

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:	Zoom:
Jeff Harmer, President	Zach Green, Health Commissioner	Cynthia Miller, WIC Director
Jason Whaley, President Pro-Tem	Nathan Overholt, EH Director	
Amanda Rogers, DVM	Joyce Frazee, HR Director	
Eric Siekkinen	Katie Hunter, Fiscal Director	
Diane Goodrich	Nan Snyder, Clinical Director	
Dan Brinkman	Stacy Gilley, BH Director	
Megan Rice	Deanar Sylvester, QI Director	
	Kaitlyn Hamm, Dental Director	
	Kristi Thomas, HR Generalist	
Absent:		
Barry George, MD	Barb Brenneman	Tina Cockrell, PHEN Director
Guest:		
Sierra Lybarger, University of Cincinnati	Joe Porter, Program Coordinator	

1. Convention

1.1. Call to Order

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

1.2. Acceptance of Agenda

Eric Siekkinen made a motion to accept the agenda, adding 6.0, Executive Session. Diane Goodrich seconded the motion; in the negative: none. The motion was approved.

1.3. Approval of minutes for December 18, 2024.

Jason Whaley made a motion to approve the minutes from December 18, 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. Megan Rice seconded the motion; in the negative: none. The motion was approved.

1.5. Public Participation

- Sierra Lybarger, University of Cincinnati
- Joe Porter, KPH Program Coordinator

2. Hearings/Readings/Regulations

2.1. Approval of household sewage treatment system variance application provided by Chad Brockett for 17060 Short Road, Utica, OH 43080, Morgan Township Parcel #51-00322.001 to allow installation of the outlet pipe from a new 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).

Dan Brinkman made a motion to approve the household sewage treatment system variance application provided by Chad Brockett for 17060 Short Road, Utica, OH 43080, Morgan Township Parcel #51-00322.001 to allow installation of the outlet pipe from a new 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.

3. Special Reports

3.1. Board Report

- Jeff Harmer announced that there are three board members that are up for reappointment and expressed his gratitude for each. Jeff hopes that they continue to be part of the Board of Health as they are all essential key members.

3.2. Health Commissioner

- Legislative updates:
 - HB 257: Public Bodies: Virtual Voting
 - Paid board members excluded
 - Opportunity for Co-Applicant Board
- Facilities:
 - Agency moves:
 - Behavioral Health is now located at 206 S. Mulberry Street
 - WIC is back at the main site location
 - Medical Services at main site moved to the downtown location
 - Immunizations still available at Upper Gilchrist
 - Community Foundation Grant
 - We are holding off on presenting to the foundation for capital funds until the committee is formed & determines "the ask".
- School Based Health Center - Centerburg
 - Three probable options:
 - Portable Behavioral Health
 - Acute/Urgent Telehealth
 - School-linked for primary care
- Strategic Plan Update
 - Introduced agency strategic plan to all staff
 - New mission, vision, & strategic priorities
 - Agency Organizational Chart in draft form
 - Compensation & Classification review with third party under review

- Workforce/Personnel Committee
 - Need to establish a Capital Campaign Committee w/Board Members
- SR13 Project: Intent to acquire downtown property
 - Deed has been executed and the property has been donated to MTV
- Seasonal Illness:
 - Norovirus, Influenza, and COVID rapidly increased directly following the holiday season.
- On The Horizon:
 - Agreement with Dr. Barkett for BH services
 - Emotional Health Forums 2025
 - BH Committee working with MVCSD
 - Seeking funding for Community Health Workers (CHWs)

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. Resolution 2025-01, Transfers/Advances

Eric Siekkinen made a motion to approve Resolution 2025-01, Transfers/Advances. Megan Rice seconded the motion; on roll call the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Diane Goodrich, Dan Brinkman, Megan Rice and Amanda Rogers, DVM; in the negative: none. The motion was approved.

4.2. Personnel

4.2.1. Approval to hire Lucy Smith as a Billing Specialist, effective February 3, 2025.

Jason Whaley made a motion to approve the hire of Lucy Smith, Billing Specialist, effective February 3, 2025. Dan Brinkman seconded the motion; in the negative: none. The motion was approved.

4.3. Contracts

4.3.1. Approval of the Affiliation Agreement with Mount Carmel College of Nursing for student interns, effective December 10, 2024 through December 9, 2027, with no monetary value.

Eric Siekkinen made a motion to approve the Affiliation Agreement with Mount Carmel College of Nursing for student interns, effective December 10, 2024 through December 9, 2027, with no monetary value. Diane Goodrich seconded the motion; in the negative: none. The motion was approved.

