agencies that can take over home health. Ms. Eastwood responded there are, but they cherry-pick clients, and often that leaves the under and uninsured unserved. Ms. Eastwood mentioned that the county feels that home health is an important service for them to continue to offer. Board member Chris Hoke asked, with turnover, if they have looked at any other governance models. Ms. Eastwood replied no, and she would appreciate any advice or guidance.

Board member Chris Hoke made a motion to accept the Site Visit Team’s recommendation and Board member Jerry Parks seconded the motion. The motion passed, and the Caswell County Health Department was awarded Reaccreditation.

Northampton County Health Department Accreditation Adjudication

Leeanne Whisnant, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed that all activities were Met. The Site Visit Team recommended Northampton County Health Department for Reaccreditation with Honors.

Andy Smith, Health Director, approached the Board and recognized Megan Vick, Cheryl Warren and his wife, Wendy Smith of Granville-Vance District Health Department, for their help with the site visit. Board member Robert Byrd asked Mr. Smith to describe the organizational culture. Mr. Smith responded that they have a good staff with a lot of long-time employees, support from their Board of Health and good community partners. Mr. Smith mentioned that they try to run a business and they focus on what they can do and what they can do well and not worry about the rest. Mr. Smith mentioned that their home health program is turning a profit. He mentioned that they have a new lead supervisor who is on board with saving money in budget, so they’re doing well. Board member Barbara Beatty asked how the agency got rid of animal control. Mr. Smith replied that the county is separating animal control and animal welfare. He mentioned that they give free rabies clinics in May and that he is trained on how to administer the shots.

Board member Chris Hoke made a motion to accept the Site Visit Team’s recommendation and Board member Barbara Beatty seconded the motion. The motion passed, and Northampton County Health Department was awarded Reaccreditation with Honors.

Randolph County Health Department Accreditation Adjudication

Andy Smith, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed that all activities were Met. The Site Visit Team recommended Randolph County Health Department for Reaccreditation with Honors.

Susan Hayes, Health Director, approached the Board and stated that they have had success because they have long-term staff members. She also mentioned that they have support from county commissioners. Chair Dobbins asked if they had any comments or thoughts on the process. Tara Aker replied that it is a little bit of both- there was a whole lot of paper, but the

process is good. She mentioned that there is some redundancy, but overall it is a good process. Chair Dobbins responded by asking that all agencies speak up in identifying where there are redundancies. Board member David Stanley asked if the department used volunteers. Ms. Hayes replied with their animal control program it is very hard, because it's primarily for staff and you can't please everyone. She mentioned that if they do have volunteers help with the program that they must be at least 18 years old. Board member Barbara Beatty asked if the county had an active Humane Society. Ms. Hayes replied that they do, and they appreciate people who understand their situation. Board member Chris Hoke asked how the former Randolph County Health Director was doing. Ms. Hayes replied that she's doing well and even volunteers with the department.

Board member Susan Elmore made a motion to accept the Site Visit Team's recommendation and Board member Barbara Beatty seconded the motion. The motion passed, and Randolph County Health Department was awarded Reaccreditation with Honors.

Forsyth County Department of Public Health Accreditation Adjudication

Bill Smith, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed the two Not Met activities: 30.6 and 41.1. Mr. Smith stated that the highlight of the site visit was going from one clinic hall to another and seeing on one side the history with old newspaper pictures, and on the other side tables with display boards of their current outreach programs. The Site Visit Team recommended Forsyth County Department of Public Health for Reaccreditation with Honors.

