

**AGENCY REVIEW**

**JACKSON COUNTY  
PUBLIC HEALTH SERVICES**

**April 1 - May 4, 2015**

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

**Ronit Zusman  
Program Improvement Consultant**

<b>JACKSON COUNTY HEALTH AND HUMAN SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<b>OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR COMMUNITY LIAISON</b>  <b>ADMINISTRATION</b>  The LPHA is in compliance with all program requirements.  <b>For more detailed information, please see the completed program review tool in section 2.</b>	
<b>REVIEWER:</b> Ronit Zusman	<b>RESPONDENTS:</b> Mark Orndoff, Jackson Baures

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 04/29/15</b></p> <p><b>CP&amp;HP, MCH SECTION</b></p> <p><b>MCH SECTION</b></p> <p><b>BABIES FIRST! PROGRAM</b></p> <p>Program meets all compliance requirements.</p> <p><b>For more detailed information, please see the completed program review tool in section 3.</b></p>	
<p><b>REVIEWER:</b> Francine Goodrich, State MCH Nurse Consultant</p>	<p><b>RESPONDENTS:</b> Ann Ackles, RN, Jackson Co Public Health Nurse Supervisor and MCH Staff members</p>

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<b>OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR COMMUNITY LIAISON</b>  <b>CIVIL RIGHTS</b>  The LPHA is in compliance with all program requirements.  <b>For more detailed information, please see the completed program review tool in section 4.</b>	
<b>REVIEWER:</b> Ronit Zusman	<b>RESPONDENTS:</b> Mark Orndoff, Jackson Baures

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**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:** Emilio DeBess

**RESPONDENT:** Jackson Baures

**JACKSON COUNTY HEALTH AND HUMAN SERVICES**

**COMPLIANCE FINDINGS – 2015**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR HEALTH PROTECTION**

**DRINKING WATER**

- All program areas are in compliance.

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

**REVIEWER:** Tia Skerbeck

**RESPONDENT:** Mike Obereigner

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**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:** Dan Weaver

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**COMPLIANCE FINDINGS**

**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:** Cindy Robinson and  
Erica Van Ess

**RESPONDENT:** Chad Peterson

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 05-13-15</b></p> <p><b>CENTER FOR PUBLIC HEALTH PRACTICE</b></p> <p><b>HEALTH SECURITY PREPAREDNESS AND RESPONSE PROGRAM</b></p> <p>1. Ensure Public Health personnel receive appropriate training to organization plans and procedures and Incident Command System (ICS) training to successfully fulfill response positions and organizational expectations.</p> <p>By July 1, 2016, documentation is shown for the completion of staff training policy, assessment of staff training needs and a training plan relevant for all public health staff.</p> <p><b>For more detailed information, please see the completed program review tool in section 10.</b></p>	<p>July 1, 2016</p>
<p><b>REVIEWER:</b> Elizabeth Miglioretto, Akiko Saito</p>	<p><b>RESPONDENT:</b> Tanya Phillips</p>

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

**HEALTHY COMMUNITIES**

The LPHA is in compliance with all program requirements.

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

**REVIEWER:** Jenica Palmer

**RESPONDENT:** Jackson Baures

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>CENTER FOR PUBLIC HEALTH PRACTICE</b></p> <p><b>HIV PREVENTION PROGRAM</b></p> <p>The LPHA is in compliance with all program requirements.</p> <p><b>For more detailed information, please see the completed program review tool in section 12.</b></p>	
<b>REVIEWER:</b> Larry Hill	<b>RESPONDENTS:</b> Jackson Baures, Ann Ackles, Al Solchier

