

Minutes of
S.C. Board of Health and Environmental Control
Meeting

December 8, 2011

The S.C. Board of Health and Environmental Control met on Thursday, December 8, 2011, at 10:00 a.m. in the S.C. Department of Health and Environmental Control Board Room, 2600 Bull Street, Columbia, S.C. (Attachment 0-1)

The following members were in attendance:

Allen Amsler, Chairman
Member-at-large

Mark S. Lutz, Vice-Chairman
1st District

R. Kenyon Wells
2nd District

L. Clarence Batts
4th District

Ann B. Kirol, DDS
5th District

John O. Hutto, Sr., MD
6th District

Also in attendance were C. Earl Hunter, Commissioner, Carlisle Roberts, Jr., General Counsel, Lisa Longshore, Clerk, department staff and guests. (Attachment 0-2)

Mr. Amsler stated notice of this meeting has been provided to all persons, organizations and news media, which have requested notification, as required by Section 30-4-80(e) of the South Carolina Code of Laws.

Item 1: Proposed New Regulation 61-____, South Carolina Immunization Registry, Legislative re is required (Attachment 1-1)

Dr. Jerry Gibson, Director, Bureau of Disease Control, presented this item to the Board. The Department proposes to create regulations to implement provision of S.C. Code Ann. Section 44-29-40 as amended by 2010 Act No. 210, regarding implementation of the South Carolina Immunization Registry. This legislative mandate authorizes the Department to promulgate regulations to implement the required entry of all immunizations given by health care providers into the South Carolina Immunization Information System (Registry). Specific areas which the Department wishes to address in the Regulation include purpose and scope, definitions of terms, registration and reporting requirements, schedule of implementation by providers, permitted uses and disclosures, compliance and enforcement, exceptions to the requirements and severability. Dr. Gibson provided the Board with a timeline for the Implementation Phases of the Immunization Registry Regulation. (Attachment 1-2)

Mr. Lutz moved, seconded by Mr. Batts, to grant initial approval to publish a Notice of Proposed Regulation in the State Register, to provide opportunity for public comment, to conduct a staff informational forum and proceed with a public hearing before the Board. Approved.

Item 2: Request for a first Board extension of Certificate of Need (CON) SC-09-36 issued to Providence Hospital, Columbia, SC, for the construction of a new patient tower and modernization of the existing facility, resulting in all private patient rooms with the total licensed bed capacity remaining at two hundred fifty-eight (258) general acute care beds (Attachment 2-1)

Ms. Beverly Brandt, Director, Bureau of Health Facilities and Services Development, presented this item to the Board. Providence Hospital has indicated substantial progress has been made towards project implementation, but is now focusing on achieving the same objectives through a remodeling project in light of continued economic conditions impacting health care services.

Mr. Batts moved, seconded by Mr. Wells, to find that Providence Hospital has demonstrated substantial progress and approve an additional nine-month extension to implement Certificate of Need SC-09-36. Approved.

Item 3: Public Hearing and Request for Final Approval - Proposed New Regulation 61-117, Access to Restricted Information, State Register Document No. 4197, Legislative review required (Attachment 3-1)

Ms. Claire Prince, Esq., presented this item to the Board. The SC Freedom of Information Act, SC Code Section 30-4-40(c), provides for access to Restricted Information, the unrestricted access to which could increase the risk of acts of terrorism. SC Code Section 30-4-45 requires an agency that is the custodian of such information to promulgate regulations to regulate access to this information.

A public hearing was conducted. (Attachment 3-2)

Dr. Hutto moved, seconded by Mr. Batts, to find for the need and reasonableness of the proposed regulation and approve it for submission to the legislature for review. Approved.

