



## Minutes of the BOH Quality Committee Informational Meeting

Tuesday, August 19, 2025 at 6:00 p.m.

WCHD, Room 115

**Members Present:** Jim Powers, Dr. Williams (Ex-Officio)

**Members Absent:** Dr. Minore (Chair), Penelope Lechtenberg

WCHD Staff: **Dr. Sandra Martell-Public Health Administrator, Patrick Ngum Quality and Data Director; Katherine O'Toole, Director of Communications; Cheryl Floyd Director of Health Promotions; Todd Marshall, Director Environmental Health; Rebecca Lyons, Director of Emergency Preparedness; Todd Kisner, Director of Health Protection; Tiffany Levine, Director of Personal Health Services, James, Keeler, Director of Finance; Michael Jarvis, Director of Policy; Cynthia Hall, Director of Strategic Initiatives; Stephanie Bahling, Executive Assistant (Recorder).**

Jim Powers called the informational meeting to order at 6:03 acknowledging that a quorum was not established.

1. **Approval of Agenda – August 19, 2025** – No action taken, no quorum
2. **Approval of July 15, 2025 Meeting Minutes:** No action taken, no quorum
3. **Quality Improvement Update:** Patrick provided an update on the QI projects indicating that the report reflected a high-level summary of QI activities for July. He reported that during the July all-staff meeting the organizers strategic workgroup provided a training on how to use QI tools and feedback from the meeting evaluation reflected that 80% of staff were more comfortable understanding and using the different QI tools. Patrick also reported that QI team leads will ensure that the performance management system is updated with their QI initiatives including charters, process flow, QI tools adding that CEMP was restructured as part of the reaccreditation process. Patrick indicated that the objective to implement at least one change to improve the current process for each quality initiative has been reached reporting that as of July all QI projects have implemented at least one change. Patrick indicated that the QI project to increase recruitment & retention of MRC volunteers is the “do” stage of the project.
  - **Cheryl Floyd: Oral Health QI project:** Through the oral health program, participants receive a dental kit containing oral hygiene products for adult, infant and toddlers and includes informational material as well as where to find a dentist. The goal for the oral health prevention program is to increase the number of pregnant and parenting clients who schedule an appointment with a dental provider to increase to 10% by November 30, 2025 an improvement from the 3% for fiscal year 2024. Cheryl reported that the team initially used a fishbone diagram and then used a Pareto Chart to identify reasons why follow-up appointments with a dental provider were not being scheduled. Cheryl indicated that they had learned that the main reason was the clients couldn't afford the visit or had medical insurance issues. They also learned that seven were in-between jobs and will follow-up and make an appointment. Cheryl indicated that they updated the survey questions and will continue to monitor the responses through Qualtrics.
  - **Todd Marshal: Environmental Health Customer Satisfaction Survey QI Project:** Todd reported that the customer satisfaction survey project was continued from last year. Initially surveys had been provided in paper forms and the goal of the project is to improve the number of responses received. Todd indicated that paper forms were inconvenient, lacked anonymity and people didn't see the value in completing survey. Todd indicated that they worked with the Qualtrics on an electronic survey that drives questions based on customer responses. To improve survey responses, they created handout



cards with QI codes linking clients to the survey, they include links on the permit page and they have added links on emails. Todd reported that in July they received 22 survey responses and they will continue to monitor the project and survey responses.

- **James Keeler: Grant Utilization QI project:** Jim reported that WCHD's budget revenue heavily relies on grant funding. He indicated that the initial aim statement was by December 31, 2025 program managers will be able to reconcile personnel expenses based on funding allocation on a quarterly basis to ensure that 90% of their grant funds are being utilized. The revised aim statement is by December 31, 2025 program managers will be able to reconcile personnel expenses based on funding allocation (reversible versus indirectly funded) on a quarterly basis to ensure that 90% of their grant fund is being utilized. Jim indicated in the past they accumulated the data, completed reports and then reviewed with center directors. He indicated that 70% of expenses are wages & benefits and they will focus on that to maximize it to align with the budget. Jim indicated personnel expense is tracked in Time Clock Plus and include 25 employees on multiple grants and Finance will continue to work with center directors comparing where they think they are with grant utilization versus where they are actually at.

4. **Executive Session - None**

5. **Additions - None**

6. **Adjournment** – With no further information to discuss, Jim Powers ended the informational Quality Committee meeting with no action taken at 6:32 p.m.