



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

Oregon
Health
Authority

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December 9, 2019

The Honorable George Murdock, Chair
Umatilla County Board of County Commissioners
216 SE 4th St.
Pendleton, OR 97801

Dear Chair Murdock:

The triennial onsite agency review of Umatilla County Public Health was conducted July 25 through August 28, 2019. 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 Intergovernmental Agreement for the Financing of Public Health Services and the Intergovernmental Agreement for Environmental Health Services. Due to a transition to a new regional triennial review schedule, OHA conducted a modified interim review in July 2017. For most programs, the 2019 triennial review looked only at the time period following the interim review conducted in 2017.

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

Administration*	Public Health Emergency Preparedness*
Civil Rights	Reproductive Health
Communicable Disease*	Sexually Transmitted Diseases
Fiscal*	Tobacco Prevention and Education
Food, Pool and Lodging Health & Safety*	Tuberculosis
Immunizations*	Vital Records
Nurse-Family Partnership	

An overview report is enclosed, which includes a list of 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.

Our team is working closely with Joseph Fiumara, Local Public Health Administrator, to resolve all findings. A full report with all documentation from the review will be sent to

Joseph Fiumara. 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 Joseph Fiumara 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 Board of Commissioners 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 Umatilla County Public Health Division to be composed of a committed team of professionals who deliver quality public health services to your community. The citizens of Umatilla County are very fortunate to have this agency providing comprehensive public health services.

We thank you for ensuring that all compliance findings are resolved and for your support for the strong public health work the Umatilla County is providing.

Sincerely,



Danna Drum
Strategic Partnerships Lead



Andrew Epstein
Public Health Systems Consultant

Enclosure

cc: Bill Elfering, Commissioner
John Shafer, Commissioner
Joseph Fiumara, Public Health Director and Local Public Health Administrator



December 9, 2019

Umatilla County Public Health Division Triennial Review Report

This is an overview report of the August 2019 triennial review of Umatilla County Public Health Division. 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 Joseph Fiumara, Public Health 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.

Umatilla County received from OHA Public Health Division \$298,226 in Federal Funds for the fiscal year ending June 30, 2019. Umatilla County also received \$307,725 from State General Funds and \$273,836 in Other Funds for the same period.

Report Prepared by: Andrew Epstein, Public Health Systems Consultant, Office of the State Public Health Director

COMPLIANCE FINDINGS SUMMARY

Administration

The Local Public Health Authority (LPHA) must do the following to comply with program requirements:

1. Adopt a written records retention policy or procedure that meets all requirements of the Intergovernmental Agreement for the Financing of Public Health Services and applicable law. **Due date to comply: 10/31/2019**

Civil Rights

The LPHA is in compliance with all program requirements.

Communicable Disease

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

1. Create and update log and procedure to ensure that the bloodborne pathogen plan is reviewed and updated annually and as needed. **Due date to comply: 11/30/2019**
2. Interview at least 80% of cases in which an interview is required. **Due date to comply: 11/30/2019**
3. Collect race information for at least 80% of cases. **Resolved: 12/9/2019**
4. Collect ethnicity information for at least 80% of cases. **Resolved: 12/9/2019**
5. Collect occupation or attendance for at least 80% of cases of restrictable diseases. **Resolved: 12/9/2019**
6. Collect risk information for at least 80% of cases. **Resolved: 12/9/2019**
7. Complete case investigations within 14 days for chronic hepatitis B, 21 days for pertussis, and 10 days for all other diseases that require investigation. **Due date to comply: 11/30/2019**
8. Complete first interview attempt within four days for at least 80% of cases. **Due date to comply: 11/30/2019**
9. Submit epidemic curve for at least 80% of outbreak investigations. **Resolved: 12/9/2019**

Fiscal

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

1. Comply with internal controls requirements by adopting or updating policies and procedures on payroll processing, travel, procurement, inventory, cost allocations (direct and indirect) accounting system, cash and bank management, billing and write off of uncollectible accounts. **Due date to comply: 2/20/2020**

Food, Pool and Lodging Health & Safety

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

1. Complete all required inspections in the program areas that are below the compliance rate: restaurants, mobile food units, warehouses, vending machines, bed and breakfast facilities. **Due date to comply: 12/31/2019**

Immunizations

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

1. Update hepatitis A and measles standing order and have it signed and dated by the medical director. **Resolved: 8/12/2019**
2. Conduct an outreach activity focused on promoting the Assessment, Feedback, Incentive and eXchange (AFIX) program within Umatilla County. **Resolved: 8/16/2019**
3. Work with staff at Umatilla County's two school-based health centers to improve vaccine accountability by actively monitoring for errors in Vaccine for Children coding; minimizing wasted, spoiled and expired doses; and ensuring timely data entry into ALERT IIS. **Resolved: 10/8/2019**

Nurse-Family Partnership

The LPHA is in compliance with all program requirements.