A verbatim transcript of these proceedings is included as part of the permanent record. (Attachment 3-3)

Item 4: Public Hearing and Request for Final Approval - (1) Proposed New Regulation 61-119, Surface Water Withdrawal, Permitting, Use and Reporting. (2) Proposed Repeal of Regulation 121-10, Water Use Reporting and Coordination and Regulation 121-12, Interbasin Transfer of Water, State Register Document No. 4193, Legislative review is required (Attachment 4-1)

Mr. David Baize, Assistant Chief, Bureau of Water, presented this item to the Board. Act 247 of 2010 substantially amended Section 49-4-10 et seq. of the 1976 S.C. Code of Laws, renaming these sections as the South Carolina Surface Water Withdrawal, Permitting, Use and Reporting Act. The Department is proposing to promulgate new Regulation 61-1190 to implement the provisions of the Act. This new regulation will establish a system and rules for permitting the withdrawal and use of surface water from within the State of South Carolina and those surface waters shared with adjacent states. The Department is also simultaneously repealing Regulation 121-12 because the new Act repealed the statute that authorized that regulation. Regulation 121-10 is being repealed because this regulation has been superceded by more recent water use reporting statutes and regulations specific to surface water and groundwater.

A public hearing was conducted. (Attachment 4-2)

Mr. Batts moved, seconded by Dr. Kirol, to find for the need and reasonableness of the proposed regulation and approve it for submission to the legislature for review. Approved.

A verbatim transcript of these proceedings is included as part of the permanent record. (Attachment 4-3)

Mr. Batts moved, seconded by Mr. Wells, to go into Executive Session for the purpose of receiving legal advice covered under the attorney-client privilege pertaining to the Final Review Conferences. Approved.

While in Executive Session, no actions were taken.

Item 5: Final Review Conference, Consolidated for purpose of review conference: Docket No. 11-RFR-61, Decision dated October 14, 2011, to deny a Certificate of Need for the construction of an additional of six (6) rehabilitation beds to existing program for a total of twenty-four (24) rehabilitation beds; Docket No. 11-RFR-62, Decision dated October 14, 2011, to issue a Certificate of Need for the construction of a free standing inpatient rehabilitation facility with twenty-eight (28) rehabilitation beds and twelve (12) nursing beds which will not participate in the Medicaid (Title XIX) for a total of forty (40) beds. (Attachment 5-1)

Mr. Roberts introduced the matter. Ms. Ashley Biggers, Esq. represented the Department staff. (Attachment 5-2) Ms. Elizabeth Crum, Esq. represented Spartanburg Rehabilitation Institute. (Attachment 5-3) Susan Fittipaldi, Esq., represented Mary Black Hospital. (Attachment

5-4)

After discussion, Mr. Batts moved, seconded by Dr. Hutto, to uphold the staff decision. Approved. Motion carries by a vote of 5-1 (Yes - Batts, Hutto, Kirol, Lutz, Amsler; No - Wells)

Item 6: Final Review Conference, Docket No. 11-RFR-55, Decision dated October 5, 2011, to deny application for recertification as a SC EMT Basic. (Attachment 6-1)

Mr. Roberts introduced the matter and stated that the Requestor had left a message that he was withdrawing the RFR and would not be coming to the Final Review Conference. The Requestor was not present.

Dr. Hutto moved, seconded by Dr. Kirol, not to hold a final review conference due to the failure of the Requestor to appear. Approved.

Mr. Amsler had to leave the meeting and Mr. Lutz chaired the remainder of the meeting.

Item 7: Final Review Conference, Docket No. 11-RFR-56, Decision dated October 16, 2011, to amend Permit No. OCRM-07-128-F for the construction of a walkway with handrails leading to a covered pierhead with handrails and benches and a ramp leading to a floating dock and the addition of four-pile boatlift for the applicant's personal recreational use. (Attachment 7-1)

Mr. Roberts introduced the matter. Mr. Davis Whitfield-Cargile, Esq., represented the Department staff. Mr. Abdo was pro se. Ms. Leslie Riley, Esq., represented the Russell and Laura Schiable. (Attachment 7-2) Mr. Michael Molony, Esq., represented James Maull. (Attachment 7-3)