<b>JACKSON COUNTY HEALTH DEPARTMENT</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 5/20/15</b></p> <p><b>CENTER FOR PUBLIC HEALTH PRACTICE</b></p> <p><b>OREGON IMMUNIZATION PROGRAM</b></p> <p>Agency is not currently managing patient population in ALERT (PE43.7.d), but will begin that process with OIP assistance right away.</p> <p>Agency is not currently participating in an annual quality improvement activity based on OIP AFIX data, or activities based on population-based rates, but will begin that process with OIP assistance right away (PE43.4.e).</p> <p>Agency is not currently conducting reminder/recall activities in addition to the ALERT IIS 22-month statewide recall). These activities will be folded into above-mentioned quality improvement projects currently being developed.</p> <p><b>For more detailed information, please see the completed program review tool in section 13.</b></p>	<p>Findings were resolved on date of visit.</p> <p>Jackson County will work collaboratively on all three issues in the coming six months.</p>
<b>REVIEWER:</b> Mimi Luther	<b>RESPONDENTS:</b> Jackson Bauers

<b>JACKSON COUNTY PUBIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR COMMUNITY LIAISON</b></p> <p><b>LABORATORY</b></p> <p>The LPHA is in compliance with all program requirements.</p> <p><b>For more detailed information, please see the completed program review tool in section 14.</b></p>	
<b>REVIEWER:</b> Ronit Zusman	<b>RESPONDENTS:</b> Mark Orndoff, Jackson Baures, Jim Shames, M.D.

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 5/8/15</b></p> <p><b>CENTER FOR PREVENTION AND HEALTH PROMOTION</b></p> <p><b>MATERNAL CHILD HEALTH SECTION</b></p> <p><b>NURSE-FAMILY PARTNERSHIP</b></p> <p>Jackson County is compliant with all 18 NFP Model Elements.</p> <p><b>For more detailed information, please see the completed program review tool in section 15.</b></p>	
<b>REVIEWER:</b> Cynthia Ikata	<b>RESPONDENTS:</b> Ann Ackles

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 04/29/15</b></p> <p><b>CENTER FOR PREVENTION AND HEALTH PROMOTION MCH SECTION</b></p> <p><b>PERINATAL, MCM &amp; OREGON MOTEHRS CARE (OMC)</b></p> <p>The LPHA is in compliance with all program elements.</p> <p><b>For more detailed information, please see the completed program review tool in section 16.</b></p>	
<p><b>REVIEWER:</b> Francine Goodrich, State MCH Nurse Consultant</p>	<p><b>RESPONDENTS:</b> Ann Ackles, RN, Jackson Co Public Health Nursing Supervisor and MCH Staff members</p>

**Jackson County Public Health Services**

**COMPLIANCE FINDINGS**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

**REPRODUCTIVE HEALTH: APRIL 8 - 10, 2014**

The LPHA shall comply with all Reproductive Health program requirements by adding the following components:

- Ensure all contraceptive method protocols are citing and following US MEC and US SPR guidelines.

June 9, 2015  
**Resolved**  
June 2, 2015

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

**REVIEWER:** Linda McCaulley

**RESPONDENT:** Liz Pischel, Jackson Baures, Ann Ackles

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>DATE: 04/29/2015</b></p> <p><b>CENTER FOR PUBLIC HEALTH PRACTICE</b></p> <p><b>HIV/STD/TB SECTION</b></p> <p><b>SEXUALLY TRANSMITTED INFECTIONS (STI)</b></p> <p>The LPHA is in compliance with all program requirements.</p> <p><b>For more detailed information, please see the completed program review tool in section 18.</b></p>	
<p><b>REVIEWER:</b> Josh Ferrer</p>	<p><b>RESPONDENTS:</b> Jackson Baures, Liz Pischel, Marlene Sadler, Sherry Sheldon</p>

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**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 19.**

**REVIEWER:** Jenica Palmer

**RESPONDENT:** Jackson Baures

**JACKSON COUNTY PUBLIC HEALTH SERVICES**

**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 20.**

**REVIEWER:** Heidi Behm

**RESPONDENTS:**

Jackson -Baures, Al Solchier, Marlene Sadler

<b>JACKSON COUNTY PUBLIC HEALTH SERVICES</b>	
<b>COMPLIANCE FINDINGS</b>	<b>TIME LINE FOR CHANGE</b>
<p><b>CENTER FOR PUBLIC HEALTH PRACTICE</b> <b>DATE: 4/30/15</b> <b>OFFICE OF VITAL RECORDS</b></p> <p>The LPHA is in compliance with all program requirements.</p> <p><b>For more detailed information, please see the completed program review tool in section 21.</b></p>	
<p><b>REVIEWER:</b> Judy A. Shioishi, MPA Vital Records Field Liaison</p>	<p><b>RESPONDENTS:</b> Jackson Baures, Jackson County Public Health Division Manager</p>

