

**Cincinnati Board of Health
Board of Health Meeting
November 15 2011**

Dr. Wael Safi, Chairperson, Board of Health called the November 15, 2011 meeting of the Cincinnati Board of Health to order at 6:00 p.m.

ROLL CALL

Board members present: Dr. Shambley-Ebron, Ms. Joyce Kinley, Dr. Brad Wenstrup (left at 6:20 p.m.), Dr. Camille Graham and Dr. Dato

Board members absent: Dr. Safi, Dr. Schwen, Dr. Wilson

Senior Staff Present: Dr. Noble Maseru, Dr. Camille Jones, Mr. Bob Schlanz, Dr. Larry Holditch, Ms. Joyce Tate, Dr. Elizabeth Kelly (arrived at 6:15), Dr. Steven Englender, Mr. Rocky Merz, Dr. Mohammad Alam

OATH OF OFFICE- WELCOME NEW BOARD MEMBER DR. CAMILLE GRAHAM (ATTACHMENT NO. 1)

October 25, 2011 BOARD OF HEALTH MEETING MINUTES (ATTACHMENT 2)

Dr. Holditch made a correction to the October minutes.

Proposed Motion: At the request of the Health Commissioner,

“That the Board of Health approve the minutes of the October 25, 2011 Board of Health meeting.”

Second: Dr. Dato

Vote: (By Acclamation- Yea/Nay): Unanimously approved

FINANCIAL REPORT –BOB SCHLANZ

Mr. Schlanz said that there was no report; there was no proposed budget for next year yet. The report will be given at the December meeting.

APPOINTMENT SCHEDULING CALL CENTER PRESENTATION— STACI WAGNER

Staci Wagner - Program Manager Chief Operating Officer for the Primary Care Health Centers. Ms. Wagner began determining how to establish a call center for CHD by reviewing various City agency contracts for call technology and telephone systems. Ms. Wagner spoke of how the information was gathered about cost and discounts with their existing vendors. About \$35,000 was budgeted for the technology for recording and quality monitoring. About \$23,680 was saved due to an existing contract and cut a deal. They began working with Greater Cincinnati Water Works and appointment-reminder systems. About \$25,000 was budgeted for this service, however, GCWW allowed this service at no cost creating another savings. Other agencies were sought out such as Resource. Work stations were donated for a total cost of \$3,072.71 and were custom-made. There is a designated Spanish-speaking line. Ms. Wagner supervises one day a week as the COO program manager and also takes appointment calls. The program system used is EPIC. Patients can call directly to the call center or call the health center and be rerouted to the call center. Many patients call for urgent matters for which there is a triage line to get them in. Data is collected about the patients to give to nurses/physicians. Ms. Wagner presented a table of statistics for the call center such as average speed of answer, number of agents taking calls, etc. Beginning in January the goal is to get the calls answered in less than one minute. She is an enormous amount of calls that come in which reflects the amount of business the health centers receive. EPIC is a new technology and the staff need to get comfortable using it before the calls are monitored for quality purposes. There is a learning curve with the new system. The Health Foundation of Greater Cincinnati donated \$91,000 for the call center.

Ms. Wagner said that when a patient calls with a medical question, a nurse would be on hand to answer such questions and for triage calls. Dr. Graham pointed out the process for gathering information and the inefficiencies presented when a patient calls who must answer several questions in the preliminary stages.

Dr. Holditch and Ms. Wagner discussed the efficiency of the registration process and any possible challenges that would be further assessed. Ms. Wagner stated that the process of gathering information over the phone is in the effort to save time at the registration desk for patients.

Dr. Dato thanked the leadership skills and impressive work of Ms. Wagner and the call center system.

**BOARD OF HEALTH REGULATION #00079 FOOD LICENSE AND FACILITY REVIEW FEES FOR LY 2012-2013 (ATTACHMENT NO. 3)
DR. MOHAMMAD ALAM**

No quorum; voting was postponed to December meeting.

ROUTINE PERSONNEL ACTIONS (ATTACHMENT NO. 4)

I. Routine Personnel Actions (Attachment No. 4)

a. Proposed Motion: At the request of the Health Commissioner,

“That the Board of Health approve the personnel actions on the list identified as attachment No. 5 dated October 25, 2011.”

