

# Forsyth County Board of Health



- Dr. Linda L. Petrou, PhD, Chair
- Dr. James K. Doub, OD, Vice Chair
- Ms. Judy Briggs
- Mr. John Davenport, Jr., PE
- Dr. Calvert B. Jeffers, Jr., DVM
- Dr. Charles F. Massler, DDS, M.Ed.
- Dr. Willard L. McCloud, Jr., MD
- Ms. Jane Bradner Mosko, RN, CRNA
- Mr. J. Phil Seats, R.Ph., MBA
- Dr. P. Lee Salisbury, III, DDS
- Dr. Ricky Sides, DC
- Ms. Gloria D. Whisenhunt, County Commissioner

---

## BOARD OF HEALTH MINUTES August 1, 2012

### MEMBERS PRESENT

Dr. Linda Petrou, Chair  
Dr. James Doub, Vice Chair  
Ms. Judy Briggs  
Dr. Charles Massler  
Dr. Willard McCloud  
Mr. J. Phil Seats  
Ms. Gloria Whisenhunt

### MEMBERS ABSENT

Mr. John Davenport  
Dr. Calvert Jeffers  
Ms. Jane Bradner Mosko  
Dr. Ricky Sides

### OTHERS PRESENT

Ms. Ann Doss  
Dr. Gary Gunderson, Wake Forest Baptist Medical Center  
Mr. Kevin "Doc" Klein, UTI

### **Call to Order:**

On Wednesday, August 1, 2012, the Forsyth County Board of Health held its regularly scheduled monthly meeting in the Board Room at the Forsyth County Department of Public Health (FCDPH). Dr. Linda Petrou, called the meeting to order at 5:39 p.m. and welcomed Board members and guests.

### **Consideration of Minutes:**

The minutes of the June 6, 2012 Board of Health Meeting were reviewed by the Board. A request for a motion to approve the minutes was made by Dr. Petrou. A motion was made by Dr. James Doub and seconded by Dr. Willard McCloud. The rest of the Board agreed and the minutes were approved.

## **Public Comment Section:**

Board Members, staff and guests introduced themselves.

## **Swearing in New Board Member**

Dr. Petrou welcomed and swore in new Board Member Ms. Judy Briggs. Ms. Briggs replaced former Board Member, Dr. Allen Hudspeth, who decided not to seek another term.

## **Health Director's Comments:**

Mr. Marlon Hunter welcomed Ms. Briggs to the Board and looks forward to working with her and sharing her knowledge about public health and mental health. Ms. Gloria Whisenhunt mentioned that Ms. Briggs' first job was with the Health Department. Mr. Hunter went on to recognize a few people including Ms. Elizabeth Edmonds, the new CDC Associate. Ms. Edmonds will be with the department on a 2 year rotation. Her first rotation will be with the BeHealthy School Kids Program and for the second year she will work with food access in our community. In addition, Ms. Edmonds will have to do two presentations to the Board about her progress and experiences here and also attend various other public health activities. Ms. Edmonds said she was looking forward to her next 2 years at the department. Mr. Hunter met recently with Drs. Scott and Skelton of Wake Forest Baptist Health and a few others and they discussed food access in Winston-Salem. They will be meeting with Mr. Chris Paul, NBA Basketball player for the Los Angeles Clippers regarding issues around that topic and would like to work together to do a pilot project involving corner stores having a healthy food aisle and have a health educator talk to people as they come into the store. This will be in conjunction with the Community Transformation Grant (CTG), which is one of the largest CTGs in North Carolina focusing on food access. Next, Mr. Hunter recognized Ms. Mickie Metscher, Public Health Nurse and presented her with an award for her outstanding dedication, commitment and care that goes beyond. Ms. Sandra Clodfelter spoke about Ms. Metscher and why she received her award and said it takes a very special person to be a public health nurse. Ms. Clodfelter said that on her own, Ms. Metscher had helped bring in \$18,000 for the Think Pink Program, which is outstanding and she needed to be recognized for it. Mr. Hunter also recognized Mr. Doc Klein, who is our consultant and is helping us work with our Strategic Planning Process and One Amazing Year Process. Lastly, he recognized Dr. Gary Gunderson, the new Wake Forest Baptist Vice-President of Faith and Health Ministries. Mr. Hunter mentioned that he and Dr. Gunderson had a common bond through DeKalb County, Georgia and about the faith-based community and how important it is in terms of making a difference. They have made a commitment to work with all the 700+ churches here. Dr. Gunderson has written several books and has a lot of knowledge about faith and health and what it means. Dr. Gunderson expressed his deep appreciation for public health.