After discussion, Mr. Batts moved, seconded by Dr. Kirol, to issue the permit amendment as requested by applicant. Approved. Motion carries by a vote of 4-1 (Yes - Batts, Kirol, Hutto, Lutz; No - Wells)

Item 8: Certificate of Need Review Panel

Dr. Kirol presented the Board's direction for the Certificate of Need Review Panel: Statement of Purpose: To improve our agency's internal process with user/provider input. This would include the following: 1. Streamline the CON process, making it less onerous; 2. Standardize the weighting of criteria within the CON regulation; 3. Examine the current statute as it relates to the changing needs within the community/population/circumstance; 4. Evaluate where and when CON should and should not be required. (Attachment 8-1)

Dr. Kirol stated the recommended membership of the CON Review Panel would be presented at the next meeting.

Item 9: Status Report - Environmental Fees and Time Frames (Attachment 9-1)

Mr. Michael Rowe, Director, Division of Research and Planning, EQC, presented this item to the Board. This informational item represents a report for the first quarter of the 2011-

2012 fiscal year, as required by R.61-30 passed by the General Assembly in 1995. It also summarizes activity for the fiscal year to date. In addition, this report contains a staff update on the pilot programs for expedited permitting during the second quarter and fiscal year as a whole.

The Board accepted this item as information.

Item 10: Administrative and Consent Orders issued by Environmental Quality Control (Attachment 10-1)

Ms. Robin Stephens, Assistant to the Deputy Commissioner, stated twenty-nine (29) actions had been taken with penalties of \$231,866.

After discussion, *the Board accepted this item as information.*

Item 11: Orders issued by Ocean and Coastal Resource Management (Attachment 11-1)

Ms. Barbara Neale, Office of Ocean and Coastal Resource Management, stated three (3) actions had been taken with penalties of \$1,675.

The Board accepted this item as information.

Item 12: Administrative Orders, Consent Orders and Sanction Letters issued by Health Regulation (Attachment 12-1)

Mr. Aaron Gantt, Chief, Bureau of Radiological Health, stated two (2) actions had been taken with penalties of \$23,000.

The Board accepted this item as information.

Item 13: Board minutes - November 10 meeting and November 17-18 Meeting (Attachment 13-1)

Dr. Hutto moved, seconded by Mr. Wells, to approved the minutes for the November 10 meeting and the November 17-18 meeting. Approved.

Item 14: Agency Affairs

a. Monthly Award for Excellence for December 2011 (Attachment 14-a)

Commissioner Hunter recognized the following recipients:

Environmental Quality Control – Marcus Clark: Marcus Clark, Region 6 Environmental Health, has been selected as the recipient of the Monthly Award for Excellence for Environmental Quality Control. Recently, the Division of Food Protection created an enforcement protocol to better outline how the enforcement process is used within the division. When this protocol was introduced to Region 6, Marcus Clark, using his own personal time and resources, created a field guide version in order to make the format more efficient and user friendly for staff. He then provided a copy to the Division of Food Protection for their consideration to see if it would be of use to the Division and other regions. The Survey Team showed the document to all regions during enforcement training and received 100% positive feedback, as well as a request to have Marcus's Enforcement Protocol version available to

them if possible. This is not the first time Marcus has used his talents, personal time and ideas to expand upon a project and present it to share with others. Marcus constantly strives to improve all aspects of the working environment for his region and staff. When projects and policies are in the making, the program often receives calls from Marcus offering ideas and perspectives not always considered or captured by those “writing the rules.” He does not bring problems to the table, he brings solutions. We appreciate his teamwork approach to make our jobs more efficient.