Second: Dr. Dato

Discussion: No discussion

Vote/Action: unanimously passed and approved

CONTRACTS/GRANTS

A. OCHIN, Inc. —Contract - 2nd Amendment (Attachment No. 5)
Up to \$490,609 beginning on or about December 1, term is indefinite –
Bob Schlanz

Proposed Motion: At the request of the Health Commissioner,

“That the Board of Health approve the 2nd amendment to the agreement between the Cincinnati Health Department (CHD) and OCHIN, Inc. to provide additional services not covered in the original agreement, including the management of claims submitted to major CHD payers. The term for this agreement is indefinite. There is a sixty day termination notice requirement for the additional services provided for in this amendment. The contract will be effective on or about December 1, 2011 for a cost of approximately \$10,000 per month.”

Second: Dr. Dato

Discussion: Bob Schlanz – OCHIN is the vendor for the EMR system. Mr. Schlanz said there have been a number of vacancies which have

created problems. OCHIN offers this service to help with billing and it could be short-term. Other alternatives were considered but OCHIN is more efficient.

Vote/Action: unanimously passed and approved

- B. Victoria Wells Wulsin, M.D., Ph.D. —Contract Amendment
Up to \$198,000 July 1, 2011 – June 30, 2012

Proposed Motion: At the request of the Health Commissioner,

“That the Board approve the agreement between the Cincinnati Health Department and Victoria Wells Wulsin as Program Director for the Reproductive Health Improvement Collaborative for \$198,000 effective July 1, 2011 to on or before June 30, 2012.”

Second: Dr. Shambley-Ebron

Discussion: Dr. Wenstrup asked for clarification that this program has no relationship or affiliation with Planned Parenthood and there would be no funding for abortions; the grant addresses reproductive health and the health of the mother and the child. Dr. Wulsin stated that the grant will be used only for the health of women, children and men. This is not a partnership with Planned Parenthood and none of the funds will be used for abortions. Dr. Holditch concurred.

Vote/Action: unanimously passed and approved

- C. Contract – HealthChek (Attachment No. 7)
\$42,000; September 1, 2011- June 30, 2013

Proposed Motion: At the request of the Health Commissioner,

“That the Board of Health approve the contract between the Ohio Department of Health HealthChek Program and the Cincinnati Health Department, for the Cincinnati Health Department to conduct environmental lead risk assessments pursuant to ODH protocols and standards. CHD will conduct up to 35 assessments of a lead poisoned child who is a Medicaid-eligible participant each year, over a two year time period, at a rate of \$600 per assessment. This contract is for the period of September 1, 2011 through June 30, 2013, with funding up to a total amount of \$42,000.”

Second: Dr. Dato

Discussion: Dr. Camille Jones – She said this contract is from ODH for up to 35 assessments annually for two years for a total of \$42,000. This contract is for children who have been found to have lead poisoned who are Medicaid-eligible.

Vote/Action: unanimously passed and approved

STD/HIV GRANT PRESENTATION –DR. MASERU

Dr. Maseru formally welcomed new Board member Dr. Graham.

He spoke of the STD program at the Health Department. He presented a background of the CHD STD program established in 1971 and HIV program established in 1988. The score for the HIV program was stated as 58% and the score for the STD program was stated as 69% - the fundable level for both was 70%.

Dr. Maseru provided the score sheets that were incorrect. Dr. Maseru said that even if errors were found, ODH would not correct the score sheets. Calculation and tabulation errors were discovered. If the missing 7% of points were added, CHD would have been in the fundable range. For 2011, there were 19 core measures for determining a program's performance.

Three regions scored lower than CHD, from January to June 2010. From July to December 2010 there were 5 regions that scored below CHD. For the entire year of 2010, CHD met the mean of 26%. For 2011 there were three regions that scored lower than CHD. In terms of program performance, CHD was not in the bottom tier and was not credited the appropriate points which would have put CHD in the fundable range.

Dr. Maseru opened the discussion.

Dr. Engelder said this was a triple loss – Cincinnatians who need the services, ODH in terms of their stewardship and to CHD. He said he had never seen this type of outcome in terms of performance.

Dr. Maseru presented the 2011 grant document. The document stated that there were issues that needed to be addressed and in fact were addressed. In April 2011 these corrections were provided to ODH. CHD was the only program that was defunded due to miscalculations.

Dr. Holditch stated that the other organizations could now apply for this grant.

