

AGENCY REVIEW

HOOD RIVER COUNTY HEALTH DEPARTMENT

April 2 – May 1, 2013
Prepared by
Oregon Health Authority
Public Health Division

Rebecca Austen, RN
Public Health Nursing Consultant

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

COMMUNITY LIAISON

ADMINISTRATION

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 2.

REVIEWER: Rebecca Austen

RESPONDENT: Ellen Larsen & Trish Elliott

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

BABIES FIRST!

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 3.

REVIEWER: Lari Peterson

RESPONDENT: Trish Elliott, Jana Austin, and Ellen Mallon

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

COMMUNITY LIAISON

CIVIL RIGHTS

The LPHA must assure civil rights compliance responsibilities are met.

- Provide documentation that the Civil Rights Self Assessment has been reviewed by the LPHA.
- Provide documentation that there is a plan to improve any deficient areas identified by the Civil Rights Self Assessment.

8/31/13

For more detailed information, please see the completed program review tool in section 4.

REVIEWER: Rebecca Austen

RESPONDENT: Ellen Larsen

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

ACUTE AND COMMUNICABLE DISEASE PROGRAM

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 5.

REVIEWER: Melissa Powell

RESPONDENT:

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR HEALTH PROTECTION

DRINKING WATER

- The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 6.

REVIEWER: Tom Mitchell

RESPONDENT: Ian Stromquist,
Mike Matthews

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR

FISCAL

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 7.

REVIEWER: Marivic Tupaz

RESPONDENT: Maria Santoyo

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR HEALTH PROTECTION

FOOD, POOL, AND LODGING HEALTH & SAFETY

The LPHA must maintain an inspection rate of 100% for all licensed facilities. The following programs are below the compliance rate: Warehouses and Recreational Vehicle Parks. [OAR 333-012-0055\(1\)](#)

12/31/13

The LPHA must clearly state on the food inspection report if a Priority(P)/Priority Foundation(Pf) violation has been resolved at the time of the semi-annual inspection and document specifically how the P/Pf violation was corrected. [OAR 333-012-0055\(6\)](#)

8/30/13

The LPHA must conduct a recheck inspection within 14 days for priority/priority foundation violation that were not corrected during the inspection. [OAR 333-012-0055\(7\)](#)

8/30/13

All LPHA field staff must comply with minimum requirements of the Field Review protocol. ([OAR 333-012-0070\(5\)](#)). Assure that during food facility inspections the field staff includes the following elements:

8/30/13

- Ask the person-in-charge about double hand washing procedures, policies and training of staff regarding glove usage, and how to handle cuts and burns
- Verify if food workers have proper foodhandler certification

For more detailed information, please see the completed program review tool in section 8.

REVIEWERS: Dave Martin and Erica Van Ess

RESPONDENT: Mike Matthews

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

HUMAN IMMUNODEFICIENCY VIRUS (HIV) CARE & TREATMENT PROGRAM

The LPHA must assure the required activities are completed:

- Annual Nurse Assessment for all active clients
- Documentation of the Nurse Assessment findings, recommendations/interventions/referrals & care planning goals in progress notes.
- Nurse Plans developed for all active clients.
- Annual Psychosocial Screening for all active clients.
- Documentation of the Psychosocial Screening findings, recommendations/interventions/referrals & care planning goals in progress notes.
- Identified referrals documented in progress notes.
- Referral follow-up documented in progress notes.
- Current acuity developed for all active clients.
- Appropriate level of contact for acuity level.
- Nurse intervention activities documented in progress notes.
- Current Care Plan.
- Copy of current labs in client file.

The LPHA must assure required data elements are accurately entered into CAREWare

- HIV Risk Factor
- Primary Insurance Provider
- Primary Medical Provider
- Household living arrangement
- Annual household income
- Household size
- Acuity level

Immediate resolution required.

Reviewers will come back on site in July to reassess.

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

- Acuity points
- Adherence acuity stage
- CD4/Viral Load lab entered and verified by at least one lab report in client file in last 365 days.
- Reassessment Service Date entered and matches client file.
- Acuity Date enter and matches client file.
- Service entries in CAREWare match client file progress notes (date, service, and units) for 5 notes randomly selected.
- Performance Measures met.

For more detailed information, please see the completed program review tool in section 10.

REVIEWER: Annick Benson,
Donna Yutzy

RESPONDENT: Patricia Elliott

HOOD RIVER COUNTY PUBLIC HEALTH

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

IMMUNIZATION PROGRAM

Immunization records must contain all documentation required by statute 42 US Code 300aa-25 and 300aa-26.

- The LPHA will have a written policy which states that a current VIS will be supplied to each person receiving a vaccine or their parent or guardian on the date of vaccine administration, unless otherwise noted in the record.

As stipulated in Program Element 43, in connection with LPHA's administration of each vaccine, the LPHA must:

Provide to the vaccine recipient (or the recipient's parent or legal representative if the recipient is a minor) a copy of CDC's current VIS.

