

**AGENCY REVIEW**

**KLAMATH COUNTY  
DEPARTMENT OF PUBLIC HEALTH**

**April 1-30, 2014**

**Prepared by  
Oregon Health Authority  
Public Health Division**

**Monica Darco, RN and Laurie Smith RN, MPH  
Public Health Nursing Consultants**

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIME  
LINE FOR  
CHANGE**

**OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR**

**COMMUNITY LIAISON**

**ADMINISTRATION**

Written performance evaluations must be conducted annually or according to county policy. [CLHO Minimum Standards](#) To resolve this finding, provide dates that performance evaluations were completed on the 2 employees that were randomly selected (as indicated by employee initials: KD, JD).

7/1/2014

All positions must have current written job descriptions, including minimum qualifications. [CLHO Minimum Standards](#) Provide updated job descriptions for WIC Coordinator and Nursing Supervisor positions.

7/1/2014

The LPHA must have written policies and procedures for drug dispensing, storage, security, and accountability, signed by the health officer. [OAR 855-043-0130](#) Add to existing policy and procedure wording on dispensing label requirements (see OAR 855-043-0130). All pharmacy policies and procedures must be signed by the Health Officer.

7/1/2014

The LPHA must assure nurse scope of practice is supported by current, signed policies, procedures, and standing orders. ([Oregon State Board of Nursing](#), Nurse Practice Act, [Division 45](#))

- Provide updated protocols and standing orders that clearly define for whom they are intended and are within the RN’s scope of practice.
- Provide updated STD protocols and standing orders that are clearly defined for whom they are intended, NP or RN.

7/1/2014

7/1/2014

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

**REVIEWER:** Laurie Smith and Monica Darco

**RESPONDENTS:** Marilyn Sutherland, Kathy Devoss and Beth Anderson

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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:** Francine Goodrich

**RESPONDENT:** Kathy DeVoss and  
Jeri Lang

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR**

**COMMUNITY LIAISON**

**CIVIL RIGHTS**

The LPHA is in compliance with all program requirements.

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

**REVIEWER:** Monica Darco

**RESPONDENT:** Marilyn Sutherland

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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:** Tasha Poissant

**RESPONDENT:** Marilyn Sutherland

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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:** Tony Fields

**RESPONDENT:** Ramona Quinn

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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:** Jessica Dale

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR HEALTH PROTECTION**

**FOOD, POOL, AND LODGING HEALTH & SAFETY**

The LPHA must cite the OAR and section number for violations on handwritten inspection reports. [OAR 333-012-0055\(3\)\(d\)\(A-D\)](#)

7/25/14

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

**REVIEWERS:** Dave Martin

**RESPONDENT:** Ramona Quinn

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PUBLIC HEALTH PRACTICE**

**IMMUNIZATIONS**

The LPHA is in compliance with all program requirements.

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

**REVIEWER:** Sara Beaudrault and  
Sydney Running

**RESPONDENT:** David Waber

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**OFFICE OF THE PUBLIC HEALTH DIRECTOR**

**COMMUNITY LIAISON**

**LABORATORY**

The LPHA must comply with 42 CFR part 493 the Clinical Laboratory Improvement Amendments (CLIA). Assure that Laboratory process adheres to manufacturer guidelines and that products currently used are matched to those in procedure manual. [42CFR493.1251\(a-c\)](#) (PPM) [42CFR493.15\(e\)\(1\)](#) (Waived)

- To resolve finding, update the lab manual to include fecal occult blood testing procedure, package insert, QA and staff competencies. Provide documentation.

Need to clarify who the director is – Wendy Warren or Amy Holweger – and assure policies and procedures are aligned.

7/1/2014

Immediately

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

**REVIEWER:** Laurie Smith and  
Monica Darco

**RESPONDENT:** Kathy DeVoss

<b>KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIMELINE FOR CHANGE</b>
<p><b>CENTER FOR PREVENTION AND HEALTH PROMOTION</b></p> <p><b>PERINATAL PROGRAM</b></p> <p>The LPHA is in compliance with all program requirements. OMC and MCM programs not implemented at time of this Triennial Review.</p> <p><b>For more detailed information, please see the completed program review tool in section <u>12</u>.</b></p>	
<b>REVIEWER:</b> Francine Goodrich	<b>RESPONDENT:</b> Kathy DeVoss and Jeri Lang

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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 13.**

**REVIEWER:** Connie Clark

**RESPONDENT:** Kathy Devoss

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS**

**TIME  
LINE FOR  
CHANGE**

**CENTER FOR PUBLIC HEALTH PRACTICE**

**SEXUALLY TRANSMITTED INFECTIONS**

The LPHA is in compliance with all program requirements.

