**UTAH COUNTY**
**BOARD OF HEALTH**

**151 SOUTH UNIVERSITY AVENUE**
**PROVO, UTAH 84601**

# MINUTES
## March 25, 2024

| Members Present: | | | |
|---|---|---|---|
| Carl Hanson, Chair | X | Ryan Schooley | X electronic |
| Dr. Jeffrey Ogden, Vice-chair | X | Dr. Michael Kennedy | excused |
| Dr. Mark Donaldson | X | Julie Fullmer | excused |
| Amelia Powers Gardner | X | Francine Jensen | X |
| Dr. Jordan Singleton | X electronic | Wendy Dau | excused |
| Sonia Pineda | X electronic | | |

**Others present:**

Eric Edwards, MPA, MCHES     UCHD Executive Director
Juli Van Ginkel                UCHD Secretary

Number of people in attendance 20

1. Welcome by Carl Hanson, Board of Health Chair

2. Project Public Health Ready/BOH Report by Ryan Strabel and Becca Lazarus

Ryan Strabel, Emergency Coordinator, introduced his Emergency Preparedness Team as well as the Communications Team. He explained that these are the individuals that are working on the Project Public Health Ready (PPHR) process with him. PPHR is a criteria-based training and recognition program that assesses a health department's capacity and ability to plan for, respond to, and recover from public health emergencies. Ryan provided information on why we decided to receive the PPHR national best standard certification. He described PPHR's goals, objectives, and criteria, and how the Board of Health is an important part of PPHR. He concluded his presentation with the current PPHR timeline, explaining what has been done so far and what the timeline looks like moving forward.

Eric Edwards explained that the PPHR is a voluntary program that we were just recently able to participate in. We wanted to apply sooner, but we didn't have the funds or staffing to be able to move forward. Thankfully we received state funding that allowed us to begin the process. For two years, a team of employees worked together on a PPHR document that is

over 2000 pages long. This document had to be vetted by the State as well as the National Standards Board through NACCHO. Eric explained that the pandemic taught us what procedures needed to be updated. He thanked Mike Leman, Ryan Strabel, Becca Lazarus, Kylaas Flanagan, Aislynn Tolman-Hill, and Tyler Plewe for all the time and hard work that was put into this project. We are now waiting for the updated plan to be approved by the State and NACCHO. We hope to have everything approved by January of 2025. All Board members should have access to an electronic copy of this document.

Carl Hanson asked what the 2000-page document includes. Ryan explained that this document includes all the plans for the various programs, paperwork from NACCHO, etc. Commissioner Powers Gardner commented that when it is time to renew this document in 2028, it will be much easier. She explained that once guardrails are in place through AI, you will be able to put the document in Open AI and then ask it to update the required sections. Carl Hanson asked if Utah County employees can use AI right now. Commissioner Powers Gardner said that the County is putting together guidelines to enable employees to use AI. She said that it's more difficult for the Health Department due to HIPAA regulations, but they are formulating guardrails to make it safe to use. Eric Edwards explained that we will be using AI once a county policy is in place, but we want to make sure we're protecting personal identifiable information (PII) and following HIPAA requirements. Commissioner Powers Gardner said that she could see AI being helpful with the Division of Health Promotion's social media posts. Casey Jensen explained that she has looked into AI to figure out the best way to protect information and work smarter, not harder. Commissioner Powers Gardner said that they are meeting with a committee this week to figure out what the best option is. Eric Edwards said that Tyler Plewe will be on the AI committee as the representative for the Health Department. Tyler went to a conference in Florida regarding best practices for hybrid work policies. There was a lot of content at the conference about utilizing AI for hybrid work. He gained information at this conference on how employees should use AI tools to be more efficient.

Please see attached report from Ryan and Becca.

3. Approval of minutes from January 22, 2024 (pushed to #3 due to not having a full quorum)

   **MOTION: Commissioner Powers Gardner motioned to approve the minutes from the January 22, 2024, Board of Health meeting, seconded by Sonia Pineda. No discussion. Motion carries and approved unanimously.**

4. Approve Utah County Health Department Fee Waiver Policy by Zachary Zundel and Eric Edwards (pushed to #4 due to not having a full quorum)

   Zachary Zundel explained that the main reason for this policy is that there are various fees that need to be waived, some statutory, and some due to grant requirements. As we review our financial systems, we want to make sure we have the proper controls and make sure we have a policy that ensures we are in compliance.