- 4.3.2. Approval of the Contract with the National Association of County and City Health Officials (NACCHO) to participate in the Infection Prevention and Control (IPC) Learning Collaborative for Project Firstline, effective January 22, 2025 through June 30, 2025, pending legal approval.**

Eric Siekkinen made a motion to approve the Contract with the National Association of County and City Health Officials (NACCHO) to participate in the Infection Prevention and Control (IPC) Learning Collaborative for Project Firstline, effective January 22, 2025 through June 30, 2025, pending legal approval. Diane Goodrich seconded the motion; in the negative: none. The motion was approved.

- 4.3.3. Approval of the Professional Services contract with Knox Community Hospital to provide Certified Nurse Practitioners for the Knox County Community Health Center, effective January 1, 2025 through December 31, 2028 and automatically renewing every year thereafter, with a monetary value of \$950,000 per year. -pending legal approval.**

Eric Siekkinen made a motion to approve the Professional Services contract with Knox Community Hospital to provide Certified Nurse Practitioners for the Knox County Community Health Center, effective January 1, 2025 through December 31, 2028 and automatically renewing every year thereafter, with a monetary value of \$950,000 per year. -pending legal approval. Dan Brinkman seconded the motion; in the negative: none. The motion was approved.

4.4. Board Approvals

- 4.4.1. Accept the Notice of Award from NACCHO for Infection Prevention and Control (IPC) Learning Collaborative for Project Firstline, in the amount of \$90,000.**

Eric Siekkinen made a motion to accept the Notice of Award from NACCHO for Infection Prevention and Control (IPC) Learning Collaborative for Project Firstline, in the amount of \$90,000. Jason Whaley seconded the motion; in the negative: none. The motion was approved.

- 4.4.2. Approval of the out-of-state travel for Tina Cockrell, Anthony Bowersock and one KSAAT team member to travel to National Harbor, MD, February 2, 2025 through February 6, 2025 for the CADCA Forum, with a monetary value not to exceed \$10,000, paid for through the Drug Free Communities grant.**

Eric Siekkinen made a motion to approve the out-of-state travel for Tina Cockrell, Anthony Bowersock and one KSAAT team member to travel to National Harbor, MD, February 2, 2025 through February 6, 2025 for the CADCA Forum, with a monetary value not to exceed \$10,000, paid for through the Drug Free Communities grant. Dan Brinkman seconded the motion; in the negative: none. The motion was approved.

4.4.3. Approval of the following finance policies pending finance committee review:

- **Travel & Expense Reimbursement**
- **Sliding Fee Scale**
- **Credit Card Policy**
- **Billing & Collections**
- **Collections Procedure**
- **Federal DrawDown Procedure**

Megan Rice made a motion to approve the finance policies pending finance committee review: Travel & Expense Reimbursement, Sliding Fee Scale, Credit Card Policy, Billing & Collections, Collections Procedure and Federal DrawDown Procedure. Amanda Rogers, DVM, 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:**
 - MOU with Driving Schools of Ohio to help provide financial assistance for the driving school program, effective upon signatures and remains ongoing until grant funding is exhausted.
 - MOU with Confident Driving Academy to help provide financial assistance for the driving school program, effective upon signatures and remains ongoing until grant funding is exhausted.
 - MOA with Nina Potter for the Winter Farmers Market manager, effective November 1, 2024 through February 15, 2025, with a monetary value not to exceed \$1,000.
 - Agreement with Revize for custom design web services, effective December 9, 2024 through December 8, 2029, with a monetary value of \$11,355 for the first year and \$2,400 annually thereafter.
 - Renewal of the MOU with Kenyon College for vaccinations and STI testing effective August 1, 2024 through July 31, 2025, with a max reimbursement of \$35,000.
 - Renewal of the MOU with Licking County Health Department for the Cribs for Kids grant, effective October 1, 2024 through September 30, 2025 with a max reimbursement of \$8,400.
 - Renewal of the Personal Services Contract with Shelbi Bixler to provide patient billing services, effective February 1, 2025 through January 31, 2026, with a monetary value of \$85/hour, not to exceed \$15,000.
 - Program addendum with Health Centers of Ohio Cin LLC., for participation in the Accountable Care Organization Incentive Program through United Healthcare, effective January 1, 2025 through December 31, 2027.
 - Renewal of the Advertising Agreement with Barnes Advertising Corp. for billboard advertising, effective February 2, 2025 through August 19, 2025, with a total monetary value of \$4,400.
 - Renewal of the Business Services contract with Perks, Pusateri & Company, LLC, to provide cost reporting for the Health Center locations, effective January 1, 2025 through December 31, 2025, with a monetary value of \$90/hour, not to exceed \$25,000.

