

AGENCY REVIEW

DOUGLAS COUNTY
HEALTH DEPARTMENT

June 1 – 30, 2015

Prepared by
Oregon Health Authority
Public Health Division

Marti Baird

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>Office of the State Public Health Director Public Health Systems and Innovation Policy Administration Review</p> <p>Douglas County is in the process of major transition. One of the things that has not been completely addressed are performance evaluations. Performance evaluations should be performed annually. It is expected that performance evaluations be completed for current personnel by 9-30-15, and that if any employee leaves prior to that date, they should receive their evaluation prior to exiting.</p> <p>For more detailed information, please see the completed program review tool in section 2.</p>	<p>9-30-15</p> <p>Compliance met- 8-15-15 MB</p>
<p>REVIEWER: Marti Baird MSN, NP</p>	<p>RESPONDENT: Dawnelle Marshall RN</p>

DOUGLAS COUNTY PUBLIC HEALTH DIVISION	
COMPLIANCE FINDINGS	TIMELINE FOR CHANGE
<p>DATE: 05/21/2015</p> <p>CENTER FOR PREVENTION AND HEALTH PROMOTION</p> <p>MATERNAL CHILD HEALTH PERINATAL, OMC, MCM, BABIES FIRST!</p> <p>Listed programs meet all requirements for compliance.</p> <p>For more detailed information, please see the completed program review tool in section 3.</p>	
REVIEWER: Francine Goodrich, State MCH Nurse Consultant	RESPONDENTS: Natalie Jones, RN, MSN Field Services Manager

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: MAY 26-27, 2015</p> <p>CIVIL RIGHTS COMPLIANCE-SELF ASSESSMENT AND DIRECT OBSERVATION</p> <p>Douglas County Health Department is in compliance with all program elements.</p> <p>For more detailed information, please see the completed program review tool in section <enter section number>.</p>	
REVIEWER: Marti Baird MSN NP	RESPONDENTS: Dawnelle Marshall

DOUGLAS COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

**CENTER FOR HEALTH PROTECTION
DRINKING WATER**

Finding:

Conduct water system surveys: LPHA shall conduct surveys of Environmental Protection (EPA) water systems as scheduled by DWS: community systems every three (3) years; and non-transient non-community and transient non-community systems every five (5) years.

- In 2014, 17/18 water system surveys were completed.
- In 2013, 13/17 water system surveys were completed.
- In 2012 13/17 water system surveys were completed.

All surveys were completed for the respective years; however they were not completed in the scheduled year determined by DWS.

To achieve compliance:

For the 2015 year, complete the site visit portion of the surveys for two seasonal systems by 30 September, 2015.

- USFS Thielsen View (PWSID# 92869) –scheduled for 8/3
- USFS Timpanogas Campground (PSWID#92792)

And,

Have 11/17 (66%) of the field portion of water system surveys completed.

If,

By Nov 30th, 2015 17/17 (100%) of the site visit portion for water systems surveys are not completed, the compliance finding will be re-opened.

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

September
30, 2015

REVIEWER: Tia Skerbeck

RESPONDENT: Caroline Gross-Regan

Douglas County Health Department

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR

FISCAL - OFFICE OF FINANCIAL SERVICES

The LPHA is in compliance with all fiscal and WIC fiscal program requirements.

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

REVIEWER: David Coleman

RESPONDENT: Dawnelle Marshall

DOUGLAS COUNTY HEALTH DEPARTMENT

**TIMELINE
FOR
CHANGE**

CENTER FOR HEALTH PROTECTION

FOOD, POOL, AND LODGING HEALTH & SAFETY

The LPHA is in compliance with all program requirements.