Dr. Ogden observed that the numbers of STI's are increasing significantly, and he is wondering if this fee waiver policy is inhibiting presentation of those by charging a fee. Zachary explained that state code requires that STI treatment and testing be covered at public expense if they cannot afford it. He explained that we have fees for the services, but it is a service that is commonly waived. Dr. Ogden asked if students that are insured are possibly not reporting STI's due to the stigma of reporting them. Should we create a safe space rather than maintaining a fee schedule? Commissioner Powers Gardner explained that for the Health Department, anything that isn't covered by grants is covered by the general fund. The other areas that are funded by the general fund are the Children's Justice Center and Criminal Justice. She explained that the County has a finite amount of tax dollars, and we are forced to choose where those funds are used. Dr. Ogden is wondering if there are other potential funding sources. Commissioner Powers Gardner said that grants would be a great option for that. Mike Leman explained that they have applied for grants to help with this, but right now they aren't receiving enough funding to cover the costs. He explained that if a person states they can't pay it, there are no questions asked and they just waive the cost. He also said that down the road, it may cause more consequences because we are seeing syphilis pop up in pregnant women, which means children will need to be tested and treated. Eric Edwards said that it's about striking a balance between all the programs with the limited resources we have. He said this fee waiver policy reflects how we conduct business.

**MOTION: Dr. Ogden motioned to approve the Utah County Health Department Fee Waiver Policy, seconded by Francine Jensen. No discussion. Motion carries and approved unanimously.**

5.  KPI Dashboard by Jackie Karsies

Eric introduced the KPI Dashboard, explaining that the county uses Key Performance Indicators (KPI) that attach to our budget. The KPI's are set with the limited funding that we receive and are monitored and reported during our budgetary process. We haven't been consistently transparent in the past and are excited to have this opportunity to report monthly.

Jackie Karsies presented the progress that has been made to our KPI Dashboard that was created by Colton Fox, utilizing the Qualtrics platform. This dashboard allows each division to update their statistics monthly, which makes it a lot easier for us to keep track of our progress. She explained that this allows us to provide an update to our KPI's at each Board of Health meeting. She provided and reviewed the UCHD KPI Report by Division (attached).

Eric Edwards explained that rather than looking at our statistics annually, this allows us to do a course modification throughout the year since it's reported monthly. This dashboard will always be available to our commissioner to review and follow up. Jackie Karsies said that the deadline for the divisions to report their stats is the 15th of the month. Commissioner Powers Gardner said that this dashboard allows us to measure

our progress and fix problems immediately. Qualtrics has made this process much quicker and more efficient. Jackie said that we are excited to be able to see whether we are meeting our goals monthly so we can prepare and react better.

Eric introduced Colton Fox, our Informaticist, and explained that Colton will be using Qualtrics and Posit to measure, show efficiencies, and track better. Carl Hanson expressed how amazing the dashboard looks and commended the Health Department for leading the charge with this change statewide. He asked how the KPI's were established and if they will change annually. Jackie Karsies explained that they are established by division, and the goal is to have the same key indicators year over year so we can keep track of the change. She explained that there will be some goals that change based on the big goals for the year. Carl asked if pain points that are brought up from the Community Health Assessment (CHA) will be reported through the KPI's. Eric Edwards gave an update on how we will use the CHA moving forward. We will use the CHA data to convene all our key stakeholders to review the data together and then plan a Community Health Improvement Plan (CHIP). We will also use it to create our internal strategic plan to inform our key performance indicators to see what is being missed.

Commissioner Powers Gardner said that they look at employee engagement scores, employee feedback, etc. to work together to find what needs to change. Eric explained that KPI's set a baseline for what we're going to achieve. He is hoping this makes our goals more transparent.

Please see attached report from Jackie.

6. Employee Changes

Eric explained that most of the turnover this quarter is in our Nursing division due to grants ending. This is not out of the ordinary for our turnover. He was excited to announce that for the first time in a while, Environmental Health is fully staffed. Also, thanks to the efforts of Human Resources to make sure pay is fair, we have seen a decrease in turnover due to wages. Commissioner Powers Gardner said the changes are due to a combination of salary studies and the employee engagement survey. Eric explained that the next employee engagement survey will be completed within the next few weeks. He also explained that we are working on training supervisors to help improve those employee engagement scores.

Dr. Ogden said that turnover has been bad for his business in the last few years, and that the cost of turnover is a lot more expensive than it would be to have done wage increases to reduce turnover. Commissioner Powers Gardner said that the Health Department has a dashboard for training new employees as well. She said we have led the County on that to make sure the employees are trained. Dr. Donaldson said that everyone is experiencing turnover and that it's hard to retain people.

Please see attached report.

7. Other Items

   Eric said that Francine Jensen requested an update on the legislative changes that will affect the Health Department. He said that we will make that an agenda item in the next Board of Health meeting.

   Carl Hanson shared that the Health Department has a new logo. Eric explained that we used grant funding to hire a 3rd party vendor to do a professional logo design/branding strategy. This will allow all the Health Department to all use the same logo. This will help us be memorable, recognizable and to establish credibility. We will do a presentation on this to the board of health in the future.

   **MOTION: Commissioner Powers Gardner motioned to adjourn the meeting, seconded by Dr. Ogden. No Discussion. Motion carries and approved unanimously.**


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Eric Edwards, MPA, MCHES                         Carl Hanson
Executive Director / Local Health Officer      Chair
Utah County Health Department              Utah County Board of Health