

AGENCY REVIEW

Polk County **Public Health**

April, 2018

Prepared by
Oregon Health Authority
Public Health Division

Kim La Croix, MPH, RD
Public Health Systems Consultant



May 24, 2018

Mr. Mike Ainsworth, Chair
Polk County Board of Commissioners
850 Main Street
Dallas, Oregon 97338

Dear Chair Ainsworth:

The triennial onsite agency review was conducted for Polk County Public Health in March and April 2018. 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 18 program areas, listed below. Program areas with compliance findings are indicated with an asterisk.

Administration	HIV Care and Treatment*
Babies First! & Perinatal	Immunizations
Civil Rights	Reproductive Health
Communicable Disease	Sexually Transmitted Infections
Drinking Water Services	Tobacco Prevention & Education
Fiscal*	Tuberculosis
Food, Pool Lodging Health & Safety	Vital Records
Health Officer	Women Infants and Children (WIC)*
Public Health Emergency Preparedness	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 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 Polk County Public Health Administrator, Katrina Rothenberger, to resolve all the findings.

A full report will be sent to Katrina Rothenberger. 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.

Danna Drum will meet with the Board of Commissioners on June 12, 2018 to go over findings and answer any questions.

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

Sincerely,

Danna Drum
Strategic Partnerships Lead

Kim La Croix
Local Public Health Consultant

Enclosures

cc: Craig Pope, Polk County Commissioner
Jennifer Wheeler, Polk County Commissioner
Noelle Carroll, Director, Health Services
Katrina Rothenberger, Local Public Health Administrator, Polk 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

May 24, 2018

Polk County Public Health Triennial Review Report

This is an overview report of the March and April 2018 triennial review of the Polk County Public Health (PCPH). This report is a summary of individual reports from participating programs compiled by the Oregon Health Authority (OHA) Office of the State Public Health Director. Detailed individual reports will be sent to Katrina Rothenberger, Polk County Public Health Administrator. We urge you to review this document as it contains important information about your public health programs and their requirements.

Polk County Public Health Department received \$413,462 Federal Funds including \$205,025 for the WIC Program for fiscal year 2017. The Health Department also received \$168,098 from State General Fund Support and \$184,408 Other Funds for the same period.

Report Prepared by: Kimberly La Croix, Local Public Health 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.

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 must do the following to comply with program requirements:

1. Develop a system to monitor the fiscal compliance of Salem Health West Valley, a sub-recipient of OHA providing School Based Health Center (SBHC) services for Polk County residents, with contract requirements, including all applicable laws, rules and SBHC funding requirements.
2. Provide a written policy and procedure for the fiscal monitoring of Salem Health West Valley.
3. Conduct an audit to review the fiscal operations of Salem Health West Valley as part of the monitoring process to ensure Salem Health West Valley fully complies with contract terms, applicable laws, rules and SBHC funding requirements.

DUE DATE TO COMPLY: 7/24/2018

Food, Pool and Lodging Health & Safety

The LPHA is in compliance with all program requirements.

Public Health Emergency Preparedness

The LPHA is in compliance with all program requirements.

Health Officer

The LPHA is in compliance with all program requirements.

HIV Care and Treatment

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

1. Meet the 80% minimum compliance for client eligibility program requirements, including:
 - Verifying client eligibility every six months
 - Ensuring Annual household income entered in CAREWare (CW) matches documentation provided by the client
 - Ensuring primary insurance provider is entered correctly in CW.

RESOLVED: 5/9/18

Immunizations

The LPHA is in compliance with all program requirements.

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 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 LPHA must do the following to comply with program requirements:

1. Ensure that all local policies and procedures are developed within the framework of USDA, Federal and State requirements. (Policy 420)
2. Ensure that the breastfeeding coordinator meets the qualifications as outlined in policy. (Policy 710)

RESOLVED: 5/8/2018

WIC Farm Direct Nutrition Program (FDNP)

The LPHA is in compliance with all program requirements.

