BME STRATEGIES

South Shore 5 Public Health Alliance

Date: August 20th, 2024
Time: 10 am - 12 pm
Meeting Location: Virtual: https://us06web.zoom.us/j/82588399502

Voting members in attendance:
Kathy Duddy, Administrative Assistant, Marshfield
Delshaune Flipp, BOH Director, Rockland

Non-voting members in attendance:
Cynthia Baker, BME Strategies
Karen Contador, BME Strategies (partial attendance)
Haleigh Schultz, BME Strategies
Kim Dixon, Director of Public Health/Health Agent, Hanover
Nancy Funder, Public Health Nurse/Inspector, Hanover
Kathy Mahoney, Tobacco Program Coordinator, Hanover
Derek Vozzella, Executive Administrative Assistant, Hanover
Ben Margro, Health Agent, Norwell
Lisa Cullity, Health Agent, Pembroke

Non-member attendees:
Michael Hicks, Relavent Software, Inc. (partial attendance)
Maureen Jasie, Pembroke (partial attendance)

Opening
2/2 voting communities present, quorum was met.
Haleigh called the meeting to order at 10:04 AM.

Motion to start the meeting
Marshfield motioned to start the meeting, Rockland seconded the motion.

Roll Call Vote
Hanover: Y
Marshfield: Y
Norwell: Y
Pembroke: Y

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Rockland: Y

Motion approved.

Relavent Software Introduction with Michael Hicks

I. Background on Relavent Systems, Inc.

a. Michael Hicks shared an overview of Relavent Software Systems.

II. Your Specific Needs

a. MH: Regarding software, what are the must-haves to make your life easier?
    i. Ben: Carrying everything out into the field, and having a checklist or process to take notes and pictures as necessary. In potentially dangerous situations, consolidation of equipment is helpful.
    ii. Kim: An interface that's workable. Shared software also ensures uniformity and consistency across the five towns.

III. Relavent's Platforms

a. Relavent has software for food, housing, pools, rec camps, body art & tanning establishment inspections.
    i. Future iteration - additional curation of the platform to the code
b. Cloud-based system for secure information storage; users can access information through the desktop (administration and maintenance) or through an iPad (field tool)
c. Two license types
    i. Field license - desktop and mobile access
    ii. Office only - desktop only (permits, case management, data analysis and review)
d. Onboarding - Relavent has a dedicated staff member who works with the folks at BME to establish agreements and intake forms
    i. Once documentation is complete, 5-7 days turnaround to set up account access
    ii. Training and onboarding opportunities for both Zoom tutorial and field assistance to get inspectors trained
        1. Refresher trainings available as needed
        2. Standing office hours for training
        3. Subject matter experts available as needed
e. Additionally, a dedicated customer success contact evaluates how to best meet the needs of individual health departments

IV. Logistics

a. Each town has their own license(s), such that they can maintain inspection reports and inspection data on a town-by-town basis

i. For SSAs, regional inspectors have access to multiple/all towns in the coalition, allowing full coverage for shared services

V. Demo (Time Permitting) - FoodCode Pro

a. In the future, the platform will work completely offline and automatically sync once connected to wifi
b. During the onboarding process, each town can provide an entire list of permitted establishments, which are then pre-programmed into the software (the user can select the establishment from the list and begin the inspection)
c. OCD inspection methodology - Observe, Capture, Document
d. Provides the entire Food Code, with the Massachusetts supplement. Using a multidimensional search mechanism, you can use the "quick find" function to filter specific code violations by keyword search
    i. Once the violation is captured, the user can add notes and pictures, either by "auto capture," typing, or voice to text
e. Questions on the methodology/functionality of tracking violations?
    i. Hanover: Do you have to finish a task completely to move onto the next one? Or does it save as a draft?
        1. MH: Saves in real-time. If you began one violation and moved onto the next, the progress of each will be saved.
f. Logging temperatures - for a specific food item, once the temp is typed in, it will turn either red or green depending on whether the temperature meets code.
g. Ability to create custom checklists (part of the onboarding process).
h. Once the inspection is complete, there is an option to provide general notes and sign before officially closing the inspection.

