

The Cleveland County Public Health Board met on Tuesday, October 11, 2022, at 6:00 p.m.

Board members present: Chair Sara Karner, Ronnie Whetstine, Marty Hamrick, Robert Miller, Heather Bridges Moore, Henry Gilmore

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

County Attorney present: Elliott Engstrom

**CALL TO ORDER/WELCOME:**

Chair, Sara Karner called the meeting to order at 6:07 pm and welcomed everyone.

Mr. Miller gave the invocation.

**CITIZEN RECOGNITION:**

No citizens requested to appear before the Board.

**APPROVAL OF AGENDA FOR OCTOBER 11, 2022, PUBLIC HEALTH BOARD MEETING:**

Chair Karner presented the proposed agenda for the October 11, 2022, Public Health Board meeting for consideration of adoption.

**Motion: A motion was made by Ronnie Whetstine with a second by Mr. Miller to adopt the agenda for the October 11, 2022, Public Health Board meeting as prepared. The motion carried unanimously.**

**APPROVAL OF SEPTEMBER 13, 2022, PUBLIC HEALTH BOARD MEETING MINUTES:**

Chair Karner presented the September 13, 2022, Public Health Board meeting minutes for consideration of approval.

**Motion: Mr. Miller moved that the minutes of the September 13, 2022, Public Health Board Meeting be approved, and Mary Hamrick made the second. The motion carried unanimously.**

**2022 CUSTOMER SATISFACTION SURVEY RESULTS:**

Chair Karner introduced Anne Short presenting the 2022 Customer Satisfaction Survey Results. Anne went over the results of the customer satisfaction survey with the board. Years 2018 through

2021 were also listed as a way of comparing results from previous years. This survey is required as part of accreditation. The results for 2022 are as follows:

1. Did our staff greet you in a friendly manner?  
Yes at 99%
2. How would you rate your satisfaction with the length of time you waited to be seen?  
Excellent at 68%, and very good at 20%
3. Were your payment/financial options explained to you?  
Yes at 65%, and already understood at 29%
4. How would you rate your interaction with clinic staff?  
Excellent at 79%, and very good at 20%
5. How would you rate the quality of the service you received?  
Excellent at 76%, and very good at 19%
6. How would you rate your satisfaction with our availability of appointments?  
Excellent at 79%, and very good at 15%
7. Are you satisfied with the health department's hours of operations?  
Yes at 100%
8. How easy was it to find your way through the building?  
Very easy at 74%, and easy at 20%
9. Did you get the information you needed to meet your personal health needs?  
Yes at 96%
10. How would you rate your experience with CCHD?  
Excellent at 75%, and very good at 21%
11. Would you refer your family or friends to CCHD for services?  
Yes at 98%
12. Were services provided to you in a respectful manner?  
Yes at 99%

Anne expressed that the overall results of the survey were very good and as part of the results it was discovered that clients recommended their family and friends to CCHD for our services.

### **BUDGET AMENDMENTS:**

Chair Karner introduced Leslie McSwain with budget amendments for CCHD.

### **ITEM NUMBER ONE:**

The Cleveland County Health Department has been awarded \$125,000 from Department of Health and Human Services, CDC, for the 9<sup>th</sup> year Drug Free Communities (DFC) activities. These funds will be used towards operating expenses for activities laid out in the grant proposal for FY 22/23. \$77,051 is already in original budget. We ask to budget the remaining funds in the CODAP (548) 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 Marty Hamrick. The motion carried unanimously.**

**MISCELLANEOUS:**

Chair Karner asked if there was any miscellaneous business at this time. Elliott Engstrom, Attorney discussed quorum obligations that must be met for our advisory board. CCHD has 11 members on the board and needs 6 members present to maintain a quorum. To maintain an active membership, you must attend at least 60% of the meetings and cannot miss three consecutive meetings. The question was asked if remote attendance can be counted as part of the quorum. Elliott did explain that remote attendance is allowed if it does not become a problem with too many members attending remotely. Deshay explained that engagement during meetings is better when everyone is in person, however some members need that remote option. The decision was made that Deshay would reach out to board members that are needing the remote option and discuss how that may work, and re-address at the next board meeting with everyone.

**ADJOURN: 6:44 PM**

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

**Motion: Robert Miller 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