

AGENCY REVIEW

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

February 4 - 28, 2013
Prepared by
Oregon Health Authority
Public Health Division

Rebecca Austen, RN
Public Health Nursing Consultant

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

COMMUNITY LIAISON

ADMINISTRATION

The LPHA must assure that fees for public health services are reasonably calculated not to exceed the cost of the services performed. Conduct a cost analysis for all services that have fees. The Board of Commissioners must approve the schedule of fees.

6/1/13

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

REVIEWER: Rebecca Austen

RESPONDENT: Marlene Putman,
Lola Martindale, Autumn Bruce

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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: Fran Goodrich

RESPONDENT: Robin Watts, Cerisa Niskanen and Patty Helsing

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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

6/1/13

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

REVIEWER: Rebecca Austen

RESPONDENT: Marlene Putman,
Lola Martindale, Mona Hamblen

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

ACUTE AND COMMUNICABLE DISEASES PREVENTION

The LPHA is in compliance with all program requirements.

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

REVIEWER: Theresa Watts

RESPONDENT: Robin Watts, Annette Pampush and Joelyn English

TILAMOOK COUNTY CENTRAL HEALTH CENTER

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: Annette Pampush

TILLAMOOK COUNTY CENTRAL HEALTH CENTER	
COMPLIANCE FINDINGS	TIMELINE FOR CHANGE
<p>OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR</p> <p>FISCAL</p> <p>The LPHA must base Family Planning/Title X charges and fees consistent with Title X Guidelines 6.3 and 42 CFR 59.5_Section 8. This includes at a minimum:</p> <ul style="list-style-type: none"> • Federal auditors have determined that an updated cost analysis is required every two years. <p>For more detailed information, please see the completed program review tool in section <u>7</u>.</p>	
<p>REVIEWER: Marivic Tupaz</p>	<p>RESPONDENT: Tammy Hickman, Shane Grandlund, Irene Fitzgerald and Winona Jones</p>

06/15/2013

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS	TIMELINE FOR CHANGE
<p>CENTER FOR HEALTH PROTECTION</p> <p>FOOD, POOL & LODGING HEALTH AND SAFETY</p> <p>The LPHA must document on handwritten inspection reports the OAR and section number for violations.</p> <p>The LPHA must properly and completely fill out the header information, such as the date, address, establishment number, licensee and type of inspection in all program areas.</p> <p>For more detailed information, please see the completed program review tool in section 8.</p>	<p>6/30/13</p> <p>6/30/13</p>
<p>REVIEWER: Erica Van Ess and Cindy Robinson</p>	<p>RESPONDENT: Annette Pampush</p>

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

**HUMAN IMMUNODEFICIENCY VIRUS (HIV) CARE &
TREATMENT PROGRAM**

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

- Reassessment service must be correctly coded in CAREWare.
- Submit a copy of your Home Visit Safety Protocol to the program.
- Submit a copy of your Client Suicide Threat Protocol to the program.

5/1/13

5/1/13

5/1/13

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

REVIEWER: Annick Benson-Scott,
Donna Yutzy

RESPONDENT: Robin Watts, Joellyn
English

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

IMMUNIZATIONS

Immunization records must contain all documentation (42 US Code 300aa-25 and 300aa-26). To achieve this, enter the date that the Vaccine Information Sheet is given to client along with the publication date. Send a Corrective Action plan to the Department.

The LPHA shall provide technical assistance to Tillamook General Hospital with a goal to raise hospital-based HBsAG screening from 93% to 95% of delivering moms screened for hepatitis B surface antigen. (PE43:4.m)

Corrective
Action Plan
is due
3/19/13

6/30/13.

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

REVIEWER: Lorraine Duncan and
Tuesday Johnson

RESPONDENT: Robin Watts

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

COMMUNITY LIAISON

LABORATORY

The LPHA must comply with 42 CFR part 493 of the Clinical Laboratory Improvement Amendments (CLIA). Assure that:

- Annual personnel competency testing is documented for all individuals performing laboratory tests, including physicians and mid-level practitioners. Please implement the policy that has been signed by the lab director.

4/30/13

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

REVIEWER: Rebecca Austen

RESPONDENT: Autumn Bruce

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

PERINATAL PROGRAM

The LPHA is in compliance with all program requirements.

