

# **AGENCY REVIEW**

## **Hood River County Health Department**

**March, 2017**

**Oregon Health Authority  
Public Health Division**



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

Oregon  
**Health**  
Authority

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June 19, 2017

Mr. Ron Rivers, Chair  
Hood River County Board of County Commissioners  
601 State Street  
Hood River, OR 97031

Dear Commissioner Rivers:

The modified triennial onsite agency review of the Hood River County Health Department was conducted between February 1-17, 2017 and March 6-23, 2017. The Oregon Health Authority Public Health Division reviewed county public health programs for compliance with state and federal public health laws and compliance with the Financial Assistance Agreement. This review was modified as part of the multi-year transition to a regional triennial review schedule and because the full triennial onsite agency review was conducted one year prior.

The review included the appraisal of items in 13 program areas, listed below. Program areas with compliance findings are indicated with an asterisk.

Administration	Reproductive Health*
Babies First! and Perinatal	Sexually Transmitted Infections
Civil Rights	Tuberculosis
Drinking Water Services	Vital Records
Fiscal	
Food, Pool Lodging Health & Safety	
Health Officer	
HIV Prevention	
Immunizations*	

An overview report is enclosed which includes a list of the specific compliance findings, descriptions of programs and areas of strength identified throughout the review. All compliance findings have been resolved. We urge you to review the document as it contains important information about your public health programs and their requirements.

Please note that the results of this modified triennial review are good. Our team worked closely with Hood River Health Department Director and Local Public Health Administrator, Ellen Larsen, to resolve all the findings.

A full report will be sent to Ellen Larsen. We think the report will be of assistance to your public health staff in their continuing efforts to provide quality public health services to your community.

Our office will contact Ellen Larsen to determine if you would like to meet with us to go over findings and answer any questions. If you would like such a meeting, we leave it to the local Board of Commissioners if this meeting of the Local Public Health Authority occurs with one or more of the commissioners present.

Overall, agency reviewers find Hood River County Health Department to be composed of a committed team of professionals who deliver quality public health services to your community. The citizens of Hood River County are very fortunate to have this agency providing comprehensive public health services.

We thank you for your support for the strong public health work Hood River County is providing to its community.

Sincerely,

A handwritten signature in black ink, appearing to read "Danna Drum". The signature is fluid and cursive, written over a white background.

Danna Drum  
Strategic Partnerships Lead

cc: Karen Joplin, Commissioner  
Rich McBride, Commissioner  
Bob Benton, Commissioner  
Les Perkins, Commissioner  
Ellen Larsen, Hood River County Health Department Director



## **Hood River County Health Department Modified Triennial Review Report**

February – March 2017

This is an overview report of the onsite February 1-17, 2017 and March 6-23, 2017 modified triennial review of the Hood River County Health Department. This report is a summary of individual reports from participating programs put together by the Oregon Health Authority (OHA) Office of the State Public Health Director. Detailed individual reports will be sent to Ellen Larsen, Hood River County Health Department Director. We urge you to review this document as it contains important information about your public health programs and their requirements.

Hood River County Health Department received Federal funds of \$324,120, including \$160,997 for the WIC Program for fiscal year 2016. The Health Department also received \$183,777 General Fund and \$58,454 Other funds for the same period.

**Report Prepared by:** Danna Drum, Strategic Partnerships Lead, Office of the State Public Health Director

### **COMPLIANCE FINDINGS SUMMARY**

#### **Administration**

The LPHA is in compliance with all program requirements.

#### **Babies First! And Perinatal**

The LPHA is in compliance with all program requirements.

#### **Civil Rights**

The LPHA is in compliance with all program requirements.

#### **Drinking Water Services**

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 Officer**

The LPHA is in compliance with all program requirements.

**Health Security Preparedness & Response**

The LPHA is in compliance with all program requirements.

**HIV Prevention**

The LPHA is in compliance with all program requirements.

**Immunizations**

The LPHA must do the following to comply with program requirements:

1. Follow P.E. 43.3.d.i and iv (Standard for Billable Vaccine/IG) which requires that “Payment is due 30 days after the invoice date.”

1.1 The LPHA is required to pay their outstanding Quarter 3 billable invoice.

DUE DATE TO COMPLY: May 20, 2017. RESOLVED

2. Follow PE 43.3.f.i (Standard for Vaccine Administration) which requires that “Vaccines must be administered as directed in the most current, signed version of OHA’s Model Standing Orders for Immunizations.”

2.1 The LPHA is required to update their signed standing orders to include:

1) HPV vaccines (2vHPV-9vHPV)

2) Immune globulin, Hepatitis B.

DUE DATE TO COMPLY: May 20, 2017. RESOLVED

**Reproductive Health**

The LPHA must do the following to comply with program requirements:

1. The LPHA must ensure that Title X requirement 8.6B and 8.6C is complied with:

i. Annual staff training on mandatory reporting.

DUE DATE TO COMPLY: 3/2/2017. RESOLVED

- ii. Annual staff training on encouraging family involvement counseling.  
DUE DATE TO COMPLY: 3/2/2017. RESOLVED
- iii. Annual staff training on sexual coercion counseling.  
DUE DATE TO COMPLY: 3/2/2017. RESOLVED
- iv. Written documentation which includes attendance records or training certificates.  
DUE DATE TO COMPLY: 3/2/2017. RESOLVED

### **Sexually Transmitted Infections**

The LPHA is in compliance with all program requirements.

