

MEETING MINUTES
Tulsa City-County Board of Health

August 16, 2023 at 6:00pm

North Regional Health & Wellness Center
5635 N. Martin Luther King Jr. Blvd.
Tulsa, OK 74126

Board Members Present:

Mike Stout, PhD; Chair
Aimee Boyer, J.D., CFP
Krystal Reyes, MPA
Sarah-Anne Schumann, MD, MPH
Ann Paul, DrPH
Jeffrey Galles, D.O.
Mousumi Som, D.O
Mike Jones, DVM

Staff Present:

Bruce Dart, PhD, Executive Director
Reggie Ivey, Assoc. Executive Director
Marcus Anderson, Assoc. Director Maternal & Child Health
Adam Austin, Assoc. Director Environmental Public Health
Priscilla Haynes, Assoc. Director Preventive Health
Kelly VanBuskirk, Assoc. Director Prevention, Preparedness and Response
Scott Buffington, Senior Director Human Resources
Monica Rogers, PhD, Senior Director Data & Technology
Nichelle Slavens, Wellness Coordinator
Angela Carter, Administrative Assistant, Legal

1) Call to Order & Roll Call – Dr. Mike Stout

Dr. Mike Stout called the meeting to order at 6:03 pm.

The meeting notice and agenda were posted at the James Goodwin Health Center, the North Regional Health and Wellness Center, and the Tulsa City-County Health Department (THD) website, and emailed to the Tulsa County Clerk, the Tulsa City Clerk, and the Tulsa City-County Library on August 11, 2023.

2) Approval of Minutes – Dr. Mike Stout

Mike Stout entertained a motion to approve the June 28, 2023 minutes. A motion was made by Dr. Ann Paul and seconded by Dr. Mousumi Som. ***The June 28, 2023 minutes were approved:***

Dr. Stout	aye
Dr. Lewis	not present
Dr. Paul	aye
Ms. Boyer	aye
Dr. Som	aye
Dr. Jones	aye
Dr. Schumann	aye
Ms. Reyes	aye
Dr. Galles	aye

3) Chair's Report – Dr. Mike Stout

Dr. Mike Stout has been working on a few grant proposals and has noticed that there is a lot of focus on the way that different types of environmental factors influence health in communities. Dr. Stout mentioned that even the federal government is working on ways to improve communities through community based research, involving the community in decision making and involving the community in identifying priorities for addressing issues similar to what we are trying to do with the strategic planning process. Dr. Stout said that moving forward with the strategic planning process we need to think about how we are going to engage the community to identify the inequities related to health outcomes. Dr. Stout says that we have a very diverse community and it is very important to note that everyone has had very different experiences that impact their opportunities and outcomes.

Dr. Stout advised that he wants everyone to think about the impact that the community will have on the decisions that they are making as a Board. Dr. Stout would like for the Board to continue with the long-term vision of what they would like the community to look like and remember to walk with the community in trying to achieve that vision.

4) Director's Report – Dr. Bruce Dart

Dr. Bruce Dart thanked everyone who participated in the strategic planning listening sessions. Dr. Dart stated that there has been a lot of challenges going forward since the pandemic, including changes in the community. There is not a target date yet for when the strategic planning process will be completed. As we look at the strategic planning process, Dr. Dart has discussed having a leadership retreat involving the senior leaders to further discuss what the health departments role will be. Once the strategic planning process is complete, Dr. Dart would also like to have a Board of Health retreat to further discuss what the Board's role is in the operations and mission of the health department. Dr.

Dart will be calling each board member individually to find out what ideas they might have. Dr. Dart feels that everyone can work together to meet their goals and ensure that the mission and vision become a reality.