Health Regulation – Les Shelton: Les Shelton has been selected as the recipient of the Monthly Award for Excellence for Health Regulation. Health Planning is not particularly exciting, more its importance and impact is immense. No one recognizes the significance of health planning more than Les Shelton, Senior Planner for the Bureau of Health Facilities and Services Development. Les understands that health planning in South Carolina impacts every citizen in our state everyday, whether it is the birth of a child or treating cancer. He genuinely cares about the people of South Carolina and works daily to help find ways to improve the quality of healthcare. If Les is not working on the development of the South Carolina Health Plan (Plan) used in the Certificate of Need (CON) program, he is constantly researching new technologies, methodologies and quality measures in order to provide a more comprehensive and quality-focused Plan for the next year. Les is always a team player and always takes time to assist others. His 24 years of experience and vast knowledge have proven to be immeasurable to the CON program, as he has testified in numerous court cases and completed many time-sensitive projects. Les is also widely recognized and sought after by others due to his extensive institutional knowledge, and has received numerous compliments regarding his helpfulness. Les continuously goes beyond expectations to get the job done with excellence and a positive attitude. For example, he recently returned from a conference in Michigan (paid by their CON program) in which he was invited to serve as a participant in a panel discussion. Upon returning, Les immediately typed up several pages of detailed notes outlining information gleaned from other states’ programs and shared this information with our staff. He took this assignment seriously, went well prepared, and returned with ideas to benefit our CON program. This typifies Les’ professional performance. He works diligently in spite of obstacles beyond his control, such as: trying to coordinate the difficult health planning process not knowing if/when State Health Planning committee members will be appointed; and, fairly and consistently administering the Medicaid Nursing Home Permit Program that has experienced deep funding cuts. Emotions have run high for many nursing homes that will not be able to adequately care for patients due to the cuts. Les has handled their issues with empathy and sensitivity. Les has also volunteered to perform thankless tasks involving Deputy Area recycling efforts. He has even used his personal time to carry off aluminum cans generated by our Area, and donated the money from selling the cans for building-wide events. In summary, Les is worthy of this award. He conducts business with dedication, compassion and professionalism. The contributions provided by Les promote effectiveness and efficiency of the program and embody the mission and vision of DHEC. His positive attitude, team efforts, and commitment to excellent customer service deserve to be recognized.

Health Services Central Office - Office of Minority Health: The Office of Minority Health (Shauna Hicks, Michelle James, Michelle Harris, Peggy Webb) has been selected as the recipient of the Monthly Award for Excellence for Health Services Central Office. Shauna Hicks, Michelle James, Michelle Harris, and Peggy Webb are being recognized for their outstanding efforts on the Flu Community Toolkit. The idea that eventually became the “Questions & Concerns: The Flu & the Flu Shot” Community Toolkit was conceived as a result of the H1N1 pandemic. Between April and June of 2010 the Office of Minority Health (OMH) conducted a series of 16 focus groups with African Americans and college students and 40 individual interviews with Hispanic/Latinos across the state. The information collected gave OMH valuable insight into how culturally appropriate messaging can have a positive effect on the uptake of the flu vaccine in minority communities. OMH was later awarded a three-year grant to help improve the flu vaccination rates among racial and ethnic minorities in the state. Between March and June of 2011 the office staff met with community leaders in each of the eight DHEC regions to discuss the best practices to disseminate health information on a local level. This research culminated in the creation of the flu toolkit in the summer of 2011. The toolkit includes a 12-minute DVD with Linda Bell, MD, Health Services Director of Clinical Services, addressing the most prevalent questions and concerns in minority communities about the flu and the flu vaccine. The toolkit also contains printed materials, including posters and fliers that can be disseminated to

churches, businesses and other local organizations. To date the office has disseminated nearly a thousand toolkits through a second series of community roundtables, DHEC staff, media outlets, our stakeholders and other community partners. The materials have received many accolades including an endorsement from the National Office of Minority Health who is adding a link to the toolkit on their website. The toolkit is available by calling our office at 803-898-3808 or by logging onto the OMH website at <http://www.scdhec.gov/health/minority/flu.htm> OMH is worthy of this recognition for their teamwork and performance on this important public health outreach project. The lower rate of immunization coverage between African Americans and Whites continues to be a great concern, but the above efforts demonstrate the agency's commitment to communicating effectively about the importance of immunizations.