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

REVIEWER: Fran Goodrich

RESPONDENT: Robin Watts, Cerisa Niskanen and Patty Helsing

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS	TIMELINE FOR CHANGE
<p>CENTER FOR PREVENTION AND HEALTH PROMOTION</p> <p>REPRODUCTIVE HEALTH</p> <ul style="list-style-type: none"> • Assessment of client’s health history must include all required Title X elements. Add assessment for DES exposure and vaccination for Rubella to the health history form. Must also add questions asking about partners with a history of injection drug use, partner with current additional sex partners, risk of STD/HIV of partner, and bisexuality of partners. • The Fiscal Policy and Procedure must comply with Title X laws including fee assessment, billing, collections, and voluntary donations. To correct findings, include: <ul style="list-style-type: none"> ○ In the policy, remove the statement that clients receiving family planning services may be sent to collections. ○ Clients must be notified at the time of service what the estimated balance of their bill will be. ○ Clients with private insurance can not be listed as self pay if their insurance does not reimburse the agency; the approved discount schedule must be applied and billed accordingly. • There must be written documentation that approved printed material and visual aids are current, accurate and appropriate for the population served. The Informational & Educational Committee must review and approve the educational materials used in the family planning clinic. <p>For more detailed information, please see the completed program review tool in section 14.</p>	<p>4/11/2013 Resolved 3/18/13</p> <p>5/11/2013 Resolved 3/28/13</p> <p>4/11/2013</p>
REVIEWER: Connie Clark	RESPONDENT: Robin Watts

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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: Robin Watts, Joellyn English

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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: Marlene Putman

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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: Robin Watts, Joellyn English

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

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: Lola Martindale

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS – 2013

TIMELINE FOR CHANGE

CENTER FOR PREVENTION AND HEALTH PROMOTION

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)

- | | |
|---|-------------------------------|
| <ul style="list-style-type: none"> ● Assure that all local WIC policies and procedures are developed within the framework of USDA, Federal and State requirements (Policy 420). | Resolved
February 28, 2013 |
| <ul style="list-style-type: none"> ● Assure completion of all required training modules by all individuals who provide WIC services (Policy 440, 660). | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure documentation that all Competent Professional Authority (CPAs) have participated in quarterly in-services on nutrition topics (Policy 660). <i>This is a repeat finding from 2011.</i> | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure that processing standards are met and documented (Policy 605). | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure all selected risks are documented correctly (Policy 625, 640, 670). <i>This is a repeat finding from 2009 and 2011.</i> | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure that the risk level is changed from medium to high, as appropriate (policy 661). | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure that a connection is made between the participant's program eligibility and desired health outcomes of the WIC participant (Policy 820). | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure nutrition education topics are documented appropriately (Policy 830). <i>This is a repeat finding from 2011.</i> | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure second nutrition education is offered (Policy 820). <i>This is a repeat finding from 2011.</i> | May 1, 2013 |
| <ul style="list-style-type: none"> ● Assure voucher issuance is connected to appointments and printed according to local procedure (Policy 835). | May 1, 2013 |

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS – 2013

TIMELINE FOR CHANGE

- Assure referral protocol is followed for high risk participants (Policy 661).
- Assure a division of responsibility between staff making risk assessment, food package selection and voucher issuance (Policy 595).

May 1, 2013

May 1, 2013

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

REVIEWER: Cheryl Alto

RESPONDENT: Dawna Roesener

TILLAMOOK COUNTY CENTRAL HEALTH CENTER

COMPLIANCE FINDINGS – 2013

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

WIC FARM DIRECT NUTRITION PROGRAM (FDNP)

- Assure FDNP check register is filled out completely including issue date and participant WIC ID number (Policy 1100).
This is a repeat finding from 2009 and 2011.

May 1, 2013

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

REVIEWERS: Maria Menor, Cheryl Alto

RESPONDENT: Dawna Roesener

PUBLIC HEALTH DIVISION
Center for Public Health Practice, Community Liaison
John A. Kitzhaber, MD, Governor



800 NE Oregon Street, Suite 930
Portland, OR 97232
(971) 673-1222 Voice
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April 10, 2013

The Honorable Mark Labhart, Chair
Tillamook County Board of Commissioners
Courthouse
201 Laurel Avenue
Tillamook, OR 97141

Dear Commissioner Labhart:

The triennial onsite agency review was conducted for the Tillamook County Central Health Center February 4 through 28, 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 19 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 Marlene Putman, 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.

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 Marlene 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 & Education and Healthy Communities
Food, Pool and Lodging Health and Safety	Tuberculosis
Health Officer	Vital Records
HIV Care and Treatment	WIC and WIC Farm Direct Nutrition Program

Compliance Findings Summary

Administration

The LPHA must assure that fees for public health services are reasonably calculated not to exceed the cost of the services performed. Conduct a cost analysis for all services that have fees. The Board of Commissioners must approve the schedule of fees.

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 must base Family Planning/Title X charges and fees consistent with Title X Guidelines 6.3 and 42 CFR 59.5_Section 8. This includes at a minimum:

- Federal auditors have determined that an updated cost analysis is required every two years.

Food, Pool and Lodging Health & Safety

The LPHA must document on handwritten inspection reports the OAR and section number for violations.

The LPHA must properly and completely fill out the header information, such as the date, address, establishment number, licensee and type of inspection in all program areas.

HIV Care & Treatment

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

- Reassessment service must be correctly coded in CAREWare.
- Submit a copy of your Home Visit Safety Protocol to the program.
- Submit a copy of your Client Suicide Threat Protocol to the program.