5) THD Reports

A. THD Employee Wellness Program – Nichelle Slavens

Nichelle Slavens introduced herself and presented the THD Employee Wellness Program to the Board. Nichelle stated that Anne Farrell, Wellness Specialist had just joined the wellness team a few months ago. Anne majored in Health Promotions and has taken on a vital role with the team. The health department has a wellness committee that supports the promotion and facilitation of wellness programs. There is also a wellness advisory committee that is composed of a registered dietitian who reviews the programs for scientific evidence. The vision of the wellness program is to create an environment where all employees at the health department have access to resources that will allow them to practice healthy behaviors. The wellness program provides a culture where employees feel supported to pursue a balance career, family life and a healthy lifestyle. Based on evidence, it has indicated that employees take charge of their health with education, social support, healthy policies and healthy environments. The wellness program provides employees with free newsletters, CPR training and free quarterly financial webinars. There are many wellness activities throughout the year such as Wellness Day, Field Day, hydration challenges, a fruit and vegetable challenge and upcoming yoga classes. The Employee Assistance Program (EAP) also promotes wellness. There are two EAP programs, Community-Care that is local and Support Link that is a national program. Support Link has a monthly webinar and a ton of online tools. Employees can have 6 counseling sessions per household, per member, per situation, per year with Support Link. Community-Care has an option to provide 2 to 6 counseling sessions based on the employees' insurance coverage. Nichelle has been meeting with every program at the health department to discuss the EAP programs. Several wellness policies have also been put into place at the health department. Some of the policies include giving each employee 30 minutes per day of wellness activity, worksite breastfeeding, nutrition sessions and a tobacco free campus.

B. Information Technology & Data Program Update – Dr. Monica Rogers

Dr. Monica Rogers introduced herself and spoke about the Tulsa Health Department IT & Data Program. Dr. Rogers advised that the data team consists of 4 staff members who are responsible for all things data which includes internal and external. There are 6 staff members that make up the IT team and they consist of an IT Manager, IT Security Analyst (who is only focused on increasing IT security), IT Project Associate and 3 technical staff. The staff ratio right now is 70 employees to 1 IT staff member. Dr. Rogers is pleased to say that they have been able to retain IT staff and only had 1 retirement that was long overdue. Dr. Rogers advised that they have recently completed some major IT projects. Dr. Rogers said that some of the major projects included an IT Service Catalog for managing employee expectations, an IT Change Management system allowing a formal schedule for any IT changes to be pushed out to all employees when it is convenient and will not affect business operations. Moving to a Cloud-based/off prem automated backups is another completed project that has replaced backup tapes that were unreliable. Streamlining the purchasing of IT equipment by having an approved hardware and software purchasing list to avoid different versions of equipment. IT ticketing system called FreshService was purchased in 2022. This ticketing system has streamlined every IT work order allowing IT staff to be assigned to different tickets/work orders and it has a user-friendly portal so employees can login and create a ticket to submit directly to IT.

IT security is the most recent project. The Tulsa Health Dept follows The National Institute of Standards in Technology (NIST) which is the national rulebook for IT operations. A score card was created by NIST testing the agency's vulnerability through penetration testing and performing scans showing areas that are potentially vulnerable. In 2019-2020 we scored a 19 out of 100 on our score card. It was decided at that time to dedicate one IT staff member to only IT security. Dr. Rogers is happy to report that since the change was made, we have recently scored a 41 out of 100 on the score card. Doubling our score is a huge accomplishment! These score cards are great in providing feedback to the agency with things that need to be worked on. Our score has increased in a short amount of time because IT has enabled users from downloading or installing anything that they wanted. Multi-factor authentication, regular password resets and remote login rules have all been put in place to provide more IT security. The G: drive that everyone once shared and saved everything to has gone away. New firewalls with remote monitoring and alerts have been put in place. If a threat is detected, a temporary hold is put in place until an IT team member has time to review it. Security monitoring continues within the agency by sending employees trainings on how to be aware of phishing scams, threatening emails, etc.

New hardware was another IT project that was time consuming and costly but well worth everything! Workstations for almost every employee are now portable so the employee can work from anywhere. The A/V equipment in all major meeting areas is now getting a major overhaul. The new A/V system will be user friendly so any employee can work the system and allow IT support to use their expertise elsewhere. The complete network overhaul project allowed IT to remove all unsecured network switches located in employees' offices. The networking hardware at JGHC was moved and all new cabling was installed to make the network faster. The network closets were a complete disaster and very unorganized. The IT closets are now complete with new labeled wires and enough room for two people to work in there if needed.

