



MEETING MINUTES

Board of Health Meeting
 650 Newtown Pike
 December 9, 2024
 5:45 p.m.

ATTENDANCE	BOARD MEMBERS PRESENT: Commissioner Kacy Allen-Bryant, Dr. Lee Dossett, Dr. Hartley Feld, Dr. Maria Gomez, Dr. Gregory Hood, Mr. Majd Jabbour, Dr. Rodney Jackson, Dr. Leah Mason, Councilmember Jennifer Reynolds, and Dr. Elizabeth Riley. OTHERS PRESENT: Dr. Steve Davis,
TOPIC	DISCUSSION
Call to Order	<ul style="list-style-type: none"> Mr. Jabbour called the meeting to order at 6:02 p.m.
Roll Call	<ul style="list-style-type: none"> Ms. Foley called the roll. Attendance was as recorded above. Dr. Ko and Dr. Touchan were excused. A quorum was present.
Request for Approval: November 11, 2024 Minutes	<ul style="list-style-type: none"> The November 11, 2024 Board of Health (BOH) meeting minutes were considered. Commissioner Allen-Bryant made a motion to approve the minutes. Councilmember Reynolds seconded the motion. The motion passed unanimously.
A Day in the Life of...A Customer Service Representative	<ul style="list-style-type: none"> Emily Leahy, Lexington-Fayette County Health Department (LFCHD) Customer Service Representative (CSR) presented on a day in the life of a CSR. Ms. Leahy graduated from the University of Kentucky with a degree in public health and joined the LFCHD team in May 2024. She became a CSR because she enjoys helping individuals and families receive care and she enjoys giving back to the community. Her team includes ten CSRs who work together to make the clinic efficient and welcoming to all. First things to prepare for the day include cleaning work stations and stocking supplies, printing schedules, pulling charts for those with appointments, and touching base with supervisors and team leaders. Ms. Leahy checks-in and registers clients, answering the phone, provides forms and information, and also checks-out patients, setting return visits, as needed. Answering questions and providing information to phone callers, clients, and visitors is an important priority throughout the day. Afternoon “touch-base” discussions with supervisors is another priority to keep the team informed. In addition, a number of administrative tasks, including producing and filing documentation is also a priority. Ms. Leahy appreciates having learned to use the phone language interpreter services which allows her to assist those with a number of different languages. She noted CSRs see an average of 150 clients with appointments and speak with a similar number of clients on the phone. The team assist both happy and unhappy clients on a regular basis, but remain professional and friendly in all interactions. She also said the CSR team appreciates the support of the Board of Health and LFCHD staff.

<p>Interim Commissioner of Health Report</p>	<ul style="list-style-type: none"> • Dr. Davis shared thanked Ms. Leahy and the CSR team for coming to meet with the Board of Health. He noted CSRs are the public face of the health department. He is working with LFCHD Officers on guiding principles and operational issues. Regular meetings with different levels of management are occurring. • Dr. Davis encouraged board members to read officer reports. We said have an extremely strong team. • We have been doing a number of internal audits for the operational side of the health department and are now also developing internal audits for the administrative side. • He is working on team building from the perspective of exploring what makes a great organization. We are going to have robust training for staff at all levels, which he noted will help with retention. • Work continues to reinstitute the merit council. • Dr. Davis reported there have been changes to TB guidance regarding testing. We will adjust policies and protocols as necessary. • He noted leadership continues to review the recent salary reset. Dee Hogston and Cara Kay are developing options to present to the board soon. • Dr. Davis noted the performance evaluation window ended November 30 and supervisors are now working with their supervisees to complete the process. We are focused on constructive critique, which he said will allow your roots to grow deeper and your tree will grow taller. • Dr. Davis said all Board of Health members are welcome to attend the LFCHD Winter Event on December 10.
<p>Committee Reports</p>	<ul style="list-style-type: none"> • Executive: Mr. Jabbour noted Dr. Davis covered committee items in his report. • Finance: Cara Kay reported for October a year-to-date deficit of \$3.9M compared to a budgeted deficit of \$2.6M. Year-to-date revenues were 65% of plan, while operating expenses were 88% of plan. Current cash and investment account balances of \$39.1M were up from \$35.5M this time last year. \$28.1M of unrestricted cash had been invested in treasuries and CDs. She said we want to do a change order to the construction contract of around \$385K and which will include work on 15 exam rooms. \$15K has been designated to replace the new screens in conference room C. Matthew Bone said work on the EHR is on target with a launch date in late January. Training for staff will be on-site. Dr. Davis thanked the Executive Committee for approving purchase of a van for provide direct services in the community. Jessica Cobb and Jill Keys are developing a plan to maximize the use and impact of the new vehicle. • Marketing and Branding: Dr. Gomez reported she attended the LFCHD community baby shower and noted it was a great event with good turnout. The pregnant women received helpful educational materials and she was impressed by the LFCHD staff present. Dr. Gomez assisted with interpretation for Spanish speakers at the event. • Nominating and Bylaws: No report. • Policy and Protocol: No report. • Program Outcomes and Evaluation: No Report. Dr. Davis noted Dr. Ko has been asking to look at LFCHD programs and services and how they tie to our strategic plan. We are preparing data for review.

	<ul style="list-style-type: none"> Ad Hoc Search: Mr. Jabbour reported the committee is reviewing applications and conducting interviews for the Commissioner of Health position.
Public Comment	<ul style="list-style-type: none"> Mr. Jabbour opened the floor for public comments. None were received.
Adjournment	<ul style="list-style-type: none"> Mr. Jabbour requested a motion to adjourn. Dr. Mason made a motion to adjourn. seconded the motion. The motion passed unanimously. The meeting adjourned at 6:41 p.m.



Majd Jabbour, Chairperson



Steve Davis, Interim Secretary