

Public Health Study Session  
June 26, 2019  
10:00am  
Commissioners Conference Room

**Attendees**

**Commissioners: Brett Wachsmith, Cory Wright**

**Public Health: Candi Blackford, Tristen Lamb, Amy Fuller**

**Department Business**

**Customer Feedback/Customer Satisfaction Survey**

Tristen Lamb briefly discussed the customer satisfaction survey, as well as how and why this was initiated. The survey will be used to provide customer feedback to the department, but there is a different process through which the department receives notifications/complaints about potential public health threats or concerns from the public. Amy Fuller worked through the customer service survey process and reviewed with the commissioners how the surveys will be reviewed by the assessment/quality assurance division and then streamlined to the appropriate point person (administrator/supervisor) for follow up if needed.

**Forms Project Policy**

Amy Fuller handed out the flow chart for department quality improvement processes. The department recently completed a review of all the forms and the forms creation and revision processes. All department forms will be standardized in accordance with the newly created Forms Policy; with all forms pertaining to fee-based activities already revised in May. All forms will now have to go through a process (policy was attached in the packet provided).

**Department Staffing updates**

Tristen Lamb gave staffing updates on the following:

- The Community Health Specialist position will move to the assessment division, with the possibility of adding assessment to job description in the future.
- Staff is working on spending down DD funds and creating a future plan for DD.
- Candi Blackford will be moving into her own office and Samantha Cox will be moving to the front desk to help field water questions/applications.

**Other Business**

Tristen Lamb briefly updated the commissioners about a variance denial that may be brought to Board of Health in July. Mrs. Lamb also briefly discussed that the department will be bringing up for discussion the future of the Upper County Syringe Exchange at a Board of Health meeting in the next few months.

Meeting concluded at 11:07am

**APPROVED**  
9/3/19