Marlon Hunter, Health Director, approached the Board and stated that he would like to thank Mr. Smith and the Site Visit Team. Mr. Hunter mentioned that the county is well-resourced and well-supported by the board of health and commissioners. He mentioned that they use the CHAs to work with the hospital to do community health work. The community struggles in poverty, access to care and poor health outcomes. Mr. Hunter said they have an older workforce at the health department and that they are very knowledgeable. He mentioned that he spends the majority of his time attending team meetings and building relationships in the community. Mr. Hunter has focused on maternal and child health in the county, and he uses it as a strategy to improve health. He mentioned that many of the issues in Forsyth county are generational, and to see a change in a community, sometimes it will take a generation to see those changes. Mr. Hunter wants to complete ten full years of data to address maternal and child health issues. He mentioned that disparities between blacks and whites has decreased because of efforts in the intensified nurse family partnership program. Mr. Hunter said that the program is funded permanently, and it has been expanded from four to eight nurses. They are currently working on getting a nurse in every elementary school. Mr. Hunter said that they have an increased environmental health staff. He mentioned that the budget has increased for the health department because they're getting more staff. Mr. Hunter mentioned that Novant Health is going to chair Forsyth's infant mortality committee. He reiterated that they use the CHA process to drive the work and tell the story. Board member Ann Holton mentioned that the local appropriation has increased, but department expenses have not increased a lot. Mr. Hunter replied that all counties around the state are receiving unfunded mandates. He said that he has placed a different focus on child and maternal health. Board member Barbara Beatty asked if their hospitals were working with them and is Wake Forest Baptist hospital a not-for-

profit. Board member Robert Byrd replied that both hospitals in Forsyth are not-for-profit. Board member David Stanley mentioned that depending on where you live in the county determines what resources you have, and he asked how the department funnels the resources to where they need to go. Mr. Hunter replied that they use the CHA process and when people are invited to a meeting, they show up. He said that if we can all get behind a common goal where everyone can win, it works.

Board member Chris Hoke made a motion to accept the Site Visit Team's recommendation and Board member Robert Byrd seconded the motion. The motion passed, and Forsyth County Department of Public Health was awarded Reaccreditation with Honors.

Wayne County Health Department Accreditation Adjudication

Bill Smith, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed the four Not Met activities: 7.3, 27.3, 30.1 and 30.2. The Site Visit Team recommended Wayne County Health Department for Reaccreditation.

Davin Madden, Health Director, approached the Board and acknowledged Agency Accreditation Coordinator Brenna Wolfe. He mentioned that Ms. Wolfe is also the clinical nurse supervisor for their health department. Mr. Madden said the Site Visit Team was pleasurable to work with. He mentioned that their poverty population is high with 60% of children living in poverty. He said that it is the highest subsidized housing per capita in the nation as of data from 2016. Board member Chris Hoke mentioned that he enjoys that each county has something unique about it, and he asked how does the Air Force base support the work that they are doing. Mr. Madden replied they have a good partnership with the Air Force base and they are very supportive. Board member Phyllis Rocco addressed the issue of 60% of children living in poverty and concern for ACES and SDOH. She asked if they have any programs that work to increase health outcomes for the children in the community. Mr. Madden replied their challenge is that they only have one pediatric practice that services the area- Goldsboro Pediatrics. Mr. Madden mentioned that they are working with multiple collaborations such as NC CATCH, and Reach Out & Read. He said they are looking at nurturing the early function of a child's brain and using a psychosocial approach versus a psycho-clinical approach and they're trying to get the mother to understand that early on.

Board member Barbara Ann Hughes made a motion to accept the Site Visit Team's recommendation and Board member David Stanley seconded the motion. The motion passed, and Wayne County Health Department was awarded Reaccreditation.

Madison County Health Department Accreditation Adjudication

Ann Absher, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed the four Not Met activities: 2.4, 17.1, 30.6 and 32.4. Ms. Absher mentioned that the Site Visit Team felt they identified a best practice and strength that Madison County Health Department is commended for- they have a flash drive that contains all the Board of Health operating procedures, handbook and training slide deck. The Site Visit Team recommended Madison County Health Department for Reaccreditation.

