



## **JEFFERSON COUNTY BOARD OF HEALTH**

**Wednesday, June 13, 2018 - 5:00 p.m.**

**5<sup>th</sup> Floor Board Room**

**PRESENT:** Max Michael, III, M.D., Joshua Miller, D.O., Yocunda Clayton, M.D., Sylvie Stacy, M.D., and Hernando Carter, M.D.

**ABSENT:** Commissioner Jimmie Stephens

### **OTHERS**

**PRESENT:** Mark Wilson, M.D., David Hicks, D.O., Cris Agee, Toni Bellina, Biliesha Belvitt, Senitra Blackburn, Kim Cason, Angela Chien, Amidah Davis, Defellus Dumas, Loretta Hicks, Bridgette Kennedy, Ed Khan, M.D., Bryn Manzella, David Maxey, Esq., Shila McKinney, Christie Slay, Monica Taylor, and Denisa Pridmore

### **Incident Command Quality Improvement Project**

Shila McKinney, MPH, Emergency Preparedness Division, presented the Emergency Preparedness and Response (EP) Incident Command Quality Improvement Project. This quality improvement team was chartered to identify, implement and evaluate activities designed to enhance JCDH employee knowledge and confidence in the implementation of the Incident Command System (ICS) for public health purposes. Team members included staff from EP, Environmental Health, Clinical Services, and Finance & Administration. Team facilitation was provided by Bryn Manzella and Sonja Lewis from Quality Improvement & Decision Support. As with other quality improvement projects, JCDH utilized the Institute for Healthcare Improvement (IHI) Model of Improvement.

New JCDH employees are required to complete the online National Incident Management System (NIMS) ICS 100 and 700 courses within six months of hire. New hires, however, have expressed experiencing information overload during the orientation process; and information loss occurs between training and actual use of ICS. Seasoned staff have also expressed concern regarding their ability to respond to an ICS activation as training or hands on experience may have occurred years ago. Staff requested a shortened ICS refresher training using simple language.

The aim of this quality improvement project was to increase JCDH employee knowledge and confidence in implementing ICS concepts and strategies by at least 10% from baseline by March 1, 2018. The project's impact was assessed by analyzing the change in knowledge and confidence scores from pre-test to post-test.

The team conducted a brainstorming session to identify potential strategies for improving employee knowledge and confidence in implementing the ICS and used a Fishbone Diagram to identify quick fixes and solutions to root causes. The team elected to develop an online ICS training course focusing on the key ICS concepts and providing examples from actual JCDH ICS activations. The mandatory employee training was provided through HealthStream® starting in early January 2018 and included pre-tests and post-tests of ICS knowledge and personal confidence in using ICS.

The average baseline (pre-training) ICS knowledge score was 69%. After completing the training module, the average knowledge score increased to 89%, which was statistically significant ( $p = .003$ ). Confidence in ICS implementation was rated on a scale of zero to nine, where nine reflected complete confidence. The average confidence score went from a baseline of 5.43/9 to 6.85/9 post-training; however, this change was not statistically significant ( $p = 0.54$ ). The improvement for both measures exceeded the desired 10% gain.

The post-training assessment also identified additional learning opportunities for improving ICS training such as providing hands on experience in using ICS (mock event), increasing frequency of ICS training, increasing use of visual aids in ICS training, using email to communicate ICS updates, continuing to use plain language in ICS training, and providing a summary report after ICS activities. These recommendations will be considered for future ICS trainings.

Using the concept of continuous quality improvement, staff recommendations for enhancing ICS knowledge and skill through hands on experience was implemented via a Point of Dispensing (POD) Training Exercise conducted on April 3, 2018. A POD is a community-based dispensing point for vaccinations or medications that may be set up during public health emergencies. JCDH employees who had not previously participated in a POD training were invited to participate. These employees were asked for their level of confidence in implementing ICS principles after participating in the POD exercise. The pre-training confidence score of 5.43 increased to 7.7 on a 9 point scale, and was statistically significant ( $p = .0002$ )

The conclusions of this Quality Improvement Project revealed:

- Online updates of core ICS concepts and strategies are effective in creating statistically significant improvement in employee knowledge in ICS
- Online updates combined with hands on experience, such as POD experience, create statistically significant improvement in employee confidence in using ICS concepts and strategies
- Consideration is ongoing for the implementation of additional staff recommendations identified to enhance ICS knowledge and confidence in implementation.