Immunizations

Immunization records must contain all documentation (42 US Code 300aa-25 and 300aa-26). To achieve this, enter the date that the Vaccine Information Sheet is given to client along with the publication date. Send a Corrective Action plan to the Department.

The LPHA shall provide technical assistance to Tillamook General Hospital with a goal to raise hospital-based HBsAG screening from 93% to 95% of delivering moms screened for hepatitis B surface antigen. (PE 43:4.m)

Laboratory

The LPHA must comply with 42 CFR part 493 of the Clinical Laboratory Improvement Amendments (CLIA). Assure that:

- Annual personnel competency testing is documented for all individuals performing laboratory tests, including physicians and mid-level practitioners. Please implement the policy that has been signed by the lab director.

Perinatal

The LPHA is in compliance with all program requirements.

Reproductive Health

- Assessment of client's health history must include all required Title X elements. Add assessment for DES exposure and vaccination for Rubella to the health history form. Must also add questions asking about partners with a history of injection drug use, partner with current additional sex partners, risk of STD/HIV of partner, and bisexuality of partners.
- The Fiscal Policy and Procedure must comply with Title X laws including fee assessment, billing, collections and voluntary donations. To correct findings, include:
 - In the policy, remove the statement that clients receiving family planning services may be sent to collections.
 - Clients must be notified at the time of service what the estimated balance of their bill will be.
 - Clients with private insurance cannot be listed as self pay if their insurance does not reimburse the agency; the approved discount schedule must be applied and billed accordingly.
- There must be written documentation that approved printed material and visual aids are current, accurate and appropriate for population served. The Informational & Educational Committee must review and approve the educational materials used in the family planning clinic.

Sexually Transmitted Infections

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.

WIC

- Assure that all local WIC policies and procedures are developed within the framework of USDA, federal and state requirements. (Policy 420)
- Assure completion of all required training modules by all individuals who provide WIC services. (Policies 440, 660)

- Assure documentation that all Competent Professional Authority (CPAs) have participated in quarterly in-services on nutrition topics. (Policy 660) *This is a repeat finding from 2011.*
- Assure that processing standards are met and documented. (Policy 605)
- Assure all selected risks are documented correctly. (Policies 625, 640, 670) *This is a repeat finding from 2009 and 2011.*
- Assure that the risk level is changed from medium to high, as appropriate. (Policy 661)
- Assure that a connection is made between the participant's program eligibility and desired health outcomes of the WIC participant. (Policy 820)
- Assure nutrition education topics are documented appropriately. (Policy 830) *This is a repeat finding from 2011.*
- Assure voucher issuance is connected to appointments and printed according to local procedure. (Policy 835)
- Assure referral protocol is followed for high risk participants. (Policy 661)
- Assure a division of responsibility between staff making risk assessment, food package selection and voucher issuance. (Policy 595)

WIC Farm Direct Nutrition Program (FDNP)

- Assure FDNP check register is filled out completely including issue date and participant WIC ID number. (Policy 1100) *This is a repeat finding from 2009 and 2011.*

Other Fiscal

Tillamook County Health Department received Federal funds for several programs totaling \$ 298,680 including \$127,143 for the WIC Program for fiscal year 2012. The State General and Other Funds were a source of \$ 117,643 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

Dr. Betlinski has been with the LPHA over 20 years as the health officer. He currently practices as a family practitioner part-time in the Federally Qualified Health Center (FQHC). He is also the medical examiner for Tillamook County. Since public health is co-located with the FQHC, he is easily accessible and connects regularly with the public health administrator. He reviews and signs policies, procedures, and nursing standing

orders. In addition, he actively engages with the Board of Commissioners on pertinent health issues.

Laboratory

Tillamook County Health Department Laboratory is certified under the Clinical Laboratory Improvement Amendments (CLIA) as a Provider Performed Microscopy laboratory. The laboratory director identified for CLIA is John Zimmerman MD. The laboratory CLIA # is 38D0623015 and the certificate is valid through December 31st, 2013. The laboratory CLIA certificate covers locations at 801 Pacific Avenue in Tillamook, 276 S. Highway 101 in Rockaway Beach and 34225 S. Highway 101 in Cloverdale. The following tests are being performed at the combined sites: Vaginal Wet prep, Urine Pregnancy, Rapid Strep, Whole Blood Protime/INR, Whole Blood Glucose, Hemoglobin, UA Dipstick and microscopic, H. Pylori, Rapid Whole Blood HIV and Fecal Occult Blood. There have been no complaints or concerns about this laboratory submitted to CLIA in the past two years.

Public Health Emergency Preparedness

This review is done annually (in August) and is not included in this report.

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: Bill Baertlein, Tillamook County Commissioner
Tim Josi, Tillamook County Commissioner
Marlene Putman, Public Health Administrator