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

REVIEWERS: Dave Martin, Cindy Robinson, Erica Van Ess

RESPONDENT: Caroline Gross-Regan

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: JUNE 8, 2015</p> <p>CENTER FOR PREVENTION AND HEALTH PROMOTION HEALTH PROMOTION AND CHRONIC DISEASE PREVENTION HEALTHY COMMUNITIES PROGRAM</p> <p>The LPHA is in compliance with all program requirements.</p> <p>For more detailed information, please see the completed program review tool in section 11.</p>	
<p>REVIEWER: Sabrina Freewynn, Community Programs Team Lead, Health Promotion and Chronic Disease Prevention Section</p>	<p>RESPONDENTS: Dawnelle Marshall, Public Health Administrator, Douglas County Health and Social Services</p>

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: JUNE 4, 2015</p> <p>CENTER FOR PUBLIC HEALTH PRACTICE</p> <p>OREGON IMMUNIZATION PROGRAM</p> <p>The LPHA is required to have met tier one of the Vaccine Billing Standards by December 31, 2014. LPHA must provide information about whether those standards have been met.</p> <p>LPHA is required to provide technical assistance to birthing hospitals when the maternal HBsAg screening rate falls below 95% as reported in the Electronic Birth Registration System (EBRS), and/or the reported percentage of babies receiving the first dose of hepatitis B vaccine prior to hospital discharge falls below 80% in the EBRS. For 2015 reporting, Mercy Medical Center has fallen below the threshold on both measures and the LPHA must develop a plan for providing technical assistance.</p> <p>For more detailed information, please see the completed program review tool in section 12.</p>	<p>July 31, 2015 (Met, June 10, 2015)</p> <p>July 31, 2015</p>
REVIEWER: Amanda Timmons	RESPONDENTS: Dawnelle Marshall, RN

DOUGLAS COUNTY PUBLIC HEALTH DIVISION	
COMPLIANCE FINDINGS	TIMELINE FOR CHANGE
<p>DATE: 05/21/2015</p> <p>CENTER FOR PREVENTION AND HEALTH PROMOTION</p> <p>MATERNAL AND CHILD HEALTH NURSE FAMILY PARTNERSHIP</p> <p>Douglas County is in compliance with seventeen of the eighteen Nurse-Family Partnership Model Elements. Model Element 17 related to the Community Advisory Board (CAB) is out of Compliance. This model element requires the agency to convene a long-term community advisory board that meets at least quarterly to promote a community support system, quality and sustainability for the Nurse-Family Partnership program..</p> <p>A Community Advisory Board is a group of committed individuals/organizations who share a passion for the NFP program and whose expertise can advise, support and sustain the program over time. The agency builds and maintains community partnerships that support implementation and provide resources</p> <p>The need for referrals, client services, and ongoing program support are so vital to the program that the NFP team, with the supervisor's leadership and support, should devote considerable energy to building these important partnerships right from the start. This kind of group offers long term support to the local program to ensure program quality and sustainability NFP depends upon good relationships with community leaders for the successful implementation of its clinical components. (Olds, interview 3/07)</p> <p>For more detailed information, please see the completed program review tool in section 13.</p>	<p>Typically this item would have a 30 day window to come into compliance, given the instability of all county public health services the reviewer is unable to set a target date for compliance at this time.</p>
<p>REVIEWER: Cynthia Ikata, MCH-NFP Nurse Consultation</p>	<p>RESPONDENT: Natalie Jones, RN, MSN Field Services Manager</p>

DOUGLAS COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIME
LINE FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

**HEALTH SECURITY PREPAREDNESS AND RESPONSE
PROGRAM**

The LPHA is in compliance with all program requirements.

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

REVIEWER: Elizabeth Miglioretto

RESPONDENT: Eugene Regan

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: JUNE 16- 18, 2015</p> <p>CENTER FOR PREVENTION AND HEALTH PROMOTION AGRH REPRODUCTIVE HEALTH</p> <p>The LPHA is in compliance with all program requirements</p> <p>For more detailed information, please see the completed program review tool in section 14.</p>	
REVIEWER: Linda McCaulley	RESPONDENTS: Dawnelle Marshall

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
DATE: 06/08/2015 CENTER FOR PUBLIC HEALTH PRACTICE HIV/STD/TB SECTION SEXUALLY TRANSMITTED INFECTIONS (STI) No compliance findings. For more detailed information, please see the completed program review tool in section <enter section number>.	N/A
REVIEWER: Josh Ferrer	RESPONDENTS: Dawnelle Marshall, Kieta Lee, Bill Siling

