



Memorandum

Date: January 24, 2013

To: Southern Nevada District Board of Health

From: *For:* Rory Chetelat, Interim Director of Administration 
John Middaugh, MD, Interim Chief Health Officer 

Subject: Mid-November 2012 to Mid-January 2013 Administration Monthly Activity Report

NEW FACILITY - relocation to 330 S. Valley View Blvd. building

On December 2012 Nursing Administration, the Public Information Office (PIO) and the Office of Public Health Preparedness (OPHP) moved to the 330 S. Valley View Blvd. building. The new Board of Health meeting room is ready for the January 2013 board meeting.

ADMINISTRATION

Beginning January 2, 2013 the Southern Nevada Health District (SNHD) made sweeping changes to its health card program with the introduction of the new Food Handler Safety and Certification Program and the elimination of a health card requirement for massage therapist, reflexologist, aesthetician, health club attendant, child care employee, adult group care staff, barber and tattoo/body art/permanent makeup artist. According to Dr. John Middaugh, interim chief health officer, "after a careful review of our health card requirements, these changes are put in place as we bring our program in line with current medical practices. SNHD spent about a year reviewing the health card program and changes were implemented this past summer that streamlined the process. We believe that this new streamlined and targeted program is a positive step for our local business community and it removes employment obstacles for some job applicants. These changes will be beneficial to Southern Nevada and allow us to re-purpose our resources so we can provide better public health services to our community." The health district still requires that all food handlers must take and pass the online food safety training course to receive their new Food Handler Safety Training Cards.

December 2 to 8, 2012 was National Influenza Vaccination Week. This was an opportunity to remind everyone that flu shots are beneficial and an effective protection during the flu season.

For the months of November and December 2012, voluntary furlough of 279.25 hours were used saving the Health District \$7,098.43. Total voluntary furlough hours used at the end of December FY 2013 is 1,145.25 hours saving the District a total of \$30,639.07 compared to the total voluntary furlough hours at the end of December FY 2012 of 1,671.25 hours saving the health district a total of \$52,202.62.

FACILITIES

In November and December 2012 there were 605 maintenance responses compared to 670 maintenance responses for November and December 2011. There were 1,551 security responses in November and December 2012 compared to 1,242 responses in November and December 2011. There were no significant issues.

For the months of November and December 2012 there were 33 electrical work orders mostly for lighting replacements throughout the Health District, 29 HVAC work orders for vaccine refrigerator/freezer temperature adjustments as well as heating/cooling adjustments throughout the main building and satellite offices. There were a total of 12 plumbing work orders due primarily to obstructions in the sewer lines at the 330 S. Valley View building and satellite offices.

There were no scheduled preventative maintenance work orders for the months of November and December 2012 because the work priority was to relocate staff to the 330 S. Valley View building. Completion rate for critical equipment preventative maintenance was 100%. For the months of November and December there were 58 customer responses with 100% customer satisfaction.

HEALTH CARDS/VITAL RECORDS

1. Health Card volume in November 2012 decreased by 7% compared to November 2011. In November 2012, there were 7,944 cards issued compared to 8,541 cards in November 2011. Health Card volume YTD 2013 through November 2012 is down 1.41% compared to YTD 2012 through November 2011. Health Card volume in December 2012 decreased by 1.69% compared to December 2011. In December 2012, 6,728 cards were issued compared to 6,844 cards in December 2011. Health Card volume YTD 2013 through December 2012 is down 1.45%.
2. In November 2012, there were 1,819 births recorded and 3,225 birth certificates were issued. This is a 9.1% decrease in births and 8.3% decrease in birth certificates issued compared to November 2011. On December 2012, 1,520 births were recorded and 2,907 birth certificates were issued. This is a 15.88% decrease in births and a 12.86% decrease in birth certificates issued compared to December 2011.
3. In November 2012, there were 925 deaths recorded and 6,278 death certificates were issued. This is a 2.12% decrease in deaths and a 23.19% increase in death certificates issued compared to November 2011. In December 2012, 914 deaths were recorded and 5,544 death certificates were issued. The number of deaths reported in December 2012 and December 2011 remains the same. However, there is a decrease of 5.34% death certificates issued in December 2012 compared to December 2011.

