

AGENCY REVIEW

Klamath County Public Health **July, 2017**

Prepared by
Oregon Health Authority
Public Health Division

Danna Drum, MDiv
Strategic Partnerships

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PUBLIC HEALTH DIVISION
Office of the State Public Health Director

Kate Brown, Governor

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October 15, 2017

Ms. Minty Morris, Chair
Klamath County Board of Commissioners
305 Main Street
Klamath Falls, OR 97601

Dear Ms. Minty Morris:

The triennial onsite agency review was conducted for Klamath County Public Health in June and July 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.

The review included the appraisal of items in 16 program areas, listed below. Program areas with compliance findings are indicated with an asterisk.

Administration	Immunizations*
Babies First! and Perinatal	Reproductive Health
Civil Rights	Sexually Transmitted Infections
Communicable Disease	Tobacco Prevention & Education
Drinking Water Services	Tuberculosis
Fiscal	Women Infants and Children (WIC)*
Food, Pool Lodging Health & Safety*	WIC Farm Direct Nutrition Program (FDNP)
HIV Prevention	
Health Officer	

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. 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 triennial review are very good. Our team is working closely with Klamath County Public Health Director and Local Public Health Administrator, Courtney Vanbragt, to resolve all the findings.

A full report has been sent to Courtney Vanbragt. 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 Courtney Vanbragt to schedule a time to meet with you to go over findings and answer any questions. 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 Klamath County Public Health Department to be composed of a committed team of professionals who deliver quality public health services to your community. The citizens of Klamath County are very fortunate to have this agency providing comprehensive public health services.

We thank you for assuring that all compliance findings are resolved and for your support for the strong public health work Klamath County is providing to its community.

Sincerely,



Danna Drum
Strategic Partnerships Lead



Kim La Croix
Local Health Department Consultant

Enclosures

cc: Derrick DeGroot, Vice Chair, Klamath County Commissioner
Donnie Boyd, Klamath County Commissioner
Courtney Vanbragt, Administrator, Klamath County Public Health



October 15, 2017

Klamath County Public Health Triennial Review Report

This is an overview report of the June and July 2017 triennial review of the Klamath County Public 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 Courtney Vanbragt, Public Health Department Director. We urge you to review this document as it contains important information about your public health programs and their requirements.

Klamath County Health Services received Federal funds of \$887,653 for fiscal year 2016. This includes \$180,758 General Fund, \$681,294 Federal funds of which \$420,775 is for WIC Program and \$25,601 Other Funds.

Report Prepared by: Danna Drum, Strategic Partnerships Lead, and Kimberly La Croix, Local Health Department Consultant, 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.

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 must do the following to comply with program requirements:

1. Conduct recheck inspections within 14 days of the semi-annual inspection unless an alternative timeframe has been specified. OAR 333-012-0055(3).
DUE DATE TO COMPLY: 11/1/2017

Health Officer

The LPHA is in compliance with all program requirements.

Health Security Preparedness and 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. Submit vaccine orders according to the tier assigned by the Oregon Immunization Program (OIP)
 - 1.1 Please submit vaccine orders on a bi-monthly basis. RESOLVED:
7/31/2017
2. Work with birthing hospitals within LPHA's Service Area when maternal screening and documentation of hepatitis B serostatus (HBsAg) in the Electronic Birth Registration System drops below 95%.
 - 2.1 2.1 Sky Lakes Medical Center reported an 87% HBsAg screening rate. LPHA will develop and implement an action plan to address the declining screening rate with the hospital. RESOLVED: 9/27/2017

Reproductive Health

The LPHA is in compliance with all program requirements.

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 (TB)

The LPHA is in compliance with all program requirements.

Vital Records

The LPHA is in compliance with all program requirements.

Women Infants & Children (WIC) Program

The WIC compliance review was separate from the Triennial Review and was conducted in May 2016.

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

1. Assure that processing standards are met for all program participants. (Policy 605).
RESOLVED: 7/28/16
2. Assure that the Proof of ID for infants and children is documented correctly in the participant record. (Policy 610). RESOLVED: 4/2016
3. Assure that infants are provided with the correct food package for their category and risk, and that benefits are provided according to policy. (Policies 601, 605 & 769). RESOLVED: 7/28/2016

WIC Farm Direct Nutrition Program (FDNP)

The LPHA is in compliance with all program requirements.