Region 1 Public Health Office – Cristina Elias: Cristina Elias, Interpreter, has been selected as the recipient of the Monthly Award for Excellence for Region I. This DHEC employee speaks not only beautiful Spanish, but also beautiful English. She meets each patient with genuine compassion no matter what the nationality. Just recently, on a day in which we were very short-staffed, she noticed that an Indian couple had waited a long time to get their two children certified for WIC. The only certifier available, other than the RD, was extremely busy on this particular day. Cristina came to the RD to ask her if she had the time to see this family. She comes to work with a desire to work and to do whatever is asked of her. Many of the Hispanic clients ask for her by name. She communicates well with our regular everyday Hispanic clients; however, she does a superb job in communicating with the complex Hispanic clients. In Oconee County there is a Hispanic child with the metabolic disease (Maple Syrup Urine Disease) and several 1-5 year old Hispanic clients who are tube fed with Down Syndrome and Severe Developmental Delays. She has received praises also from a Hispanic family whose child underwent a liver transplant. Cristina has been an asset in communicating with this family about the special nutritional needs of their precious child. In some cases Cristina has assisted in talking to Primary Care Providers who speak Spanish when questions have risen about the special formulas provided through WIC. The neurologist who does the Neuro clinic in Walhalla has this to say about Cristina: she is the best interpreter he has ever dealt with. In immunizations she always goes above and beyond in being a translator. She explains in detail what is going to happen regarding the different vaccines. She assists with filling out the paperwork if the client can't write. She tries to make the children feel at ease, even holding them during the vaccination process if the parent can't bear to see the children cry.

She encourages questions during the Immunization process so that the patient is fully informed. She is just loved and respected by all the clients and staff members. She is a joy to watch in the different roles she plays. She can master all of the clerical work in WIC, but if called on to help with translating for the nurses, she will manage to work that in. She is loved by all of us in Oconee and Anderson Counties. She manages to keep everyone's spirits up, even when she has her own personal problems to deal with. She is truly one of those co-workers you just love to have in any workplace environment. With all of this said, she is so worthy of being recognized as Employee of the Month.

Region 2 Public Health Office – TB Team: The Region 2 TB Team (Ruth Brown; Cindy Campbell; Heather Colquitt, RN; Debby Folk, RN; Jackie Fuller; Barbara James; Paula Jennings, RN; Donna King, RN; Sandra Murphy; Linda Orr, RN; Jimmie Posey; Queenie Scott, RN; Kathy Smith, RN; Shirley Taylor, RN; Jane Yates, RN) has been selected as the recipient of the Monthly Award for Excellence for Region 2. The team members are most deserving of this award and are highly qualified for this award for the following reasons:

1. Customer Service and Teamwork- Staff from all headquarters are traveling to other sites to provide service to Tuberculosis clients, which is a strong customer service to clients and invaluable help to fellow workers. The Tuberculosis patient caseload has continued to be high throughout Region 2 and staffing is limited. Team members are developing a "Region" team approach, with no county boundaries. The CARES appointment system and unique TB CARES codes are being consistently and uniformly used in order to maximize sameness throughout the region. This helps when staff travels to a less familiar site. Staff have always traveled to community sites to provide care, which includes area colleges and universities, jail and schools.
2. Professional Development – Administrative Support Personnel in Greenville and Spartanburg also serve as UAP's (Unlicensed Assistive Personnel) so that they can perform direct observation when

clients actually take a dose of medication. This means that they do the work of two separate employees. All employees maintain continuing education requirements.