**JACKSON COUNTY HEALTH AND HUMAN SERVICES**

**COMPLIANCE FINDINGS – 2015**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

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

- Assure that the local program provides or makes available second nutrition education opportunities for participants (Policy 810).

May 29, 2015  
**Resolved**  
**5/29/2015**

**For more detailed information, please see the completed program review tool in section 22.**

**REVIEWER:** Beth Lanham

**RESPONDENT:** Debbie Watson

**JACKSON COUNTY HEALTH AND HUMAN SERVICES**

**COMPLIANCE FINDINGS – 2015**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

**WIC BREASTFEEDING PEER COUNSELING (BFPC)  
PROGRAM**

- All program areas are in compliance.

**For more detailed information, please see the completed program review tool in section 22.**

**REVIEWER:** Kelly Sibley and Beth Lanham

**RESPONDENT:** Debbie Watson

**JACKSON COUNTY HEALTH AND HUMAN SERVICES**

**COMPLIANCE FINDINGS – 2015**

**TIMELINE  
FOR  
CHANGE**

**CENTER FOR PREVENTION AND HEALTH PROMOTION**

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

- All program areas are in compliance.

**For more detailed information, please see the completed program review tool in section 22.**

**REVIEWER:** Maria Menor and Beth Lanham

**RESPONDENT:** Debbie Watson

PUBLIC HEALTH DIVISION  
Office of the State Public Health Director, Community Liaison  
Kate Brown, Governor



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June 10, 2015

The Honorable Doug Breidenthal, Chair  
Jackson County Board of Commissioners  
Courthouse  
10 S Oakdale  
Medford, OR 97501

Dear Commissioner Breidenthal:

The triennial onsite agency review of Jackson County Public Health Services was conducted between April 1 and May 4, 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. In addition to the compliance review, HHS leadership requested the review to include quality assurance elements. The review included the appraisal of approximately 615 separate items in 21 program areas. The vast majority of findings were positive with only 6 items identified as needing attention. Of these, three were resolved the day of the site visit and two more have since been resolved. The last is anticipated to be resolved by July 1, 2015. Details can be found in the compliance findings summary contained in this letter.

A full report, including the specific timelines for correction, has been sent to Mark Orndoff, Public Health Administrator. Staff in the Office of Community Liaison will work with him 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 time lines 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 Mark Orndoff 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                             | Nurse Family Partnership         |
| Communicable Disease                     | Perinatal                        |
| Drinking Water                           | Reproductive Health              |
| Fiscal                                   | Sexually Transmitted Infection   |
| Food, Pool and Lodging                   | Tobacco Prevention and Education |
| Health & Safety                          | Tuberculosis                     |
| Health Officer                           | Vital Records                    |
| Health Security, Preparedness & Response | WIC, WIC Breastfeeding Peer      |
| Healthy Communities                      | Counseling, & WIC Farm Direct    |
| HIV Prevention                           | Nutrition Program                |

**COMMENDATIONS**

**Administration:** Jackson County Health Department is well organized, has experienced and highly capable leadership in Mark Orndoff, Jackson Baures and staff, and has developed comprehensive policies and business processes that are easily accessible to the public and to the workforce. They have utilized planning processes to articulate a vision of health for their community and to engage staff and the community in taking steps to improve the community's health.

Since the triennial review in 2012, Jackson County Public Health has been in a transformation process which has produced innovative programs and partnerships with other Jackson County Health and Human Services (HHS) programs and community partners. Below are some highlights of achievements since 2012 that were communicated to us during our review process.

