

The Board of Health of the Knox County Health District held a regular meeting in the agency conference room with a digital platform option through Zoom for staff and guests only. The following were in attendance:

Board Members:	Staff:	Absent:
Jeff Harmer, President	Zach Green, Health Commissioner	Dan Brinkman
Jason Whaley, President Pro-Tem	Nathan Overholt, EH Director	Cynthia Miller, WIC Director
Amanda Rogers, DVM	Joyce Frazee, HR Director	Nan Snyder, Clinical Director
Barb Brenneman	Katie Hunter, Fiscal Director	
Barry George, MD	Tina Cockrell, PHEN Director	
Diane Goodrich	Stacy Gilley, BH Director	
Eric Siekkinen	Deanar Sylvester, QI Director	
Megan Rice	Kaitlyn Hamm, Dental Director	
	Ron Martinson, MD	
	Kristi Thomas, HR Generalist	
Guest:		
Grant Ritchey, Knox Pages		

1. Convention

1.1. Call to Order

Jeff Harmer called the meeting to order at 6:30pm.

1.2. Acceptance of Agenda

Diane Goodrich made a motion to accept the amended agenda removing 4.4.2. approval of the paid leave policy. Eric Siekkinen seconded the motion; in the negative: none. The motion was approved.

1.3. Approval of minutes for October 16, 2024

Barb Brenneman made a motion to approve the minutes for October 16, 2024. Eric Siekkinen seconded the motion; in the negative: none. The motion was approved.

1.4. Approval of Bills (see appendix A)

Eric Siekkinen made a motion to approve the bills. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

1.5. Public Participation

- Grant Ritchey, Knox Pages

2. Hearings/Readings/Regulations

2.1. Approval of household sewage treatment system variance application provided by Ray Yoder of 28164 New Castle Road, Walhonding, OH 43843, Butler Township Parcel # 08-00039.003 to allow installation of the outlet pipe from his residence under an existing driveway to the septic tank and will be unable to meet the isolation distances outlined in Ohio Administrative Code 3701-29-06(G)(3)(a).

Megan Rice made a motion to approve the household sewage treatment system variance application provided by Ray Yoder of 28164 New Castle Road, Walhonding, OH 43843, Butler Township Parcel # 08-00039.003 to allow installation of the outlet pipe from his residence under an existing driveway to the septic tank and will be unable to meet the isolation distances outlined in Ohio Administrative Code 3701-29-06(G)(3)(a). Eric Siekkinen seconded the motion; in the negative: none. The motion was approved.

2.2. Second reading of proposed Environmental Health Fees.

Jason Whaley made a motion to approve the second reading of proposed Environmental Health Fees. Barb Brenneman seconded the motion; in the negative: none. The motion was approved.

3. Special Reports

3.1. Board Report

Jeff Harmer reported that the finance committee met prior to the board meeting to discuss permanent appropriations that are up for approval on the agenda. Jeff gave kudos to the leadership team for taking the time to prepare the appropriations.

Diane Goodrich reported that she had attended the Co-App Board meeting earlier today and that she was pleased to see how in sync the Co-App Board and the Board of Health are.

3.2. Health Commissioner

- Legislative updates:
 - HB 344: Property Tax
 - House convening in December
 - SB 326: Sale of Hemp Products
 - Regulation on synthetic THC (ie Delta 9)
 - Emergency declaration - lame duck
- HRSA Onsite Visit Update
 - 100% compliance w/no grant findings
 - Kudos to the leadership team coming together to make this happen
- Public Health Accreditation Board (PHAB)
 - PHAB board November 21st
- Facilities:
 - Master plan updated 11/8
 - Under Ad Hoc review

- Demo Funds for 205 West Vine Street received
 - The duplex and outbuildings will be removed starting November 20th
- Upcoming agency moves
 - 206 South Mulberry Lease
 - 5 years w/the option to extend for two additional years
 - WIC moving back to the Main Building
 - These are projected by the first of the new year
- School Based Health Center - Centerburg
 - Needs assessment was launched 11/5
- Behavioral Health Committee
 - Emotional Health Forum
 - Holiday Stress
 - Counseling rooms at MVHS starting 1st quarter of 2025
- Community Health Improvement Plan Finalized
 - Access to Care, Behavioral Health/Substance Use, & Housing Insecurity

Barry George, MD entered the room at 6:36pm.

4. New Business

4.1. Finance

4.1.1. Income and Expenses

Eric Siekkinen made a motion to approve the income and expenses. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.1.2. Approval of FY2025 permanent appropriations.