3. Community Involvement and Public Outreach and Overcoming Obstacles – A Tuberculosis patient may be restricted to home and unable to report to work for 3-4 months, or more. This means many patients and families are having trouble paying bills or providing necessities to their families. Region 2 staff are very familiar with resources for community assistance, including food banks, assistance with power and other utility bills and rent. This is an enormous benefit to the client. Staff help in this way frequently goes unnoticed or unknown.

4. Cultural Competency - Many Tuberculosis clients are foreign borne, have various cultural uniqueness and have limited English language skills. Region 2 Team members make every effort to take the individual culture in to consideration when providing care, much of which is done in the client's own home, where staff remember that they are guests as well as health care providers.

5. Use of Applied Scientific Knowledge and High Ethical Standards – A primary means of measuring success in a Tuberculosis program is the percentage of clients who complete treatment. Region 2 Team members consistently go the extra mile to encourage clients to complete treatment. This is no small task. One person with actual Tuberculosis disease can easily receive 50 + face to face visits. The time when a Tuberculosis nurse merges into the life of a Tuberculosis patient is a strained time, with many patients having feelings of anger, isolation and frustration. Tuberculosis staff must maintain composure and positive outlook through very difficult circumstances.

Region 3 Public Health Office – Delores Glenn, LPN: Delores Glenn, LPN at the Newberry County Health Department, has been selected as the recipient of the Monthly Award for Excellence for Region 3. Delores began working at NCHD in November of 2005. She worked very diligently to learn what she needed in order to work in our Immunization clinic and to be proficient as a WIC certifier. Delores has excelled at both. She is knowledgeable of both WIC and Immunizations and is now a resource for other staff. She has also become proficient in conducting WIC classes and always receives good ratings on audits and during observation by supervisory staff. Delores does whatever needs to be done without prompting. If Delores has any “down time”, she logs on to WIC learning on-line to improve her knowledge. She works well with everyone. Our clients love her and she frequently receives compliments by name on our “Customer Service Surveys”. Our staff think very highly of Delores because she is so knowledgeable, always ready to work and never complains.

Delores’ hard work and dedication certainly deserve our recognition. We are proud to have her as part of our team.

Region 4 Public Health Office – American Recovery and Reinvestment Act (ARRA) SC Tobacco Communities Putting Prevention to Work (CPPW) Team: The ARRA SC Tobacco CPPW Team (Latrell Fowler; Wanda Green; Cassandra Shuler Jackson; and Gay Tallon) has been selected as the recipient of the Monthly Award for Excellence for Region 4. DHEC Region 4 is so fortunate to have dedicated and committed employees working on the American Recovery and Reinvestment Act (ARRA) SC Tobacco Communities Putting Prevention to Work (CPPW) project in Florence County. Latrelle, Wanda, Cassandra, and Gay have all been instrumental in making this project successful. Latrelle Fowler, RN, PhD, is the Smoke Free Florence Health Systems Coordinator on this project. She is tasked with providing training on the Clinical Practice Guidelines for Treating Tobacco Use and Prevention to 30 priority physician practices in Florence County and to encourage these healthcare professionals to refer their patients to the S.C. Tobacco Quitline. As of November 2011, Latrelle has trained 279 providers at 100% of the 30 priority practices. Latrelle is also responsible for collaborating with Francis Marion University Department of Nursing, Florence Darlington Technical College Department of Health and Science, and McLeod Family Medicine Residency Program to incorporate the Clinical Practice Guidelines into each of their curricula. Latrelle has met with each of these agencies and all are working on these curricula changes. These will be system changes that will have far-reaching benefits as these students take what they have learned into their future professions. Latrelle has been instrumental in coordinating an American Academy of Pediatrics speaker to provide the Florence County Medical Society with tobacco prevention and control information in November. Wanda Green, BS, CHES, is the Smoke Free Florence Faith-based Coordinator. She is tasked with getting at least 25 churches in Florence County to become a Smoke Free Florence partner. These churches must have pastor support, an identified