**Integration and New HHS Building:** In 2013, Public Health and Environmental Public Health were consolidated into one division which improved internal efficiencies while reducing costs by eliminating one division manager position. At the same time, HHS leadership and staff were actively engaged in planning for a new HHS facility with the goal of improving customer service and client outcomes through visionary integration and collaboration both internally and externally. That vision became a reality in January 2015

when HHS moved to its new facility at 140 South Holly Street in Medford. For the first time, Public Health, Mental Health and Developmental Disabilities are located in the same building. In addition, a La Clinica primary care clinic adjoins Jackson County Public Health Clinic. Living Opportunities, the HIV Alliance and Health Care Coalition of Southern Oregon are also on site. By pooling resources and partnering to provide services most needed by those in the community, Jackson County HHS believes they will meet the expectations of the coordinated care organizations' (CCOs) triple aim to provide services to more individuals for less money with better outcomes.

**Expanded Hours:** Hours of operation have been changed from 8:00 a.m. to 5:00 p.m. to 8:00 a.m. to 6:00 p.m. (closed from 12:00 p.m. to 1:00 p.m.).

**Nurse Family Partnership (NFP) Program:** Jackson County Public Health obtained a federal grant of nearly \$1.2 million to implement this evidence-based program for first time mothers. Oregon studies have shown that the benefits to society are estimated to represent a \$5.60 return for every dollar invested in NFP. The goals of Jackson County Health NFP program are to:

- Improve pregnancy outcomes by helping women engage in good preventive health practices, including obtaining thorough prenatal care for their healthcare providers, improving their diets, and reducing their use of cigarettes, alcohol and illegal substances.
- Improve child health and development by helping parents provide responsible and competent care for their children.
- Improve the economic self-sufficiency of the family by helping parents develop a vision for their own futures, plan future pregnancies, continue their education, and to find work.

**WIC Innovations:** In 2015, the Jackson County WIC program manager, Debbie Mote-Watson, was selected to represent Oregon in Washington D.C. at the National WIC Association Leadership Conference. Her selection was due to multiple innovative and integrated concepts implemented in WIC to better serve clients, including:

- Embedding Mental Health in WIC to help women with pregnant and postpartum depression.
- Working with both CCOs to provide CCO voucher incentives for WIC appointments which improves appointment adherence.
- Partnering with La Clinica and dental service companies to provide dental screenings and fluoride varnish at WIC classes.
- Providing WIC certifications in Ashland to improve WIC access.

- Conducting One Key Question pregnancy intention screenings to help prevent unintended pregnancies or prepare for healthy pregnancies.

**Improving Preconception Health:** Working with the Health Care Coalition of Southern Oregon (HCCSO), the Southern Oregon Perinatal Task Force, and both CCOs, Jackson County Public Health obtained a two-year \$320,000 Community Prevention Program grant to facilitate a preconception health campaign. The highlight of the campaign is implementing pregnancy intention screening called One Key Question in various clinic settings, including Jackson County WIC. This screening helps prevent unintended pregnancies or prepares for healthy pregnancies. One Key Question is a recommended strategy for CCOs to improve effective contraception use.

**Drinking Water Grant:** Jackson County Environmental Public Health was awarded a \$5,000 grant to facilitate testing of private domestic water wells for nitrate. This provided free water testing for residents, and the findings will help inform the community of nitrate levels in Jackson County.

**Communication via Flash Report:** In order to keep the medical community and other partners informed about public health activities and issues, a “Flash Report” is emailed to more than 800 participants every month. This provides an efficient avenue to keep community partners informed and has proven effective during significant public health events such as H1N1 influenza and Ebola.

**Ebola Response:** Led by the Public Health Preparedness manager, Tanya Phillips, a comprehensive Ebola response plan was developed with community partners, including hospitals, EMS, law enforcement, funeral establishments, and the legal system.

