

# Henderson County Board of Health

## Minutes

## Regular Meeting – November 17, 2025

## I. Call to Order

The Henderson County Board of Health meeting was called to order by Dr. Maggie Hayes, Chairperson, at 6:13 p.m.

<b>Members Present</b>	Kathleen Baluha, Registered Nurse Merry Guy, General Public Member Jay Egolf, County Commissioner Maggie Hayes, Physician – Chairperson Alison Reid, Dentist
<b>Members Not Present</b>	Haley Perry, Optometrist John Bryant, General Public Member Samantha Roberts, Veterinarian Jeffrey Young, Professional Engineer Scott Prechter, General Public Member Kenesha Smith, Pharmacist – Vice Chairperson
<b>Staff Leadership Present</b>	Dave Jenkins, Health Director Camden Stewart, Administrative Officer Crystal O'Dell, Director of Nursing Seth Swift, Environmental Health Director

## No Quorum Present

## II. Public Comments

None.

### III. Approval of the Meeting Agenda

Could not approve without a quorum present.

#### IV. Approval of the Consent Agenda

Could not approve without a quorum present.

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#### V. Presentations and Reports

##### **Addressing Missed Appointments: A Quality Improvement Approach and No-Show Fees**

Crystal O'Dell, Director of Nursing, shared the results of a quality improvement project related to STI appointment scheduling. Staff noted that patients scheduled for STI appointments were consistently not showing for their appointment even when appointments were made in the previous 24 hours. From July 2024-April 2025 the average no-show rate for STI appointments was 35%. The quality improvement team implemented same day only STI appointment scheduling in attempt to improve the STI appointment no-show rates. Following implementation of this change, the average no-show rate from June 2025 to October 2025 was 11%. In response, the policy and procedure have been updated to indicate that all STI appointments are available by same day appointment only. The quality improvement team will continue to monitor no-show rates and will be addressing no-show rates for family planning appointments next. Ms. O'Dell also discussed implementation of a no-show fee policy. This policy would allow patients to miss up to three scheduled appointments in a 12-month period. After the third no-show, a \$35 fee will be applied to any further missed appointments in the 12-month period. Patients will not be dismissed for non-payment of the no-show fee. This is a similar policy utilized by other local health departments in North Carolina. The board was unable to vote on approval of this fee without a quorum present. The fee will be presented again in the January 2026 board meeting.

##### **Health Director Report**

North Carolina's Medicaid budget still faces a shortfall of approximately \$319 million. Mr. Jenkins will update the board in January 2026 if there are any changes to Medicaid funding.

The Communicable Disease team is handling a varicella outbreak between Buncombe and Henderson counties. Currently there is one confirmed and one probable case of varicella in Henderson County. The remaining cases are in Buncombe County.

The department continues to monitor the measles outbreak in Upstate South Carolina. As of the last SC DHHS update, there are 44 current cases of measles in the region, 47 cases total. The board discussed the infection and mortality rates of measles. The Health Department is prepared to respond quickly and appropriately to a measles case(s) should this occur in our community.

The board is invited to the Health Department's Holiday Lunch on December 10<sup>th</sup>. An invitation will be sent out later this month.

#### VI. Old Business

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#### BOH Training – March 16<sup>th</sup>

The board will participate in a Board of Health training led by the NC School of Government during its regularly scheduled March meeting. If there is additional business, this may be conducted following the training.

#### VII. New Business

##### Major Expenses Budget Discussion

This agenda item will be discussed in the January 2026 board meeting.

#### VIII. Board Member Remarks

None.

#### IX. Adjournment

The meeting was adjourned at 6:38 pm.

Respectfully submitted: ✓ David Jenkins  
Secretary to the Board/Health Director

01/22/26  
Date

*Approved by the Henderson County Board of Health at the January 20, 2026 meeting.*