Eric Siekkinen made a motion to approve the FY2025 permanent appropriations. Megan Rice seconded the motion; in the negative: none. The motion was approved.

4.1.3. Approval of Resolution 2024-17, transfers and advances

Eric Siekkinen made a motion to approve Resolution 2024-17, transfer and advances. Megan Rice seconded the motion; on roll the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Barb Brenneman, Diane Goodrich, Amanda Rogers, DVM, Barry George, MD, and Megan Rice; in the negative: none. The motion was approved.

4.1.4. Approval of Resolution 2024-18, amended certificates

Eric Siekkinen made a motion to approve Resolution 2024-18, transfer and advances. Barb Brenneman seconded the motion; on roll the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Barb Brenneman, Diane Goodrich, Amanda Rogers, DVM, Barry George, MD, and Megan Rice; in the negative: none. The motion was approved.

4.2. Personnel

4.2.1. Approval to hire Jennifer Frazier, Registered Environmental Health Specialist, effective November 4, 2024.

Diane Goodrich made a motion to approve the hire of Jennifer Frazier, Registered Environmental Health Specialist, effective November 4, 2024. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.2.2. Approval to hire Hannah Baik, DMD (Dentist), effective November 25, 2024.

Diane Goodrich made a motion to approve the hire of Hannah Baik, DMD (Dentist), effective November 25, 2024. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.2.3. Accept the resignation of Jennifer Ebright, Patient Service Rep, effective December 2, 2024.

Barb Brenneman accepted the resignation of Jennifer Ebright, Patient Service Rep, effective December 2, 2024. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.2.4. Accept the resignation of Dawn Priest, LISW-S, effective December 6, 2024.

Barb Brenneman accepted the resignation of Dawn Priest, LISW-S, effective December 6, 2024. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.3. Contracts

4.3.1. Approval of the contract with Knox County Job and Family Services, for KPH to employ a clinical counselor that provides services to families and children at risk of child abuse and neglect including families with substance abuse, with a monetary reimbursement of \$95,079, effective October 1, 2024 through September 30, 2025.

Jason Whaley made a motion to approve the contract with Knox County Job and Family Services, for KPH to employ a clinical counselor that provides services to families and children at risk of child abuse and neglect including families with substance abuse, with a monetary reimbursement of \$95,079, effective October 1, 2024 through September 30, 2025. Diane Goodrich seconded the motion; in the negative: none. The motion was approved.

4.3.2. Approval of the Lease Agreement with Bean & Bear, LLC, for 206 South Mulberry St., Mount Vernon, Ohio 43050, effective November 1, 2024 through October 31, 2029, with a monetary value of \$3,000/month and a max of \$180,000.

Jason Whaley made a motion to approve the Lease Agreement with Bean & Bear, LLC, for 206 South Mulberry St., Mount Vernon, Ohio 43050, effective November 1, 2024 through October 31, 2029, with a monetary value of \$3,000/month and a max of \$180,000. Barb Brenneman seconded the motion; in the negative: none. The motion was approved.

4.3.3. Approval of the MOA with Habitat for Humanity to lease space for the Winter Farmer's Market, effective November 9, 2024 through December 21, 2024, with a monetary value not to exceed \$300.

Amanda Rogers, DVM made a motion to approve the MOA with Habitat for Humanity to lease space for the Winter Farmer's Market, effective November 9, 2024 through December 21, 2024, with a monetary value not to exceed \$300. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

4.3.4. Approval of the contract with Transworld Systems Inc., for Knox County Community Health Center collections services, effective November 20, 2024 and remains ongoing with a monetary value based on the amount of money recovered from collections.

Amanda Rogers, DVM, made a motion to approve the contract with Transworld Systems Inc., for Knox County Community Health Center collections services, effective November 20, 2024 and remains ongoing with a monetary value based on the amount of money recovered from collections. Eric Siekkinen seconded the motion; in the negative: none. The motion was approved.

4.3.5. Approval of the Affiliation Agreement with the Ohio State University College of Social Work, for professionals to gain hands-on experience through internships, effective January 1, 2025 and auto renews annually, with no monetary value.

Megan Rice made a motion to approve the Affiliation Agreement with the Ohio State University College of Social Work, for professionals to gain hands-on experience through internships, effective January 1, 2025 and auto renews annually, with no monetary value. Diane Goodrich seconded the motion; in the negative: none. The motion was approved.