**Integrating Prevention:** Jackson County HHS adopted some of the emerging best practices in the field of prevention and moved to integrate substance abuse and problem gambling prevention within the health promotion programs under public health. This has allowed the program to adopt the Public Health Model focusing on health and well being at the population level. The Model uses a multi-pronged approach that recognizes and addresses the relationships and interactions among an agent (alcohol, drugs, etc.) a host (the drinker or drug user), and the environment (the social and physical context of substance use).

**Saving Lives with Naloxone:** Jackson County HHS worked with OHSU, Medford Police Department, Central Point Police Department, Jackson County Sheriff’s Department, and Medford Fire Department to obtain a \$393,575 Department of Justice grant for 2.5 years

to implement a naloxone program to save lives by reversing opioid overdoses. Currently, Jackson County Public Health is developing a needle exchange program to complement the naloxone program which is shown to reduce transmission of infectious diseases such as HIV and Hepatitis C.

**Nurse Cross-training:** In order to address staffing leaves of absence while maintaining essential public health services, a cross-training program has been initiated in which nurses become trained in multiple service lines, allowing staffing resources to be appropriately allocated during ebbs and flows across various programs. Working with human resources, the nurse job descriptions were modified to recruit nurses out of college and provide a progressive track through the nurse job series. This improves the competitive advantage to recruit and retain the best and brightest nurses.

**Promoting Health Equity:** Jackson County Public Health is a member of the SO-Health-E, the newly formed regional health equity coalition. It is a coordinated, community-driven collaborative group to identify policy, system and environmental changes, and craft and implement strategies and policies to increase health equity, reduce health disparities and address the social determinants of health. Also represented on SO-Health-E are the CCOs, sheriff's office, Access, FQHCs and school districts.

**Public Health Accreditation Board (PHAB) Accreditation:** Jackson County Health Department is in the process of seeking national accreditation from the Public Health Advisory Board. They are now in the documentation phase which encompasses a demanding process of planning, documentation and quality improvement activities. This phase is due February 12, 2016. The department is commended for its commitment to assuring the citizens of Jackson County benefit from public health services that adhere to rigorous national standards.

**Facility/Civil Rights/ Confidentiality of Medical Records:** The Jackson County Public Health facility is very inviting and open as a space that is welcoming to the community and clients. All indoor areas are smoke-free. There is ample accessible parking to accommodate persons with disabilities. The layout of the facilities allows people with disabilities to obtain materials and services without assistance. The paths of travel are free of obstruction and wide enough for wheelchairs. Elevators are marked in Braille and controls can be easily reached. Fire alarms and extinguishers are within reach of persons in wheelchairs. Equipment is maintained and calibrated regularly. Emergency response plans are well organized to guide staff in responding to an emergency. Health promotion interventions are culturally, linguistically and age appropriate. Posters and other written materials are in English and Spanish and are easy to understand.

The county has designated a highly capable Sr. Human Resources Claudia Bowdoin who assures compliance with client civil rights laws and regulations.

The county is commended for its patient confidentiality and security. Jackson County HHS maintains a compliance committee and employs a highly qualified and experienced compliance officer, Dave Shaffer, who provides expert caliber of knowledge and leadership to ensure confidentiality and consistency among HHS programs while reducing risk. Innovative system is in place to ensure confidentiality within clinic is not breached. ID badges are linked to printer to ensure documents containing protected health information are only printed and viewed by the appropriate staff person. This enables any potential personal information breaches to be investigated and resolved quickly.

**Local Public Health Plan:** Jackson County has a comprehensive plan that includes Community Health Assessment (CHA), Community Health Improvement Plan (CHIP), and Strategic Plan. The CHA was developed with three coordinated care organizations, All Care Health Plan, Primary Health and Jackson Care Connect, coming together in January 2013 to collaborate on a single collective community health assessment over Jackson and Josephine counties. The next step, creating a CHIP for Josephine, Jackson and Curry counties began in January 2014. Three general focus areas were chosen: Healthy Beginnings, Healthy Living, and Health Equity. The CHIP represents deeper collaborations among Jackson County Public Health and its partners. Pooling resources, reducing duplication of efforts and meeting funding mandates motivated the partners to work together on the CHA and CHIP. The Strategic Plan represents the efforts of Jackson County Public Health to align with local, state and federal initiatives so as to be increasingly adaptable in the midst of Oregon's rapidly changing public health system landscape. It lays the foundation for focused work towards the larger vision of partnering for healthy communities. The CHA and Strategic Plan were approved by the Jackson County Board of Commissioners in 2014.