PROGRAM OVERVIEW AND STRENGTHS

Administration and Civil Rights

Klamath County Public Health (KCPH) provides an array of public health services, including WIC, Communicable Disease Prevention and Investigation, Environmental Health, Maternal and Child Health, Reproductive Health, Vital Records and Tobacco Prevention programs.

KCPH is led by Courtney Vanbragt, local public health administrator. Courtney worked as the Klamath County Health Department program manager for health promotion before moving into the administrator position. She is actively engaged in committees with the Oregon Public Health Division (e.g. work group for public

health modernization rules) and offers prudent and timely feedback that is respected by PHD staff.

Courtney Vanbragt has been instrumental in bolstering public health programs by securing funding for programs such as Sustainable Relationships for Community Health (SRCH) grant with Pacific Source and Sky Lakes hospital. KCPH is a leader in tobacco prevention and education. One recent accomplishment is the policy work to implement a county-wide tobacco retail licensing system.

Courtney led an important effort to reclassify employees to ensure compensation is comparable to other health service jobs in the area. She also eliminated third party billing and has implemented extensive marketing and outreach about public health services. All of these actions contribute to financial sustainability of the health department.

Babies First & Perinatal

Since the 2014 Triennial Review, significant transition and reorganization of Administrative Leadership and MCH Nurse Home Visiting staff members has occurred. Long-time Administrator, Marilynn Sutherland and Nurse Home Visiting Coordinator, Kathy DeVoss have retired. Both women were exceptionally dedicated and provided expertise and leadership in their specific roles at KCPH. Current KCPH Staff include Courtney Vanbragt, Administrator, Jessica Dale, Assistant Director, Nurse Supervisor, Kellie Hansen and Jeri Lang, Maternal Child Health Nurse Home Visitor; all work collaboratively and demonstrate a high functioning, organized and professional MCH team that serves the families of Klamath County. This is commendable work considering the relatively short period of time that staff have been working in their positions since the 2014 Triennial Review process.

Program Strengths:

- Comprehensive and updated MCH Policies and Procedures Manual that support MCH Nurse Home Visiting programs. Well done referral process policy noted.
- Nursing documentation noted in reviewed enrolled client records are thorough and comprehensive; are reflective of Nurse Home Visitor, Jeri Lang's nursing skills.
- Physical environment of Health Department location is accessible and inviting to clients.

- Title V Plan is well structured with feasible activities noted for achieving planned outcomes.

Communicable Disease

The Klamath County Public Health Communicable Disease has had many staff transitions over the past three years. Currently, they are fully staffed. Communicable disease investigations are completed by Jerrolyn Lang, Kellie Hansen, and Sharon Haddock. Environmental Health staff assist in outbreak investigations. In the triennial period there were 467 reportable disease conditions and 22 reported outbreaks.

Klamath County Public Health is committed to improving their disease investigation processes to better serve the residents in their jurisdiction.

Drinking Water

The Drinking Water program provides services to public water systems that result in reduced health risk and increased compliance with drinking water monitoring and maximum contaminant level requirements. The Drinking Water program reduces the incidence and risk of waterborne disease and exposure of the public to hazardous substances potentially present in drinking water supplies. Services provided through the drinking water program include investigation of occurrences of waterborne illness, drinking water contamination events, response to spills, emergencies, and inspection of water system facilities. Drinking water program reports data to OHA, Drinking Water Services (DWS) necessary for program management and to meet federal Environmental Protection Agency (EPA) Safe Drinking Water Act program requirements.

Klamath County's Drinking Water Program was well prepared for the triennial review and had completed their own pre-review audit. This pre-review audit enabled the on-site portion of the triennial review to be streamlined and allowed time to concentrate on a few specific issues that the county is experiencing with water systems. The county is very responsive to alerts and this is well documented through contact reports in system files.