INFORMATION TECHNOLOGY

1. System availability for the month of November was approximately 99.3% and approximately 100% in December 2012.
2. Total aging ticket count for IT help desk calls for November 2012 are the following: there were 45 tickets with Track-It that are older than 30 days, 59 tickets in Track-It that are less than 30 days old for a total of 104 open tickets in the queue. For the month of December 2012 there were 58 tickets with Track-It that are older than 30 days, 17 tickets in Track-It that are less than 30 days for a total of 75 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month

of November 2012 the first call resolution (FCR) calls decreased from 193 calls in October 2012 to 182 calls in November 2012 and the percentage of FCR over Total Work Orders decreased from 29.69% in October 2012 to 28.09% in November 2012. The overall number of work orders decreased by 2 calls or 0.31%. In December 2012 the first call resolution (FCR) decreased from 182 calls in November 2012 to 135 calls in December 2012 and the percentage decreased from 28.09 in November 2012 to 26.06% in December 2012. The overall number of work orders decreased by 130 calls from 648 calls in November 2012 and only 518 calls in December 2012. The significant decrease in the number of work orders resulted from a number of employees who were on vacation for the holidays. Our focus is returning to normal work orders while simultaneously addressing relocation issues. IT continues to strive for a higher percentage of FCR to allow users uninterrupted access to computer applications. Help Desk requests for meeting set-up and equipment orders cannot be completed with FCR.

3. The number of lockout calls in November 2012 decreased by three calls and increased by only one call for December 2012. IT continues to educate users to reset their own passwords and unlock their accounts to have uninterrupted access to their computer applications.
4. In November 2012 there were 58 customers who completed the satisfaction survey. The breakdown of the survey results are: zero very dissatisfied, one dissatisfied, six satisfied and 51 very satisfied. For December 2012 50 customers completed the satisfaction survey. The breakdown of the survey results are: zero very dissatisfied, zero dissatisfied, eight satisfied and 42 very satisfied.

HUMAN RESOURCES

1. In November 2012 eight recruitments were opened and five recruitments closed. There were 18 new hires processed and four offer letters issued. In December 2012, there were 14 recruitments opened and twenty recruitments closed. Two new hires were processed and 20 offer letters submitted.
2. For November 2012 four separations were processed and 42 evaluations completed. In December 2012, seven separations were processed and 26 evaluations completed.
3. As of November 2012, the vacancy rate was 8.61% with 28 positions actively being recruited. For December 2012 the vacancy rate was 10.13% with 32 positions actively being recruited.
4. The health district's monthly controllable separation for November 2012 was one and the annualized controllable turnover rate was approximately 5.6%. Controllable turnover for December 2012 was five and this represents an annualized controllable rate of 6.6%

FINANCE

1. The Certificate of Achievement for Excellence in Financial Reporting (CAEFR) was completed and submitted to the Government Financial Officers Association (GFOA) in December 2012.
2. Awarded new funding in the amount of \$294,938 from the State for the Nurse-Family Partnership (NFP) Home Visit for the period 10/1/2012 thru 12/31/2013. The purpose of this program is to expand evidence-based home visiting services in the state's at-risk communities. The NFP is designed for first time, low-income mothers and their children.
3. Funding was received from the State on immunizations for Hep B from 12/1/2012 thru 9/29/2014 in the amount of \$395,266. The purpose of this award is to vaccinate high-risk populations with Hep B vaccines in Clark County.

4. Teen Pregnancy Prevention grant funds for the first two years left an unspent balance of \$160,960. A request was made to carryover the unobligated balance. We are awaiting approval of that request.
5. Opened three new accounts with Quest for two Quantiferon testing and one after-hours Chlamydia and Gonorrhea testing for the Sexual Health Clinic. This will reduce the turnaround time for test results.
6. Family Planning Title X grant received partial renewal award funding for the first six months. The Dept. of Health and Human Services (DHHS) indicated that full funding is contingent upon the 2013 continuing resolution.

PUBLIC INFORMATION OFFICE (PIO)

I. Media (November 1 – December 31, 2012)

- The health district announced sweeping changes to its health card program. A new Food Handler Safety Training Card was introduced and the requirement of a health card was eliminated for many professions. In addition, the health district is no longer providing tuberculosis screenings.
- The Nevada Supreme Court issued a ruling in the district's favor resolving funding issues between the health district and the county.
- The health district reported an 8th case of West Nile virus in a Clark County woman.
- The health district closed several restaurants inside a local resort due to numerous violations.

