

# **AGENCY REVIEW**

## **Lake County Public Health** **July, 2017**

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

**Danna Drum, MDiv**  
**Strategic Partnerships**

**Kim La Croix, MPH, RD**  
**Local Health Department Consultant**



October 2, 2017  
Mr. Dan Shoun, Chair  
Lake County Board of Commissioners  
513 Center Street  
Lakeview, OR 97630

Dear Commissioner Shoun:

The triennial onsite agency review was conducted for Lake 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 15 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
Fiscal*	Tuberculosis
Food, Pool Lodging Health & Safety	Vital Records
Health Officer	Women Infants Children (WIC)* and Farm Direct Nutrition Program

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 good. Our team is working closely with Lake County Public Health Director and Local Public Health Administrator, Beth Hadley, to resolve all the findings.

A full report has been sent to Beth Hadley. 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 Beth Hadley 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 Lake 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 Lake 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 Lake County is providing to its community.

Sincerely,

Danna Drum  
Strategic Partnerships Lead

Kimberly La Croix  
Local Health Department Consultant

Enclosures

cc: Bradley J. Winters, Vice Chair, Lake County Commissioner  
Ken Kestner, Lake County Commissioner  
Beth Hadley, Administrator, Lake County Public Health



PUBLIC HEALTH DIVISION  
Office of the State Public Health Director

Kate Brown, Governor

Oregon  
**Health**  
Authority

800 NE Oregon Street, Ste. 930  
Portland, OR 97232  
Telephone: 971-673-1222  
FAX: 971-673-1299  
TTY: 711  
healthoregon.org

September 25, 2017

## **Lake County Public Health Triennial Review Report**

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

Lake County Public Health received Federal funds of \$106,093 including \$35,576 for the WIC Program for fiscal year ended June 2017. The Health Department also received \$22,318 General Fund and \$34,788 Other Fund for the same period. 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.

**Report Prepared by:** Kimberly La Croix, Local Health Department Consultant,  
Office of the State Public Health Director

## **COMPLIANCE FINDINGS SUMMARY**

### **Administration**

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

1. Maintain and calibrate the fire extinguisher located at the Lake County Public Health Office. RESOLVED: 7/3/2017

### **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.

### **Fiscal**

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

1. Design and implement an effective inventory system to control purchase, ordering, and use of medications and supplies.
2. Record, complete and confirm medical supplies and medication inventory on regular basis.
3. Ensure inventory balance is recorded and tracked on daily basis and reconciled with, monthly, quarterly or semi-annually inventory counts. Discrepancies (if any) must be researched, reported to Accounting Manager and rectified or adjusted accordingly in a timely manner.
4. Billing statements to clients must show the total charges as well allowable discounts.
5. Complete and submit Cost Analysis of services updated every two years.

DUE DATE TO COMPLY WITH ALL OF THE ABOVE FINDINGS:  
11/9/2017

### **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 and Response**

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 Oregon Immunization Program (OIP)
  - 1.1 Ordering tier has been changed to M1 for monthly ordering.  
Please submit vaccine orders during the first two weeks of the month. RESOLVED: 7/17/17

2. LPHA is billed quarterly for vaccines administered to insured patients. Have bills for the past year been paid?
  - 2.1 The last 4 quarters bills were paid over 30 days after bill was sent. Please adjust billing practice in order to submit payment within 30 days of the date of bill. DUE DATE TO COMPLY: 9/2017
  
3. Does the LPHA practice under Oregon Health Authority's (OHA) model standing orders, and are all orders current and signed?
  - 3.1 The standing order for HPV vaccine is not the most current version. Please update the HPV standing order with the most current, signed version. RESOLVED: 6/28/2017
  
4. LPHA must comply with Vaccine Billing Standards
  - 4.1 Tier 3
    - a. Implement administration charges based on results of the administration fee cost analysis. DUE DATE TO COMPLY: 9/28/2017.