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

**REVIEWER:** Larry Hill, Lindsey Lane

**RESPONDENT:** Kathy DeVoss

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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 15.**

**REVIEWER:** Sabrina Freewynn

**RESPONDENT:** Marilyn Sutherland

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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 16.**

**REVIEWER:** Lindsey Lane

**RESPONDENT:** Kathy Devoss, David Waber

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**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 17.**

**REVIEWER:** Judy A. Shioishi

**RESPONDENT:** Marilyn Sutherland

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS – 2014**

**TIMELINE  
FOR  
CHANGE**

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

- All program areas in compliance.

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

**REVIEWER:** Sara Sloan

**RESPONDENT:** Sue Schiess

**KLAMATH COUNTY DEPARTMENT OF PUBLIC HEALTH**

**COMPLIANCE FINDINGS – 2014**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

**WIC FARM DIRECT NUTRITION PROGRAM (FDNP)**

- All program areas in compliance.

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

**REVIEWER:** Maria Menor and Sara Sloan

**RESPONDENT:** Sue Schiess

June 4, 2014

The Honorable James Bellet, Chair  
Klamath County Board of Commissioners  
305 Main Street, 2<sup>nd</sup> Floor  
Klamath Falls, OR 97601

Dear Commissioner Bellet:

The triennial onsite agency review of Klamath County Department of Public Health was conducted between April 1 and 30, 2014. 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 approximately 622 separate items in 17 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 Marilynn Sutherland, 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 public health staff in their continuing efforts to provide quality public health services to your community. 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 Marilynn 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	Laboratory
Babies First!	Perinatal
Civil Rights	Reproductive Health
Communicable Disease	Sexually Transmitted Infections
Drinking Water	Tobacco Prevention and Education
Fiscal	Tuberculosis
Food, Pool and Lodging	Vital Records
Health and Safety	WIC
Health Officer	WIC Farm Direct Nutrition Program
Immunization	

**Commendations**

Several program reviewers submitted commendations to Community Liaison as listed below.

The Babies First! program is well organized, and staff is committed to ensuring quality services to families in need. MCH nursing staff members are knowledgeable and dedicated to the work. Supervision is provided by a detail-oriented nurse with many years experience in Perinatal and MCH Home Visiting services.

Kathy DeVoss, RN, supervised the pertussis outbreak that occurred in July 2013. She will present an overview and summary of the outbreak at the May 21, 2014 Oregon Epi. Conference in Sun River.

**Strengths:**

- Organization of documentation across charts is consistent and easy to follow.
- Observed a high level of nursing and MCH staff expertise regarding program implementation. Staff members have knowledge of populations specific to Klamath County, and one nurse and several support staff speak Spanish. Much effort is directed to the assurance that provision of health education, interpretive services, and resources are culturally and linguistically appropriate for the population.

There were no compliance findings for the Reproductive Health Program. This reflects significant effort and commitment from staff to ensure the continuation of high quality services for Oregonians.

The Klamath County WIC Program is to be commended for having all program areas in compliance for the second consecutive biennial review cycle. All staff participate in the agency's annual self review which keeps them involved in the process. This indicates that staff value the importance of providing quality services to their participants while consistently adhering to program policies and procedures.

Klamath County Tobacco Prevention and Education Program (TPEP) has consistently promoted policy change for tobacco-free environments in a variety of setting, including county and state properties, parks, community colleges, and health care facilities.

The TPEP benefits greatly from the strong knowledge base and the many years of tobacco control field experience of their staff. TPEP staff demonstrates commitment to furthering social norm changes around tobacco use. The Public Health Administrator's insightful, steady, and thoughtful work on CLHO Healthy Communities has strengthened the state's efforts to respond to the community needs expressed by local public health agencies.

The TPEP has done excellent work promoting strategies and resources addressing tobacco-related diseases and supporting prevention and self-management of chronic conditions through collaboration with other departments within the county and health care institutions. The TPEP integrated program model around improving community health through environmental and policy changes is benefitting the health of Klamath County residents.