- Leadership Team - See Appendix B

6. Executive Session

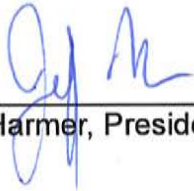
At 6:55pm, Eric Siekkinen made a motion to enter into executive session for compensation. Jason Whaley seconded the motion; on roll call the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Diane Goodrich, Dan Brinkman, Megan Rice and Amanda Rogers, DVM; in the negative: none. The motion was approved.

At 8:01pm, Jason Whaley made a motion to enter into the regular session. Eric Siekkinen seconded the motion; on roll call the following voted in the affirmative: Jeff Harmer, Jason Whaley, Eric Siekkinen, Diane Goodrich, Dan Brinkman, Megan Rice and Amanda Rogers, DVM; in the negative: none. The motion was approved.

7. Adjournment

With no other business Eric Siekkinen made a motion to adjourn the meeting. Dan Brinkman seconded the motion; in the negative: none. The motion was approved.

The meeting adjourned at 8:02pm.

A handwritten signature in blue ink, appearing to read "Jeff Harmer", positioned above a horizontal line.

Jeff Harmer, President

A large, stylized handwritten signature in blue ink, positioned above a horizontal line.

Zach Green, Health Commissioner

Appendix A

APPROVAL OF BILLS December 2024	
FUND	AMOUNT
801 - General Fund	51,968.46
806 - Food Service Fund	453.71
807 - Private Water Fund	2,293.70
808 - WIC Grant	113.85
809 - Sewage Program Fund	835.49
811 - Creating Healthy Communities Grant	1,080.38
814 - Community Health Center Grant	192,887.00
820 - ODH Grants	299.64
821 - Mobility Management	64.78
Total	\$249,997.01
THEN & NOW	
801 - General Fund	9,258.75
814 - Community Health Center Grant	14,601.57
Total	\$23,860.32

Appendix B

Leadership Reports

FISCAL DIRECTOR – Katie Hunter

- **Resolution 2025-01**
 - General Fund - Levy transfer was completed to cover the cost of an upcoming tuition reimbursement.
 - Food Service Fund, WIC Grant, Solid Waste Fund, ODH Grant, Mobility Management and Drug Free Communities Grant transfers were all to cover the final payroll of 2024.
 - Creating Healthy Communities Grant transfer was completed to cover payroll and a program contract.
 - Community Health Center transfers we completed to cover the cost of payroll, immunizations and fees.
- My team continues to review and update some of our fiscal policies, and there are several policies that are on the agenda for approval.
 - **Travel & Expense Reimbursement**

The meals section has been updated to specify that employee expenses will be reimbursed based on the federal per-diem rate, which varies depending on the destination. This aligns with the county's travel reimbursement practices.
 - **Sliding Fee Scale**

I've incorporated details about the sliding fee audit into this policy, as it was previously documented separately. Since they are closely related, I combined both policies. Additionally, I removed the collections language, as it was not directly relevant to the sliding fee scale.
 - **Billing & Collections**

The former policy, adopted from another health center, did not reflect our procedures. As a result, I've rewritten this policy to accurately align with our practices and referenced the sliding fee scale, along with two new policies, to ensure consistency.
 - **Credit Card Policy**

This is a new policy specific to the health center and includes provisions for keeping a credit card on file. It was reviewed and approved by legal counsel to ensure there is no liability associated with maintaining this information.
 - **Collections Procedure**

This document outlines the collections process and includes guidelines for writing off small, uncollectible balances.
 - **Federal Drawdown Policy**

Language has been added to clarify the process for drawing down 340B funds from the passthrough account.