PROGRAM OVERVIEW AND STRENGTHS

Administration and Civil Rights

Polk County Public Health (PCPH) provides an array of public health services, including WIC, Communicable Disease Prevention and Investigation, Maternal and Child Health, Reproductive Health, and Tobacco Prevention programs.

Katrina Rothenberger has been the local public health administrator for Polk County since 2015. She is passionate about her duty to ensure all people in Polk County live, work, play and learn in communities that support health and optimal quality of life.

Katrina is a collaborative administrator who is dedicated to advancing public health modernization especially the foundational capability of health equity and cultural responsiveness.

Katrina has been instrumental in implementing cross-jurisdictional sharing initiatives with Marion County. As an early adopter of this work, Polk and Marion counties have shared resources for conducting joint community health assessments and a recent community-wide testing event/contact investigation for tuberculosis. Marion and Polk counties are currently working on an Intergovernmental Agreement to formally codify their collaborative work, as part of a Modernization Regional Partnership grant.

Katrina has improved the infrastructure for the Public Health Emergency Preparedness (PHEP) program and the Tobacco Prevention and Education Program (TPEP). Polk County has completed preparedness exercises with the Polk County Sheriff's Office, a local hospital and Western Oregon University. TPEP was previously housed under the Family and Community Outreach Department and is now housed under the Public Health Department. This change allows for more seamless collaboration and communication with other public health programs within Polk County and the Oregon Public Health Division.

Although the recent community-wide testing event for tuberculosis was widely considered a success, after action reports indicate it was challenging to provide culturally responsive care and information to the substantial Micronesian population that required testing. Katrina continues to actively seek resources and guidance on how to best promote health for this population. For example, PCPH staff participated in a workshop from a Micronesian Islander community-based organization. Other challenges PCPH experiences include clinical staff recruitment and cost sharing for clinical preventive services (e.g. immunizations) with the Willamette Valley Community Health Coordinated Care Organization.

With Katrina at the helm, PCPH is well-positioned to implement a modernized public health system and continue exceptional service to the residents of Polk County.

Babies First! & Perinatal

Maternal and Child Health activities include a newly implemented Oregon Mother's Care (OMC) program that served 21 clients in calendar year 2017. Ninety-one percent of OMC clients are meeting OMC benchmarks. Home visiting services are staffed by a recently hired 1.0 FTE Public Health Nurse and a 0.3 FTE Outreach Specialist. In the calendar year 2017, four Maternity Case Management (MCM) clients and 54 Babies First! clients were served. Staff are transitioning away from MCM billing and will enroll all new pregnant clients in the Babies First! program. Title V funding supports PCPH's innovative work to improve organizational capacity and practices to support equity and culturally responsive services, as well as incorporating physical activity policies in childcare settings.

Oregon Mother's Care program implementation and outreach includes:

- 1) Linkages and communication with other community organizations.
- 2) Consistent documentation of required MCM, Babies First and Targeted Case Management (TCM) assessment and activities.
- 3) Integration of a bi-lingual Community Health Worker into the home visiting team.
- 4) Title V planning and activities that reflect community need and innovative work.

Communicable Disease

PCPH Communicable Disease (CD) investigations are completed by Kirk Hillebrand, Nicolette Noe and Martha Martínez-Camacho. Food-borne illness outbreak investigations are done in conjunction with Jim Solvedt, Environmental Health Specialist. In the triennial period there were 517 cases reported and 14 outbreak investigations.

Kirk is an experienced public health nurse who has worked in clinic operations and communicable disease control for over five years. He is dedicated to serving the health of the community and he communicates regularly with the state CD program and partners at the hospitals to ensure timely disease reporting. He works closely with the CD supervisor (Jacqueline Beal) and Katrina Rothenberger (Administrator) as well as other PCPH staff. For a long time, he was the only CD

worker but PCPH has recently hired two new staff. Kirk has trained new staff on the Orpheus database reporting tool and supports them in learning CD. Staff are always available when called upon to assist in routine and outbreak investigations.