- HRCHD did not have the measles/mumps/rubella/varicella VIS. This VIS must be kept in stock and supplied to appropriate vaccine recipients.

For more detailed information, please see the completed program review tool in section 11.

4/26/13
Resolved
4/22/13

4/6/13
Resolved during
review

REVIEWER: Carlos Quintanilla and
Lee Schrauben

RESPONDENT: Trish Elliott

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

COMMUNITY LIAISON

LABORATORY

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 12.

REVIEWER: Rebecca Austen

RESPONDENT: Trish Elliott

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

PERINATAL PROGRAM

Agency will ensure that both the Initial Assessment and the Client Service Plan are forwarded to the prenatal care provider for all Maternity Case Management clients, as identified in OAR 410-130-0595(9)(a)(D),(c).

Resolved
04/25/2013

For more detailed information, please see the completed program review tool in section 13.

REVIEWER: Lari Peterson

RESPONDENT: Trish Elliott, Jana Austin, and Ellen Mallon

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

REPRODUCTIVE HEALTH

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 14.

REVIEWER: Connie Clark

RESPONDENT: Trish Elliott

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

SEXUALLY TRANSMITTED INFECTIONS (STI)

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 15.

REVIEWER: Doug Harger

RESPONDENT: Susan Donnelly

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

TOBACCO PREVENTION AND EDUCATION PROGRAM

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 16.

REVIEWER: Kati Moseley

RESPONDENT: Ellen Larsen

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

TUBERCULOSIS

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 17.

REVIEWER: Lindsey Lane

RESPONDENT: Trish Elliott, Susan Donnelly

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

VITAL RECORDS

The LPHA is in compliance with all program requirements.

For more detailed information, please see the completed program review tool in section 18.

REVIEWER: Judy Shioishi

RESPONDENT: Maria Santoyo and Yolanda Mora

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS – 2012

TIMELINE FOR CHANGE

**CENTER FOR PREVENTION AND HEALTH PROMOTION
SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)**

- Assure staff who provide WIC services, including certification and group nutrition education, have completed all required training modules and these are documented into TWIST. (Policy 440) *This is a repeat finding from 2008 and 2010.* Resolved November 2, 2012
- Assure that a connection is made between the participant’s program eligibility and desired health outcomes (Policy 635 and 820). *This is a repeat finding from 2008 and 2010.* Resolved March 6, 2013
- Assure that diet questionnaires are completed for all infant mid-certification health assessments. (Policy 646) Resolved March 6, 2013
- Assure the local agency referral protocol is followed to refer high risk participants to an RD for a high risk care plan. (Policy 661) *This is a repeat finding from 2008 and 2010.* Resolved March 6, 2013
- Assure a monthly physical inventory will be performed with the actual FI stock on hand (Policy 500). *This is a repeat finding from 2010.* Resolved September 25, 2012
- Assure the privacy of client information when interviewing and counseling clients. (policy 450) *This is a repeat finding from 2010.* Resolved March 6, 2013
- Assure all staff paid with WIC funds complete a quarterly time study. (Policy 316) *This is a repeat finding from 2010.* Resolved September 25, 2012

For more detailed information, please see the completed program review tool in section 19 .

REVIEWER: Mary Rhode

RESPONDENT: Trish Elliot

HOOD RIVER COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS – 2012

TIMELINE FOR CHANGE

CENTER FOR PREVENTION AND HEALTH PROMOTION

WIC FARM DIRECT NUTRITION PROGRAM (FDNP)

- Assure the FDNP check register is filled out correctly including issue date, participant ID and participant signature. (Policy 1100)

Resolved
March 6, 2013

For more detailed information, please see the completed program review tool in section 19.

REVIEWER: Mary Rhode

RESPONDENT: Trish Elliot

May 28, 2013

The Honorable Ron Rivers, Chair
Hood River County Board of Commissioners
601 State Street
Hood River, OR 97031

Dear Commissioner Rivers:

The triennial onsite agency review was conducted for the Hood River County Health Department April 12 – May 1, 2013. The Oregon Health Authority Public Health Division evaluated county public health programs for compliance with state and federal public health laws and compliance with the Financial Assistance Agreement. The review included the appraisal of 1,026 separate items in 18 program areas. While there are some areas that need attention, keep in mind the vast majority of findings were positive.

A full report, including the specific timelines for correction, has been sent to Ellen Larsen, Public Health Administrator. Staff in the Office of Community Liaison will work with her to document resolution of the findings.

We think the report will also be of assistance to your health office staff in their continuing efforts to provide quality public health services to your community. Agency reviewers believe Hood River County Health Department is composed of a committed team of health care professionals who value the provision of comprehensive public health services.

Please send a written response within ten days affirming that you will meet the timelines for correcting the compliance findings. Once all the required elements are successfully completed, we will write you a letter to confirm that and close the file for this review.

Our office will contact Ellen and your office to arrange an exit interview to go over the findings and answer any questions. We leave it to the local Board to decide if this meeting of the Local Public Health Authority (LPHA) and the Health Administrator is attended by one or more of the commissioners.