Dr. Maseru turned to the Board for guidance and direction.

Dr. Jones stated that other agencies were allowed to compete to provide services in this region and CHD could no longer compete. CHD would be expected to turn the program over in a short period of time during the holidays. There would be operational and logistical challenges for defunding this program.

Dr. Maseru spoke of the syphilis outbreak Cincinnati was experiencing and the need for the program. A letter for ODH would ask for the program to be funded for one year as a contract. The defunding was based on errors such as formatting that could be corrected; these accounted for 1/3 of the calculations.

Dr. Maseru was asked how long the defunding would last; Dr. Englander said that it would depend on if ODH makes the grants competitive or noncompetitive.

Dr. Graham asked if there was a plan for a letter campaign involving other sectors of the community. Ms. Kinley supported this idea.

Dr. Dato asked what the obligations were under City law in terms of services for an outbreak. Dr. Holditch said this was an 8 county region grant so there would still be focus in the city but not be any jurisdiction over the other counties. The funding would not affect the STD clinic, however it would affect the disease investigation portions including case findings. It would affect the ability to aggressively find cases.

Dr. Maseru said that 28,000 tests are administered through city funds. Dr. Dato said that at a state level this could be another way to leverage the letter-writing campaign.

Public Speakers on the STD/HIV Grant:

Mamie Harris – IV charts

Tyler Williams – Poz-Souls

Sandra Driggins-Smith – Community Health Board

Nathaniel Johnson – Prevention Community

Bernadette Watson

Andrew Ruffner – UC Department of Emergency Medicine

Dr. Maseru stated that if the decision to defund the program was not reversed that CHD would not shut its doors and continue to provide services as best as possible.

HEALTH COMMISSIONER'S COMMENTS/BOARD MEMBERS' COMMENTS/OTHER BUSINESS

Dr. Crumpton spoke of the planning grant for School-based Health Centers and that other sites were being considered. The Health Foundation pays for a portion of the process for SBHCs at Academy of World Languages and Withrow High School. Renovation costs were requested from HRSA in order to move forward with the facility instead of the equipment. Dr. Crumpton stated that there may be additional funds in the spring for SBHCs; to be prepared for this possibility CHD would begin looking at additional sites until then. The "Adopt a Class" program was implemented and Board members were asked to write response letters to the students along with gifts.

Joyce Tate spoke of the application process and that everything was done which ODH had asked. ODH allowed CHD to hire someone from University of Kentucky to be part of the STD program just three months prior to the defunding of the program.

Ms. Kinley thanked everyone for their dedication and hard work.

Dr. Englander discussed that CHD runs the City Readiness Initiative (CRI) for the region. A two-point error was found in scoring for this program.

Dr. Holditch spoke of two previous contracts that were approved. An outbreak of legionnaire's disease was reported at a facility in Hamilton County and several CHD patients were involved. The facility was shut-down and there was one death. No additional cases were reported.

Dr. Alam discussed the Ohio Department of Agriculture's approval of CHD. There were resolutions from 2001 and 2004 which stated that staff could take administrative action against any establishment not in compliance. This will be re-worded. The resolution for the third reading will be voted on at the December meeting.

Dr. Jones gave an update on the lead program. As of Nov 29 there will be information online for properties with lead orders on them. A website for lead-safe properties is in the works in association with Real Estate Investors Association. Information will be available for Cincinnati Water Works customers and will be finalized in December. Lead program's last quarterly report scored 100/100 again. She also provided an update for Health Impact Assessment Committee. In terms of the Health Promotions department, in the last five years there have been other entities interested in promoting this type of work. This is a collaborative effort.

Ms. Tate thanked Dr. Jones for her work with the STD/HIV grant score sheet findings.

Mr. Merz provided an update on the dental program and the Quality of Life Committee meeting with the Collins family on Nov 1. A plan was put in place to give \$350,000 to CHD in order to provide extended dental service hours including weekend hours of operation.

NEXT MEETING

The next Board of Health meeting will be held at 6:00 p.m. on Tuesday, December 13, 2011.

ADJOURNMENT

Ms. Joyce Kinley adjourned the meeting at 8:20 p.m.

Minutes Prepared by:

Minutes Approved by:

Ashley Auciello, Clerk to the Board
Cincinnati Board of Health

Wael Safi, Pharm.D.
Chairman, Board of Health

/aaa