II. Newsletter

- The health district distributed the 3rd edition of *The [Retro] Perspective* the 50th Anniversary series of the health district's newsletter. The theme of the newsletter was technological advances in public health and articles included, "Entering the Superhighway in the '90s," "From Cards to Computers: Tools of Outbreak Investigations," and "Managing Shot Records: Then and Now." The newsletter also includes a public health flashback of a long term public health employee and new and noteworthy items.

III. Community Outreach

- Community outreach staff managed a total of 29 volunteers during the month of November. Volunteers contributed a total of 1184 hours during the month and a year-to-date total of 12,940.
- Community outreach staff managed a total of 34 volunteers during the month of December. Volunteers contributed a total 1040 hours during the month and a year to date total of 13,980.
- The community outreach specialist provides Medicare advocacy by offering one-on-one counseling, eligibility referrals and assistance with the appeals process through the Salud en Acción program. In November, 27 clients were provided counseling services and 6 were enrolled in Medicare Part D. In December, 27 clients were provided counseling services and 10 were enrolled in Medicare Part D. To date, 425 clients have been counseled and 70 clients have been enrolled. This program is funded through a grant from the Department of Health and Human Services Aging and Disability Services Division.

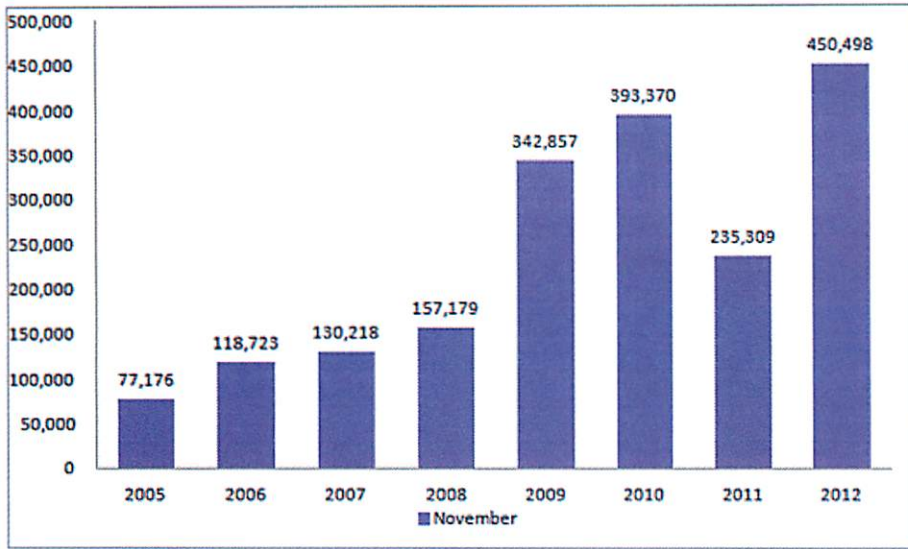
IV. Social Media

- The health district’s primary Facebook account, SNHD Facebook, currently has 553 fans, an increase of 5 since October. Get Healthy Facebook has 424 fans, an increase of 6 over the last two months and EZ2STOP has 102 fans, an increase of 14. The health district maintains one main Twitter account, a Spanish language Twitter account, and accounts for specialized programs. Videos posted on the health district’s YouTube channel were viewed 21,763 times in the month of November, which is 9,124 more views than the previous month and 44,960 times in the month of December, which is 23,197 more views than the previous month.