Public Health Emergency Preparedness (PHEP)

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

1. Submit documentation of the integration of After-Action Report/Improvement Plan (AAR/IP) findings into future planning updates. This may be presented in a format such as a table of recorded plan changes, indicating which changes are resulting from AAR/IP findings. Incorporate applicable changes and submit to state PHEP Liaison when updates occur. **Due date to comply: 2/23/2020**
2. Submit draft plan for providing for continuity of operations during a disaster or emergency, including a plan for accessing resources necessary to recover from or respond to a disaster or emergency. **Due date to comply: 2/23/2020**
3. Submit documentation of updates to Umatilla County's Emergency Operations Plan and All-Hazards Base Plan update, which are required to be reviewed and revised every two years. **Due date to comply: 2/23/2020**
4. Work with telephone service provider to direct callers to an accurate 24/7/365 contact phone number. **Resolved: 12/6/2019**

5. Identify emergency response staff assignments and conduct relevant training to prepare staff for assigned roles. **Resolved: 12/6/2019**
6. Notify state PHEP liaison of one additional proposed preparedness exercise to meet the requirement of submitting two notifications for exercises during the grant year. **Resolved: 10/22/2019**
7. Notify OHA Health Security, Preparedness and Response (HSPR) staff of incidents and submit Incident Action Plan or other local response documentation before the start of second operational period during an emergency or incident. **Due date to comply: 2/23/2020**
8. Submit completed AAR/IP for the Statewide Operation OX Medical Countermeasures Exercise. **Due date to comply: 2/23/2020**

Reproductive Health

The LPHA is in compliance with all program requirements.

Sexually Transmitted Diseases

The LPHA is in compliance with all program requirements.

Tobacco Prevention and Education Program

The LPHA is in compliance with all program requirements.

Tuberculosis

The LPHA is in compliance with all program requirements.

Vital Records

The LPHA is in compliance with all program requirements.

PROGRAM OVERVIEW AND STRENGTHS

Administration and Civil Rights

Umatilla County Public Health (UCPH) provides an array of public health services within the foundational program areas of communicable disease control, environmental public health, prevention of injury and disease and health promotion, and access to clinical preventive services. The Umatilla County Board of Commissioners is the LPHA governing body. Joseph Fiumara is the Local Public Health Administrator and Dr. Jon Hitzman is the Health Officer.

Program strengths:

- All three County Commissioners are very supportive of public health. Joseph Fiumara meets at least monthly with Commissioner George Murdock, the Commissioner liaison to Public Health.
- UCPH has established a strong and supportive management team to ensure high quality public health services are provided. Public health leadership has also supported cross-agency collaboration, such as the Healthy Communities Coordinator working with the county planning department on the Umatilla River Trail Project, and increased internal efficiencies such as the integration of staffing for communicable disease and environmental health.
- UCPH demonstrates regional leadership through activities including chairing the Early Childhood Partnership Team (Heather Griggs) and serving as a voting member of the regional community advisory council of Eastern Oregon Coordinated Care Organization (Alicia Southwick). In addition, statewide activities include appointments of the public health administrator and managers to several committees of the Conference of Local Health Officials, participation on a statewide workgroup related to public health modernization, and attendance at Department of Environmental Quality air quality meetings to ensure representation from Eastern Oregon.

Communicable Disease

Umatilla County Public Health communicable disease and outbreak investigations are conducted by a public health nurse who investigates vaccine-preventable disease and hepatitis, and registered environmental health specialists who investigate enteric pathogens, vector-borne disease, and animal bites. The communicable disease work is overseen by Joseph Fiumara. The program was fully restructured, including onboarding of several new staff, in September 2018.