Bryn Manzella, MPH, Director of Quality Improvement, and the Quality Improvement & Decision Support staff, provided quality improvement support and data analysis for this project.

#### **Call to Order**

The meeting was called to order by Dr. Miller, Chair.

### Minutes

Minutes of the May 9, 2018 meeting that was reconvened to May 15, 2018 were approved as distributed.

### May 2018 Financial Statements

Dr. Miller noted the May 2018 Financial Statements were included in the Board package. There were no questions from the Board.

### Contracts

On the motion of Dr. Michael, and seconded by Dr. Stacy, the following contracts were approved:

An amendment to a contract with Human Resource Management, Inc. (payee) to provide Human Resources consulting services at a rate not to exceed \$40,000 from May 7, 2018 through December 11, 2018.

A bid contract with Teklinks, Inc. (payee) to provide communication lines to allow access to the Public Switched Network, Internet access and Communications from remote offices to central location for a rate not to exceed \$167,766 annually from December 14, 2017 through December 14, 2020.

A new contract with Comfort Systems USA Mid South (payee) to provide plumbing services for JCDH for a rate not to exceed \$10,000 from May 1, 2018 through April 30, 2019.

A new contract with Alabama Cabinet Company, Inc. (payee) to provide counter top installation services for a rate not to exceed \$14,999 from May 4, 2018 through June 4, 2018.

Renewal of a contract with Samford University, McWhorter School of Pharmacy (payee) whereby JCDH will provide students and postgraduate residents with educational experience opportunities in Public Health for a rate not to exceed \$16,250 quarterly; and not to exceed \$65,000 annually, from July 1, 2018 through June 30, 2019.

Renewal of a contract with Birmingham Southern College, Southern Environmental Center, (payee) to provide education to Storm Water Management Authority member students on biological aquatic indicators, water quality issues and parameters, at a rate of \$7.50 per person with a cap of \$600 per class and a maximum of 3 classes per year; not to exceed \$5,400 for term of contract from January 1, 2018 through December 31, 2020.

A new contract with Access eForms, LP (payee) for a license fee for electronic form creation with connection route of completed form into the patient's medical record (in conjunction with athenahealth electronic medical record) at a rate of \$950 for implementation; plus \$1,200 monthly subscription fee thereafter from May 25, 2015 through May 24, 2023.

A new contract with Davlin, LLC (payee) for the removal of a fallen tree at Western Health Center and gutter cleaning at the General Services Annex building for a rate not to exceed \$1,750 from May 29, 2018 through May 29, 2019.

An amendment with athenahealth for the electronic health record interface proposal to support athenahealth EMR application program Data Warehouse Feed custom solution for a rate of \$3,000 for implementation, plus \$100 monthly maintenance fee thereafter; with the total not exceeding \$6,600 from May 31, 2018 through May 30, 2021.

An amendment with athenahealth for the electronic health record and associated fees. The amendment will reduce the service fee from 6.63% to 6.13% from November 1, 2017 through October 31, 2018 for a rate not to exceed \$750,000.

A new contract with Riley & Jackson, PC and Napoli Shkolnik, PLLC (contingency fee contract) whereby the legal firms are retained by the Board of Health to represent JCDH in the prosecution of legal claims against manufacturers and distributors of opioids arising out of the manufacturers' and distributors' fraudulent and negligent marketing and distribution of opioids. The firm will be paid 25% of all net amounts recovered from May 22, 2018 and ongoing.

Renewal of a contract with the University of Alabama at Birmingham, Division of Infectious Diseases (payor) whereby JCDH is participating as a community partner with UAB on the ACTIVE-C Project. JCDH presents cases for treatment guidance of patients who have Chronic Hepatitis C at a rate not to exceed \$6,000 from November 1, 2017 through October 31, 2018.