A few other IT projects included automation and increasing user capacity by using Ring Central to conduct meetings and have online calls. The migration of Office 365 has allowed employees to have access to their email even if the power goes out and communications are down. The intranet was moved to SharePoint so employees can share their own content. Employees are not required to come in the office to download new software or wait for updates since all of that is automated now. Qualtrics was another software tool that was used for data collection and surveys during the Covid-19 pandemic. Qualtrics allowed the agency to send automated testing results, scheduling a test, vaccination appointments and contract tracing.

6) Action Item

A. Employee Retention & Recruitment – Reggie Ivey

Reggie advised that he meets with Bruce every Tuesday at 11:00 am and the most frequent topic that they discuss is Employee Retention and Recruitment. The employees who work for the Tulsa Health Department continue to treat clients with dignity and respect making sure that they are empowered to make healthier choices.

What does retention mean for THD? Reggie stated that right now we are having very high turn-over rates and we need to try and prevent this. Employee longevity is changing. We are no longer retaining employees for 10+ years but are instead losing them after an average of 3 years. We have a constant cycle

of new employees every 3 years. We need to figure out a way to slow down the number of resignations by continuing to retain the employees that we currently have. If we can retain current employees longer then there will be no need to recruit for new employees. Recruiting is another concern. Vacant positions are currently taking an average of 166 days to fill. Reggie advised that the recruiting staff is currently working on a new applicant recruiting tracking system to make the hiring process faster. The new tracking system will follow the applicant process from beginning to end. Salary is another huge concern. We need to start offering competitive salaries. We are very behind on salaries that are close to the market or at market for certain positions.

Reggie advised that the compensation study is going well but has been delayed due to Gallagher pushing everything back. Reggie is hoping to have the results of the study at the end of September 2023. Once the results from the study are received then leadership will analyze the data internally and make decisions on how to implement the results.

Reggie stated that the cost of living adjustments (COLA) have always been done annually but because inflation is on the rise, we might have to increase the amount that we are offering to our employees because 3% is just not enough. In May 2023, Reggie asked the Board to approve a 3% cost of living adjustment (COLA) which the Board graciously approved. The total cost for that increase was \$756,000.00.

Reggie presented the Board with a request asking them to approve a 5% cost of living adjustment (COLA) increase for all employees beginning September of 2023. Can we afford it? Reggie explained that at the end of the fiscal year for June 30, 2023, we were under budget by 6 million dollars. The property tax revenue brought in over 1.4 million dollars more than what was originally projected in the budget so the answer is yes, we can afford the additional 5% cost of living adjustment (COLA) increase. Reggie also advised that we currently have 30 million dollars in our cash reserve. The cost for this increase will be \$1,050,722.00. This 5% increase will help to retain our employees and offer competitive salaries to new employees who are hired through the recruitment process. Reggie and Bruce both agree that it is crucial to invest in the employees. Reggie asked the Board to please consider his request for a 5% increase as it will help with retention and recruitment.

7) Salary Adjustment Increase – Dr. Mike Stout

Dr. Mike Stout entertained a motion to approve an increase of 5% for Tulsa Health Department employees and to change the name of the increase from a cost of living adjustment (COLA) to a salary adjustment. Dr. Mousumi Som made a motion, and Dr. Ann Paul seconded. ***The 5% increase was approved for all Tulsa Health Department employees and the name of the increase will be called a salary adjustment:***

Dr. Stout	aye
Dr. Lewis	not present
D. Schumann	aye
Ms. Boyer	aye

Dr. Jones	aye
Dr. Paul	aye
Ms. Reyes	aye
Dr. Galles	aye
Dr. Som	aye

8) Announcements – Dr. Mike Stout

Priscilla Haynes, Associate Director of Preventive Health is retiring from the Tulsa Health Department effective September 20, 2023. The Board would like to thank her for her service. Congratulations Priscilla!

The Next Board Meeting is Wednesday, September 20, 2023 at 6:00pm at the James Goodwin Health Center in Room 200.

9) Adjournment

The meeting adjourned at 7:50 pm.

APPROVED:



Mike Stout, PhD, Board of Health Chair

ATTESTED:

Angela Carter
2023.10.02 15:49:49
-05'00'

Angela Carter, Tulsa Health Department Assistant