DOUGLAS COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: JUNE 8, 2015</p> <p>CENTER FOR PREVENTION AND HEALTH PROMOTION HEALTH PROMOTION AND CHRONIC DISEASE PREVENTION TOBACCO PREVENTION AND EDUCATION PROGRAM</p> <p>The LPHA is in compliance with all program requirements.</p> <p>For more detailed information, please see the completed program review tool in section 16.</p>	
<p>REVIEWER: Sabrina Freewynn, Community Programs Team Lead, Health Promotion and Chronic Disease Prevention Section</p>	<p>RESPONDENTS: Dawnelle Marshall, Public Health Administrator, Douglas County Health and Social Services</p>

DOUGLAS COUNTY HEALTH DEPARTMENT

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF DISEASE PREVENTION & EPIDEMIOLOGY

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: Heidi Behm

RESPONDENT:

Kieta Lee, Dawnelle Marshall

DOUGLAS COUNTY VITAL RECORDS (DOUGLAS COUNTY CLERK'S OFFICE) COUNTY HEALTH DEPARTMENT	
COMPLIANCE FINDINGS	TIME LINE FOR CHANGE
<p>DATE: 06/11/2015</p> <p>VITAL RECORDS</p> <p>CENTER FOR PUBLIC HEALTH PRACTICE</p> <p>PUBLIC HEALTH DIVISION</p> <p>OREGON HEALTH AUTHORITY</p> <p>No compliance findings.</p> <p>For more detailed information, please see the completed program review tool in section 18.</p>	N/A
<p>REVIEWER: Judy A. Shioishi, MPA Vital Records Field Liaison</p>	<p>RESPONDENTS: Patricia Hitt, County Clerk</p>

DOUGLAS COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS – 2015

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

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

- Assure CPAs make a connection between the participant's program eligibility and desired health outcomes. (Policies 625, 635, 820)
- Assure that diet questionnaires are completed for all infant mid-certification health assessments. (Policy 646) *This is a repeat finding from 2013.*
- Assure high-risk participants are referred to the WIC nutritionist for a minimum of one contact per certification period. (Policy 661) *This is a repeat finding from 2013.*

August 7, 2015

August 7, 2015

August 7, 2015

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

REVIEWER: Mary Rhode

RESPONDENT: Dale Erickson

DOUGLAS COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS – 2015

**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)

August 7, 2015

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

REVIEWER: Mary Rhode

RESPONDENT: Dale Erickson



PUBLIC HEALTH DIVISION
Office of the State Public Health Director

Kate Brown, Governor

Oregon
Health
Authority

800 NE Oregon St., Ste. 930
Portland, OR 97232-2195
Voice: 971-673-1229
FAX: 971-673-1299

January 13, 2016

Commissioner Tim Freeman
Douglas County Board of Commissioners
1036 SE Douglas Street, Room 217
Roseburg, OR 97470

Dear Commissioner Freeman:

The triennial onsite agency review of Douglas County Public Health Department was conducted between June 1 and July 23, 2015. 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 17 program areas. While there are some areas that need attention, keep in mind that the vast majority of findings were positive.

During the last six months, Douglas County Public Health Department recently started a transition process that is resulting in most of the public health programs relocating with other community agencies. Given this transition, Douglas County Public Health is commended for the outcome of the review, which is a direct reflection on the public health staff and their dedication to the critical programs they provide to the community. At the time of the review, several staff members had found other employment anticipating their program relocation, and so the review was held with several key staff members absent. Dawnelle Marshall, RN, coordinated and was the main reporter during the majority of the reviews, and we want to especially thank her for her diligence and hard work in getting all of the policies and procedures together for each program and for her ability to provide additional information when requested.

A full report, including the specific timelines for correction is being sent to Dr. Bob Dannenhoffer, the new Public Health Administrator. We will work with Dr. Dannenhoffer to review any unresolved findings and determine the best path to resolution given that some of the programs have transitioned to other agencies since the site visit occurred.

We will contact you and Dr. Dannenhoffer to arrange an exit interview to go over findings and answer any questions. Typically, the Local Public Health Authority (LPHA) and the Public Health Administrator attends, but you may want to include some of the new program administrators and local agency liaisons.