Staff collaborate on investigations and have a clear division of responsibilities among the communicable disease team. They regularly attend trainings offered by the OHA Public Health Division's Acute and Communicable Disease Prevention section and provide helpful feedback on case investigation tools. The Umatilla County team is working to improve procedural documentation and is engaged with regional modernization efforts.

Fiscal

The reviewer found that the LPHA does not have updated and approved written policies as required for fiscal, accounting and reporting operations. However, the LPHA demonstrated adequate processes to safeguard assets and detect and prevent errors in a

timely manner. The operation appears organized and efficient with a commitment to quality, fairness and accuracy.

Food, Pool and Lodging Health and Safety

UCPH's environmental health program works in partnership with OHA and the industry to protect public health by licensing, inspecting and enforcing health and safety regulations in food, pool and lodging facilities. These facilities include restaurants, mobile food units, temporary food booths at events, public pools and spas, hotels and motels, bed and breakfasts and organizational camps.

Umatilla County staff are doing a good job of providing environmental health services to the community. However, the LPHA must maintain an inspection rate of 100% for all licensed facilities. The following programs are below the compliance rate: restaurants, mobile food units, warehouses, vending machines, and bed and breakfast facilities. Licensed facilities must receive a minimum of one complete inspection for every six months of operation or fraction thereof.

Field staff exhibited good communication skills and rapport with operators and employees of the food service facilities during the standardization process and field review. Staff is focusing on critical risk factors that are most associated with foodborne illness.

Immunizations

UCPH operates two medical clinics (Pendleton and Hermiston) and two school-based health clinics (Pendleton and Sunridge) and serves a vital role in supporting the health and wellness of all Umatilla County residents.

Alisha Southwick is a strong immunization advocate and a valued Oregon Immunization Program partner. Alisha and her team do an excellent job overseeing the county's immunization program and ensuring access to all vaccinations recommended by the national Advisory Committee on Immunization Practices.

Nurse-Family Partnership

Nurse-Family Partnership® (NFP) is an evidence-based, community health program that serves low-income women who are pregnant with their first child. Each new mother is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits. It is a life-transforming partnership for the mother and her child. Nurse-Family Partnership helps families—and the communities in which they live—become stronger while saving money for state, local and federal governments. Nurse-Family Partnership goals are:

- Improve pregnancy outcomes by helping women engage in good preventive health practices, including thorough prenatal care from their healthcare providers, improving their diets, and reducing their use of cigarettes, alcohol and illegal substances;
- Improve child health and development by helping parents provide responsible and competent care; and
- Improve the economic self-sufficiency of the family by helping parents develop a vision for their own future, plan future pregnancies, continue their education and find work.

Since beginning the NFP program in July 2012, the Umatilla-Morrow County NFP team has served more than 141 clients.

Program strengths include:

- Recent outreach work and collaboration with other home visiting programs in the area has increased referrals to the program from eight (seven of which were eligible) between 7/1/2017-6/30/2018 to 88 (46 were eligible) between 7/1/2018-6/30/2019.
- The team has a higher proportion of referrals to enrollment at 54%, compared to Oregon (50%) and national (36%) data.
- Improving self-efficacy is a strength for this implementing agency. Over 66% of clients were working at 24 months (compared to 60% for Oregon and National data), despite a client population where 91% are unmarried and only 35.4% have completed high school (compared to 80% unmarried and 59% completed high school for Oregon).
- 100% of NFP clients (July 2017-June 2018) initiated breastfeeding.

Public Health Emergency Preparedness

Umatilla County Emergency Management (staffed by Thomas Roberts) provides some of the Public Health Emergency Preparedness (PHEP) services for Umatilla County.

Historically, communicable disease prevention staff have been funded 20% by PHEP funds, which will be reduced to 5% moving forward. A new position, Disease Health Educator, will be paid 0.2 FTE from PHEP funds upon hire.

The UCPH PHEP program demonstrated many notable strengths including the following activities and achievements:

- Maintains a PHEP All-Hazards Base Plan and a Multi-Year Training and Exercise Plan.
- Regularly coordinates and networks with partners through participation in Region 9 Healthcare Preparedness Program/PHEP coalition meetings and exercises;

partnership with neighboring counties to conduct regional planning efforts (e.g. interoperable communications planning and Local Emergency Planning Coalition meetings); representation at the Eastern Oregon Emergency Management meetings; coordination with PHEP/HPP Region 9 partners to conduct Ambulance Service Area plan ASA updates; and internal PHEP representation at monthly UCPH staff meetings.

