

The Advisory Board met on February 19, 2008 in the Abilene-Taylor County Public Health District Conference Center and present were the following: Robert Hawley, D.D.S.; Jack Turner; Peter Norton, M.D.; Stormy Higgins; Sandip Mathur, M.D.; Zane Travis, M.D.; Tony Neitzler; Larry Johnson; Barry Camarillo; Kay Durilla, R.N.; Nancy Jennings; Patrick Lollis; Lois Woods; Ruth Ramirez; Wayne Rose; Charlotte Lambert and Mary K. Fair, who acted as secretary. Also present were Joy Hedges and Veronica Castro. Absent were: Andrew Urban, R.Ph.; Darrell Flippo; and Mike Hall.

**Item I – Call to Order** – The meeting was called to order by Dr. Hawley. Dr. Hawley acknowledged the passing of Mr. Flippo and his service on the Advisory Board.

**Item II – Review and Approval of Minutes from Previous Meeting** - Mr. Higgins made a motion to approve the minutes as written and Mr. Turner seconded the motion. All approved.

**Item III – Review and Discussion of the City of Abilene Citizen Relationship Management Project** – Larry Johnson introduced Joy Hedges from the City of Abilene Administrative Services Department. Ms. Hedges provided a demonstration of the Citizen Relationship Management (CRM) Abilene 411 website which is a customer service tool that went live on February 1, 2008. There are four components to the site: Find an Answer; Ask a Question; Make a Service Request; and Check Status of Your Item. The Frequently Asked Questions (FAQ) section has over 500 questions and answers and is regularly reviewed and updated. The Ask a Question section will prompt the user on the first visit to set up an account so a reply can be sent back. The question is forwarded to the proper City Department and they have two days to respond to the question. All questions concerning Health will be directed to Mr. Johnson. There are eight to ten Health District employees trained on the 411 website to assist the public when they call in. The Make a Service Request currently has 14 services and more will be added later. The citizens can use the Check Status to go back in and view their previous request. If a citizen calls in a request the City employee answering the call can complete the Make a Service Request on-line to assist the citizen and avoid the “run around”. The City is offering training to the public at the Library locations to demonstrate how to use the 411 website.

**Item IV - Review and Discussion of the Influenza Vaccination and Surveillance Program** – Dr. Travis had handout of the recent flu activity and a copy is with the original minutes. There have been confirmed influenza cases in Abilene, which have primarily been Influenza A with a few cases of Influenza B; but the influenza activity appears to have peaked and the number of cases are declining. This year there have been cases of people who received the influenza vaccination coming down with influenza. The problem is the specific strains of influenza that will be in next year’s Influenza vaccine is predicted several months in advance and the specific strains that move around the world can be different. Tamiflu can be prescribed for prevention and/or treatment. A simple nasal swab tests for influenza can be done in a doctor’s office but the quick test does not identify the specific strain of Influenza; that requires a culture sent out to a laboratory.

**Item V – Review and Discussion of the Health District Website – [abilenepublichealth.com](http://abilenepublichealth.com)** – Larry introduced Barry Camarillo who provided a demonstration of the Health District’s own website. The Health District has a presence on the City of Abilene’s website, [www.abilenetx.com/Health](http://www.abilenetx.com/Health), but there are limitations for our training videos, due to the size and types of files. The [www.abilenepublichealth.com](http://www.abilenepublichealth.com) website is housed on Google free of charge and Google provides software updates, servers, etc. The Health District’s website has links to different websites for current information and data instead of the Health District trying to maintain the most current information on our website. The Health District’s Public Service Announcements are on the website and can be viewed at anytime. The structure of the website is divided into the “10 Essential Public Health Functions” based on CDC guidelines and State of Texas statute. Community Health status; the number of influenza cases, positive rabies, TB and other reportable conditions can be viewed on-line and these are mapped by the City of Abilene GIS Department. Public Health Education has videos that we produced or acquired the licenses. Wayne Rose, Epidemiologist, provided a copy of the Health District’s Annual Summary brochure for Board members and a copy is with the original minutes. Hospitals, clinics, local school systems, and doctor offices report various conditions and diseases to the Health District and these numbers are incorporated into the Annual Summary.

**Item VI - Review and Discussion of Health Administrator’s Quarterly Report** – Larry Johnson recently attended a Public Health Policy Forum and Susan King, our State Representative, was present. The Public Health Preparedness staff; Wayne Rose, Charlotte Lambert, Debra Arnold and Mary K. Fair; recently visited with the Dyess Public Health team. They discussed Public Health roles, toured a C-130 airplane and the B-1 bomb loading training facility.

**Item VI -- Adjourn**