PROGRAMS INCLUDED IN THE COMPLIANCE REVIEW

Administration	Immunizations
Communicable Disease	Maternal/Child Health
Civil Rights	Reproductive Health
Drinking Water	Sexually Transmitted Infection
Fiscal	Tobacco Prevention
Food, Pool and Lodging Health and Safety	Tuberculosis
Healthy Communities	Vital Records
Health Officer	Women Infants Children (WIC)
Health Security Preparedness and Response	

COMPLIANCE FINDINGS SUMMARY

Administration

The LPHA must comply with the following:

- Assure that all employee performance evaluations are done at least annually, and reflect directly back to the employee's job description. There were a few employees that had not had a performance evaluation in some time.

Resolved.

Civil Rights

Douglas County Health Department is in compliance with all program requirements.

Communicable Disease

Douglas County Health Department is in compliance with all program requirements.

Drinking Water Services

The LPHA must comply with the following:

- Complete the site visit portion of the surveys for two seasonal systems by September 30, 2015. *Resolved.*
- Have 66% of the field portion of water system surveys completed.

Resolved.

Fiscal

Douglas County Health Department is in compliance with all program requirements.

Food, Pool and Lodging

Douglas County Health Authority is in compliance with all program requirements.

Health Security Preparedness and Response

Douglas County Health Department is in compliance with all program requirements.

Healthy Communities

Douglas County Health Department is in compliance with all program requirements

HIV

Douglas County Health Department is in compliance with all program requirements.

Immunization Program

Douglas County must comply with the following:

- Douglas County Immunization Program must develop a plan for providing technical assistance to Mercy Medical Center to increase the rate of Hepatitis B immunized newborns. Mercy Medical Center has fallen below the HBsAg screening rate and/or less than 80% of newborns are not receiving the first dose of hepatitis B vaccine prior to leaving the hospital. *Resolved*

Maternal/Child Health

Douglas County Health Department is in compliance with all program requirements.

Reproductive Health

Douglas County Health Department is in compliance with all program requirements.

Sexually Transmitted Disease

Douglas County Health Department is in compliance with all program requirements.

Tobacco Prevention

Douglas County Health Department is in compliance with all program requirements.

Tuberculosis

Douglas County Public Health Department is in compliance with all program requirements.

Vital Records

The Douglas County Public Health Authority is in compliance with all program requirements.

Women Infants Children (WIC)

Douglas County Public Health Authority must comply with the following:

- Assure WIC staff make a connection between participant program eligibility and desired health outcome. *Resolved.*
- Assure diet questionnaires are completed for all infant mid-certification health assessments. *Resolved.*
- Assure high risk participants are referred to the WIC Nutritionist for a minimum of one contact per certification period. *Plan of action approved and implemented. Full compliance due date is 6/1/2016.*

WIC Farm Direct Nutrition Program

Douglas County Local Public Health Authority must comply with the following:

- Assure the FDNP check register is filled out correctly including issue date, participant ID, and participant signature. *Resolved.*

ADDITIONAL AREAS REVIEWED

Health Officer

Dr. Paul Norris has been the Health Officer for Douglas County Health Department for several years. He has been responsible for medical policies and procedures, nurse standing orders, laboratory and pharmacy practices. A system is in place to update policies and procedures. Dr. Norris has consulted on disease outbreaks and for other public health issues as needed. As of December 11, 2015, Dr. Bob Dannenhoffer is the new Health Officer for Douglas County.

Laboratory

The Douglas County Health Department maintains a moderate complexity lab, and is directly reviewed by the Oregon State Public Health Laboratory. Their last review was in March 2015 and the lab was deemed compliant.

SUMMARY

Overall, Douglas County Public Health Department has been served by a committed group of public health professionals who have provided comprehensive public health services to the citizens of Douglas County.

We thank you for your attention to addressing these compliance findings and we remain committed to assisting you through your ongoing transition, and anticipate continued strong public health work in your community as you go forward.

Sincerely,



Danna Drum, Manager
Public Health Systems Innovation and Partnerships

Cc: Susan Morgan, Chair, Douglas County Board of Commissioners
Chris Boice, Douglas County Commissioner
Robert Dannenhoffer, MD, Local Public Health Administrator