4.3.6. Approval of the Master Service Agreement with Wishlist for an online employee portal, effective December 9, 2024, with a one-time subscription fee of \$1,500.

Jason Whaley made a motion to approve the Master Service Agreement with Wishlist for an online employee portal, effective December 9, 2024, with a one-time subscription fee of \$1,500. Eric Siekkinen seconded the motion; in the negative: none. The motion was approved.

4.3.7. Approval of the contract for solid waste enforcement and monitoring services between Delaware, Knox, Marion and Morrow Solid Waste District, effective January 1, 2025 through December 31, 2025, with a monetary reimbursement of \$34,198.

Eric Siekkinen made a motion to approve the contract for solid waste enforcement and monitoring services between Delaware, Knox, Marion and Morrow Solid Waste District, effective January 1, 2025 through December 31, 2025, with a monetary reimbursement of \$34,198. Megan Rice seconded the motion; in the negative: none. The motion was approved.

4.3.8. Approval of the contract with Muskingum Valley Health Center for Nurse Practitioner collaboration, with a monetary value not to exceed \$8,000/year, effective date to be determined pending legal review.

Eric Siekkinen made a motion to approve the contract with Muskingum Valley Health Center for Nurse Practitioner collaboration, with a monetary value not to exceed \$8,000/year, effective date to be determined pending legal review. Amanda Rogers, DVM, seconded the motion; in the negative: none. The motion was approved.

4.4. Board Approvals

4.4.1. Approval of the agency strategic plan.

Eric Siekkinen made a motion to approve the agency's strategic plan. Barb Brenneman seconded the motion; in the negative: none. The motion was approved.

4.4.2. Accept the Notice of Award in the amount of \$27,500 for the Traffic Safety Grant, FFY2025.

Eric Siekkinen made a motion to accept the Notice of Award in the amount of \$27,500 for the Traffic Safety Grant, FFY2025. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

5. Board Information (Non-Action Items)

- Health Commissioner/CHC CEO approved/signed the following:
 - Software Maintenance and Support Agreement with The Baldwin Group, Inc., for software maintenance effective January 1, 2025 through December 31, 2025.
 - Addendum to the Pharmacy Services Agreement with CVS Pharmacy Inc., to remove "Retail Pharmacy" as a part of the agreement, effective October 2, 2024.
 - Business Associate Agreement with Riverside Computing, Inc. DBA ProPoint Managed Technology for HIPAA protection while doing business, effective July 11, 2024 and remains ongoing.
 - Agreement with Ohio Association of Community Health Centers for HCCN participation, effective August 1, 2025 through July 31, 2028, with no monetary value.
 - MOU with Licking County Health Department for the Regional Prevention and Linkages to Care Collaborative Program, effective December 1, 2024 through February 28, 2025 with a monetary reimbursement of \$1,556.

- Addendum with Liberty Dental to include Medicare Advantage Program Requirements, effective November 30, 2024 and auto renews annually, with no monetary value.
- Knox Area Transit Transportation Service Contract effective October 1, 2024 through July 1, 2025, on an as needed basis, with a monetary value of \$4/trip and \$2.93/mile after five miles.

- **Leadership Team (see appendix B)**

6. Executive Session

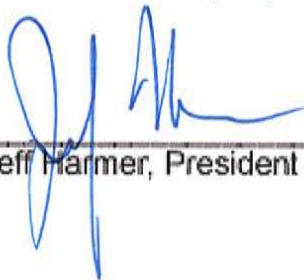
At 7:01pm, Eric Siekkinen made a motion to enter into executive session for personnel and property, asking Joyce Frazee to stay. Jason Whaley seconded the motion; on roll call the following voted in affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Diane Goodrich, Barb Brenneman, Megan Rice, Barry George, MD, and Amanda Rogers, DVM; in the negative: none. The motion was approved.

At 7:50pm Eric Siekkinen made a motion to enter into the regular session. Megan Rice seconded the motion; on roll call the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Diane Goodrich, Barb Brenneman, Megan Rice, Barry George, MD, and Amanda Rogers, DVM; in the negative: none. The motion was approved.

7. Adjournment

With no further business, Diane Goodrich made a motion to adjourn the meeting. Barb Brenneman seconded the motion; in the negative: none.

The meeting adjourned at 7:52pm.