Tammy Cody, Deputy Health Director, approached the Board and acknowledged Agency Accreditation Coordinator Heather Sharpe for her help with the site visit. Ms. Cody said that they have the most amazing community and health department staff anywhere. She mentioned

that they are very passionate about the opioid epidemic. Board member Chris Hoke asked about what grants they've applied for regarding work on the opioid epidemic. Board member Phyllis Rocco asked when they will hear about the grants. Ms. Cody replied that they hope to hear something soon and that they are working with their MCO. Board member David Stanley asked what types of medications they provide and what resources are available for detox. Ms. Cody replied that they are using suboxone at their health department.

Board member Chris Hoke made a motion to accept the Site Visit Team's recommendation and Board member Benjamin Tillett seconded the motion. The motion passed, and Madison County Health Department was awarded Reaccreditation.

Transylvania Public Health Accreditation Adjudication

Ann Absher, Lead Site Visitor, presented a summary of the Site Visit Team Report and briefly discussed the three Not Met activities: 23.2, 30.6 and 33.4. The Site Visit Team recommended Transylvania County Health Department for Reaccreditation.

Elaine Russell, Health Director, approached the Board and said thank you to Ms. Absher and the Site Visit Team for their patience with the process. She mentioned that they were going through staff turnover last fall. Ms. Russell mentioned that they are a mix of experienced staff and new staff. They have an engaged Board of Health. She mentioned that they made the accreditation process a group project. Ms. Russell said they worded PSAs about waterfall safety, because of deaths associated with this in the county and especially with tourists. About Not Met Activity 30.6, she mentioned that they didn't realize they needed to provide temperature logs of environmental health equipment and that it did not get submitted. Board member Chris Hoke mentioned that he noticed this issue with a lot of health departments. He asked if this is a problem with our standard. Administrator Thomas replied that this activity has been revised many times. Lead Site Visitor Absher mentioned that it is an evolutionary process and that the requirements are constantly improving.

Board member Jerry Parks made a motion to accept the Site Visit Team's recommendation and Board member Rebecca McLeod seconded the motion. The motion passed, and Transylvania Public Health was awarded Reaccreditation.

Onslow County Health Department Accreditation Adjudication

Victoria Hudson, Site Visitor, presented a summary of the Site Visit Report and briefly discussed that all activities were Met. Ms. Hudson said the highlights from the site visit are that they have a talented staff and beautiful spaces. She mentioned that they have alliances with healthcare in the area and they have a medical nutrition therapy program. The Site Visit Team recommended Onslow County Health Department for Reaccreditation with Honors.

Angela Lee, Health Director, approached the Board and said that she is here because of the team she has. Ms. Lee personally thanked Jeff Sieber. She mentioned that they have the support of county commissioners, management and board members. Ms. Lee said the Site Visit Team was wonderful to work with through the process. She also mentioned that Administrator Thomas and accreditation program staff members have been wonderful to work with as well. Ms. Lee mentioned that they have a consolidated human services building, which houses their public health and social services departments. She said that they consolidated the departments for benefits of the public and not to save money. Board member Ann Holton mentioned that as their Board of County Commissioners is also their Board of Health now that they are

consolidated, maybe they are more attuned to what their needs are. Board member Jerry Parks mentioned he did their Board of Health training, and you need a dedicated Board of Health. Board member Chris Hoke mentioned it is a big concern of his. He said he has written legislation that would require consolidated counties to have a Board of Health.

Ms. Lee then stated that they have wonderful relationships with their military. She mentioned that as they continue to see challenges with Medicaid and public health funding, they are going to have to shore- up those relationships and how to utilize resources they have in their community. She said they have a young population in their community. Board member Chris Hoke asked what happened with their budget. Ms. Lee replied they had a county manager who asked them to forecast the budget for four years, and then they were asked to cut each year. Board member Chris Hoke asked how they survived making all those cuts. Ms. Lee replied that they have a decent fund balance. She also mentioned that they have a strong environmental health program. Board member Barbara Ann Hughes asked how they fund their medical nutrition therapy. Ms. Lee replied that it is done through their diabetes education and the county puts money into the program. Board member David Stanley asked if there had been opportunities to integrate services. Ms. Lee replied they have a need for drug screening, and transportation is an issue for the population, so they trained staff to provide drug screening services to people who have transportation issues and the program has been successful.