- Participated in the Statewide Operation OX Medical Countermeasures Exercise.
- Supported regional readiness by hosting a CHEMPACK site with nerve agent antidotes that can be deployed in an emergency.
- Coordinates with Umatilla County Emergency Management (UCEM) on emergency communications, including access to AlertSense, a public emergency communications service, through UCEM. Overall, UCPH demonstrates notable strengths in the area of public information and warning.
- Demonstrated an excellent public outreach response to flooding events in 2019. UCPH developed a targeted public information campaign specific to the flooding response, which addressed septic systems, well water safety, mold abatement, and more. Traditional and social media platforms were successfully used to reach a wide audience.

Reproductive Health Community Participation and Assurance of Access

UCPH has developed strategic partnerships to improve access to reproductive health services. Through two community Reproductive Health Forums, held in Pendleton and Hermiston, UCPH engaged partners from 14 different organizations to address access to reproductive health services for all individuals within Umatilla County. Community partners include: Pregnancy Care Services, Pediatric Specialists of Pendleton, Domestic Violence Services, Praxis Medical Group, Yellowhawk Tribal Health Center, CARE, Impact Pendleton, Eastern Oregon Independent Physicians Association, Euvalcree, Department of Human Services (DHS) Aging and People with Disabilities, DHS Self-Sufficiency, Hermiston High School, Umatilla-Morrow Head Start, UHCHS, and Good Shepherd Medical Center. This partnership development work led to the creation of the Health Clinic Coalition of Umatilla County, which is actively addressing access to reproductive health services.

The reviewer commends UCPH for its commitment to quality improvement and clear communication related to clinical reproductive health services provided by UCPH.

Sexually Transmitted Diseases (STD)

Umatilla County Public Health offers STD services out of the Pendleton clinic on Mondays and Tuesdays and the Hermiston clinic on Thursdays and Fridays, with a nurse practitioner alternating sites on Wednesdays. County residents also seek care in Walla

Walla, Washington. The county has seen an increase in gonorrhea cases consistent with statewide and national increases; there were 67 cases reported in 2017, 93 in 2018, and 58 in 2019 as of the date of the review in August. In recent years the county had at most one syphilis case annually until a spike in 2016. There were seven syphilis cases in 2017, three in 2018, and five in 2019 as of the time of the review. Most of the cases were not infectious at diagnosis.

Two state prisons (Eastern Oregon Correctional Institute and Two Rivers Correctional Institution) and a county jail are located in the jurisdiction. Correctional facilities present unique challenges for STD case investigation as public health staff cannot easily interview infected inmates in state prisons to elicit information about sex partners who may have been exposed; additionally, those in jail may be released and lost to follow-up before receiving STD test results or treatment. There are also jurisdictional issues related to the Confederated Tribes of the Umatilla Indian Reservation and the Yellowhawk Tribal Health Center that impact whether STD cases are reported to the health department and the health department's authority to follow up with cases.

UCPH is commended for the work done under the leadership of Joseph Fiumara and Alisha Southwick to implement and update STD protocols. Lexie Futter demonstrates dedication to her role as public health nurse and STD case investigator, seeking out additional training (provided by the Reproductive Health program) in patient exams for chlamydia and gonorrhea.

UCPH has relationships with a network of health providers including primary care offices, Blue Mountain Community College, mental health facilities, alcohol and drug treatment centers, and the Eastern Oregon Center for Independent Living. UCPH provides these sites with resources such as condoms and conducts educational outreach to reach individuals at risk for STDs.

Tobacco Prevention and Education Program

The UCPH Tobacco Prevention and Education Program (TPEP) works with community partners to promote the adoption and implementation of tobacco prevention policies for smoke-free environments in schools, workplaces and public places. The TPEP program also supports enforcement of the Oregon Indoor Clean Air Act.

The program has built support for tobacco prevention policies through community education and outreach and has demonstrated effective leadership. As a recipient of a competitive funding award for Strategies for Policy and Environmental Change – Tobacco Free (SPArC) in 2018-19, UCPH was able to hire dedicated staff to pursue tobacco retail licensure. This funding enabled Umatilla County to move closer to passage of tobacco retail licensure and has acted as a catalyst to help advance other community tobacco prevention efforts.