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, inspection of water system facilities, and investigation of water quality alerts. The 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.

The Drinking Water Program is in the hands of very competent and professional environmental health specialists. It is well organized and operated, and works cooperatively with state Drinking Water Program staff to help ensure safe drinking water for the 21 water systems it supervises. Water system files were reviewed and displayed a well organized and managed program.

Fiscal

PCPH 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

Polk County environmental health staff are doing an excellent job of providing environmental health services to the community. Inspection rates in the licensed facility programs are at 100%. In addition, the licensed facility inspection reports have good documentation, proper follow-up as required, and are well organized.

Jim Solvedt is state standardized and has satisfactorily completed his recertification process. Staff exhibited good communication skills with operators and employees of the food service facilities during the standardization process and

field training. Staff are focusing on critical risk factors that are most associated with foodborne illness.

Health Officer

Dr. Jeff Humphrey has been the Health Officer for Polk County for over 15 years. He has regular communication with the local public health administrator, Katrina Rothenberger, via email, text messages and phone calls during emergent situations (e.g. lead and TB exposures). Dr. Humphrey completes continuing medical education through his family practice. He maintains expertise for tuberculosis and latent tuberculosis infections (LTBI), which is especially important for the community-wide TB testing for which Dr. Humphrey recently provided medical guidance.

HIV Care and Treatment

PCPH currently provides enrolled HIV clients with case management services utilizing a HIV Medical Case Manager (MCM) to provide medical and psychosocial case management in addition to an HIV case manager who provides psychosocial case management.

Current Active client demographics: 17 clients

- Gender: 76% (13) male; 24% (4) female
- Age range: 28-78; 71% (12) are over the age of 50
- Race/Ethnicity: 16 - White; 1 - Hispanic
- Primary Language: 17 – English
- Housing: Stable: 82% (14); Unstable: 12% (2); unknown (1)
- Acuity: 70% (12) are low acuity; 30% (5) are high acuity
- CAREAssist (AIDS Drug Assistance Program) client enrollment: 29% (9)

The onsite review occurred on March 20, 2018, and included a review of ten charts of clients who received a service during the chart review period (March 1, 2017 – February 28, 2018). Charts were randomly selected, with at least 50% being a high Acuity (Acuity 3 or 4).

The following protocols were also reviewed (Section VI of Review Tool):

1. Home Visit Safety protocol: updated 3/9/18
2. Client Suicide Threat protocol: updated 3/1/18
3. Agency Grievance policy: updated 9/1/17

4. Agency Client Rights and Responsibilities form: updated 3/1/18

All Assessments, Screenings, Triage forms and client care plans were completed and documented during the chart review period, and met Acuity guidelines. All clients have current labs (viral load and CD4) documented within the last 12 months, indicating clients are connected to HIV medical providers. In addition, all active clients are currently virally suppressed.

Immunizations

PCPH provides essential immunization services to Polk County residents within the clinic and through numerous outreach activities across the community. Cindy does impeccable work in her position as the immunization coordinator. Jacqueline Beal is new to her management position and is bringing new ideas and processes to the program. PCPH does not currently have delegate agencies but will consider these partnerships in the future.

PCPH staff are knowledgeable and dedicated to providing immunization services to underserved populations through migrant worker immunization clinics and through homeless shelter outreach. PCPH is proactive in working with partner organizations, schools, and children's facilities to offer immunizations.

Public Health Emergency Preparedness

PCPH and their Public Health Emergency Preparedness Program have experienced challenging response opportunities over the past two years, including the lead testing and cleanup and community-wide testing for tuberculosis. Katrina Rothenberger fulfills the position of preparedness coordinator and local public health administrator. Katrina has implemented promising practices during the two responses mentioned above. Community-wide testing is not a common response for public health agencies but due to the environmental conditions, the number of people affected and need for timeliness response, Katrina and staff adjusted previously written plans for "mass dispensing" to "points of testing" to serve the communities effectively. The PCPH Public Health Emergency Preparedness Program has strengthened and modernized as a result of the two events.