### **Reproductive Health**

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

1. Annual staff training on encouraging family involvement counseling which includes documenting attendance records or training certificates. DUE DATE TO COMPLY: 9/12/2017.

### **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 July 2016.

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

1. Assure that a local agency self-evaluation of program operations is completed and filed at a minimum of every other year. It was not done in 2015; next due in 2017. (Policy 215). RESOLVED 6/2017
2. Assure that participant proofs are documented correctly in the participant record. (Policy 610). RESOLVED 1/18/2017
3. Assure that biochemical measurements are taken within required timeframes and documented correctly, or if refused, that refusals are documented correctly. (Policy 625) *This is a repeat finding from 2014.* RESOLVED 1/18/2017
4. Assure that program rights and responsibilities are reviewed thoroughly with participants at certifications and re-certifications. (Policy 635). RESOLVED 1/18/2017
5. Assure that health or diet risks selected during nutritional assessment are documented correctly. (Policies 625, 640, 670). RESOLVED 1/18/2017
6. Assure that a statement is made to the participant during the certification appointment about program eligibility and the desired health outcome. (Policy 820) *This is a repeat finding from 2010, 2012 and 2014.* RESOLVED 1/18/2017
7. Assure that medical documentation forms are reviewed and signed by the WIC Registered Dietitian or another health professional. (Policy 765). RESOLVED 1/18/2017
8. Assure that a diet questionnaire is completed for all infants during their mid-cert health assessment. (Policy 646). RESOLVED 1/18/2017
9. Assure that participants are offered the opportunity to set a nutrition-related “next step” and that a second nutrition education option is offered and documented in participants’ records. (Policy 820). RESOLVED 1/18/2017
10. Assure that participants who do not attend scheduled second nutrition education are issued benefits according to policy. (Policy 835). RESOLVED 1/18/2017
11. Assure that the local agency follows the procedure for referring high-risk participants to the Registered Dietitian. (Policy 661) *This is a repeat finding from 2014.* RESOLVED 1/18/2017
12. Assure that all high risk participants have an accurate and individualized care plan documented in their participant record. (Policies 661 and 830)

13. *This is a repeat finding from 2014.* RESOLVED 1/18/2017

### **WIC Farm Direct Nutrition Program**

The LPHA is in compliance with all program requirements.

## **PROGRAM OVERVIEW AND STRENGTHS**

### **Administration and Civil Rights**

Lake County Public Health provides an array of public health services including Immunization and Emergency Preparedness, WIC, Communicable Disease Prevention and Investigation, Maternal and Child Health, Reproductive Health, Vital Records and Tobacco Prevention programs.

Lake County Public Health is led by Beth Hadley, local public health administrator. Beth is a seasoned public health nurse and has transitioned very well to her new position as health administrator. She has been the administrator since January 2016. Beth has provided leadership to develop community partnerships in a manner that is effective to support shared population health goals for dental health, immunizations and childhood obesity. For example, Lake County Public Health implements the *First Tooth* program which provides protective fluoride varnishes for children and refers them to partnering providers including Warner Mountain Medical, North Lake Clinic, Head Start and Advantage Dental.

Other initiatives with community partners include the *Outback Strong* health promotion campaign which provides coordinated messaging and events via Facebook and the summer food program. Lake County Public Health partners with Community Advisory Committee partners, such as Early Learning and the Lake Health District, to administer this program which aims to empower the people of Lake County to live strong and healthy lives.

Beth ensures that anyone who walks into the Lake County Public Health office can get the help they need by promoting a “no wrong door” culture for her department. Staff are aware of community resources and refer walk-in community members to appropriate services, even if those services are not in the public health department.

### **Babies First & Perinatal**

The Lake County Public Health staff that implement the Perinatal and Babies First! programs are a dedicated and skilled team. Long time Lake County Public Health



Maternal and Child Health (MCH) Nurse Home Visitor and Lead Jill Harlan provides crucial MCH nursing services to community families. These services are provided within an environment of limited resources where staff members work multiple programs within limited FTEs. Administrator, Beth Hadley provides an excellent, hands-on type of leadership and support to her colleagues.

