

MINUTES
General Services Subcommittee
DAVIDSON COUNTY BOARD OF HEALTH

February 25, 2015
1:30 pm

BOARD MEMBERS PRESENT

Ms. Becky Daley
 Ms. Alice Gray
 Dr. Cathy Riggan

STAFF PRESENT

Mary Lou Collett
 Monecia Thomas

VISITORS PRESENT**WELCOME**

Monecia Thomas welcomed everyone to the meeting and thanked them for their time. The purpose of the meeting is for the Board of Health General Services Subcommittee to receive information about the proposed changes in the Personal Health Division.

MINUTES – Overview of Current Clinic Hours / Proposed Changes to the Current Process

Mary Lou Collett, Nursing Director, provided an overview on the suggested changes for the Personal Health Division.

Ms. Collett mentioned that one of the main reasons for her concerns about the current Clinic schedule is that many clients have to call back to obtain appointments because there is not a sufficient number of appointment slots available. She and the QA/QI Coordinator completed a small scale Quality Improvement project focusing on the number of clients that have to call repeatedly for an appointment.

The main focus area was the 15-30 minute visit appointments.

1. A TB Skin test requires a 15 minute visit; yet because of the schedule set-up, the amount of time allotted is 30 minutes. Ms. Collett proposes that in March, the schedule will include a series of appointments for TB tests only. This will clear up an estimated 26 appointment visits per week. These appointments can then be used for the administration and dispensing of contraceptives and giving travel vaccines.
2. Adult Health appointments were at one time scheduled for Fridays only. These appointments included breast exams and pap smears for the Breast and Cervical Cancer Control Program (BCCCP). Now due to the current staffing levels and changes with Davidson Medical Ministries, clients can now come to the health department for these appointments and the nurse is no longer required to go to another location weekly. So, it is in the clients' best interest, that we offer the Adult Health appointments 4 days per week and not just on Friday. It was noted that since the change to Open Access Scheduling, Adult Health was the only service that was not offered each day.
3. The Clinic typically schedules appointments through lunchtime. A change has been recommended that this practice be discontinued. This change is not decreasing the number of appointments throughout the day. Instead, the

additional (3) appointments will be scheduled throughout the day – in the morning and in the afternoon. During the lunchtime hours, the following types of appointments can still be completed: TB tests, immunizations and pick-ups of Contraceptives. The Appointment Line and the Front Desk Receptionists will still be available to assist clients as needed.

Questions were asked about TB skin tests. These tests will still be read during the lunch time hour if a client presents. It is not cost-effective to staff several nurses – just in case, but there are nurses available during the lunchtime hours, including the Nursing Director, the QA/QI Coordinator and the Communicable Disease Nurse Supervisor.

The results of these changes could be more appointment availability for clients and increased staff morale.

A script may be prepared for the Office Support Staff to share with clients so that they are aware of the changes. In addition, notices will be posted for clients.

Dr. Cathy Riggan recommended that this proposal be taken to the full Board for approval. Alice Gray seconded. The Subcommittee approved of these changes being submitted to the entire Board.

The second issue that Ms. Collett shared with the Subcommittee was in regards to an email she received from a member of the Clinic staff. The staff expressed concern about clients wearing perfume or cologne during their clinic appointments. The staff member mentioned that it was triggering headaches. There was discussion about staff following these same rules, similar issues being a part of hospital dress codes and this being mentioned to clients as they make appointments. It was determined that the best approach may be to avoid this issue with clients because it can be awkward for Office Support staff. In addition, it was noted that this request could be shared with Clinic staff as a starting point.

Dr. Cathy suggested that the Board of Health General Services Subcommittee recommend the proposed changes to the entire Board. Ms. Gray seconded. The Subcommittee approved and the proposed changes will be recommended to the full Board of Health at the March 2015 meeting.

MEETING ADJOURNED

Respectfully submitted,

Monecia R. Thomas, MHA
Secretary to the Board

This is a true and accurate copy of the February 25, 2015, Board of Health General Services Subcommittee Minutes.

Ms. Becky Daley, Chair