Every staff member within PCPH is trained in Incident Command and has used those skills learned during response efforts. Polk County's Emergency Manager, Dean Bender, and Katrina Rothenberger have a strong partnership. Katrina, Jacqui Beal and Kirk Hildebrand, who support Katrina with preparedness and response

efforts, have formed a solid team. Katrina attends regular preparedness meetings at West Valley Hospital and looks for valuable opportunities for the agencies to coordinate and work together.

Recently Katrina approached Western Oregon University about working together for exercises and testing mass medical countermeasure dispensing plans that will serve the students at the university and eventually serve the communities of Monmouth and Independence.

Reproductive Health

PCPH has a shared building with other county services. The clinic is located 0.7 miles from West Valley Hospital.

Staff, including medical providers, speak a variety of languages and represent area demographics and the clients they serve.

Reproductive health services are available Monday through Friday with a Registered Nurse. Nurse Practitioner appointments are available once each week. Walk-in appointments are worked into a schedule, as needed. Clinical services are provided according to National Standards for Quality Family Planning services. PCPH incorporates sexually transmitted infection services into the Reproductive Health program within the scope of family planning.

Data from calendar year 2016 shows that 93.8% of Polk County family planning clients are at or below 138% Federal Poverty Level (FPL). 2017 data will not be available until later in 2018.

Client centered care is 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 preventive healthcare.

Teen (10-17 years of age) pregnancy rates declined in Polk County between 2005 and 2015. In 2005 the rate was 8.8 per 1000 in the area compared to the 2015 rate of 3.5 per 1000 in the area. This represents a decline of 60% in teen pregnancies for this time period.

Sexually Transmitted Disease (STD) Prevention

PCPH offers STD clinical and preventive services out of its location in Dallas. Similar to what is being seen across neighboring counties and much of the state, Polk County has increasing rates of gonorrhea with the rate increasing from 45.8/100,000 in 2015 to 77.7/100,000 in 2017. For the past several years Polk County has averaged between four and five cases annually of early syphilis (2017 was 6.2/100,000). While these numbers are relatively small, syphilis cases are very complex and often involve a great deal of staff time, particularly related to clinical management and partner follow-up.

PCPH's STD program has many strengths which were evident during the review. Staff are clearly dedicated to delivery of high-quality STD clinical and preventative services. There is a strong system in place for follow-up of STD case reports and testing/treatment of contacts to STD cases to reduce the spread of STDs in the county. The program also has an excellent system for condom distribution in place. Finally, program staff demonstrate a commitment to advancing STD policy work in their community through promotion and education on proper STD treatment and use of expedited partner therapy among health systems and medical providers in the county.

Tobacco Prevention & Education Program (TPEP)

Polk County has continued to implement its Tobacco Prevention Education Program (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. Polk County has fulfilled all responsibilities related to local enforcement of the Oregon Indoor Clean Air Act.

Polk County TPEP has successfully promoted policy change for healthy, tobacco-free environments in a variety of settings within the county including championing Western Oregon University going tobacco-free and working towards county parks and schools in Fall City becoming tobacco-free. Polk County TPEP has a solid foundation in prevention that will support continuing collaboration with Polk County Alcohol and Other Drug Prevention Education Program (ADPEP), particularly around the upcoming retail assessment.

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.

The TPEP program promotes the Oregon Tobacco Quit Line by integrating information into presentations with community partners and decision makers, as well as with mental health providers and in health clinics. The TPEP program is currently working with Family Promise, Salem Health, and the Coordinated Care Organizations on closed loop referrals and how to reach homeless families with tobacco cessation.