Jeff Harmer, President



Zach Green, Health Commissioner

Appendix A

Approval of the Bills

APPROVAL OF BILLS	
October 2024	
FUND	AMOUNT
801 - General Fund	80,802.97
805 - Swimming Pool Fund	360.61
806 - Food Service Fund	824.66
807 - Private Water Fund	2,368.69
808 - WIC Grant	1,108.21
809 - Sewage Program Fund	2,010.22
810 - RV Park/Camp Fund	236.33
811 - Creating Healthy Communities Grant	1,926.38
812 - Public Hlth Emergency Preparedness Grant	56.96
814 - Community Health Center Grant	254,383.52
820 - ODH Grants	2,522.43
821 - Mobility Management	41.57
Total	\$346,642.55
THEN & NOW	
801 - General Fund	929.69
811 - Creating Healthy Communities Grant	316.10
814 - Community Health Center Grant	5,766.10
Total	\$7,011.89

Appendix B

Leadership Reports

FISCAL DIRECTOR – Katie Hunter

- **Resolution 2024-17**

- The transfers completed for the EH funds into contract services was to cover the expense for HDIS software. This software is used for recording, tracking, and managing primarily EH activities.
- General Fund transfers were needed to cover supplies, fees and refunds. In the Levy portion funds were moved into travel/training to cover the additional expenses for travel to APHA.
- Creating Healthy Communities Grant transfer was to cover the cost of hotel and registration for a conference.
- The Community Health Center grant had to transfer into contract services to ensure we had enough funds encumbered for the remainder of the year.
- ODH Grants, Mobility Management Grant, Tobacco Use Prevention Grant, and Drug Free Communities Grant all needed transfers to cover payroll expenses.
- Creating Healthy Communities, Mobility Management and Drug Free Communities needed a cash transfer from the General Fund while we wait for reimbursement.

- **Resolution 2024-18**

- Amended certifications were completed for Swimming Pools, ODH Grants, Mobility Management, Tobacco Use Prevention Grant and Drug Free Communities Grant because they had additional revenue that allowed us to allocate funds into the appropriate expense line items for operations. Drug Free Communities and Mobility Management are expected to have additional amended certifications for the remainder of the year since one is a new grant and one was extended for an additional year.

HUMAN RESOURCES DIRECTOR – Joyce Frazee

- **New Hire**

- Jennifer Frazier, REHS, joined the Environmental Health team on November 4. She brings 24 years of public service experience from the Franklin and Ashland County Health Departments, as well as the Shelbi and Galion City Health Departments, where she worked in various roles across the Environmental Health Divisions.. Her experience ensures familiarity with a wide range of public health issues, from sanitation and disease prevention to environmental hazards and policy compliance. She will focus on the Food program in her role with KPH.
- Dr. Hannah Baik, DMD, has accepted our offer to join the Community Health Center as our new Dentist. She brings five years of valuable experience and is currently working with a Federally Qualified Health Center (FQHC), where she has developed a strong background in providing comprehensive dental care to

diverse populations. Her experience in an FQHC setting has equipped her with a unique understanding of the dental needs within community health, as well as a commitment to serving underserved populations. We are excited to welcome her to our team and look forward to the expertise and compassionate care she will bring to our patients.

- Positions we are actively recruiting to fill are as follows..
 - CEO
 - Clinical Supervisor
 - Expanded Function Dental Assistant
 - Dental Assistant
 - Billing Specialist
- Resignation
 - Dawn Priest, LISW-S submitted her resignation effective December 6. She shared that she will be going back to East Knox schools which is where she started her career in counseling.
- CEO Search
 - The search for a new CEO is progressing well. In recent weeks, we received over 75 applications from highly qualified individuals across the United States and Canada. Working closely with Jenn Genua, our consultant, we have thoroughly reviewed these applications and narrowed the pool down to 20 candidates, from which we selected five for initial interviews. Each of these top five candidates has now completed their interviews. Moving forward, we will be selecting the top three candidates to meet with the Ad-Hoc Search Committee for further consideration. As we move forward with the final stages of the CEO search, we're now focused on coordinating interview times that work well for both the candidates and the Ad-Hoc Search Committee members. We are confident in finding a strong leader who aligns with our mission and values.
- Paid Leave Policy (Personal Leave)
 - In a conversation the Ad-Hoc CEO Search Committee had with the consultant assisting in the CEO hiring process, she recommended that the CEO be included among the employees who receive a bank of vacation and personal leave, rather than accruing it incrementally like other staff. Based on this recommendation, the Personal Leave policy has been added to the Board agenda for approval, incorporating the suggested language change to remove "excluding the CEO."
 - Our current policy reads: *Full-time forty (40) hour/week salaried employees in Tier 6 of the salary, **excluding** the Chief Executive Officer (CEO), identified as Certified Nurse Practitioner, Chiropractor, Dentist, Medical Director, Physician Assistant, Physical Therapist, and Certified Nurse Midwife shall receive an equivalent of 160 hours of paid time off comprised of vacation and personal leave. Sick time and holiday pay shall be followed in accordance with agency policy. As outlined in the agency vacation policy, employees in tier 6 are entitled 200 hours of*

annual vacation leave following 20 years of service. For the purpose of this section salaried employees who do not work 40 hours per week will receive personal leave on a rate proportional to full-time employment.