Tuberculosis (TB)

Umatilla County typically has a medium incidence of TB compared to other LPHAs in Oregon. However, there were no TB cases during this review period. UCPH ensure staff are well trained, and staff consult with the state TB program regularly.

The program is professional and well-organized; all required documents were in place during the review. Umatilla County continues to develop strong relationships with tribal health, community clinics and hospitals.

Vital Records

In 2018, Umatilla County was the county of birth for 684 infants and the registered place of death for 540 individuals. The county's 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. The staff of the Umatilla County Office of Vital Records provide these services with efficiency and excellent customer service. Most orders are completed within one day of the request.

Since the time of the last review conducted in July 2017, Umatilla County vital records staff has undergone a complete turnover. Current staff have continued to efficiently provide vital records to Umatilla County residents and families, demonstrating outstanding customer service and maintaining excellent standards of confidentiality and security. Vital records staff consistently receive praise and appreciation from local community partners, including funeral directors and hospital staff contacted by the reviewer, as well as positive comments from state vital records staff members.

QUALITY ASSURANCE RECOMMENDATIONS

Civil Rights

1. Review county policies at least every five years or according to a schedule in county policy. (Most of the policies referenced in the Civil Rights Self-Assessment have not been updated since 2011 or 2012.)

Communicable Disease

1. Recommend creating and maintaining relationship with hospital IPs to encourage reporting.

2. Recommend creating an active surveillance SOP related to lab and provider reporting and active surveillance for use in the event of a public health emergency.
3. Recommend assessing vaccination status of vaccine-preventable disease cases.
4. Recommend timely creation of cases that are reported by electronic laboratory report.
5. Recommend conducting interview for animal bites where the animal bite is being tested for rabies or PEP is recommended, and collecting date of birth or age, address and zip code, occupation, hospitalization status, the plan for the animal, the animal's vaccination status, and the follow-up information.
6. Recommend submitting outbreak reports within 30 business days from the end of the outbreak.
7. Recommend submitting case logs for outbreak investigations.
8. Recommend conducting site visit for LTCF GI and LTCF respiratory outbreaks.

Nurse-Family Partnership

1. Ensure all charts on post-partum mothers include a nursing care plan for the mother at each visit. More clearly separate assessments, interventions, and plans for the mother versus the baby.
2. Ensure that each visit has a plan for the next visit and consider changes to documentation system so that the overall "big picture" nursing care plan and goals are clear and updated.

Public Health Emergency Preparedness

1. Complete and submit documentation from the Statewide Operation OX Medical Countermeasures Exercise.

Sexually Transmitted Diseases (STD)

1. The STD program is encouraged to take steps to improve collection of priority fields—race, ethnicity, gender of sex partners, HIV status and date of most recent test, and pregnancy status of female reproductive-age cases. Given the county's syphilis morbidity, the completion rates of these priority fields can fluctuate with even minor changes in annual case counts and small improvements will positively impact these rates.

Steps may include:

- Adding priority field questions to a query letter completed by providers,
- Ensuring the inclusion of case interview questions to collect this data,

- Providing correctional nurses with a query letter that includes priority field and Orpheus risk questions if UCPH staff cannot interview incarcerated cases, and
- Requesting regular reports of priority field completion rates from the OHA STD Program to monitor progress.



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June 8, 2022

The Honorable John Shafer, Chair
Umatilla County Board of Commissioners
216 SE 4th St.
Pendleton, OR 97801

Dear Chair Shafer:

The triennial onsite agency review of Umatilla County Public Health was conducted July 25 through August 28, 2019. Findings were determined based on compliance with federal and state statutes or rules, the Intergovernmental Agreement for the Financing of Public Health Services and the Intergovernmental Agreement for Environmental Health Services.

A letter listing items that needed correction was sent to the Board of County Commissioners 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 write you this letter to inform you that the triennial review is now complete. Thank you for your support for the strong public health work Umatilla County is providing.

Sincerely,

Andrew Epstein
Public Health Systems Consultant

cc: Dan Dorran, Vice-Chair
George Murdock, Commissioner
Joseph Fiumara, Public Health Director and Local Public Health Administrator
Danna Drum, OHA-Public Health Local and Tribal Public Health Manager