Programs included in the compliance review

Administration	Immunizations
Babies First!	Laboratory
Civil Rights	Perinatal
Communicable Disease	Reproductive Health
Drinking Water	Sexually Transmitted Infections
Fiscal	Tobacco Prevention & Healthy Communities
Food, Pool and Lodging Health and Safety	Tuberculosis
Health Officer	Vital Records
HIV Care and Treatment	WIC

Compliance Findings Summary

Administration

The LPHA is in compliance with all program requirements.

Babies First!

The LPHA is in compliance with all program requirements.

Civil Rights

The LPHA must assure civil rights compliance responsibilities are met.

- Provide documentation that the Civil Rights Self Assessment (CRSA) has been reviewed by the LPHA.
- Provide documentation that there is a plan to improve deficient areas identified by the CRSA.

Communicable Disease

The LPHA is in compliance with all program requirements.

Drinking Water

The LPHA is in compliance with all program requirements.

Fiscal

The LPHA is in compliance with all program requirements.

Food, Pool and Lodging Health & Safety

The LPHA must maintain an inspection rate of 100% for all licensed facilities. The following programs are below the compliance rate: Warehouses and Recreational Vehicle Parks. OAD 333-012-0055(1)

The LPHA must clearly state on the food inspection report if a Priority(P)/Priority Foundation(Pf) violation has been resolved at the time of the semi-annual inspection and document specifically how the P/Pf violation was corrected. OAD 333-012-0055(6)

The LPHA must conduct a recheck inspection within 14 days for priority/priority foundation violation that were not corrected during the inspection. OAD 333-012-0055(7)

All LPHA field staff must comply with minimum requirements of the Field Review protocol. (OAD 333-012-0070(5)). Assure that during food facility inspections the field staff includes the following elements:

- Ask the person-in-charge about double hand washing procedures, policies and training of staff regarding glove usage, and how to handle cuts and burns
- Verify if food workers have proper foodhandler certification

HIV Care & Treatment

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Immunizations

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Laboratory

The LPHA is in compliance with all program requirements.

Perinatal

Agency will ensure that both the Initial Assessment and the Client Service Plan are forwarded to the prenatal care provider for all Maternity Case Management clients, as identified in OAR 410-130-0595(9)(a)(D),(c).

Reproductive Health

The LPHA is in compliance with all program requirements.

Sexually Transmitted Diseases

The LPHA is in compliance with all program requirements.

Tobacco Prevention & Education Program and Healthy Communities

The LPHA is in compliance with all program requirements.

Tuberculosis

The LPHA is in compliance with all program requirements.

Vital Records

The LPHA is in compliance with all program requirements.

Other

Fiscal

Hood River County Health Department received Federal funds for several programs totaling \$ 348,978 including \$175,787 for the WIC Program for fiscal year 2012. The State General and Other Funds were a source of \$ 119,530 for that period as well. It appears that the County Health Department has sufficient internal controls to adequately safeguard assets, to detect and prevent errors in a timely manner. The operation is well organized and efficient with a commitment to quality, fairness, and accuracy.

Health Officer

The LPHA has a new Health Officer, Dr. Deb Vogel, MD. She is certified in Emergency medicine and has practiced in the area for many years. At the time of the review she was transitioning into her new role with the former Health Officer, Tracy Willett and Administrator, Ellen Larsen. Dr. Vogel's enthusiasm for Public Health and preventative care will be a great asset to this agency.

Laboratory

Hood River County Health Department Laboratory is certified under Clinical Laboratory Improvement Amendment (CLIA) as a Provider Performed Microscopy (PPM) laboratory located at 1109 June St, Hood River. The laboratory director is Deborah Ann Vogel MD. The CLIA number is 38D0667982 and the current certificate expires 12/31/2013. The laboratory performs testing for strip urinalysis, wet mounts, KOH, hemoglobin, glucose, urine pregnancy and hemocult.

CLIA is not aware of any complaints or issues about this laboratory.

Public Health Emergency Preparedness

This review is done in August of each year and is not a part of this report.

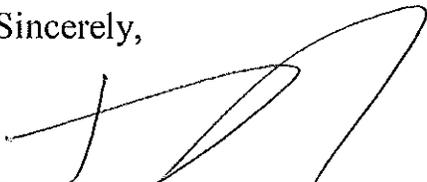
WIC

This review is done every two years; the most current was completed in April 2012. The review is included in this report. All compliance findings have been resolved.

Summary

Overall, agency reviewers believe Benton County Health Department staff is composed of a committed team of professionals who deliver quality public health services to the community. We thank you for both your attention to correcting these few compliance findings and for the strong public health work you do for the community.

Sincerely,



Tom Engle, Manager
Office of Community Liaison

cc: Bob Benton, Hood River County Commissioner
Karen Joplin, Hood River County Commissioner
Ellen Larsen, Public Health Administrator
Maui Meyer, Hood River County Commissioner
Les Perkins, Hood River County Commissioner