church health coordinator, and must agree to establish a health ministry, adopt a model tobacco free policy, post appropriate tobacco free signage, provide tobacco prevention and cessation education to their membership, and attend quarterly meetings to network with the other churches participating in the project. As of November 2011, Wanda has 23 of the 25 churches on board. Fifteen of these have adopted the model tobacco free policy protecting 3,119 congregation members from the harmful effects of secondhand smoke while at church functions. Wanda also pitched in and coordinated church youth involvement in the youth movement through this project even though this was not her responsibility. Many evenings, Saturdays, and Sundays, Wanda is meeting with church leaders to accommodate their schedules. She continues to reach out to other faith-based organizations and will most definitely reach or exceed her goals this year. Although no longer assigned to this project, Cassandra Shuler Jackson worked part-time with the coordinators and assisted them in gathering information, developing training materials, and assisting with trainings as needed. Cassandra always was willing to help and demonstrated a positive attitude. Her assistance with this project is very much appreciated. Gay Tallon has taken on Cassandra's role and is also an asset. Gay is such a hard worker and is lightning fast. All of us aspire to be as supportive and efficient as Gay. All four of these ladies are examples of the type of employees you want to work with on a daily basis. They approach their work with a can-do attitude, are reliable, hard working, professional and make work seem a little less like work. They are quite deserving of recognition.

Region 5 Public Health Office – Jeanne Gasque, RN: Jeanne Gasque, RN at the Holly Hill Health Center, has been selected as the recipient of the Monthly Award for Excellence for Region 5. There may be controversy as to the origin of a phrase often taught to clinicians, "first do no harm", but it is a cornerstone of our practice. We must put the safety of our clients first in all situations. In order to adhere to this code, we must work as a team in the DHEC system. This is also translated in our own mission statement. "We promote and protect the health of the public and the environment." Jeanne Gasque, a registered nurse in Region Five, adheres to this rule at all times. She is the consummate professional. She recently needed to treat a client as a syphilis contact. The treatment was complicated because the client was reporting allergies to at least five medications. Ms. Gasque called for advice and was referred to our consultant in central office, Constance Perkins. Dr. Duffus was also contacted for assistance. Due to the excellent nursing care of Ms. Gasque, the client was successfully treated without an adverse reaction. Through this entire process, Ms. Gasque advocated for the best possible treatment for her client. She displayed excellent critical thinking skills in providing care to this client. Region Five has a true asset in this nurse.

Region 6 Public Health Office – Terri Spain: Terri Spain has been selected as the recipient of the Monthly Award for Excellence for Region 6. Terri Spain began her employment with DHEC in 1999, around twelve years ago. She spent the largest part of her time working in the WIC program. A large part of her WIC time was fulfilling the role of the Administrative half of the WIC team assigned to one of the WIC partnership offices. She left WIC to become the charter member of the regional central appointment unit. She has been the one mainstay in that department since its inception. Terri provides quality customer service to callers and is always open to suggestions on how to improve customer service. She has worked with newcomers to the central appointing unit to help them grasp the tools and resources needed to be a part of that department. The unit has flourished and she can be proud that her charter membership has played such an important part in that success.

Region 7 Public Health Office – Tamela Harris: Tamela Harris, Administrative Assistant at the Berkeley County Health Department, has been selected as the recipient of the Monthly Award for Excellence for Region 7. Tamela Harris' daily performance is consistently above expectations. She is extremely meticulous and conscientious while exhibiting a caring attitude towards the clients, co-workers and all clinic needs she interacts with on a daily basis. The Administrative quality she exhibits on a consistent basis is one of a model Public Health Administrative Assistant. We have had a shortage of Administrative staff this year due to certain circumstances. Ms. Harris not only offered her expertise in her clinical area, but learned the basics and beyond of the other programs in order for the clinic to continue to serve the needs of the public. She has been able to adapt to any situation that has occurred in the clinic. Ms. Harris restructured the immunization and medical records department in order to improve the flow of clinic within these two programs. In May, she revamped the Medical Records department and was instrumental in upgrading the department with a printer and fax machine in order to maximize productivity. Also, she accomplished the medical record archiving for the Moncks Corner site. Ms. Harris worked in and trained admin for

our immunization clinic. She developed procedures for Moncks Corner's immunization clinic that improved customer wait time and better utilized the staff on hand to accommodate clients' requests for certificates. DHEC and Region 7 are very fortunate to have an Administrative Assistant of the caliber of Ms. Harris. Her work ethics are above reproach, and she is an outstanding employee for DHEC, and the community.