Fiscal

Klamath County Public Health has sufficient internal controls to adequately safeguard assets and to prevent and detect errors in a timely manner. The

operation is organized and efficient with a commitment to quality, fairness and accuracy.

Food, Pool and Lodging Health and Safety

Klamath County Environmental Health is doing a good job of providing Environmental Health services to the community. The inspection rates for licensed facilities are 100% in all program areas and staff conduct high quality inspections focused on critical risk factors.

Health Officer

The Health Officer, Dr. Wendy Warren is well versed in the arena of Public Health, and provides expert medical guidance for Klamath County Public Health. She has regular communication with the Health Administrator, Courtney Vanbragt.

Health Security, Preparedness and Response

The Public Health Emergency Preparedness Program (PHEP) at Klamath Public Health is staffed by a robust, diverse and experienced staff. PE-12 contract budget allows for .79 FTE funding spread among 4 staff to operate the program. Two staff who are also part of the environmental health program, comprise the bulk of the PHEP program at .40 and .30 FTE. The public health director and manager are supported appropriately with .09 FTE in funds.

PHEP staff have worked hard over the years with the support of the new director to bring the program into compliance and are continuing to make the program grow. In addition to participating in statewide and regional preparedness and response exercises, the program has supported response to infectious disease outbreaks, harmful algal blooms, and extreme wildfire smoke.

Immunizations

Klamath County Public Health is committed to running a strong immunization program. They are able to serve a large population within the county with the assistance of their two delegate agencies. The clinic had two compliance issues during the 2016 VFC site visit that were quickly resolved.

Klamath County Public Health has maintained a quality immunization program amid staff turnover and funding challenges. Staff continues to make immunizations a priority and performs numerous community outreach activities. Through the

receipt of a mini grant, Klamath County Public Health was able to immunize over 125 middle school aged children during two walk-in immunization clinics.

Reproductive Health

Klamath County Public Health has one family planning clinic located in Klamath Falls, OR. Klamath County Public Health shares a parking lot and bus stop with Veterans Affairs and Intellectual/ Developmental Disabilities businesses.

Klamath County Public Health has consistent hours Monday – Friday. In the event of an emergency the Sky Lakes Medical Center is open 24 hours/ day and is located 3.9 miles from the clinic.

Reproductive health services are provided Monday through Friday with appointments with a RN and NP. Walk-in appointments are worked into schedule, as needed. Klamath County Public Health provides clinical services according to National Standards for Quality Family Planning services.

Klamath County Public Health provides outreach for services at both regularly scheduled events and additional events requested by community and local schools. They also work with a Youth Advisory Board for additional input from forms, brochures, and outreach.

Data from calendar year 2015 shows that 86% of Klamath County Public Health family planning clients are at or below 138% FPL. 2016 data will not be available until later in 2017. Medical services are provided according to national standards of care, ensuring quality family planning services. Documentation of appropriate education and anticipatory guidance are noted on the Client Visitation Records (CVR) for the encouragement of preventative healthcare.

The 2015 area population 80.1% white, non-Hispanic, 11.2% Hispanic or Latino, American Indian & Alaska Native combined at 3.1%, Asian 1%, Black 0.9%, and Native Hawaiian/ Pacific Islander each at 0.2% according to the last Federal Census. The agency has provided family planning services at 20.1% to Hispanic or Latino even though population is at 11.2%.

Klamath County Public Health effectively screens for financial eligibility and financial need according to Title X. They are also effective to screen for the CCare eligibility.

Klamath County's 2004 Teen (10-17 year of age) pregnancy rate 11.8% compared to the 2014 rate which decreased to 4.6%. This is a decrease of 61% since 2004. KCPH reproductive health medical staff have demonstrated that they providing care according to the United States Preventative Services Task Force (USPSTF) standards. Client centered approach was observed in the clinic during the Triennial Review. Staff in the Family Planning clinic are from a variety of specialties: Medical Doctor (MD), Nurse Practitioners (NP), and Registered Nurses (RN). They continue to provide excellent family planning care with emphasis on counseling, education and access to long acting reversible contraceptives.