### **Communicable Disease**

Lake County Public Health Communicable Disease investigations are completed by Beth Hadley, Judy Clarke and Jill Harlan. In the triennial period there were 87 reportable disease conditions and no reported outbreaks.

Beth is an experienced public health nurse who has worked in clinic operations and communicable disease control. Beth is dedicated to serving the health of the community and she communicates regularly with partners at the hospitals to ensure timely disease reporting.

### **Fiscal**

Lake 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**

Environmental Health Licensing Programs provide regulatory oversight of public Food, Pool and Lodging facilities. Lake 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 most program areas.

### **Health Officer**

The Health Officer, Dr. Spencer Clark, is well versed in the arena of Public Health, and provides expert medical guidance for Lake County Public Health. He has regular communication with the Health Administrator, Beth Hadley

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

While Lake County Public Health receives only minimal funding, the administrator and her staff consistently complete the work required within their contract as outlined within their work plan.

The funds provided to the agency support .22 FTE of the administrator's salary and three RNs are funded by an additional .09 FTE.

### **Immunizations**

Lake County Public Health Department provides essential immunization services to Lake County residents. Judy Clarke took over as immunization coordinator at the end of 2016 and brings renewed enthusiasm for immunizations to the health department.

Lake County is one of the smaller counties in Oregon which allows for health department staff to be deeply involved with the larger community in a variety of ways. They have close connections with private providers as well as local public school and child care centers. Judy is progressive in the way she addresses vaccine hesitancy in her community.

### **Reproductive Health**

Lake County Public Health continues to provide excellent care for all individuals who seek family planning services. Clients are offered a wide range of birth control methods along with education and information on preventive healthcare. A medical provider is available once a month to provide well women exams.

Despite budget restrictions Lake County Public Health staff are providing excellent care to all their clients. They are engaged with community partners to assess the needs of their county residents. They participated in their Community Advisory Council and developed an outreach program called Outback Strong. This program provides monthly events to empower the people in Lake County to live strong and healthy lives.

The health department applied and received a mini grant from OHA's Title X program to enhance their services to youth.

### **Sexually Transmitted Infections**

Lake County Public Health offers Sexually Transmitted Disease (STD) services out of its primary location in Lakeview as well as in North Lake. The county has traditionally experienced little STD morbidity beyond chlamydia cases. However, they have experienced a substantial increase in gonorrhea cases from 0-1 from 2007-2015 to 7 cases in 2016 and 5 cases year-to-date in 2017. The county has not

yet been impacted by the state syphilis outbreak and has not experienced any syphilis cases in the recent past.

Lake County's STD program benefits from dedicated and committed staff. The quality of their STD case work in reporting data base, Orpheus, is very strong. The health department director and nurse (Beth Hadley) is to be commended for her initiative in creating and disseminating a Public Health Notice in April to address the county's increases in STD cases. The notice included messaging around the asymptomatic nature of STDs, the importance of routine screening for certain groups, and the need for proper treatment and re-testing of individuals found to be infected with an STD. The program is also to be commended for their efforts in quality improvement. A good example of these efforts was their work with Oregon State Public Health Laboratory to make changes to their courier schedule which allowed for lab reporting to be made in an even more timely fashion.

### **Tobacco Prevention & Education Program (TPEP)**

Lake County has continued to implement its TPEP program through a comprehensive approach that includes facilitating community partnerships, creating tobacco-free environments, countering, promoting quitting of tobacco among adults and youth, and reducing the burden of tobacco. Lake County has fulfilled all responsibilities related to local enforcement of the Oregon Indoor Clean Air Act.