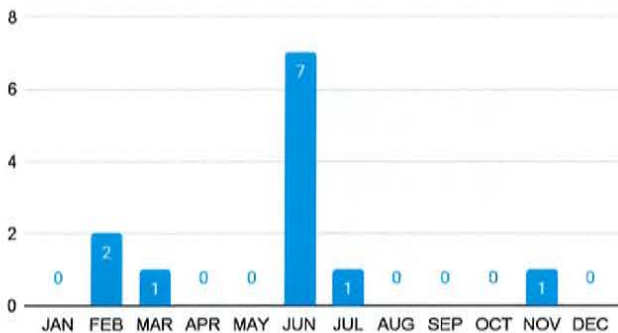
HUMAN RESOURCES DIRECTOR – Joyce Frazee

- We are currently in the process of interviewing to fill several positions. Billing specialist, patient service representative, clinical supervisor, hygienist, and behavioral health counselor.
- Kristi Thomas and Aimee Hulse have been accepted to participate in Leadership Knox FY2025. This leadership development program offered by the Knox County Chamber of Commerce, focuses on identifying, nurturing, and promoting future and existing leaders in the Knox County community.

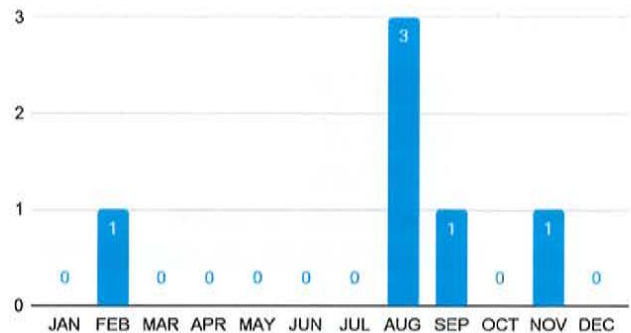
Kristi Thomas

- Below is a representation of the non-clinical/clinical staff hires and terms/resignations for 2024 by month

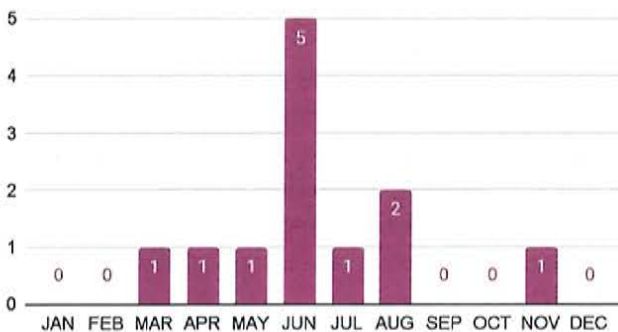
Non-Clinical Staff Hires 2024



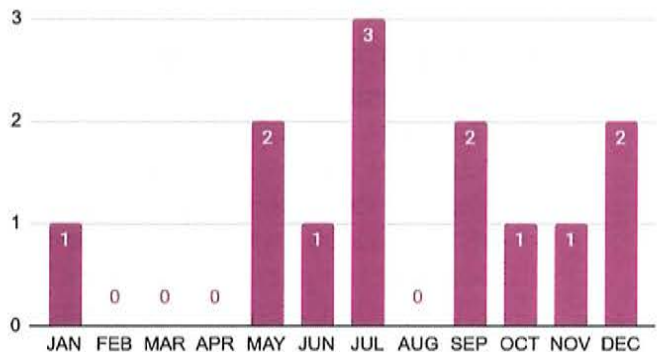
Non-Clinical Staff Terms



Clinical Staff Hires 2024

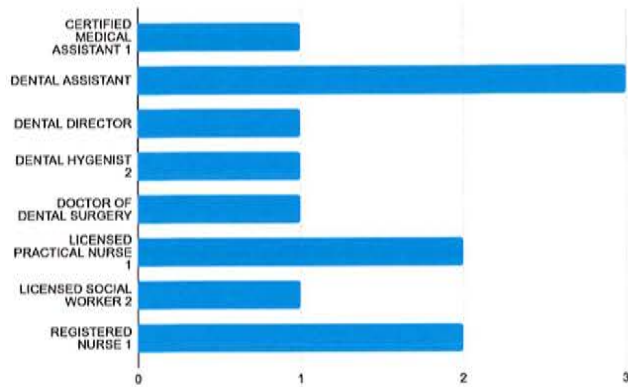


Clinical Staff Terms 2024

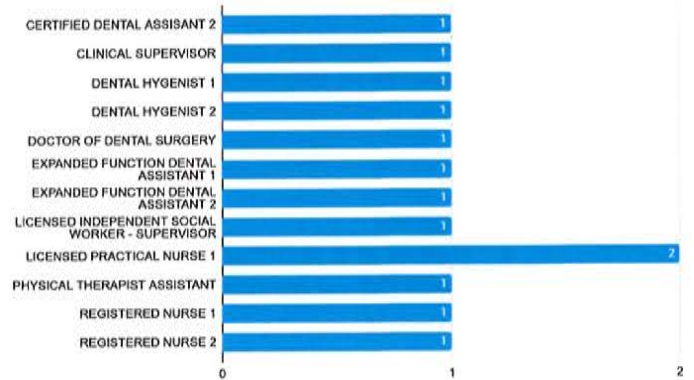


- Below is a representation of the non-clinical/clinical staff hires and terms/resignations for 2024 by job classification