Region 8 Public Health Office – Teri Winn: Teri Winn, Administrative Assistant and Vital Records Clerk in Hampton County Health Department, has been selected as the recipient of the Monthly Award for Excellence for Region 8. She has been the recipient of numerous positive and thoughtful customer comments for her services to the residents of Hampton and the surrounding area. She consistently provides excellent customer service, has the ability to anticipate her clients' needs and works patiently with the clients to help meet their individual needs with research, corrections, guidance and accurate completion of documents. Teri understands and is both sympathetic and empathetic when dealing with her clients. She is focused on meeting their needs and providing service that goes beyond customer expectations. She wants to help them receive good quality customer service and their desired outcome of the service for which they have come. Both external users and DHEC staff have remarked upon her positive attitude. She understands that when she is dealing with the public she is representing the DHEC team, and represents the Agency and her coworkers with professionalism. She is well organized, dedicated and committed to quality service at every turn. Clients appreciate her commitment to service and have voiced that sentiment on many occasions with such accolade as "Ms. Winn really understood my problem and extended herself above and beyond the call of duty. She's to be commended" and Mrs. Winn was "Excellent help to me in answering my questions and meeting my needs". These comments are reflective of who she is and the reason that Region 8 is pleased to have Teri on the team.

The Board extended its thanks to all recipients.

Item 15: Legal Report

Mr. Roberts deferred his report until next month.

There being no further business, Vice-Chairman Lutz declared the meeting adjourned.

All referenced attachments are made a permanent part of these minutes.

Respectfully submitted,

Mark S. Lutz, Vice-Chairman

Minutes approved this 12th day of January 2012.

ATTEST:

Allen Amsler, Chairman

Attachments

- 0-1 Agenda
- 0-2 Sign-in Sheet
- 1-1 Proposed New Regulation 61-___, South Carolina Immunization Registry
- 1-2 Implementation Phases of the Immunization Registry Regulation
- 2-1 Request for a Board extension of CON SC-09-36, Providence Hospital
- 3-1 Public Hearing - Proposed New Regulation R.61-117, Access to Restricted Information
- 3-2 Public Hearing Sign-in Sheet
- 3-3 Verbatim Transcript
- 4-1 Public Hearing - Proposed New Regulation R.61-119, Surface Water Withdrawal

Permitting

- 4-2 Public Hearing Sign-in Sheet
- 4-3 Verbatim Transcript
- 5-1 FRC - Docket No. 11-RFR-61 and 11-RFR-62
- 5-2 Additional information provided by Department
- 5-3 Additional information provided by Spartanburg Rehabilitation Institute
- 5-4 Additional information provided by Mary Black Hospital
- 6-1 FRC - Docket No. 11-RFR-55
- 7-1 FRC - Docket No. 11-RFR-56
- 7-2 Additional information provided by Requestor, Russell and Laura Schaible
- 7-3 Additional information provided by Requestor, James Maull
- 8-1 Certificate of Need Review Panel Statement of Purpose
- 9-1 Status Report - Environmental Fees and Time Frames
- 10-1 Administrative and Consent Orders - EQC
- 11-1 Orders issued by OCRM
- 12-1 Administrative Orders, Consent Orders and Sanction Letters issued by Health Regulation
- 13-1 Board minutes - November 10 meeting and November 17-18 Strategic Planning meeting
- 14-1a Monthly Award for Excellence - December 2011