VI. Q&A

a. Ben: Being on the cloud, if you're using inspection software in the field (on an iPad that is only wifi capable), does the cloud update when you connect to the internet?
    i. MH: Yes. The offline data is securely stored to the cloud. Additionally, the last 13 months of inspections are locally stored and accessible on the iPad.
b. Lisa: Most common code issues are pre-programmed, are those accessible during the inspection? Is it customizable if there are local upgrade regulations and update accordingly?
    i. MH: Yes, we also can sync local ordinances - these come under item 60, which are customizable and are included in the database. We have three different ways to search the 2013 FDA code, state code, plus local regulations. In the next release we're mapping the most current violations to make them easier to find/more searchable in the new system.

c. Ben: Any thoughts on septic/Title 5 in the future?
    i. MH: That is one of our new inspection disciplines - we're convening a workgroup to dig into the content. It's a very different type of inspection; we have a panel of folks who really understand what's needed in the field. Forthcoming, but still in development.
d. Kim: Anything in the future related to tobacco?
    i. MH: We do have tobacco in process, piloted by several communities in early stages. We won't charge you for that, but know that it's not in its final state.
e. Delshaune (to Hanover): Do you use Post right now?
    i. Kathy M: We do, we can put in the regulations for each town which is super helpful. Can only upload 4 pictures at a time, sometimes I need more. Have questions when I work across other collaboratives.
f. Delshaune: Sometimes I can't send the email until I get back to the office - options?
    i. MH: For now, you need wifi. You can either use a phone hotspot, have a cellular data plan, or use establishment guest wifi. You can also send once back to your office.
g. Kim: Permitting functionality?
    i. MH: APIs (Application Programming Interfaces) to connect to your permitting system. There are some limits in the annual subscription, but there is additional capacity for add-ons.
h. Derek: Does the software only work on an iPad/Apple device?
    i. MH: For desktop access, any device is fine. In the field, currently only works with an iPad, but the upcoming version will work with additional types of devices.
i. Derek: Are there reminders that come up through the system (ex., reinspections within a specific time frame)?
    i. MH: This pops up on the landing page of your ipad (reinspection queue) - this pulls the open uncorrected violations forward, allowing you to go through and log whether it's corrected or not. It updates the original reinspection with the date etc. We are adding more functionality: add new pictures to reinspections, access a calendar with your entire inspection queue, schedule all your Risk Cat 4s throughout the year, etc. Those reminders will automatically pop up. Looking at Jan 1st launch for increased functionality.

<u>South Shore 5 Public Health Alliance Meeting:</u>

I. Review and acceptance of previous meeting minutes

a. August 6th meeting minutes
    i. Confirm review, acceptance

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b. Now approved: July 11th, July 25th, August 6th
    i. Haleigh will circulate another "Approved Meeting Minutes" email with all three attached

Motion to approve previous meeting minutes
Rockland motioned to accept the August 6th meeting minutes, Marshfield seconded.

Roll Call Vote
Hanover: Y
Marshfield: Y
Norwell: Y
Pembroke: Y
Rockland: Y

Motion approved.

II. Announcements and Reminders

a. Announcements
    i. First PHE disbursements in progress - 50% of total grant award expected by the end of August
        1. Rockland team is tracking the payment
b. Reminders
    i. Please have all Health Department staff in your town complete the SS5PHA Training Survey if they have not already done so
        1. We are still waiting on:
            a. Norwell
            b. Hanover
            c. Pembroke
        2. Lisa: Having an issue with populating answers.
            a. H: Will re-issue a new link with updated permissions. Happy to touch base one-on-one in order to troubleshoot.
    ii. Please confirm your Relavent License Elections as soon as possible
        1. Still waiting on:
            a. Pembroke
            b. Rockland
    iii. Open Meeting Law and email communications
        1. Distribution and one-sided communications are allowed

2. Deliberation is not allowed (we haven't had this issue, just something to keep in mind as we continue to circulate materials for group review)

III. FY25 Planning

a. Dashboard check-in, upcoming activities and next steps
   i. Over halfway through Q1
   ii. Ongoing activities: Job Description development, Training Survey, Capacity Self-Assessment, digitization planning