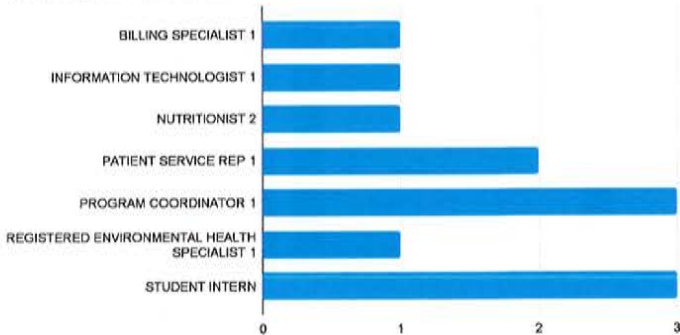
Clinical Hires 2024



Clinical Terms 2024



Non-Clinical Hires 2024



Non-Clinical Terms 2024



ENVIRONMENTAL HEALTH DIRECTOR – Nate Overholt, REHS

- Representatives from the Ohio Environmental Protection Agency will be on site Thursday, Jan 30, 2025 to complete the annual solid waste program survey.
- A household sewage treatment system variance application was submitted by Chad Brockett for 17060 Short Road, Utica, OH 43080, Morgan Township Parcel #51-00322.001 where the effluent line from a new residence will go under the existing driveway to the treatment area and cannot meet the isolation distances outlined in 3701-29-06(G)(3)(a) and a variance is required.

PUBLIC HEALTH EDUCATION AND NURSING DIRECTOR – Tina Cockrell

- Accreditation** - Working to develop an ethics committee in accordance with PHAB requirements. Leadership have been notified and requests have been sent to staff to gauge their interest to participate in quarterly meetings.
- Communicable Disease Nurse** - completed Grief Recovery Method Specialist training will be developing rollout of community support and education

- **CPR** - Will be providing community CPR training for Heart Month on February 14.
- **Cribs for Kids** - provided 8 cribs in December, new agreement on agenda with Licking County for reimbursement of \$8,400 for distribution of cribs in 2025.
- **Epidemiology** - Submitted infection control grant received funding. On the agenda is a request to accept the \$90,000 awarded amount to send staff to training to improve skills regarding infection prevention control.
- **Emergency Preparedness** - PHEP funding opportunity grant will be submitted at the end of January the application is for \$75,341.
- **Drive to Succeed** - 88 students assisted as of 1/8/2025 have added additional driving schools to accommodate the increase in students and expand reach to serve surrounding communities. These are on the agenda and include Driving Schools of Ohio and Confident Driving Academy
- **Director of Nursing** - Bingocize program at Station Break Senior Center going well 41 participants. On the agenda is the renewal of a contract with Kenyon College to provide vaccine and STI clinics reimbursement not to exceed \$35,000 to pay for staff time, supplies and testing kits.
- **Tobacco** - ended the year with 66 enrolled with a 27% quit rate at the 3 month follow up call. Funding announcements from United Way expected beginning of February.
- **Ohio Buckle Buckeyes**- 8 car seats distributed in December currently have 37 in stock. Will be providing a car seat check in collaboration with the local fire department on March 14, 2025.
- **Maternal & Infant Health** - Worked with a local translator & WIC to get cribs (& car seats) to two Spanish speaking families. Needed reinforcement of ABCs of safe sleep as their culture does this differently.
- **Mobility Management** - Application for FY26 submitted will be on agenda for approval once receive communication of award. Looking to be trained in Drive Training and continuing to discuss transportation challenges for individuals who are not income eligible for NET program or other Medicare programs to assist with cost of transportation. Will be attending Ohio Loves Transit Day February 11, 2025 in Columbus.
- **Creating Healthy Communities(CHC)**- The Holiday/Winter Farmer's Market was a success 720 customers over 6 markets, several vendors are interested in returning for next year. Presented Green Teen project to OSU Extension and SNAP Ed annual conference.
- **Equity & Development** - CHIP work groups continue to meet to discuss Access to Care, Homelessness and Behavioral Health. The completed CHA and CHIP are available on the website for review. Interested in learning how to participate in any of the workgroups please contact Morgan Meleca.
- **Drug Free Communities** - Request for out of state travel is on the agenda for approval for Tina and Anthony along with one additional KSAAT member to the annual CADCA conference in National Harbor, MD. The conference offers several opportunities for increased knowledge of current drug trends and provides an opportunity to discuss concerns with Capital Hill Day.