Administrator Thomas thanked Jeff Sieber for his service as an Agency Accreditation Coordinator. She mentioned that he has been a tremendous help with training the other Agency Accreditation Coordinators across the state.

Board member Barbara Beatty made a motion to accept the Site Visit Team's recommendation and Board member Chris Dobbins seconded the motion. The motion passed, and Onslow County Health Department was awarded Reaccreditation with Honors.

Lunch (provided for those who RSVP'd)

The Accreditation Adjudication process concluded, and everyone dismissed for lunch at 11:45 a.m.

New Business

The meeting was called back to order at 12:15 p.m. to discuss other Board business.

Winter 2018 Cycle Report

Administrator Thomas gave a summary of the Winter 2018 cycle report.

SEI and Ethics Training Reminders

Administrator Thomas notified the Board that the N.C. State Ethics Commission has been taking a much tougher stance on the completion of board ethics training and SEI filings and asked everyone to please complete them in a timely manner.

Update on Trainings, Electronic Portal, and Networking Application

Ms. Lori Rhew discussed the upcoming NCLHDA Annual Skills Building Workshop for local health departments. The first annual workshop was held last year, and it was themed “Getting in the Groove with Accreditation.” Ms. Rhew stated that this year, the workshop will be even more practical and more hands-on and is set for August 6 and 7. The theme of the workshop will be “Building your Accreditation Toolbox.” Administrator Thomas highlighted specifically the awards presented at the workshop and that this year NCLHDA will be inviting all former NCDPH nurse consultants to the awards luncheon to honor all of the work they have done for accreditation since its inception. Chair Dobbins mentioned it would be useful to have a focus on year-round QI/A. Ms. Rhew also discussed new AAC core training that’s offered twice a year in the fall and spring. The training is offered for new AAC’s, Co AAC’s and back up AAC’s. She mentioned that the real focus is helping them understand their role as an AAC and the accreditation process overall. The next AAC training will be held in September in Charlotte. Ms. Rhew mentioned that the program also offers a 3 ½ hour team-based training and it’s about the site visit process overall and how the entire agency accreditation team can be better prepared. Administrator Thomas highlighted the Sampson County training that was held in February. She stated that their county was consolidated on April 1 and their county manager and assistant county manager attended the training to learn more about the accreditation process and what they would have to do. Administrator Thomas mentioned that was an important step for them to take. Ms. Rhew discussed that Site Visit Team training is offered annually, and it is required for all the site visitors. Board member Jerry Parks asked if any additional site visitor volunteers have applied. Administrator Thomas replied that application is always open and applications are received from time to time, though new site visitors are typically trained using a cohort model. Board member Jerry Parks recommended that we have a board orientation. Administrator Thomas replied that is a good idea and it’s been on Ms. Rhew’s busy to-do list for a while.

Ms. Rhew mentioned that she is working with five health departments on the new electronic portal pilot. She said that the electronic portal is an online dashboard that has all the benchmarks and activities listed online. Ms. Rhew mentioned that Greene County will be the first to pilot the site. She mentioned that there will be a site visit in October, with resulting after-action meetings with both the Site Visit Team and Greene County staff.

Ms. Rhew also discussed a new networking application, Microsoft 365 Teams, and that right now the best form of communication we have is a listserv. Ms. Rhew said that if all goes well, it will be rolled out in August. She said that it will be set-up so the local health departments can network among themselves.