b. Capacity Self-Assessment
   i. Purpose: Assess current municipal capacity and provide a useful baseline to assess progress in the future
   ii. Performance Standard 3 incorporates the self-assessment, as does Sustainability Objective 2 - strategic planning
      1. The capacity assessment will allow us to track progress at the level of individual towns as well as the SSA, which we can leverage for future planning and public health efforts
   iii. The tool - walkthrough as a group
      1. Shared out this document in previous emails in hopes of teeing up this conversation/walkthrough, start familiarizing yourselves with the format so hopefully this is not completely new
      2. DPH heard from many PHE groups that the original capacity assessment did not tell us enough about individual community capacity, and offered no way to track progress over time
         a. The tool is designed to leverage previous capacity assessment data, allowing us to track progress between fiscal years at the individual community level, and at the coalition level.
         b. Can review individual responses - and go back to reference the M.G.L or CMR each question refers to - to promote opportunities to address gaps in the performance standards
         c. Importantly, this tool is designed for communities to use internally. This data is not shared with DPH or reported back to OLRH.
            i. That said, we know OLRH will continue to move towards increasingly measurable progress metrics - as the grant continues to evolve, we can expect measurement and data collection requirements to increase.
   iv. Cynthia walked the group through the tool page by page. More instructions will come from BME via email following the meeting

v. Slides 10 and 11 demonstrate examples of the data readout we'll be able to review upon completion of the self-assessment. Each community will receive their individual data, and we will also be able to compare 2022 vs. 2024 performance at the coalition level.
vi. Task: Each municipality to complete the Self-Assessment tool by September 20th
    1. Review results as a group at the start of Q2 (early October meeting)
vii. Questions? Does September 20th seem feasible?
    1. Lisa: So far so good. Feasible.

c. Hiring - PHN
    i. Review Sample Scope of Work
        1. Do these responsibilities capture the needs of your communities?
        2. Are there responsibilities or role areas missing from this list?
        3. What scope is appropriate for this position?
            a. Are we aiming to ensure basic coverage (0.5 FTE / expansion of Pembroke's nursing model), or are we going to give a more robust role with additional programming capacity (1.0 FTE) a go?
            b. Nancy: Nothing to take out, nothing to add. The main issue then becomes coverage for all five towns, as the need is different across the SSA. Lisa has another nurse, Norwell has VNA - I can't imagine the need to hire a full-time nurse.
        4. Cynthia: The next question is timing - what is the weekly commitment for each town?
            a. Nancy: Hanover is well-staffed (VNA in addition to PHN).
            b. Kim: We would need something in case you're not here.
        5. Cynthia: In the 2022 capacity assessment, disease control and prevention was the lowest scoring group (still high, but the lowest). We don't want to encourage the group to make any investments that won't benefit all five towns. Bringing the question back to the coalition - is there an opportunity to make the position more robust?
            a. Ben: Surge/coverage (we only have one PHN). Part-time position to fill the additional need. Promotion here and there.
            b. Kim: Would the group benefit from multiple part-time nurses?
            c. Delshaune: Provided additional feedback on nursing position to Haleigh and Cynthia. Education, outreach, promotion, etc. - focus on housing authorities, COA, and additional resources.
            d. Kathy D: Marshfield currently has 5 hours/week. MAVEN coverage only. Very robust COA (flu clinics, etc.). Nancy M is

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going away for two weeks, with no coverage. I could jump on for MAVEN coverage, but we have no set system in place.

6. Cynthia: Core question - what is the time commitment that makes sense?
    a. Most folks would be most comfortable with a 0.5 FTE position.
    b. Ben: We need to figure out our baseline, and then consider flexibility. Would be comfortable saying 10 hours/week (across all five towns).
        i. We don't want to start a full-time employee and have time that they aren't utilizing.
    c. Derek: May differ week to week - is that something we can build out or consider?
        i. Kathy D: That's how Marshfield is currently built out.
    d. Delshaune: Yes - that approach would work for Rockland as well.
    e. Lisa: The situation that Pembroke's in is a bit unique, but our budget is maxed out. According to the CA, standards are met by Nancy alone. Should we be doing more?
        i. Pembroke's needs may cusp into additional programming or extended basic coverage.

ii. Next steps:
    1. BME will create a full Draft Job Description, which we will send out for review and approval at our next meeting
    2. Host community determination
    3. Hiring subcommittee - start to consider

Motion to table remaining agenda items (Hiring - Inspector, Digitization, Community Updates)
Rockland motioned to table remaining agenda items, Marshfield seconded.

Roll Call Vote
Hanover: Y
Marshfield: Y
Norwell: left early
Pembroke: Y
Rockland: Y

Next Meeting
The next meeting coalition will be Tuesday, August 27th at 10:00am - hybrid.

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Adjournment
Meeting adjourned at 12:11PM.

Documents referenced during the meeting

- SS5 August 20th Meeting Slides
- Relavent Introduction Materials (provided by Michael Hicks)
- Capacity Self-Assessment Tool
- DRAFT - PHN Scope of Work