- Health Insurance Update
 - We have received the final quotes for the health insurance plans. Unfortunately, the rates are higher than what CEBCO (the County's plan) is offering. Both brokers have reviewed the options and recommend that we continue with our current plan through the County. The monthly premiums for the other options are significantly higher, with a difference ranging between \$300 and \$1,000 more per month compared to the County's premiums. Based on both broker's recommendations, we've decided to continue with the county plan.
- Next month
 - Approval of the Workforce Development Plan

ENVIRONMENTAL HEALTH DIRECTOR – Nate Overholt, RS

- A household sewage treatment system variance application was provided by Ray Yoder of 28164 New Castle Road, Walhonding, OH 43843, Butler Township Parcel # 08-00039.003 to install the outlet pipe from his residence under the existing driveway to the septic tank and will be unable to meet the isolation distances outlined in Ohio Administrative Code 3701-29-06(G)(3)(a). The home is already being constructed and in order to utilize gravity for the black and gray water, a variance will be required.
-

PUBLIC HEALTH EDUCATION AND NURSING DIRECTOR – Tina Cockrell

- **Accreditation** – Working on the development of accreditation standardization guides for each division to bring awareness of accreditation and ensure lasting processes of constant improvements. The PHAB board will meet November 22 to decide on accreditation for KPH.
- **Project Dawn** – 27 naran kits distributed in October. 6 overdose deaths confirmed in 2024 several death certificates are pending, and 15 OD deaths in 2023. Partnership with Licking County HD for Linkage to Care was extended into 2025 this creates a regional partnership among health departments to familiarize with resources available in surrounding areas. This partnership awards KPH \$1,556 and is listed on the BOH agenda under non-action items.
- **PR Communication** - 4.3.6 on the agenda for approval is a service agreement with Wishlist. This is a platform to provide employee appreciation and recognition awards.
- **Senior Health and Wellness/Community Health Worker (CHW)**- United Way funding request was submitted expect to hear response in February 2025. An application for Senior Levy Funding to support the project will be submitted in January.
- **Safe Communities** – NOA awarded to KPH for 2025 in the amount of \$27,500 this is the same amount we received last year based on fatalities for the county. This is on the agenda for acceptance under 4.4.3.

- **Tobacco** – Store audits have been completed and will be working with young adults to complete compliance checks with 39 tobacco vendors out of the 50 the state lists. Working with the library and hospital for a media campaign about the Tobacco Quit Line. Applied for United Way funding for continued support of offering cessation products to assist residents. We offer lozenges, gum and patches.
- **Ohio Buckle Buckeyes**- Currently have 35 seats available for distribution with just 8 on the waiting list this is because of their due date. Seats are not distributed until closer to delivery.
- **Maternal & Infant Health** - Cribs for Kids grant continues currently distributing 4-6 cribs per month. Continue to see multiple elevated lead levels monthly in children. A grant application was submitted to ODH to increase lead education awareness. Will receive notification in December if awarded funding.
- **Mobility Management** – Project Sidewalk will take place to collect data about our community sidewalk accessibility. The project will use Google earth and provide data to identify barriers. Working on completing the grant application which is due in December 2024.
- **Creating Healthy Communities (CHC)**- The Winter Farmers Market is going well just 2 weekends so far and nearly 300 people have attended. 4.3.3 is requesting the approval to pay for the space where the market is held. They will continue until December 31. Working on moving forward with the Cycling without Age trishaw biking project. Submitted a grant application to United Way for support of the Teen Garden Project in summer 2025. The project previously supported through the CHC grant was a pilot and with the success it is recognized this program impacts the well-being of the students who participate. We hope to receive notice of funding awarded in February 2025.
- **Equity & Development** - The Community Health Improvement Plan (CHIP) is complete and the finalized document which will be available by December 1, 2024. Workgroups will begin implementation of strategies. Meetings will continue to monitor progress and evaluate action plans to identify areas of success and improvements.
- **Drug Free Communities** – Held a successful Drug Take Back Day collecting 166.8 pounds of unwanted medications. There were several syringes disposed of during the event. Plans to educate community members on ways to dispose of syringes are underway. The KSAAT coalition will begin strategic planning in January as the DFC grant will end in September 2025.