Sexually Transmitted Disease (STD) Prevention

Klamath County Public Health offers STD services out of its location in Klamath Falls. In 2016, the county's rates of both chlamydia (397.6 per 100,000) and gonorrhea (90.5 per 100,000) were slightly below the state rates (438.9/100,000 for chlamydia and 109.6/100,000 for gonorrhea). Of particular note are the sustained increases in gonorrhea the county has experienced recently, a trend being seen both regionally and statewide. After a period of less than 10 cases annually from 2007-2010, the county saw its gonorrhea case count grow to 61 in 2016 with 43 cases year-to-date for 2017. In contrast to gonorrhea, the county has seen relatively little syphilis morbidity with one early syphilis case annually since 2014.

The reviewer was impressed by the program's management and staff, their clear commitment to continuous quality improvement activities through their STD program, and their commitment to patient confidentiality. Particularly noteworthy were changes made to clinic flow which included refraining from asking clients to give information verbally in reception area and having health history information that was previously collected in the reception area by front desk staff taken by nursing staff in the exam room. Also, the steps taken by staff to reinforce messages around confidentiality of services and records for youth is outstanding and serves to engender trust with the most vulnerable members of their county. Klamath County has also produced an outstanding STD awareness patient education pocket guide which is a model for other health departments and STD service providers across the state.

Tobacco Prevention & Education Program (TPEP)

Klamath County Public Health has continued to implement its TPEP program through a comprehensive approach that includes facilitating community

partnerships, creating tobacco-free environments, countering pro-tobacco influences, promoting quitting of tobacco among adults and youth, and reducing the burden of tobacco. Klamath County Public Health has fulfilled all responsibilities related to local enforcement of the Oregon Indoor Clean Air Act, including responding to complaints of violation.

Klamath County Public Health TPEP staff have done excellent work promoting adoption of tobacco-free properties policies and providing technical assistance to support policy implementation. Outreach to local elected officials and other decision makers regarding the hazards of tobacco (as the leading cause of preventable death in the state) and inhalant delivery systems helped lead to adoption of a tobacco-free Health Department policy and development of a comprehensive tobacco-free County Properties policy for consideration by County Leadership. TPEP staff has provided technical assistance in the development and implementation of TF policies for the County Fairgrounds, Wiard Park, Bill Collier Community Ice Arena, Steen Sports Park, and Kiger Stadium.

Klamath County Public Health has built positive relationships with a variety of community partners and are recognized by decision makers and partners as experts in tobacco prevention. Program staff have promoted tobacco cessation by supporting efforts to strengthen referrals to the Oregon Tobacco Quit Line and providing tobacco cessation resources to various health systems partners and community organizations. Klamath County Public Health has a strong working relationship with Cascade Health Alliance, as well as other health care and service providers in the community.

During this review period, the TPEP program has supported the adoption and implementation of a County Tobacco Retail License Ordinance, and continues to work with 5 additional jurisdictions to adopt TRL resolutions that are consistent with the County policy.

Program staff participate in required trainings and technical assistance activities, submit work plans and reports in a timely manner, and demonstrate an ongoing commitment to advancing program efforts toward social norm changes around support of tobacco prevention.

Tuberculosis

A case of TB disease is diagnosed in Klamath County every few years. Although Klamath County is low incidence for TB, the occasional TB case is to be expected.

Although Klamath County is low incidence for TB, Klamath County public health is prepared for a TB case and demonstrates good general knowledge about TB.

Vital Records

The Klamath County Vital Records office serves their 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 typically completed within one day.

The Klamath County Vital Records Office consistently provides excellent customer service to their customers and partners throughout the community. The county registrar, Jessica Dale ensures all areas of the vital records office run smoothly and securely.

The Klamath County Office of Vital Records provides a positive linkage between the community and the state vital records office. Records and reports are handled with careful attention to maintaining security and confidentiality. State staff that have contact with the county report an excellent relationship with this office.

Women Infants & Children (WIC)

WIC's mission is to safeguard the health of low-income women, infants, and children up to age 5 who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care. Delivering high quality nutrition services is essential in not only carrying out this mission, but also ensuring that WIC continues to be the premiere national public health nutrition program.

