

AGENCY REVIEW

UMATILLA COUNTY
PUBLIC HEALTH DIVISION

July 7-28, 2014

Prepared by
Oregon Health Authority
Public Health Division

Monica Darco, RN, BSN
Public Health Nursing Consultant

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR

COMMUNITY LIAISON

ADMINISTRATION

The LPHA must assure that there is a policy on Mandatory Reporting for Abuse of Mentally Ill or of those with development disabilities [ORS 430.737 and 430.743](#)

10/1/2014

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

10/1/2014

The LPHA must assure that the Sexually Transmitted Disease standing orders reflect nursing scope of practice.

10/1/2014

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

REVIEWER: Monica Darco

RESPONDENT: Judy Jenner and Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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: Chelsea Whitney,
NFP Supervisor, MCH Home Visiting
Staff members and Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR

COMMUNITY LIAISON

CIVIL RIGHTS

The LPHA must assure civil rights compliance responsibilities are met.

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

10/1/2014

10/1/2014

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

REVIEWER: Monica Darco

RESPONDENT: Judy Jenner

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PUBLIC HEALTH PRACTICE

ACUTE AND COMMUNICABLE DISEASE PROGRAM

The LPHA is in compliance with all program requirements.

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

REVIEWER: Melissa Powell

RESPONDENT: George Murdoch

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS		TIMELINE FOR CHANGE
OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR		
FISCAL		
<p>The LPHA has relative controls in place. These items need to be corrected and/or modified:</p> <p>Purchasing Policy –</p> <ul style="list-style-type: none"> • Needs to be signed by the Director or Interim Director and dated • Section VIB needs to reflect the actual practices of the County. <p>Proper Segregation of duties for purchases</p> <ul style="list-style-type: none"> • Need to have a separate employee receive the goods ordered. The same person should not log the goods in that ordered them. • Medications sometimes are logged by one person and verified on another day by another staff member, due to lack of staff. 		
		12/1/2014
		12/1/2014
<p>For more detailed information, please see the completed program review tool in section 6.</p>		
REVIEWER: Carole Yann and Jayne Bailey	RESPONDENTS: Sharon Waldern Judy Jenner, Gloria Martinez, Robert Pahl	

UMATILLA COUNTY HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR HEALTH PROTECTION

FOOD, POOL, AND LODGING HEALTH & SAFETY

The LPHA must maintain an inspection rate of 100% for all licensed facilities. The Restaurants, Warehouses, Vending Machines, and Recreation Parks Programs are below the compliance rate. [OAR 333-012-0055\(1\)](#)

12/31/14

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

REVIEWERS: Eric Pippert

RESPONDENT: Melissa Ney

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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 9.

REVIEWER: Carlos Quintanilla,
Mallory Metzger and Casey Eastman

RESPONDENT: Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

OFFICE OF THE STATE PUBLIC HEALTH DIRECTOR

COMMUNITY LIAISON

LABORATORY

The LPHA is in compliance with all program requirements.

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

REVIEWER: Monica Darco

RESPONDENT: Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

Nurse-Family Partnership

Model Element 14: Nurse supervisors provide nurse home visitors clinical supervision with reflection, demonstrate integration of the theories, and facilitate professional development essential to the nurse home visitor role through specific supervisory activities including one-to-one clinical supervision, case conferences, team meetings and field supervision

- Supervisors to establish weekly Team Meeting alternating with Case Conference.
- Supervisor to establish weekly 60 minute reflective supervision with all NFP Nurse Home Visitors
- Supervisor to assure data reflecting these required meetings is entered into Efforts to Outcomes

*Resolved
07/11/14*

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

REVIEWER: Cynthia Ikata

RESPONDENT: Chelsea Whitney,
MCH Home Visiting Staff members and
Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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 12.

REVIEWER: Francine Goodrich

RESPONDENT: Chelsea Whitney,
NFP Supervisor, MCH Home Visiting
Staff members and Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

COMPLIANCE FINDINGS

**TIMELINE
FOR
CHANGE**

CENTER FOR PREVENTION AND HEALTH PROMOTION

REPRODUCTIVE HEALTH: JULY 7 – 9, 2014

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

- Ensure that all family planning clients are seen by a NP/MD/PA to obtain a current written prescription for ongoing use of the birth control method which was provided.

- Ensure clinical staff is provided routine training on encouraging minors to involve family members in their decision to seek family planning services.

- Ensure that family planning clients who are screened for STIs are provided treatment and follow up within the Title X project as continuation of care.

10/1/14

10/1/14

10/1/14

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

REVIEWER: Linda McCaulley

RESPONDENT: Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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 14.

REVIEWER: Larry Hill

RESPONDENT: Sharon Waldern and Haylee Williams

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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: Sharon Waldern

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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: Sharon Waldern and Haylee Williams

UMATILLA COUNTY PUBLIC HEALTH DIVISION

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, MPA
Vital Records Field Liaison

RESPONDENT: Judy Jenner,
Registrar

PUBLIC HEALTH DIVISION
Office of the State Public Health Director, Community Liaison
John A. Kitzhaber, MD, Governor



800 NE Oregon Street, Suite 930
Portland, OR 97232
(971) 673-1222 Voice
(971) 673-1299 FAX

August 18, 2014

The Honorable Bill Elfering, Chair
Umatilla County Board of Commissioners
Umatilla County Courthouse
216 SE Fourth Street
Pendleton, OR 97801

Dear Commissioner Elfering:

The triennial onsite agency review of Umatilla County Public Health Division was conducted between July 7 and 28, 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 488 separate items in 16 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 George Murdock, Interim 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 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 George Murdock 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!	Nurse Family Partnership
Civil Rights	Perinatal
Communicable Disease	Reproductive Health
Fiscal	Sexually Transmitted Infection
Food, Pool, and Lodging Health & Safety	Tobacco Prevention and Education Program
Health Officer	Tuberculosis
Immunizations	Vital Records

Commendations

Several program reviewers submitted commendations to Community Liaison as follow:

The 2014 Perinatal and Babies First! triennial review results reveal a county health department in great transition on multiple levels of service provision. The triennial review of the Umatilla County Public Health Division (UPCHD) can be summarized with the terms transition and growth. Observation from these reviewers note that the UCPHD MCH Perinatal and Babies First! nurse staff continues to strive to provide public health nurse program services despite encountering many changes since its last triennial review. These changes have been both challenging and positive. Current activities have set the course for providing optimal health care to all county families. The dedication and professionalism that the MCH nurse staff exhibit as they provide needed maternal and child health services to the families of Umatilla County is praiseworthy.

Umatilla County Public Health Division is doing an exemplary job of providing Environmental Health Services to the community.

Due to multiple staffing turnovers in 2013, the overall average inspection rates for the 2011-2013 review period have dropped in some licensing categories. The inspection rates for the Swimming Pools/Spa, Mobile Food Units, Travelers' Accommodations and Organization Camps are in compliance, but the following programs are below the compliance rate: Restaurants, Warehouses, Vending Machines, and Recreation Parks. The recent change in overall FTE raising the total to two full-time staff in environmental health will enhance the county's ability to achieve the required inspection frequencies, and we are confident there will be no problems going forward.

Melissa Nay is state standardized, and satisfactory completion and maintenance of the standardization process 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 certification.

Umatilla County Tobacco Prevention and Education Program (TPEP) has made excellent progress advancing policy change for tobacco-free environments in a variety of settings, including county properties, parks, fairs, housing and worksites.

Umatilla County TPEP benefits greatly from the strong knowledge base and the many years of exceptional tobacco control field experience of the coordinator, Janet Jones. Janet's work developing relationships with local media is a model of outstanding practice in the state.

Umatilla County 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 community partners.

The strong support of county commissioners and public health leadership has contributed to the success of Umatilla County TPEP.

Compliance Findings Summary

Administration

The LPHA must assure that there is a policy on Mandatory Reporting for Abuse of Mentally Ill or of those with developmental disabilities. ORS 430.737 and 430.743

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

The LPHA must assure that sexually transmitted disease standing orders reflect nurse scope of practice.

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.

Fiscal

The LPHA has relative controls in place. These items need to be corrected and/or modified.

Purchasing Policy

- Needs to be signed by the director or interim director and dated
- Section V1B needs to reflect the actual practices of the county

Proper Segregation of Duties and Purchases

- Need to have a separate employee receive the goods ordered. The same person who ordered goods should not log the goods them in
- Due to lack of staff, medications sometimes are logged by one person and verified on another day by another staff member.

Food, Pool and Lodging Health & Safety

The LPHA must maintain an inspection rate of 100% for all licenses facilities. The Restaurants, Warehouses, Vending Machines, and Recreation Parks programs are below the compliance rate. OAR 333-012-0055(1)

Immunizations

The LPHA is in compliance with all program requirements.

Laboratory

The LPHA is in compliance with all program requirements.

Nurse-Family Partnership (NFP)

Model element 14: Nurse supervisors provide nurse home visitors clinical supervision with reflection, demonstrate integration of the theories, and facilitate professional development essential to the nurse home visitor role through specific supervisory activities including one-to-one clinical supervision, case conferences, team meetings and field supervision.

- Supervisors to establish weekly team meeting alternating with case conference.
- Supervisor to establish weekly 60 minute reflective supervision with all NFP nurse home visitors.
- Supervisor to assure data reflecting these required meetings is entered into Efforts to Outcomes.

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 components:

- Ensure that all family planning clients are seen by an NP/MD/PA to obtain a current written prescription for ongoing use of the birth control method which was provided.
- Ensure clinical staff is provided routine training on encouraging minors to involve family members in their decision to seek family planning services.
- Ensure that family planning clients who are screened for STIs are provided treatment and follow-up within the Title X project as continuation of care.

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.

Other

Health Officer

Umatilla County's Health Officer is Kent Walker, DO.

Laboratory

Umatilla County Public Health Division laboratory is certified under the Clinical Laboratory Improvement Amendments (CLIA) as a Provider Performed Microscopy

laboratory. The laboratory director listed for CLIA is Kent Walker, DO. The laboratory CLIA number is 38D0666428, and their laboratory certificate is valid until March 24, 2016. The CLIA certificate covers testing at 4 locations Pendleton, Hermiston, Pendleton High School and Sunridge Middle School. The home address for CLIA is 200 SE Third Street, Pendleton, OR 97801. The following tests are performed: hemoglobin by Hemocue, urine pregnancy, urine dipstick and KOH preparations. There have been no complaints or issues reported to CLIA about this laboratory in the past three years.

Summary

Overall, agency reviewers believe Umatilla County Public Health Division 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', written over a faint, illegible stamp or background.

Jan Kaplan, MSW, Manager
Community Liaison

cc: Larry Givens, Umatilla County Commissioner
George Murdock, Interim Public Health Administrator