



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

Oregon
Health
Authority

800 NE Oregon Street, Suite 930
Portland, OR 97232
Telephone: 971-673-1222
FAX: 971-673-1299
TTY: 971-673-0372

August 14, 2017

Judge Dan Joyce
Malheur County Court
251 "B" St. West, Suite 5
Vale, OR 97918

Dear Judge Joyce:

The modified triennial onsite agency review of Malheur County Health Department was conducted between April 17 and May 12, 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 a 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 17 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	Vital Records
Food, Pool Lodging Health & Safety	WIC*
Health Security, Preparedness and Response Health Officer	WIC 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 report 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 the Malheur County Health Department Director and Local Public Health Administrator, Angela Gerrard, to resolve all the findings.

A full report with all documentation from the review will be sent to Angela Gerrard. 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 Angela Gerrard 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 County Court to determine if this meeting of the Local Public Health Authority occurs with one or more of the commissioners present.

Overall, agency reviewers find the Malheur County Health Department to be composed of a committed team of professionals who deliver quality public health services to your community. The citizens of Malheur 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 Malheur County Health Department is providing.

Sincerely,



Danna Drum
Strategic Partnerships Lead



Andrew Epstein
Local Health Department Consultant

Enclosure

cc: Angela Gerrard, Malheur County Health Department Director
Larry Wilson, Malheur County Commissioner
Don Hodge, Malheur County Commissioner



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

August 14, 2017

Malheur County Health Department Modified Triennial Review Report

This is an overview report of the April 17 – May 12, 2017 modified triennial review of Malheur 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 Angela Gerrard, Malheur County Health Department Director. We urge you to review this document as it contains important information about your public health programs and their requirements.

Malheur County Health Department received Federal, state and other funds of \$424,373 including \$250,000 for the WIC Program for fiscal year 2016. The Health Department also received \$59,186 General Fund and \$34,378 Other Funds.

Report Prepared by: Andrew Epstein, 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 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 must do the following to comply with program requirements:

1. Maintain an inspection rate of 100% for all licensed facilities. The following program is below the compliance rate: Organizational Camps. In addition, mobile unit licenses should only be issued for units operated in Malheur County. **Due date to comply: 12/31/17**

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. Comply with Vaccine Billing Standards – Tier 1. Submit information about the following items, including when and how implementation and review will occur. Resources and examples are available at <http://public.health.oregon.gov/PreventionWellness/VaccinesImmunization/ImmunizationProviderResources/vfc/Pages/BillingPublic.aspx>
Due date to comply: 8/15/2017

- a. Strategies to manage clients who are not eligible for VFC or 317 and are unable to meet the costs of the immunization provided
- b. The purchasing of privately-owned vaccine and how fees are set for vaccine charges to the client

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 (TPEP)

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

1. Assure that the local TPEP program is staffed at an appropriate level to support the completion of at least 75% of activities outlined within Malheur County's 2017-2019 local TPEP program plan. **Due date to comply: 11/30/2017**
2. Send to the state TPEP liaison a plan describing how the county program will achieve completion of at least 75% of the activities in the 2017-2019 local TPEP program plan. **Due date to comply: 12/31/2017**

Tuberculosis (TB)

The LPHA is in compliance with all program requirements.

Vital Records

The LPHA is in compliance with all program requirements.

WIC

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

1. Assure required staffing of qualified, trained individuals for the role of WIC Coordinator, Training Supervisor and Breastfeeding Coordinator to ensure the local program meets all state and federal regulations (Policy 435). **Due date to comply: 8/4/2017** (State WIC Program reviewing progress update submitted by Angie Gerrard)
2. Assure routine testing and calibration of scales at satellite clinics to ensure accuracy in measurements and risk assessment (Policy 626). **Due date to comply: 8/4/2017** (State WIC Program reviewing progress update)
3. Assure program integrity at satellite clinics when separation of duties is not possible by conducting appropriate audits by the program administrator or designated manager (Policy 595). **Due date to comply: 8/4/2017** (State WIC Program reviewing progress update)
4. Assure communication regarding WIC requirements has been shared with homeless facilities that serve WIC participants (Policy 655). **Due date to comply: 8/4/2017** (State WIC Program reviewing progress update)

WIC Farm Direct Nutrition Program

The LPHA is in compliance with all program requirements.

PROGRAM OVERVIEW AND STRENGTHS

Babies First! & Perinatal

In less than one year since the full triennial review was completed in June 2016, significant changes have occurred, including a reduction in the number of employed Malheur County Health Department (MCHD) staff members and a hiring freeze that has prevented hiring new staff to fill vacant positions.

Commendable leadership and dedication has been exhibited by Rebecca Stricker, RN, Home Visiting Coordinator and Angela Gerrard, Administrator. They and other MCHD staff are working diligently to continue to provide needed services to families, primarily women and children.

Communicable Disease

Malheur County Communicable Disease (CD) investigations are completed by CD staff. There has been some transition and changes in staff that has affected communicable disease investigations. In the last year and after the last review, 142 disease conditions were reported: 90 Hepatitis C, 18 campylobacter, 3 salmonella, 3 E.coli, 2 Hepatitis B (chronic), 2 West Nile virus cases and 2 reported outbreaks.

Due to other competing priorities, and staff-related transitions, the CD team needs to improve in a number of areas. It is important to create cases on a timely basis and investigation should not be delayed. Good relationships have been developed with the Long Term Care Facilities for reporting purposes and infection control guidance.