An amendment to the grant contract with the Alabama Department of Public Health (payor) to extend the term from July 1, 2018 through August 31, 2018 at an amount not to exceed \$50,605 for providing family planning services to meet the needs of low income individuals in Jefferson County.

### **Health Officer Report**

#### **Immunization Program**

Dr. Wilson stated the Board's letter expressing concern about Alabama Department of Public Health (ADPH) intention to take over the Vaccine Program in Jefferson County was sent to the State Committee of Public Health and was discussed at their monthly meeting. Cris Agee, Assistant Director Clinical Services in Disease Control, Immunization Division, also sent a letter of concern to State Health Officer, Dr. Scott Harris. Additionally, Dr. Wilson communicated back and forth with Dr. Harris over the past month. This included compromise counter-offers by Dr. Wilson.

Dr. Wilson informed the Board that ADPH has agreed for JCDH to retain the responsibility of performing Vaccine Preventable Disease (VPD) investigations. JCDH will take responsibility for staffing it as needed and will cover the cost if it exceeds the Centers for Disease Control (CDC) grant funding. ADPH will take control of the Vaccine for Children (VFC) Program but this will have no impact on how JCDH administers vaccines as a VFC provider. Due to CDC grant-related requirements and ADPH assuming responsibility for the Vaccine for Children compliance oversight, JCDH will be making changes to its internal processes and staffing model. JCDH will be working out the logistics with ADPH and Disease Control administration.

**Fiscal Year 2018-2019 Budget**

Dr. Wilson stated that JCDH managers will be submitting their budget proposals at the end of this week. Budget proposals, along with long term projections, will be reviewed to determine the capacity for special initiatives or one-time projects during the next fiscal year. Recommendations will be made to the Board.

**Electronic Medical Record (EMR)**

Dr. Wilson announced that the go-live date for JCDH's new EMR with athenahealth has been moved to the end of October. JCDH employees had worked hard to meet the initial deadline. The delay was mostly related to athenahealth's resources to support implementation.

**Medicaid Pivot Plan**

Dr. Wilson reported that several JCDH staff attended a meeting today at Medicaid in Montgomery to learn more about planned changes. The previous Regional Care Organization plan will be replaced with "pivot entities" which will be responsible for case management, care coordination and improving certain key outcomes. The agency is pursuing this new initiative to transform the Medicaid delivery system through a flexible and more cost-efficient effort which builds off the Agency's current case management program structure. This will likely have an impact on JCDH's primary care practices.

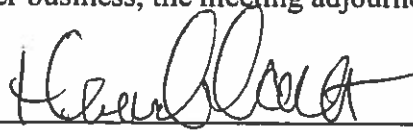
**The Over the Mountain Mayors**

Dr. Wilson reported that the mayors of Mountain Brook, Vestavia Hills, Homewood and Hoover have formed a "Freedom from Addiction Coalition" and has been hosting community breakfasts to raise awareness and offer solutions to the opioid crisis. Their goal is to have a protocol in place to assist individuals seeking help with addiction to get into treatment. Dr. Wilson has informed them of plans for the Recovery Resource Center (RRC) and the services that will be provided, which essentially fulfill the mayors' goal. The coalition's second meeting was June 12, 2018 and an announcement was made about the RRC. Naloxone training and distribution was provided after the meeting by JCDH staff.

**Recovery Resource Center (RRC) Open House**

Dr. Wilson reminded the Board an Open House is scheduled for the new Recovery Resource Center at Cooper Green on June 15, 2018 from 11:00 a.m. until 1:00 p.m.

The next Board of Health meeting is scheduled for Wednesday, July 11, 2018 at 5:00 p.m. in the Fifth Floor Board Room. There being no further business, the meeting adjourned at 5:47 p.m.

  
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Hernando Carter, M.D., Secretary

Approved:

  
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Joshua Miller, D.O., Chair