Request for Revision of Reaccreditation with Honors Policy

Administrator Thomas spoke for Cabarrus County, per their request. The request from Cabarrus County is to make the Reaccreditation with Honors designation retroactive- because the board passed it last May, and if an agency was reaccredited before that and met the standards, they request it be retroactively applied. Board member Jerry Parks said you are

setting yourself up for more negativity than reward, and he doesn't think it's a good idea and he expects more health departments to challenge. Mr. Parks mentioned there is only one health department that has a full-time AAC. He said Reaccreditation with Honors is one more hoop for a smaller health department. Board member Barbara Ann Hughes responded that PHAB does not have anything similar. Board member Jerry Parks stated that Reaccreditation with Honors should not be a reason for appeal. Board member Robert Byrd responded that he was hesitant to go retroactive. Board member Susan Elmore responded that she does not see the issue in retroactively awarding honors. Board member Phyllis Rocco mentioned there has been considerable changes in evidence requirements over the years. She said that she would support not going retroactive, because there are new benchmarks and new criteria over time. Board member Robert Byrd responded that it is an evolutionary process. **Board member Ann Holton made a motion to not award retroactive Reaccreditation with Honors designation and Board member Rebecca McLeod seconded the motion. The motion passed.**

Lead Site Visitor and Health Director William Smith made a request to the Board to find a way to not reward a health department with Reaccreditation with Honors- even if they meet the objective score- if their preparation for their accreditation visit was poor and they were not prepared according to set deadlines. He stated that Reaccreditation with Honors should be about the process not just the outcome. Board member Jerry Parks asked if there a deadline on submission of evidence. Chair Dobbins asked if there was a way to quantify criteria for preparation. Chair Dobbins asked Mr. Smith if he has a recommendation and he said he didn't know because it was a bit subjective. Chair Dobbins suggested for the Board to study this further and to consider that timeliness is an important part of this. Chair Dobbins suggested that a subcommittee be created for studying the policy. Barbara Beatty mentioned there are things a sub-committee can study now for the process and there are other items that we need to consider how to address. Administrator Thomas agreed that program staff would look into collecting and presenting data to inform further decision making on this issue.

Review of workplan in preparation for December meeting

Administrator Thomas stated that she anticipated hosting conference calls for the *Standards and Evidence* (to discuss and make a motion for approval of HDSAI Interpretation changes) and *Policy and Procedure* (to discuss and make a motion for approval of any minor changes to Operational Guidelines) Committees in early fall. The *Appeals* Committee would only be convened if necessitated by a Conditional Reaccreditation recommendation.

Accreditation Board Upcoming Vacancies

Administrator Thomas notified the Board of the following upcoming NCLHDA Board vacancies:

- Board member Bob Blackburn's final term will expire on 12/31/18. Administrator Thomas asked ANCBH leadership for a replacement nomination in the coming months so that the seat would not become vacant.
- Board member Ben Tillett's current term will expire on 12/31/18. Board member Tillett responded that he would be happy to serve another term.
- Board member Rebecca McLeod's current term will expire on 12/31/18. Board member McLeod responded that she would be honored to serve another term.

- Board member Bertadean Baker's current filled term will expire on 12/31/18. Board member Baker agreed to serve a new term.
- Board member Barbara Beatty's current term will expire on 12/31/18. Board member Beatty agree to serve another term.
- Board member Bill Sollecito's final term will expire on 12/31/18. Administrator Thomas stated that Dr. Anna Schenck of UNC Gillings has agreed to join the Board in this at-large seat.
- Board member Jerry Park's current filled term will expire on 12/31/18. Board member Parks agreed to serve another term.

Board member Ann Holton informed the Board that she has chosen not to seek another term as a Pamlico County Commissioner and asked how that would affect her Board seat. Administrator Thomas stated that, because her seat is that of a County Commissioner representative, she would have to resign from the Board in the fall. Ms. Thomas stated that she would reach out to the NCACC for a new nomination for the upcoming vacant seat.

Next Meeting

The next Accreditation Board Meeting is scheduled for Friday, November 16, 2018 in the Cardinal Room, N.C. Department of Public Health, 5605 Six Forks Road, Raleigh, NC 27609. The meeting will begin at 10a.m. and adjourn at 3p.m. After conferring with the Board, Administrator Thomas affirmed that the Board meeting for spring will be held tentatively for May 14, 2019.

The meeting adjourned at 2:35 p.m.

Respectfully submitted,



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