Program staff continue to establish and maintain strong relationships with a broad range of policy makers, partners and community stakeholders including Marion County and Yamhill TPEP, Polk County ADPEP, Family Promise, the Youth Forum with the Central School District, Polk County's home visiting nurse, Community Health Education Center Outreach Coordinator, Older Adult Behavioral Health Specialist, Confederated Tribes of Grand Ronde Community Health team and health teachers in the school districts.

Tuberculosis (TB)

Polk County is low incidence for TB compared to other LPHAs in Oregon. Polk County has not had a case of TB disease diagnosed within the county during the past three years. Polk County has received B waiver immigrants for evaluation during the past three years. Polk County is also currently in the midst of a large-scale TB contact investigation at a worksite.

Staff attend TB trainings regularly and are knowledgeable about TB despite low incidence in the county. Required documentation was in place during the review and policies to protect workers, such as fit testing and baseline TB screening, are implemented and documented. During a recent large contact investigation, that stemmed from a case that resided in another county but worked in Polk County, PCPH demonstrated great team work and impressive organization skills.

Overall, a very well-run TB program!

Vital Records

Polk County was the registered place of death for 553 individuals last year. The Polk County Office of Vital Records 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 Polk County Office of Vital Records consistently provides excellent customer service to their customers and partners throughout the community.

The staff members work in close collaboration to ensure all areas of the vital records office run smoothly and securely. The 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 the office.

Women Infants & Children (WIC)

WIC's mission is to safeguard the health of low-income women, infants, and children up to age five 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 Polk County WIC staff have made significant improvements in the provision and documentation of nutrition education during appointments with participants.

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.

Polk County WIC staff issued all 2017 Farmers Market booklets, including the second allotment of checks.

QUALITY ASSURANCE RECOMMENDATIONS

Communicable Disease

- Enter a completion date when most of an investigation is complete. Use the keep active box to Orpheus to flag cases when there is a follow up call or lab required.
- Query Alert (using the button in Orpheus) or the provider for vaccination status for Hepatitis B cases and any identified contacts.
- Answer all risk and exposure questions in Orpheus.
- Identify hepatitis B and pertussis contacts in a timely manner so that vaccination or treatment with antibiotics can be administered to minimize disease transmission.
- Collect an adequate number of specimens during an outbreak investigation to confirm an etiologic agent.

Immunizations

- Delegate partnerships are a great way for LPHAs to serve their greater regions and Polk County could benefit from having more public health services in its rural areas.

Maternal Child Health

- Change Electronic Health Record (EHR) template so that documentation accurately reflects home visit setting and provider.
- Always document who is present at home visit (including interpreters) and concerns of client.
- When enrolling prenatal clients into the Babies First! program, consider EHR template changes to better describe assessment around smoking and depression.

WIC

- Recommend that staff complete the health questionnaire at every certification and mid-certification appointment. This requirement will become a compliance finding beginning in June 2018.
- When requested, submit documents to the state office in an electronic format rather than faxing documents which then take staff time to be converted to electronic files.

- Encourage staff to continue to work on developing participant centered counseling skills, particularly reflections and the setting of next steps.

WIC Farm Direct Nutrition Program (FDNP)

- Focus on increasing the redemption rate of issued FDNP checks.



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

September 20, 2018

Commissioner Mike Ainsworth, Chair
Polk County Board of Commissioners
850 Main Street
Dallas, Oregon 97338

Dear Chair Ainsworth:

The triennial onsite agency review of Polk County Public Health was conducted in March and April 2018. The compliance findings in the review are based on federal public health laws and the Intergovernmental Agreement for Financing Public Health Services.

A letter listing items that needed correction was sent to you after the review. The Public Health Administrator, Katrina Rothenberger, 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,

Danna Drum
Strategic Partnerships Lead

Kim La Croix
Public Health Systems Consultant

cc: Craig Pope, Polk County Commissioner
Jennifer Wheeler, Polk County Commissioner
Noelle Carroll, Director, Health Services
Katrina Rothenberger, Local Public Health Administrator, Polk County Public Health