WIC DIRECTOR – Cyndie Miller, RD, LD, CLC

- Knox County WIC initial caseload for October 2024 is 834, an increase of 45 from September 2024.
- Knox County WIC's breastfeeding initiation rate for September has increased from 59.90% to 61.00%.
- The authorized larger container sizes for Enfamil A.R. (powder) have been extended through November 30, 2024. We continue to report the current formula situation to

State WIC during bi-weekly calls. WIC staff has been working with our State WIC Vendor Consultant to obtain an adequate quantity of a new special formula, Kate Farms Blended Formula for one of our participants.

- Our entire WIC Staff participated in National "Apple Crunch Day" on October 9th, posting a video and recipe demo on FB with the assistance of PR staff member, Logan Schofield.
- WIC Health Professionals (Susan Hurley, MPH RD LD; Jackie Stable, BS CLC; Megan Barkley, DTR CLS; Cyndie Miller, Director) met with pediatricians at KCH to discuss the new AAP Clinical Practice Guidelines for the Treatment of Obesity in Children. It was determined that we are on the same page regarding our counsel of participants. It was confirmed that another pediatrician will be added to their practice in December.
- State WIC announced that Corey Shepherd, State WIC Director, resigned his position to pursue a new opportunity in WIC at the FNS Midwest Regional Office.

CLINICAL DIRECTOR – Nan Snyder, RN

2024:

- 1,398 individual medical clients were served in October
- 1,609 appointments completed out of 2,129 scheduled (76%)
- 157 total No Shows (7%)

2023:

- 1,297 individual medical clients were served in October
- 1,508 appointments completed out of 1,847 (82%)
- 85 total No Shows (5%)

Medicare Annual Wellness Visit

The medical providers have completed 422/925, or 45.62%, of Medicare Annual Wellness Visits with eligible medical patients. The 2024 focus has been on patients who have scheduled appointments. In October, we started outreach to patients without a planned visit to continue gap closure with Medicare Annual Wellness Visits.

BEHAVIORAL HEALTH DIRECTOR - Stacy Gilley, LISW-S

- **Paul Hart Ruthenbeck, LCDCIII**, reports; I was able to do an internal referral for a client I was seeing that was better served by a female counselor for SUD and MH and also provided the client with information on New Directions as she is in an abusive relationship. Last week SMART attendance was 10 on Tuesday and 6 on Thursday and several different people from each group talked about how these groups were becoming a lifeline for their recovery.
- **Lauren Sanders, LISW-S**, reports; *Barriers*: Students getting here, would help to see them in their schools. Lack of training in EMDR - could easily do with current clients, know their situation and reduce stress on them to do this in our sessions. *Strengths*: Continued connections to dental, medical, SUD/EMDR, and resources, clients like that

a team of people knows their situation and can help address it efficiently without phone tag. Billing team has been helpful to keep my clients coming putting them on a payment plan or getting a better rate with the sliding scale.

Monthly Total Checked-Out ALL	679	72.78%
Monthly Total No Show ALL	47	5.04%
Monthly Total Cancelled ALL	103	11.04%
Monthly Total Cancelled Rescheduled ALL	111	11.90%
Monthly Total Provider Cancelled ALL	33	3.54%
Monthly Total Encounter ALL	933	100.00%

QUALITY DIRECTOR - Deanar Sylvester, RN

- As criteria begins to finalize for the 2024 UDS reporting year it is imperative to keep striving toward meeting our goals, and continue closing identified gaps in care. The far-right column represents data from September 2024, while the far-left column represents October, 2024 data. Provider education and follow up, remains a focus and challenge for the quality team, as we seek opportunities to obtain additional resources for providers and staff, to enhance understanding and compliance with HCC and CPT II coding; both of which significantly impact our success in Shared Savings, and Value Based Care programs. We are currently looking into utilizing Clinical rules engines within the EMR, to assist with adding CPT II codes, based on documentation. More to follow.