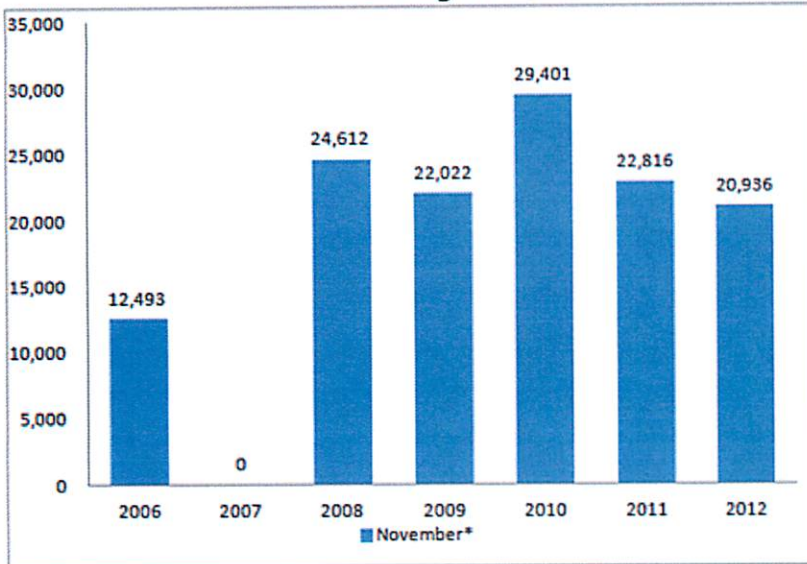
V. Website

- SouthernNevadaHealthDistrict.org, the main health district website, had 450,498 page views for the month of November; Get Healthy Clark County: 20,936 page views; and Viva Saludable: 27,213 page views.

www.SouthernNevadaHealthDistrict.org
November Page Views

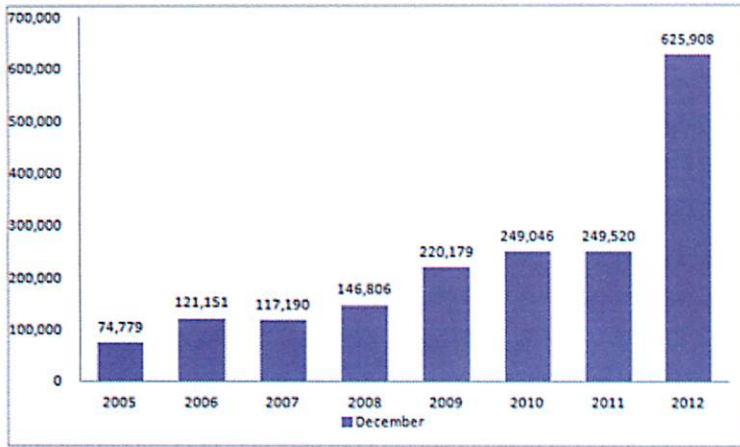


www.GetHealthyClarkCounty.org
November Page Views

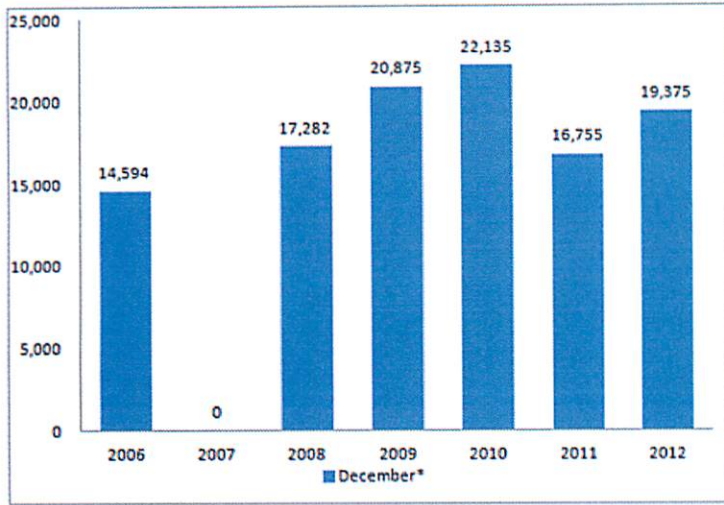


Note: Statistics for November, 2007 are not available.

www.SouthernNevadaHealthDistrict.org
December Page Views



www.GetHealthyClarkCounty.org
December Page Views



RC: mtc

- Attachments: Statistical Section for November & December 2012
Chargeback Report ending December 2012
IT Project Status Report for November & December 2012
Facilities Project Status Report for November & December 2012

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – December 2012
HEALTH CARDS**

APPLICANTS

TABLE 1

	December-12	December-11	YTD 2013	YTD 2012
New Applicants	2,324	2,456	18,155	20,501
Total Renewal Applicants	3,955	3,807	30,235	28,170
Non-Food	70	22	737	208
X-ray Only	0	11	9	90
Skin Test Only	0	201	655	1,676
Duplicate Card	379	347	2,602	2,519
TOTAL	6,728	6,844	52,393	53,164

TRAINING PREFERENCE

TABLE 2

	December-12	December-11	YTD 2013	YTD 2012
English	0	4,991	1,779	37,812
Spanish	0	1,025	358	7,070
Chinese	3	86	59	506
TOTAL	3	6,102	2,196	45,388