The most recent fact sheet for the Klamath Public Health WIC agency can be found on the Oregon WIC website:

<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/annual.aspx>

Program strengths

1. Klamath County WIC was 1 of only 5 programs (out of 34) statewide that maintained its caseload during this time of state and national decline.

2. Klamath WIC staff have developed a number of key partnerships in the community, including involvement in the Blue Zone project. This has contributed to greater visibility of WIC in the community and has strengthened their referral base.
3. WIC staff have come up with innovative ideas for participant nutrition education groups, including cooking classes that involve both parents and children.

WIC Farm Direct Nutrition Program (FDNP)

The Oregon Farm Direct Nutrition Program (Farm Direct) provides WIC families with FDNP checks once a year to purchase fresh, locally-grown fruits, vegetables and cut herbs directly from local farmers.

The Klamath County WIC Program tried a new approach in offering the FDNP checks – an all day fair, where participants could drop-in. The result was a redemption rate of 68.77% for 2015, which is a significant increase from their 2014 rate of 56.46%, and closer to the 2015 statewide average of 73.73%.

QUALITY ASSURANCE RECOMMENDATIONS

Communicable Disease

Recommend producing an annual summary of CD data and making it available to the public or post a link to ACDP's annual summary on their website.

Recommend more timely case and contact interview

Recommend interviewing >80% of cases

Recommend collecting complete risk factor data on >80% of cases.

Recommend assessing vaccination status for hepatitis A and B cases

Recommend collecting 5 or more specimens for GI and respiratory outbreaks

Recommend increasing case finding efforts in outbreak investigations

Recommend creating epidemic curves for LTCF and common source outbreaks.

Recommend completing the control measures report for LTCF outbreaks.

Recommend more timely completion of final outbreak report.

Immunizations

Recommend continuing efforts to develop a supportive relationship with delegate agencies. The Oregon Immunization Program (OIP) would enjoy partnering with

Klamath County on any improvement projects, including pediatric and adolescent immunization rates.

Sexually Transmitted Disease

The STD program is encouraged to look at implementing a formal client satisfaction process specific to HIV/STD services on an annual basis. The program is also encouraged to increase efforts to provide HIV screening to STD cases, particularly those with gonorrhea and syphilis whose HIV status is unknown or who have not received a recent HIV test.

Maternal Child Health

- Chart Audit – Consider eliminating “Patient Contact Index” form; it is duplicative of “Client Progress Form.”
- Chart Audit – Consider elimination of “Problem Index” form as that information is captured in the Nurse Plan of Care and TCM Care Plan.
- Chart Audit – Consider a reorganization of client records utilizing a “tabbed section” format (e.g. Screenings, TCM, Nursing Notes, and Physician/Provider Correspondence) with a goal of ease for auditors in locating documentation requirements.
- Chart Audit – Draw line and place RN’s initials to indicate page or portion of page was left blank intentionally.
- Chart Audit – Consider adding an Oral Health Screen to enrolled children’s charts as indicated.
- Policies and Protocols – Comprehensive and updated!! Suggest adding a “Social Media/Texting policy that describes rules for Nurse Home Visitor texting clients. Should be used only for scheduling and reminding of client appointments.



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December 15, 2017

Ms. Minty Morris, Chair
Klamath County Board of Commissioners
305 Main Street
Klamath Falls, OR 97601

Dear Ms. Minty Morris:

The triennial onsite agency review was conducted for Klamath County Public Health (KCPH) in June and July 2017. The compliance findings in the review are based on federal and state statutes or rules, contract requirements, or specific minimum standards agreed to by the local health departments in Oregon.

A letter listing items that needed correction was sent to you after the review. The Public Health Administrator was provided a document listing the specific items and the time frame for correction.

I am very pleased to write you this letter thanking you and your staff for resolving all of the compliance findings.

Sincerely,

Kimberly La Croix
Local Health Department Consultant
Oregon Public Health Division

Danna Drum
Strategic Partnerships
Oregon Public Health Division

cc: Derrick DeGroot, Vice Chair, Klamath County Commissioner
Donnie Boyd, Klamath County Commissioner
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