Lake County TPEP has successfully promoted policy change for healthy, tobacco-free environments in a variety of settings including county workplaces, fairgrounds, parks and the hospital. The county is very large and is served by two coordinators (one in the south and one in the north) who work well together to reach the entire population of the county. Recently, one of the TPEP Coordinators has begun to successfully collaborate with the Substance Abuse Prevention Coordinator to work towards a comprehensive tobacco and smoke-free parks policy.

The TPEP program follows statewide tobacco control laws and takes required action on complaints that are received through the Workplace Exposure Monitoring System (WEMS) in a timely matter. They are assisted with these efforts by an Environmental Health Specialist.

The TPEP program promotes the Oregon Tobacco Quit Line in the Desert Whispers newsletter as well as to mental health providers and in health clinics. Print materials are taken to all public health related events and available in the lobby for clients that come to public health for various services.

Program staff continue to establish and maintain strong relationships with a broad range of policy makers, partners and community stakeholders including the Eastern Oregon Regional Support Network, Klamath Falls TPEP Coordinator, Community Advisory Council, Prevention Program, and the United Prevention and Intervention Coalition.

### **Tuberculosis (TB)**

Lake County is very low incidence for TB disease. A case has not been diagnosed in Lake County in the past 5 years. Although Lake County is very low incidence for TB, Lake County Public Health is prepared for a TB case and demonstrates good general knowledge about TB.

### **Vital Records**

The Lake 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 Lake County Vital Records Office consistently provides excellent customer service to their customers and partners throughout the community. The County Registrar, Beth Hadley ensures all areas of the vital records office run smoothly and securely.

The Lake 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. The local funeral home visited during this trip reports great relationships and excellent service from this office. State staff that have contact with the county report a similar high regard for the work of this office.

### **Women Infants Children (WIC) Program**

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 Lake County WIC agency can be found on the Oregon WIC website:

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

Lake County staff have participated in numerous community events to promote WIC services, particularly breastfeeding support. Lake County staff demonstrate good customer service, and can usually provide same-day services to WIC participants who drop-in to the clinic without an appointment. They also assist participants with receiving other clinic services, including immunizations and fluoride varnish as needed.

### **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.

## **QUALITY ASSURANCE RECOMMENDATIONS**

### **Administration**

While the Lake County Public Health Office is centrally located in downtown Lakeview, it is not easily accessible for individuals with disabilities. State and federal law require public agencies to provide goods, services and programs to people with disabilities on an equal basis with the rest of the public. Greater efforts are recommended to ensure disabled parking and curb cuts at drives, parking and drop-off locations are available. Additionally, signs indicating the location of the nearest accessible entrance at all inaccessible entrances should be displayed. Improvements to these identified accessibility needs would decrease barriers to the facility for people with disabilities. OHA shared an ADA toolkit to maximize accessibility and ensure compliance with the Americans with Disabilities Act and state civil rights laws.

**Communicable Disease**

1. Recommend revising Active Surveillance Standard Operating Procedure.
2. Recommend producing an annual summary of communicable disease data and making it available to the public or post a link to Acute and Communicable Disease Program's annual summary on their website.
3. Recommend collecting race, ethnicity, and risk factor data on at least 80% of cases.



PUBLIC HEALTH DIVISION  
Office of the State Public Health Director

Kate Brown, Governor

Oregon  
**Health**  
Authority

800 NE Oregon St.  
Portland, OR 97232-2195  
Voice: 971-673-1399  
FAX: 971-673-1299

December 4, 2017

Mr. Dan Shoun, Chair  
Lake County Board of Commissioners  
513 Center Street  
Lakeview, OR 97630

Dear Commissioner Shoun:

The triennial onsite agency review was conducted for Lake County Public Health (LCPH) 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 the compliance findings.

Sincerely,

Kimberly La Croix  
Local Health Department Consultant  
Oregon Public Health Division

Danna Drum  
Strategic Partnerships  
Oregon Public Health Division

cc: Bradley J. Winters, Vice Chair, Lake County Commissioner  
Ken Kestner, Lake County Commissioner  
Beth Hadley, Administrator, Lake County Public Health