- **Project Dawn** - Added two additional Naloxboxes at BHP locations in Knox County for public access. Will be participating in a regional grant application in partnership with Union County Health Department for IH25 once awarded will be on the board agenda for acceptance.
- **Complex Medical Help (CMH)** - Case load just over 200 children. Working on completing annual renewals challenges found due to staff changes. However, working to navigate and support families during the waiting period.
- **Public Relations** - Updating contracts for annual advertising on the agenda is the Barnes billboard and Huntington billboard for approval. Preparing 2024 annual report for print by February 2025.
- **Senior Health and Wellness/Community Health Worker (CHW)**- Completed application for Knox County Senior Levy Funding. 11 new patients in December, 4 home visits, 3 phone visits, 9 homebound vaccines, accompanied patient 2 times for provider visit, and assisted with outreach vaccine clinic.

CLINICAL DIRECTOR – Nan Snyder, RN

2024:

- 2,136 individual medical clients served in December
- 2,707 appointments completed out of 3,867 scheduled (70%)
- 260 total No Shows (7%)

Visit Status	Patient Count	% (Patient Count)	Visit Count	% (Visit Count)
CANC : Cancelled	345	13%	378	10%
CANC R/S : PT Cancels and Reschedules	243	9%	273	7%
CHK : Checked Out	2136	81%	2707	70%
N/S : No-Show	250	9%	260	7%
PROV CANC : Cancelled due to provider	222	8%	249	6%
Summary	2,639		3,867	100%

2023:

- 2,180 individual medical clients served in December
- 2,735 appointments completed out of 3,827 (71%)
- 261 total No Shows (7%)

MEDICAL COMPARISON BY YEAR



Visits by Facility By Year Report

Facility	Year	Visits Cancelled	Visits Rescheduled	Visits Checked-Out	Visits No Show	Number of Unique Patients
Danville	2022	260	107	2070	174	840
	2023	324	96	2631	182	1121
	2024	521	139	3719	217	1627
Upper Gilchrist	2022	2715	2004	14622	2005	6866
	2023	2701	1847	13413	1663	5845
	2024	2607	1909	12789	1428	4988
Walk-In Clinic	2022	178	5	6667	2	4032
	2023	120	7	6473	7	4100
	2024	81	3	5713	4	3835
MVHC/MFP	2022	967	700	6002	548	2530
	2023	976	927	7373	659	2725
	2024	1111	1098	8420	888	3293
TV	2022	128	59	897	62	339
	2023	180	85	1342	100	444
	2024	128	121	1411	766	362
Three Year Total		12,925	9,107	93,543	8,015	20,617

BEHAVIORAL HEALTH DIRECTOR - Stacy Gilley, LISW-S

- **Paul Hart Ruthenbeck, LCDCIII**, reports: We have done something special for the holiday season. I had a client ask the participants of SMART Recovery if they needed anything for Christmas or if there was a "recovery trinket" he could get them as he considered them part of his family. This reminded me of my first day in treatment and watching the movie "The Secret" in the movie they talked about Gratitude Rocks and how carrying a rock in your pocket could help with a daily practice of gratitude. I brought in rocks that I had gathered from the North Shore of Lake Superior when I still lived in Minnesota. Everyone was able to pick out a rock and have it engraved with something that was meaningful to their personal recovery. People choose to engrave their recovery date, a nickname for the child, or the chemical equation for alcohol as just a few examples.
- **Melissa Body, LCDCIII, LSW**, reports: I recently had a parent referral after her 5 month old was removed from her custody due to substance use. The parent voiced motivation and was scared to reach out for help thinking her daughter would be gone permanently. I worked with her and local funding sources and was able to get her to a stabilization program where she will stay for the next 30 days.
A case of advocating for a parent for the last 2 1/2 years had a recent successful case closure with CPS.
A youth is finishing up a 3 month residential treatment stay. He has a strong family team behind him and his guardian. He has been vocal and mature with his discharge planning. I have been trying to incorporate the youth in their team meeting to help build empowerment and confidence. It's a bit rocky at times but seems to be heading in the right direction.
- **Chris Remy, LISW-S**, reports: I just discharged a client successfully who I started working with last February for anxiety and depression. During that time, she worked hard in therapy identifying negative thought cognitions, gaining self-confidence and developing healthier coping skills to use. She was able to identify in the last month that she now has the skills needed that she no longer needs therapy at this time.
- **Georgette Burritt, LICDC, LSW**, reports: I did go and talk to substance use class at the MVNU in November. I covered the topic of trauma and substance use. Of my client's went and shared her story. She is 2 years sober and has done EMDR and a lot of deep recovery work to help promote healing and long-term recovery success. Two of my clients have regained custody of their children through CPS and had their cases closed. Another of my clients, who was so immobilized by panic attacks when I started to see her 2 years ago, is working and also completed a certification course in the health care field. She also is a client that has done a lot of EMDR.
- **Deb Wauthier, MSW/LSW, LCDCIII**, reports: I have been providing therapeutic services to a female client for 2 plus years. She presented with anger issues, substance use issues, relationship issues, and agoraphobia. She has also suffered multiple miscarriages. She utilized her coping and what she has learned, to abstain from substance use, regulate her emotions to where she reports she is rarely angry or unable to utilize coping, is enrolled in college for fall semester and applying for jobs