**Vital Records:** Hospital staff from throughout the area complimented the Jackson County vital records office staff for their excellent customer service, attention to detail and follow up on issues. Staff members take pride in their work, produce timely, accurate records and maintain excellent relationships with partners and customers throughout the county and the state office.

**Babies First! and Perinatal:** Jackson County Public Health Services (JCPHS) demonstrates a high quality of program delivery and activity in the Perinatal and Babies First! programs working within the parameters of significant change and transition since

its last triennial review in 2012. These changes include the hiring of Ann Ackles, Nursing Supervisor, in January 2014, the implementation of the Nurse Family Partnership program (an evidence-based home visiting nursing program that provides services to first birth prenatal clients and their children ages 0 to 2) and the move to a new facility in January 2015. It is commendable that there is an obvious compatible and productive working relationship between the nursing supervisor and her MCH staff, a strength given the short time frame that they have been working together as a team. The MCH staff team is composed of registered nurses and a health assistant who is bilingual. All have various years of work experience in their respective positions. The MCH staff demonstrates a thorough knowledge of their client families and community resources. Services are integrated and an excellent referral system (internal and external) is in place. The reviewer believes that with the new MCH leadership and experienced MCH staff along with support and guidance from Jackson Baures, Program Manager, ensures the future of JCPHS is a positive one.

Maternal Case Management (MCM) and Babies First! program services are provided to teens through the Medford High School Child Developmental/Childcare Program. Public health nurse, Sierra Campbell, works directly with teen parents and their children on site at the high school. A tour of the Child Center and Sierra's office on April 30, 2015, revealed a warm and nurturing environment that encourages parent child bonding, support for the teen parents as they continue with their high school studies and an ideal environment and program that assure normal child development and growth. This program is an excellent example of identification of an at-risk population and how JCPHS has put a program and staff in place to meet the need and provide assurances for success for both the teen parents and their children.

Ronalie Sweet has been employed with JCPHS since 1993. She has served as the Oregon Mothers Care (OMC) Coordinator for many years. Ronalie provides an expert caliber of leadership and knowledge for the OMC implementation process. She is passionate about her work and is an advocate for the prenatal clients she serves.

**Nurse Family Partnership:** It was great to see the improvements to the care plan since the last visit in February. It was positive to see evidence in the records that staff are promoting the NSO-Client Feedback Survey. There are numerous strengths reflected in the records reviewed including evidence of successful engagement of some high-risk clients.

**Reproductive Health:** Jackson County's family planning program provides excellent health care. The program has been understaffed but continues to provide services at a

high level. The front desk staff is very efficient. They provide assistance to clients to make sure they have resources needed to access health care. Clinical staff are very respectful to client needs, making sure they are provided with the birth control method the client wants and is appropriate for them.

**Immunization:** The immunization services provided by JCPHS are of the highest quality. The agency meets or exceeds all foundational program requirements and is uniquely poised to begin a strong focus on quality improvement activities.

Staff responsible for Perinatal Hepatitis B vaccinations are now serving the third generation of some Hepatitis B families, and these third generation babies are born free of the virus. THAT is public health!

The agency is considering conducting training for all childcare/preschool/school facilities required to meet state immunization requirements. The training would be conducted in both Spanish and English and focus on how to meet the primary/secondary review procedures, how to speak with hesitant parents, and general technical assistance.

**Communicable Disease:** It is great to work with Jackson County. All EPI staff feel that the Jackson County CD group, including Mr. Baures, are responsive, caring and very professional at all times. Al and Marlene are very competent professionals in communicable disease investigation and prevention.