Drinking Water Services

The Drinking Water Program provides oversight and services to public water systems, resulting in reduced health risks as well as increased compliance with drinking water monitoring and maximum contaminant level requirements. The Drinking Water Program reduces the incidence and risk of waterborne diseases and exposure to hazardous substances potentially present in drinking water supplies for consumers. Services provided through the Drinking Water Program include investigation of occurrences of waterborne illness, drinking water contamination events and emergencies, response to spills, response to OHA alerts, inspection of water system facilities (surveys), and resolving compliance issues with systems identified by OHA as Priority non-Compliers (PNCs). The Drinking Water Program reports data to, and monitors data from, OHA Drinking Water Services (DWS) to meet State and Federal Environmental Protection Agency (EPA) Safe Drinking Water Act program requirements.

The Drinking Water Program staff are committed to promoting public health and taking actions to protect public health. Staff maintain professional working relationships with the 12 water systems they oversee. Staff attend all state-sponsored trainings and consistently reach out to DWS for technical support.

Fiscal

It appears that the Malheur 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 a commitment to quality, fairness and accuracy.

Food, Pool and Lodging Health and Safety

Malheur County Environmental Health is doing an excellent job of providing Environmental Health services to the community. The inspection rates for licensed facilities are good in all program areas except for Organizational Camp program.

Craig Geddes and Eric Evans have been 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.

Health Security, Preparedness and Response

Malheur County Health Department's (MCHD) Emergency Preparedness Program is currently coordinated at .5 FTE, by Katarina Ferber, who also serves as a Public Health Nurse. Additionally, the program is supported by approximately .25 FTE, with the responsibilities being shared as part time duties across various other positions within the Department.

MCHD's Public Health Emergency Preparedness (PHEP) Program demonstrated many notable strengths, including the following examples:

- MCHD's willingness to support the region as an emergency immunoglobulin (IG) host site continues to strengthen local emergency response capabilities and ensures protection for the health of the community during a communicable disease event.
- In addition to maintaining an All-Hazards base plan, MCHD is engaged in the following planning efforts:
 - MCHD recently submitted updates to Emergency Support Function (ESF) 8 to County Emergency Management for inclusion in the updated County Emergency Operations Plan, signed April 19th, 2017.
 - MCHD has completed an Ebola Plan, which has been included as an annex to All-Hazards base plan.
 - MCHD is also participating in the development of a disaster behavioral health support plan in collaboration with Local Mental Health Authority, Lifeways.
- MCHD maintains a Multi-Year Training and Exercise Plan, which is included in PHEP Annual Workplan.
- All MCHD staff receive IS 100 & 700 training, at a minimum.

- MCHD successfully conducts both routine and emergency communications with the community at large.
- MCHD's outstanding relationship with local Emergency Management, and the larger response community as a whole, provides enhanced opportunities for coordination in planning, training, exercise and response activities. As a result, the Emergency Preparedness program is performing very well.

Immunizations

Malheur County Health Department runs an exceptional immunization program under the supervision of Hilary Heller. The clinic had no compliance issues in the VFC program site visit. Malheur County staff do a remarkable job providing a resource to clinics in the county. They have a strong commitment to building relationships in their community which is made evident by their understanding of their population's needs and the length they go to fill those needs. They also do an excellent job managing their vaccine as shown by achieving over 95% accountability for their vaccine stock.

Reproductive Health

Reproductive health services are provided Monday through Friday with appointments with an RN. Appointments are available with the medical provider every Friday. Due to the long wait time to see the medical provider, Malheur County Health Department (MCHD) offers a half a day of walk-in appointments on the last Friday of the month.

Clinical services are provided following national standards of care which ensures clients are receiving quality family planning services. All birth control methods are available so clients are able to choose the best contraceptive method for themselves.

MCHD continues to provide excellent family planning care with emphasis on counseling, education and access to long acting reversible contraceptives. Despite the challenges with budget, staff continues to provide every client the services that they need.

Vital Records

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

The Malheur 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. Partners within the community, the local hospital and local funeral homes, visited during this trip report 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.

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 this local WIC agency can be found on the Oregon WIC website:

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

The WIC program has demonstrated the following strengths:

1. Malheur County WIC staff has demonstrated commendable resiliency and leadership during a period of transition after the retirement of their WIC coordinator.
2. To support breastfeeding efforts, Malheur County WIC has made improvements to clinic operations and encourages postpartum women to be seen in clinic shortly after delivery to support breastfeeding and address health and nutrition concerns.

3. Malheur County WIC collaborated with community partners to receive training and implement an innovative group education: Parent Café, which exemplifies participant centered services and education.

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.

Malheur County WIC has done an outstanding job of bringing together local area farmers and WIC participants at the WIC clinic to build community relations and effectively utilize the FDNP checks as demonstrated by a 2016 redemption rate of 75.19%, exceeding the 2016 statewide average of 63.92%.

QUALITY ASSURANCE RECOMMENDATIONS

Communicable Disease

1. Recommend timely case creation.
2. Recommend timely interview of all cases including animal bites.
3. Recommend improving on days to first interview attempts.
4. Recommend completing all risk factor questions for all cases requiring interview.
5. Recommend investigating all reported outbreaks.
6. Recommend attempting lab confirmation (5 specimens collected) for all outbreaks.
7. Recommend conducting case finding for all potential common source outbreaks.
8. Recommend completing epi curve for all potential common source outbreaks.



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

April 2, 2018

Judge Dan Joyce
Malheur County Court
251 "B" St. West, Suite 5
Vale, OR 97918

Dear Judge Joyce:

The modified triennial onsite agency review of Malheur County Health Department was conducted April 17 and May 12, 2017. The compliance findings in the review were 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.

We are very pleased to send you this letter thanking you and your staff for resolving all of the compliance findings.

Sincerely,

Danna Drum
Strategic Partnerships Lead

Andrew Epstein
Local Health Department Consultant

cc: Angela Gerrard, Malheur County Health Department Director
Don Hodge, Malheur County Commissioner
Larry Wilson, Malheur County Commissioner