APPLICANTS BY LOCATION

TABLE 3

	December-12	December-11	YTD 2013	YTD 2012
Main	0	3,514	0	25,315
East Las Vegas	2,560	1,141	25,084	9,630
Cambridge	2,968	1,028	24,131	8,152
Henderson	1,043	1,029	1,880	8,871
Laughlin	93	76	855	754
Mesquite	64	56	443	442
TOTAL	6,728	6,844	52,393	53,164

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – December 2012

APPLICANT PROCESSING

TABLE 4

	December-12	December-11	YTD 2013	YTD 2012
Applicants Per Day	336.40	325.90	419.14	432.23
Applicants Per Hour	42.05	40.74	52.39	54.03
Applicants Per Minute	0.70	0.68	0.87	0.90

FACILITIES

RESPONSES

TABLE 5

	December-12	December-11	YTD 2013	YTD 2012
Maintenance Responses	275	310	1,747	2,418
Security Responses	775	578	4,705	4,063

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – December 2012

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	December-12	December-11	YTD 2013	YTD 2012
Service Requests Completed	522	475	2,761	3,055
Service Requests Opened	498	501	2,779	3,020
Service Requests Open Over 30 Days	58	32	203	137

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	December-12	December-11	YTD 2013	YTD 2012
Total System	100.0%	100.0%	99.6%	99.9%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – December 2012
HUMAN RESOURCES**

RECRUITING

TABLE 8

	December-12	December-11	YTD 2013	YTD 2012
Recruitments Opened	14	1	69	17
Recruitments Closed	20	2	50	26
Offer Letters Submitted	20	1	68	25
New / Revised Class Specifications	7	0	10	1

PAYROLL

TABLE 9

	December-12	December-11	YTD 2013	YTD 2012
New Hires Processed	2	7	35	22
Separations Processed	7	3	37	22
Evaluations Processed	26	67	199	256

HR TRAINING - Number of Employees Trained

TABLE 10

	December-12	December-11	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	7	10	77	80
Harassment/Diversity (On Line)	26	10	118	67
Other Training	1	13	50	83

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – December 2012
FINANCE**

MONTHLY SUMMARY

TABLE 11

	December-12	December-11	YTD 2013	YTD 2012
Purchase Orders Processed	195	184	1,077	1,009
Payment Vouchers Processed	277	276	1,720	1,693
Accounts Payable Checks Issued	382	341	1,983	1,972
Total Payments	\$3,222,410.26	\$2,475,992.03	\$18,235,309.43	\$17,782,419.63

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	December-12	December-11	YTD 2013	YTD 2012
Births	1,520	1,807	10,297	11,070
Deaths	914	914	5,756	5,368

DOCUMENTS ISSUED

TABLE 13

	December-12	December-11	YTD 2013	YTD 2012
Birth Certificates	2,907	3,336	21,723	23,865
Death Certificates	5,544	5,857	32,395	34,693
Birth Cards	0	49	0	368
Burial Permits	8	3	29	34

IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Security System Upgrade	5/15/2011	TBD	NO	Servers are configured and deployed clients. Security is entering staff's data. Vendor is installing all new security boxes and new door swipes.
EnvisionConnect	2/1/2009	ONGOING	NO	EH is now live with EC and we recently completed the billing process. The mobile devices are currently being tested. Ongoing development is needed for the mobile devices. ECR is now installed on the tablets and in the testing mode in the field. Tablets have been pulled due to a broken sync process. Both IT and Decade are trooubleshooting. Testing of ECR continues into Phase II. Received an update from Decade that ECR deployment has been put on hold until Decade can resolve all technical issues. Decade has updated several issues on ECR and have sent over a new install. Also, BofA has been revieweing the contract for the online payment portion of the portal.
Valley View Location	5/1/2012	TBD	NO	All of EH except Solid Waste has moved in, PIO, OPHP, IT, FIN, Exec Suite, Nurse Mgmt are in. Awaiting on parts for HR, EMS, Health Cards and OCDPHP.