**Sexually Transmitted Infections:** Jackson County provides a comprehensive array of services to prevent, diagnose, and treat sexually transmitted infections. Among these are screening and treatment for STIs, STI case management and disease reporting/surveillance, and outreach and education regarding STIs in the broader community. The program's location (programmatically and physically) within an integrated system of public health, behavioral health, and other human services places it in a strong position to address sexually transmitted infections within Jackson County.

Program does an excellent job with follow-up of STI positive patients in their clinic using a "Positive STI Tracking" form system.

Staff demonstrates excellent knowledge and timely use of Oregon Health Epidemiologists' User System (ORPHEUS) for disease investigation, case follow-up, and quality assurance purposes.

**Drinking Water:** The program completed all of the required 2012, 2013, and 2014 water system survey work, with 100% of the surveys completed prior to the December 31 deadline in all three years.

- The program has been consistent and timely in responding to water quality alerts over the past three years with a typical response time of 1-2 days of notification.
- Several water system files were reviewed and found to demonstrate superb documentation of work performed.

Under the 2013-2015 Program Element 50, Safe Drinking Water, the LPHA submitted expenditures and received payments for \$86,178 of the \$105,026 budgeted for FY 2014 and, per request, carried over the remaining \$18,848 to the FY 2015 budget.

Jackson County's Drinking Water Program is in the hands of very competent and professional environmental health specialists. It is well organized and operated, and works cooperatively with state program staff to help assure safe drinking water for the 216 water systems it supervises.

**Food, Pool and Lodging Health & Safety:** Jackson County is doing an excellent job of providing environmental public health services to the community. The overall inspection rate for licensed facilities is excellent with all program areas in compliance.

Three of the field inspection staff have been state standardized. OHA appreciates that Jackson County has chosen to have more than one staff complete this process as it enhances consistency and uniformity statewide. Staff reviewed at the time of the triennial review met all the elements of the interactive inspection. Staff exhibited good communication skills with operators and employees of the food service facilities during the standardization process and the field review. Staff is focusing on critical risk factors that are most associated with foodborne illness.

The Food, Pool and Lodging Program has seen improvement since the previous triennial review in the documentation of priority and priority foundation violations and the proper disposition of how those violations were corrected, either at the time of the inspection or during a reinspection. We ask that staff continue to focus on "closing the loop" on all p/pf violations, and to document follow-up on priority foundation violations such as no chemical test strips or thermometers available.

**Healthy Communities and Tobacco Prevention and Education:** Jackson County is currently implementing a well-planned and well organized Tobacco Prevention and Education Program (TPEP) and has implemented a dynamic Healthy Communities

Building Capacity program. Strong partnerships and collaboration with coalitions and stakeholders in Jackson County have been enhanced over the last three years. These partnerships have been a considerable asset in moving policy, system and environmental change efforts forward in their community.

Staff performance on program work demonstrates an ongoing commitment to advancing program efforts toward social norm changes around support of tobacco prevention and healthier communities. Jackson County HHS is committed to their county's health and seeks other funding opportunities to enhance their local programs around prevention, education and promotion initiatives.

There is commendable knowledge, passion and experience among the Jackson County HHS staff. The historic commitment to the programs shows significant sustainability in their work for Jackson County. They provide guidance and leadership to other county programs and partners. The coordinators are respected by community members and have strong relationships with their local CCOs, All Care and Jackson Care Connect. The TPEP and Healthy Communities coordinators have a strong working relationship with the county leaders, stakeholders and community members.

**WIC:** As agreed, Jackson County submitted a corrective action plan to the state WIC program by May 29 that addresses compliance findings identified during the WIC program review.

State staff expresses appreciation for the active participation of Debbie and the Jackson County WIC staff in this review process. Their commitment to provision of participant centered services and the promotion of improved health outcomes for WIC participants is admirable. Thank you for the opportunity to continue our partnership in serving Oregon families.

## **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 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 is in compliance with all program requirements.