### **Tuberculosis (TB)**

The LPHA is in compliance with all program requirements.

### **Vital Records**

The LPHA is in compliance with all program requirements.

## **PROGRAM OVERVIEW AND STRENGTHS**

### **Babies First! And Perinatal**

Hood River County Health Department provides services to the Maternal and Child Health population through the Maternity Case Management and Babies First Home Visiting programs as well as Oregon Mother's Care (OMC). There were 40 Maternity Case Management (MCM) clients served and 151 Babies First clients in calendar year 2016. There were 60 clients served in the Oregon Mother's Care (OMC) program in 2016.

Hood River County Health Department fills an identified need in the community by providing lactation support to new moms by an International Board Certified Lactation Consultant (IBCLC). This is an appropriate use of Title V funding directed at improving rates of breastfeeding initiation and exclusivity. Hood River County Health Department has trained staff and other community providers in breastfeeding support using the Milk Mob training curriculum.

Additional Strengths include:

- Implementation and improvements to the Home Visiting Connections referral system, which facilitates collaboration with community partners and works to optimally serve families.
- Community Health Workers/Promotoras that are well-integrated into home visiting programs.
- Home visiting team has successfully transitioned to use of the Electronic Health Record.
- Lactation support that is offered in the context of home visits.
- Providing services to the MCH population at the community/systems level by offering breastfeeding training and coordinating with other community partners including the hospital.

### **Fiscal**

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 fairly organized and efficient with commitment to quality, fairness and accuracy.

### **Food, Pool and Lodging Health and Safety**

Hood River County Environmental Health is doing a good job of providing Environmental Health services to the community. The inspection rates for licensed facilities is excellent with all program areas in compliance.

Field staff was reviewed in April 2016 and met all of the required elements of a thorough inspection.

### **Health Officer**

The Health Officer, Deb Vogel, MD, is active in Health Officer's Caucus, presents to hospital staff meetings on public health issues, promotes healthy lifestyle and consults with physicians on public health matters.

### **HIV Prevention**

The Hood River County Health Department currently provides HIV Medical Case Management to HIV clients. The HIV Medical Case Manager (MCM) provides medical and psychosocial case management services to all HIV clients. The MCM works closely with a nurse case manager who assists with meeting the needs of Spanish-speaking clients.

The MCM is doing a good job of engaging clients and ensuring that client Eligibility Review and annual Assessments are completed in a timely manner. Services are delivered in accordance with key principles of chronic disease management and client self-management. The client files show that the case management program is knowledgeable about community resources and is providing referral and advocacy services.

### **Health Security Preparedness & Response**

Hood River County Public Health Department's Emergency Preparedness Program is coordinated by one part-time employee, Ian Stromquist, REHS. In addition to coordinating the Emergency Preparedness Program, Mr. Stromquist also serves as an Environmental Health Specialist. The Emergency Preparedness Program has access to the Health Department's Public Information Officer, Mike Matthews, REHS, to support emergency public information and warning as well as community outreach and education.

The Hood River Public Health Department's Emergency Preparedness program demonstrated many notable strengths including the following examples:

- All staff have received ICS 100 & 700 training, at a minimum.
- The program has developed a robust Emergency Operations Plan and Continuity of Operations Plan.
- The program has developed an excellent multi-year Training and Exercise Plan.
- The program utilizes unique and innovative public outreach methods, such as embedding emergency preparedness education into other existing programs, including Environmental Health.

The program conducts well planned exercises aimed at "whole-community" preparedness efforts.

### **Immunizations**

The immunization staff at the Hood River County Health Department serve a vital role in the continued health of their community. Trish Elliott and her team continue to manage an efficient and effective immunization practice that serves as a model to other health departments across Oregon. In fact, their most recent Vaccines for Children Program compliance site visit (on June 30, 2016) resulted in a 100% review score with no compliance findings noted.



Trish and her team have done an excellent job building partnerships within their community. For example, they broadcast a monthly radio show focused on public health topics relevant to their community. Trish is strong advocate for immunizations in her community, and continues to be an invaluable partner to the Oregon Immunization Program.

### **Reproductive Health**

Hood River County Health Department's family planning services are provided to all individuals who seek their services. All birth control methods and information are available to assist clients in achieving a pregnancy when it's desired. Bilingual staff are employed to assist clients in understanding their health care needs.

Hood River County Health Department's management is very engaged with community partners, including participating in their Coordinated Care Organization's advisory committee. They administer the GAP program, which connects uninsured clients to participating medical clinics and providers for low cost medical services. The administrator and nursing supervisor participate in a local radio show providing information on the services which are provided by the health department.

### **Tuberculosis**

Hood River County is prepared for a case and nursing staff are trained about TB. The Health Officer is very engaged.

The staff and health officer are engaged and interested in learning about TB. They contact the TB program regularly with good questions or requests for updates and are very concerned about issues related to patient care.

### **Vital Records**

Hood River County was the county of birth for 414 infants registered in the last year and 173 deaths were recorded in the county last year. The county vital records office serves the community by offering a local office where certified copies of birth and death records are available to order by authorized individuals. The county is limited to providing this service for the first six months after the event, whether birth or death. Orders placed in this office are completed within one day.

The Hood River County staff members consistently provide excellent customer service to their customers and partners in the community.

Community partners interviewed during this visit included staff members at the local hospital and local funeral home directors. They all report excellent relationships with the county office. Staff members in the state office, who work with the county staff, report a similar high regard for the work of this office.