Mr. Hunter also spoke about a recent visit from a Chinese Delegation. They were interested in partnering with us to help improve their health outcomes centered around one of the initiatives that we have identified in our Community Health Assessment (CHA) and that is obesity. They are having problems with obesity among their youth because they have veered away from their family traditions of eating together. They are seeing an increase in health problems and obesity. They would like to partner with us to gain knowledge and take back home. Mr. Hunter told them that we would be happy to partner with them. They presented Mr. Hunter with two silver coins, as a symbol of the commitment between them.

Mr. Hunter reported on the cost settlement reimbursement and that it was done a little differently this year as to how Medicaid is getting reimbursed. They were reimbursed county by county based on productivity. We get \$2.9 million and he hopes that whatever mechanism they use to reimburse us next year, they will consider using the same process. He and Ms. Cynthia Jeffries

will be looking at the details of which program generated the most dollars of that cost settlement reimbursement. Finally, Mr. Hunter talked about health department accreditation – the State received \$300,000 for accreditation. Each county receives \$35,000 out of the \$300,000. The North Carolina Association of Local Health Directors (NCALHD) met to try to determine how they would all work together to pay \$2,600/county to continue the accreditation process. The North Carolina Association of Board of Health donated \$25,000. Mr. Hunter said that in N.C., it is a gold standard for states to have their health departments accredited and looked upon in a positive light all around the country.

Finally he invited the Board to the next Expanded Staff Meeting being held on September 20, 2012. Dr. Gary Chapman, author of several books, including 5 Languages of Appreciation in the Workplace, which will be the topic of his presentation, will be the guest speaker. Dr. Chapman is also a friend of Ms. Linda Hill, one of our Public Health Nurses. Mr. Hunter announced he has reached his one year milestone and will be giving an update of our accomplishments over the past year, at the September meeting. He said he has enjoyed his first year here.

### **Old Business:**

None

### **New Business:**

#### **Theme – Quality Improvement/Quality Assurance (QI/QA)**

Ms. Ayo Ademoyero gave an update on QI/QA and some of the things the department has done in this area, including sending out surveys to get community feedback on such things as hours of operation and customer service (required as part of our accreditation). We also have customer satisfaction and customer complaint forms in all the clinics for clients to fill out and an employee online suggestion box. The QI/QA Team reviews the data, makes recommendations and takes action when needed. Ms. Ademoyero concluded her presentation by introducing Mr. Doc Klein.

**One Amazing Year Process** – Mr. Doc Klein gave the Board an overview of the One Amazing Year process that the department is currently going through. He is working with Mr. Hunter and staff to help establish what the best year the health department could have would look like. There are two key components to the process: the first is using the CHA (it gives us a snapshot of where we are) and the second piece is creating a caring, professional culture (a culture where people are excited to go to work, work together in teams, find joy in hanging out with one another and doing great work together). The team has identified three key areas: better communication, better morale and how do we help our staff be competent in preparing their work in the best way possible. He said that during a time where we are asked to do more with less, this is not easy work. Staff are stressed and at times it causes conflict. Mr. Klein said there is no magic bullet but the leadership team is working hard in trying to encourage their supervisors to really think deeply about the process. The process is happening for staff at three different levels (individually, with their teams/programs and across the whole health department). Mr. Klein asked the Board Members to think about what they could contribute in helping to make the process a success (getting to know staff, supporting the leadership and learning more about what the problems are in the department as well as the community were responses given). The plan is to have a big celebration in February and have people tell their stories about what they did to create an amazing year. Mr. Klein stressed the importance that the BOH is invited to that meeting and they will be asked what they have done to help make this an amazing year for their work in service for the health department (copy of all handouts on file in Administration Binder).

**Other Business:**

None

**Committee Reports:**

None

**Adjourn:**

A request for a motion to adjourn was made by Dr. Petrou. A motion was made by Ms. Whisenhunt and seconded by the rest of the Board. The meeting adjourned at 7:05 pm.

Marlon B. Hunter  
Secretary to the Board  
MBH/lgc