### **Health Security Preparedness and Response**

Ensure Public Health personnel receive appropriate training to organization plans and procedures and Incident Command System (ICS) training to successfully fulfill response positions and organizational expectations.

By July 1 2016, documentation is shown for the completion of staff training policy, assessment of staff training needs and a training plan relevant for all public health staff.

### **Healthy Communities**

The LPHA is in compliance with all program requirements.

### **HIV Prevention**

The LPHA is in compliance with all program requirements.

### **Immunizations**

The following findings were resolved on the date of the site visit, and the LPHA is now considered in compliance with all program requirements.

- Agency is not currently managing patient population in ALERT (PR 43.7.d), but will begin that process with OIP assistance right away.
- Agency is not currently participating in an annual quality improvement activity based on OIP AFIX data, or activities based on population-based rates, but will begin that process with OIP assistance right away. (PE43.4.e)
- Agency is not currently conducting reminder/recall activities in addition to the ALERT IIS 22-month statewide recall. These activities will be folded into above-mentioned quality improvement projects currently being developed.

**Laboratory**

The LPHA is in compliance with all program requirements.

**Perinatal**

The LPHA is in compliance with all program requirements.

**Reproductive Health**

The LPHA shall comply with all Reproductive Health program requirements by adding the following component:

- Ensure that all contraceptive method protocols are citing and following US MEC and US SPR guidelines.

This finding was resolved on June 2, 2015.

**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**

- Assure that the local program provides or makes available second nutrition education opportunities for participants. (Policy 810)

This finding was resolved on June 1, 2015.

**WIC Breastfeeding Peer Counseling Program (BFPC)**

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**

Jackson County Health and Human Services received Federal Funds for several programs totaling \$1,902,346, including \$1,038,913 for the WIC Program in Fiscal Year 2014. Jackson County also received \$1,031,381 in State General Fund and \$191,898 in Other Funds. It appears that the county health department has sufficient internal controls to adequately safeguard assets and to detect and 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**

Dr. James Shames is the Health Officer who provides excellent leadership and medical direction to Jackson County Public Health Department. He is fully engaged with the department and is a driving force in many of the innovative programs and partnerships with other Jackson County HHS programs and community partners, including Saving Lives with Naloxone Program and Flash Report. In response to the growing epidemic of opioid overdoses (prescription pills and heroin), Dr. Shames has been instrumental in the formation of Oregon Pain Guidance which is a collaboration of health care providers in Southern Oregon that facilitates the appropriate and safe treatment of chronic pain. Dr. Shames was also instrumental in developing the Medical Advisory Group (MAG), a coalition of health care leaders brought together to advise public health during the H1N1 influenza pandemic. He is closely involved with the Jackson County Board of Commissioners which he finds to be very supportive in giving visibility to key public health issues.

### **Laboratory**

Jackson County Public Health Laboratory is certified under the Clinical Laboratory Improvement Amendments (CLIA) as a Provider Performed Microscopy (PPM) laboratory. The laboratory director identified for CLIA is James Shames, M.D. The laboratory CLIA number is 38D0725644, and the laboratory certificate is valid until March 6, 2016. The CLIA certificate covers the location at 140 S. Holly Street in Medford, Oregon. The following tests are being performed on site: Wet prep, KOH prep, Urine Preg Test, Hgb, Glucose, UA Dipstick, urine microscopic exam, HIV, fecal occult blood and glucose. There have been no complaints or issues reported to the CLIA program about this laboratory in the past two years.

**SUMMARY**

Overall, agency reviewers believe Jackson County Public Health Services 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,

A handwritten signature in black ink, appearing to read 'Jan Kaplan', with a stylized flourish at the end.

Jan Kaplan, MSW, Manager  
Community Liaison Office

cc: Jackson Baures, Public Health Division Manager  
Danna Drum, Performance Management Section, Manager  
Rick Dyer, Jackson County Commissioner  
Mark Orndoff, Public Health Administrator, Health & Human Services  
Director  
Colleen Roberts, Jackson County Commissioner