Klamath County TPEP has done good work developing strong and strategic funding applications built around a vision of health for the community. TPEP has developed good media pieces and nurtured strong media partners. The coordinator has done excellent work developing and navigating partnerships in general and specifically with OHSU nursing, the fire chief, *Herald & News* and 4-H.

Klamath County is doing an excellent job of providing Environmental Health services to the community. The overall inspection rate for licensed facilities is excellent with all program areas in compliance.

Susan Burch is state standardized and satisfactory completions and maintenance of this certification complies with the field review portion of the triennial review. Staff exhibited good communication skills with operators and employees of the food service facilities during the standardization recertification.

## **Compliance Findings Summary**

### **Administration**

Written performance evaluations must be conducted annually or according to county policy. CLHO Minimum Standards

All positions must have current written job descriptions, including minimum qualifications. CLHO Minimum Standards

The LPHA must have written policies and procedures for drug dispensing, storage, security, and accountability, signed by the health officer. OAR 855-043-0130 Add to existing policy and procedure working on dispensing label requirements (see OAR 855-043-0130). All pharmacy policies and procedures must be signed by the Health officer.

The LPHA must assure nurse scope of practice is supported by current, signed policies, procedures, and standing orders. (Oregon State Board of Nursing, Nurse Practice Act, Division 45)

### **Babies First!**

The LPHA is in compliance with all program requirements.

### **Civil Rights**

The LPHA is in compliance with all program requirements.

### **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 cite the OAR and section number for violations on handwritten inspection reports. OAR 333-012-0055(3)(d)(A-D)

### **Immunizations**

The LPHA is in compliance with all program requirements.

### **Laboratory**

The LPHA must comply with 42 CFR part 493, the Clinical Laboratory Improvement Amendments (CLIA). Assure that Laboratory process adheres to manufacturer guidelines, and products currently used are matched to those in procedure manual. 42C FR 493.12514(a-c) (PPM) 42 CFR 493.15(e)(1) (Waived)

The LPHA needs to clarify who the lab director is – Wendy Warren or Amy Holweger – and assure policies and procedures are aligned.

### **Perinatal**

The LPHA is in compliance with all program requirements. OMC and MCM programs not implemented at the time of this triennial review.

### **Reproductive Health**

The LPHA is in compliance with all program requirements.

### **Sexually Transmitted Infections**

The LPHA is in compliance with all program requirements.

### **Tobacco Prevention & Education Program**

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.

### **WIC**

The LPHA is in compliance with all program requirements.

### **WIC Farm Direct Nutrition Program (FDNP)**

The LPHA is in compliance with all program requirements.

### **Other**

#### **Fiscal**

Klamath County Department of Public Health received Federal Funds for several programs totaling \$616,326 including \$424,778 for the WIC Program in fiscal year 2013. The State General and Other Funds were a source of \$259,623 for that period, as well. It

appears that the County Health Department has sufficient internal controls to adequately safeguard assets and to prevent errors in a timely manner. The review indicated a well-run fiscal operation with satisfactory accounting controls, purchasing procedures and attention to detail. The operation is well organized and efficient with a commitment to quality, fairness and accuracy.

### **Health Officer**

The Health Officer is Dr. Wendy Warren.

### **Laboratory**

Klamath County Health Department Laboratory is certified under the Clinical Laboratory Improvement Amendments (CLIA) as a Provider Performed Microscopy laboratory. The laboratory director listed for CLIA is Wendy Warren, MD. The laboratory CLIA # is 38D0896636 and their laboratory certificate is valid until July 2, 2014. The lab has paid for their renewal certificate that will be mailed to the lab in June 2014 and will expire July 2, 2016. The CLIA certificate covers the location at 403 Pine Street, Klamath Falls, plus a School Based Health Clinic in Gilchrist, Oregon. The following tests are being performed on site: Wet prep/KOH, Urine Pregnancy Test, Hemoglobin, Whole blood Glucose, UA Dipstick and Fecal occult blood. There have been no complaints or issues raised to the CLIA program about this laboratory in the past three years.

### **Summary**

Overall, agency reviewers believe Klamath County Department of Public Health is composed of a committed team of health care 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,



Jan Kaplan, MSW, Manager  
Office of Community Liaison

cc: Dennis Linthicum, Klamath County Commissioner  
Tom Mallams, Klamath County Commissioner  
Marilynn Sutherland, Public Health Administrator