currently. She is able to communicate in a healthy way in relationships, has had a successful pregnancy and feels she could cope as a single mother.

A female has utilized coping to help her overcome her fear of surgery and is recovering nicely from a major surgery at 16 years old! She can now identify unhealthy relationships and is learning to become more independent even with cognitive delays. She has overcome past trauma and grief and we are now working on anxiety and social functioning.

A female has been stable for more than 6 months now after cycling back and forth between anger/mania, and depressed feelings. She has cycled for 2 years with no periods of stability for more than 1 month prior. She has healthier interpersonal relationships, has new job opportunities and reports she feels life is going well for her and her family.

December of 2023:

Monthly Total Checked-Out ALL	388	60.63%
Monthly Total No Show ALL	59	9.22%
Monthly Total Cancelled ALL	75	11.72%
Monthly Total Cancelled Rescheduled ALL	60	9.38%
Monthly Total Provider Cancelled ALL	58	9.06%
Monthly Total Encounter ALL	640	100.00%

December of 2024:

Monthly Total Checked-Out ALL	470	60.80%
Monthly Total No Show ALL	39	5.05%
Monthly Total Cancelled ALL	104	13.45%
Monthly Total Cancelled Rescheduled ALL	66	8.54%
Monthly Total Provider Cancelled ALL	94	12.16%
Monthly Total Encounter ALL	773	100.00%

Behavioral Health 2023:

Yearly Total Checked-Out ALL	5696	67.31%
Yearly Total No Show ALL	591	6.98%
Yearly Total Cancelled ALL	993	11.73%
Yearly Total Cancelled Rescheduled ALL	749	8.85%
Yearly Total Provider Cancelled ALL	433	5.12%
Yearly Total Encounter ALL	8462	100.00%

Behavioral Health 2024:

Monthly Total Checked-Out ALL	6298	68.46%
Monthly Total No Show ALL	430	4.67%
Monthly Total Cancelled ALL	1,016	11.04%
Monthly Total Cancelled Rescheduled ALL	921	10.01%
Monthly Total Provider Cancelled ALL	535	5.82%
Monthly Total Encounter ALL	9200	100.00%

QUALITY DIRECTOR - Deanar Sylvester, RN

- Year-end data for quality outcomes have identified several key factors as we move into the new year. As we become more involved with an Accountable Care Organization (ACO), Value Based Care (VBC) programs, and Quality incentive opportunities, it is imperative to ensure Staff and Provider development is achieved, and supported. Collaborating with department Directors to develop more efficient workflows, seeking opportunities for staff to become more engaged with EMR development, and enhancing

Interoperability features for all departments are among planned projects for the year 2025. UDS reporting is underway, updates will be provided throughout.

Incident Reports: (November/ December 2024)- 12 incidents total, 4 within the clinics, 1 documentation, 1 patient transferred for emergency treatment, 5 scanning issues. No Injuries noted.

4th Quarter- 2024

3rd Qtr.