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – November 2012
HEALTH CARDS**

APPLICANTS

TABLE 1

	November-12	November-11	YTD 2013	YTD 2012
New Applicants	2,848	3,307	15,831	18,045
Total Renewal Applicants	4,581	4,518	26,280	24,363
Non-Food	84	22	667	186
X-ray Only	0	14	9	79
Skin Test Only	1	259	655	1,475
Duplicate Card	430	421	2,223	2,172
TOTAL	7,944	8,541	45,665	46,320

TRAINING PREFERENCE

TABLE 2

	November-12	November-11	YTD 2013	YTD 2012
English	0	6,118	1,779	32,821
Spanish	0	1,201	358	6,045
Chinese	4	72	56	420
TOTAL	4	7,391	2,193	39,286

APPLICANTS BY LOCATION

TABLE 3

	November-12	November-11	YTD 2013	YTD 2012
Main	0	3,935	0	21,801
East Las Vegas	3,590	1,644	22,524	8,489
Cambridge	3,532	1,378	21,163	7,124
Henderson	658	1,404	837	7,842
Laughlin	98	100	762	678
Mesquite	66	80	379	386
TOTAL	7,944	8,541	45,665	46,320

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – November 2012

APPLICANT PROCESSING

TABLE 4

	November-12	November-11	YTD 2013	YTD 2012
Applicants Per Day	418.11	449.53	439.09	454.12
Applicants Per Hour	42.26	56.19	54.89	56.76
Applicants Per Minute	0.87	0.94	0.91	0.95

FACILITIES

RESPONSES

TABLE 5

	November-12	November-11	YTD 2013	YTD 2012
Maintenance Responses	330	360	1,472	2,108
Security Responses	776	664	3,930	3,485

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – November 2012

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	November-12	November-11	YTD 2013	YTD 2012
Service Requests Completed	645	589	2,239	2,580
Service Requests Opened	655	584	2,281	2,519
Service Requests Open Over 30 Days	45	24	145	105

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	November-12	November-11	YTD 2013	YTD 2012
Total System	99.3%	100.0%	99.2%	99.8%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – November 2012
HUMAN RESOURCES**

RECRUITING

TABLE 8

	November-12	November-11	YTD 2013	YTD 2012
Recruitments Opened	8	3	55	16
Recruitments Closed	5	3	30	24
Offer Letters Submitted	4	5	48	24
New / Revised Class Specifications	2	0	3	1

PAYROLL

TABLE 9

	November-12	November-11	YTD 2013	YTD 2012
New Hires Processed	18	3	33	15
Separations Processed	4	0	30	19
Evaluations Processed	42	35	173	189

HR TRAINING - Number of Employees Trained

TABLE 10

	November-12	November-11	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	10	10	70	70
Harassment/Diversity (On Line)	18	10	92	57
Other Training	22	28	49	82

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – November 2012
FINANCE**

MONTHLY SUMMARY

TABLE 11

	November-12	November-11	YTD 2013	YTD 2012
Purchase Orders Processed	190	136	660	825
Payment Vouchers Processed	235	229	1,166	1,417
Accounts Payable Checks Issued	276	272	1,277	1,631
Total Payments	\$2,146,567.08	\$2,319,411.85	\$12,180,501.19	\$15,306,427.60

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	November-12	November-11	YTD 2013	YTD 2012
Births	1,819	2,000	8,777	9,263
Deaths	925	945	4,842	4,454

DOCUMENTS ISSUED

TABLE 13

	November-12	November-11	YTD 2013	YTD 2012
Birth Certificates	3,225	3,518	18,816	20,529
Death Certificates	6,278	5,096	26,851	28,836
Birth Cards	0	55	0	319
Burial Permits	7	10	21	31

IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Security System Upgrade	5/15/2011	TBD	NO	Servers are configured and deployed clients. Security is entering staff's data. Vendor is installing all new security boxes and new door swipes.
EnvisionConnect	2/1/2009	ONGOING	NO	EH is now live with EC and we recently completed the billing process. The mobile devices are currently being tested. Ongoing development is needed for the mobile devices. ECR is now installed on the tablets and in the testing mode in the field. Tablets have been pulled due to a broken sync process. Both IT and Decade are troubleshooting. Testing of ECR continues into Phase II. Received an update from Decade that ECR deployment has been put on hold until Decade can resolve all technical issues.
Valley View Location	5/1/2012	TBD	NO	All of EH except Solid Waste has moved in, PIO, OPHP, IT, FIN, Exec Suite are in. Nurse Mgmt cables have been pulled and need terminating in the closets.