October 2024

MEASURE	RESULT	CHANGE	TARGET	NUMERATOR	DENOMINATOR	EXCLUSIONS	RESULT
Childhood Immunization Status (CMS 117v12)	0.0%	-6.1% ▼	60.0%	0	8	0	0.0%
Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v11)	40.9%	-7.3% ▼	80.0%	108	264	2	47.2%
BMI Screening and Follow Up 50+ Years (CMS 69v12)	85.1%	+5.6% ▲	80.0%	1,110	1,305	2	81.1%
Depression Remission at Twelve Months (CMS 159v12)	5.8%	+5.2% ▲	80.0%	3	52	9	11.8%
Screening for Depression and Follow Up Plan (CMS 241)	87.4%	+1.2% ▲	80.0%	1,198	1,370	64	88.4%
Tobacco Use Screening and Cessation (CMS 136v12)	66.8%	-1.9% ▼	85.0%	781	1,173	0	49.8%
Colorectal Cancer Screening (CMS 106v11)	26.8%	+6.7% ▲	50.0%	105	625	6	16.0%
Cervical Cancer Screening (CMS 129v11)	24.4%	+11.5% ▲	58.0%	108	443	80	24.5%
Breast Cancer Screening Ages 50-74 (CMS 119v12)	45.3%	+4.4% ▲	50.0%	116	300	0	66.4%
Hypertension Controlling High Blood Pressure (CMS 165v12)	86.4%	+6.1% ▲	70.0%	143	324	11	90.5%
Statins Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 347v7)	74.5%	+5.7% ▲	80.0%	205	275	10	71.2%
Diabetes A1c < 9 for Unstable (CMS 112v12)	25.1%	-1.5% ▼	30.0%	53	251	1	21.0%
IVD Aspirin Use (CMS 164v7)	73.7%	+0.6% ▲	80.0%	28	38	9	70.7%
HIV Screening (CMS 343v6)	9.5%	+1.5% ▲	50.0%	99	1,031	0	10.9%
HIV and Pregnant	0.0%	0.0%	100.0%	0	1	0	0.0%
HIV Linkage to Care	0.0%	-100.0% ▼	100.0%	0	0	0	0.0%
Dental Sealants for Children between 6-9 Years (CMS 217v0)	62.1%	+28.0% ▲	80.0%	18	29	2	28.0%

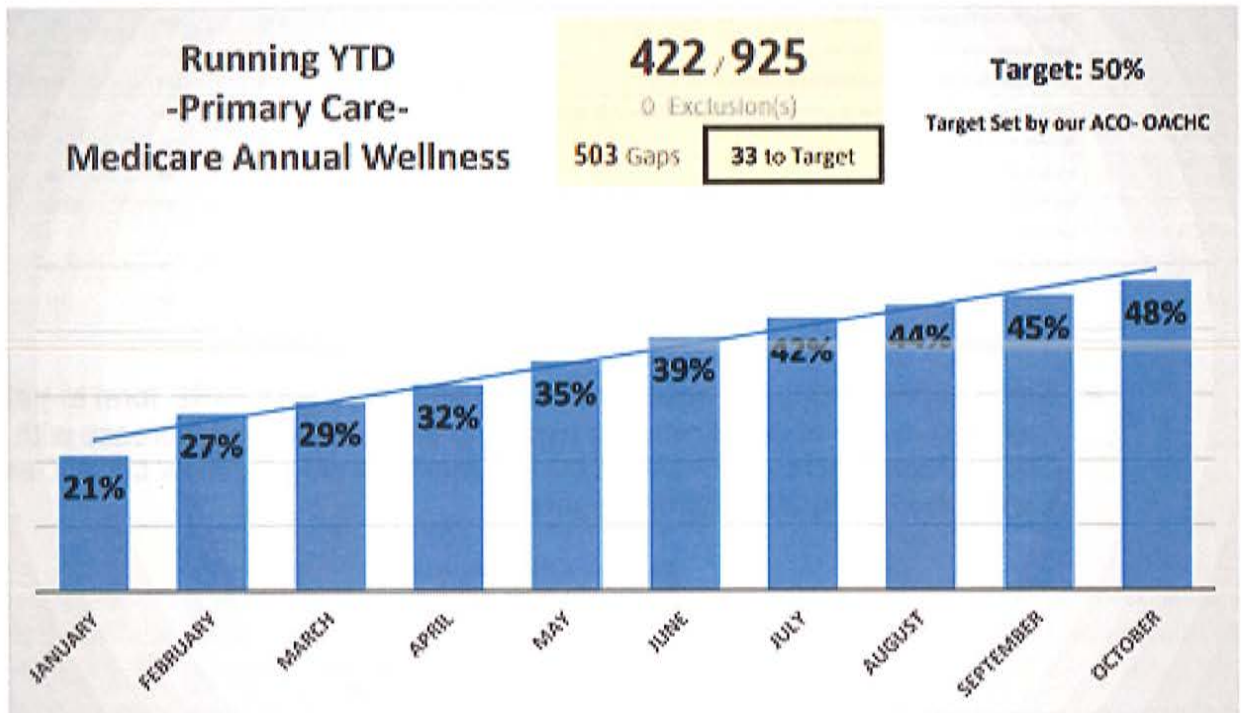
- Since implementing the ability to send an electronic PRAPARE form to patients, prior to their visit in one of our clinics, we expect to see a significant increase with identifying Social Determinants of Health. This is a measure we will follow closely, as we transition into the 2025 reporting year.