MEASURE	RESULT	RESULT
Childhood Immunization Status (CMS 117v12)	0.0%	0.0%
Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v12)	38.0%	43.6%
BMI Screening and Follow-Up 18+ Years (CMS 69v12)	85.9%	84.7%
Depression Remission at Twelve Months (CMS 159v12)	6.9%	8.8%
Screening for Depression and Follow Up Plan (CMS 2v12)	87.3%	86.7%
Tobacco Use: Screening and Cessation (CMS 138v12)	63.8%	71.0%
Colorectal Cancer Screening (CMS 130v12)	18.0%	17.7%
Cervical Cancer Screening (CMS 124v12)	23.4%	21.7%
Breast Cancer Screening Ages 50-74 (CMS 125v12)	44.1%	44.1%
Hypertension Controlling High Blood Pressure (CMS165v12)	86.7%	86.6%
StatIn Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 147v7)	71.7%	71.0%
Diabetes A1c > 9 or Untested (CMS 122v12)	24.1%	29.1%
IVD Aspirin Use (CMS 164v7)	70.8%	75.4%
HIV Screening (CMS 149v6)	9.5%	9.5%
HIV and Pregnant	0.0%	0.0%
HIV Linkage to Care	0.0%	0.0%
Dental Sealants for Children between 6-9 Years (CMS 277v0)	48.1%	38.4%

- Lillian Collins- Patient Care Navigator
 - In the month of December, I received 13 referrals: Medicaid (5), Transportation (3), Housing (2), HEAP (utilities) (1), SNAP (1), Low iron (1), Living will info (1). Community resource referrals: Medicaid application (2), SNAP application (2), NET application (1), Medicaid transportation (1), KAT rides scheduled (4), HEAP application (1). I had a total of 27 contacts with patients in December. 6 sets of produce vouchers totaling \$360 were provided. Taking a brief look at the year 2024, I received a total of 188 referrals, and worked with 158 (84%) of those referrals. I did not work with 30 (16%) of those patients, because they either didn't respond, declined help, or didn't show up for their appointment with me. The top 3 reasons patients were referred to the patient care navigator:
 - Food=51 (27%), Insurance=49 (26%), Transportation=35 (19%).

- Tara Mertler- Population Health Navigator-

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

Quality Measure	2023 results	2024 YTD (Through DEC 31)	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Target
Diabetes A1c > 9 or Untested (CMS 122v12)	28.60%	28.90%	22.13%	24.07%	26.33%	25.87%	30% or Below
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 347v7)	68.80%	70.00%	70.47%	72.10%	70.90%	71.80%	80.00%
Cervical Cancer Screening (CMS 124v12)	12.90%	19.70%	18.43%	20.47%	21.73%	23.93%	58.00%
Colorectal Cancer Screening (CMS 130v12)	10.10%	15.50%	12.43%	16.10%	17.50%	18.03%	50.00%
Dental Sealants for Children between 6-9 Years (CMS 277v0)	61.39%	72.29%	68.27%	54.33%	53.43%	54.03%	80.00%

Medicare Annual Wellness Update: YTD- Primary Care Service Line



DENTAL DIRECTOR - Kaitlyn Hamm, RDH

- The Knox Public Health Dental Division has had an interesting and exciting year. In 2024 the dental division lost a few team members, including that of Dr. Saale who was a staple in our agency who helped meet the dental needs of countless members in our community. On the positive side, we have also gained new team members that are

doing great within the clinic and continuing to help make an impact on the dental health of our local population. New employees in 2024 included that of two new assistants, an EFDA, a contracted Dental Hygienist (previous employee), a director, and a Dentist. Through the multiple transitions over the last year, the dental division has been able to maintain high quality and ethical work to our valued patients. As you can see in the chart below, numbers of procedures completed in 2024 have increased in some areas and decreased in others. Some of these changes can be due to the fact of our previous Dental Hygienist working five days a week compared to our contracted Hygienist who is working three days a week. The reduction of hygiene patients being seen directly correlates with the number of radiographs, exams and diagnostic treatments being completed. Although a decrease in these areas, we were able to accomplish an astounding 16,680 completed dental procedures to that of 2,762 patients. I am optimistic that 2025 will bring continued success for our clinic to be able to improve on these numbers as well as introduce more procedures in the Mount Vernon location that were previously not offered. Great things ahead for our dental team!

Procedures Completed	2024	2023
Cleanings	3,854	4,038
Crowns or Bridge procedures	68	25
Denture/Partial procedures	58	13
Endodontic treatment	21	6
Exams/radiographs	7,833	8307
Fillings	2,948	2564
Misc.	480	587
No fee	125	NA
Oral Surgery	1,231	1807
Ortho	5	2
Periodontal procedures	56	48
Rarely used code	1	6
TOTAL	16,680	17,403