- Risk/QI Committee Updates:
 - There were a total of 14 incidents, 2 employee injuries, 2 patient complaints, 2 Emergency transports, and 8 document/charting errors.

- QI projects in progress; Implementing a new incident reporting system, Improving Statin Therapy for Cardiovascular Disease prevention, indexing documents to patient charts, Health Center inventory, Measuring BH outcomes, and Improving Cervical Cancer screenings.
- Population Health:

Medicare Annual Wellness Update: YTD- Primary Care Service Line



UDS Care Gap Measures (Top 5 focuses for KCCHC in 2024):

Quality Measure	Q1	Q2	Q3	YTD (Through Oct 31)	Target	
Diabetes A1c > 9 or Untested [CMS 122v12]	22.40%	24.70%	29.10%	24.00%	30% or Below	Lower is Better
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease [CMS 347v7]	70.70%	71.80%	71.00%	71.45%	80.00%	
Cervical Cancer Screening [CMS 124v12]	18.90%	19.80%	21.70%	20.49%	58.00%	
Colorectal Cancer Screening [CMS 130v12]	13.30%	16.60%	17.70%	15.37%	50.00%	
Dental Sealants for Children between 6-9 Years [CMS 277v0]	84.00%	72.22%	63.64%	84.42%	80.00%	

- Patient Care Navigator:

In addition to following up with previous referrals, there were 20 additional referrals for the Month of October:

- Medicaid/Insurance/ Finances= 13
- Pre DM/nutrition= 3
- Produce Rx= 2
- Transportation= 2
- Living will= 2
- Housing= 1
- Glasses= 1
- SSI= 1
- Nursing Home= 1
- Help with housework (senior)= 1
- I helped patients with these "in-house" services: I shared our sliding fee scale with 2 patients, helped 1 patient get scheduled for a medical appointment, and helped 1 patient get scheduled for a WIC appointment.
- Outside referral resources:
 - completed/faxed SNAP application=1
 - applied/received "free" smart phone=1
 - applied/faxed NET application=2
 - completed/submitted application for Prevent Blindness=2

- o completed/submitted HEAP application=1
- o gave out HEAP application=1 (didn't want help completing it)
- o gave copies of senior apartment applications/local subsidized housing=2
- o shared United way volunteer opportunities=1
- o shared "Know your Knox" newsletter=2 (for socialization)
- o called Social Security office together=1
- o Food pantries=4

DENTAL DIRECTOR - Kaitlyn Hamm, RDH

- Knox Public Health is excited to welcome our new Dentist, Dr. Hannah Baik, DMD. She has an extensive background working and volunteering within the public health setting, including that of another FQHC's dental division for the past few years. She will be offering all of the same previous services performed in our main dental clinic and is eager to expand services to include more procedures to benefit patients of all ages and keep them in our chairs within our own clinic. This will help decrease the number of patients that we refer out to specialists. Dr. Baik will begin orientation with us starting November 25th, and will start seeing patients in early December.
- Assistant Tyler Hanson, was enrolled into the CDA (Certified Dental Assistant) program sponsored through OACHC. This program is a self-paced dental curriculum that will take about one year to complete and will consist of a mentor in the clinic setting to test his knowledge. The program will conclude with a nationally accredited board exam where a passing grade will result in certification. This training will greatly aid in furthering his knowledge and improving his dental skill set as a whole to benefit both our team's efficiency and our patients' outcomes.
- CDA, Dawn Willis, has started cross-training with our patient service representatives (PSR). Exploring and learning this trade will enable her to help schedule our patients. When she is not chair side assisting, having her help our PSRs work on scheduling patients from our recall lists or confirming appointments will be of great support.
- In October, our dental team took turns doing screenings on preschool students at multiple Knox County Head Start programs. In November, we will finish out the remainder of the screenings at the Head Start centers.