

Memorandum

Date: March 28, 2013

To: Southern Nevada District Board of Health

From: Elaine Glaser, *Director of Administration*
John Middaugh, MD, *Interim Chief Health Officer*

Subject: Mid-February 2013 to Mid-March 2013 Administration Monthly Activity Report

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

On March 7, 2013 the Emergency Management Services (EMS) & Trauma System and the Human Resources departments relocated to the 330 S. Valley View building. Food Handler and Vital Records programs will re-establish services at the 330 S. Valley View building by the end of March 2013.

ADMINISTRATION

The health district is offering immunization clinics for adults and children on a quarterly basis at our Laughlin Public Health Center located at 3080 S. Needles Highway, Suite 1800. The first clinic was on Friday, March 1, 2013. Additional dates for the remainder of the year are tentatively scheduled in the spring and summer prior to the start of the school year, as well as on fall. Clinics will be held from 10:00 am to 2:00 pm.

For the month of February 2013, 33 voluntary furlough hours were used saving the Health District \$970.31. Total voluntary furlough hours used at the end of February FY 2013 was 1,704.25 hours saving the District a total of \$53,172.93 compared to the total voluntary furlough hours at the end of February FY 2012 of 1,967.75 hours saving the health district a total of \$61,685.13.

FACILITIES

In February 2013 there were 279 maintenance responses compared to 343 maintenance responses for February 2012. There were 832 security responses in February 2013 compared to 669 responses in February 2012. There were no significant issues.

For the month February 2013 there were 13 electrical work orders mostly for lighting replacements throughout the Health District, 15 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 seven plumbing calls due primarily to obstructions in the sewer lines at various locations of the health district.

Mid-February 2013 – Mid-March 2013
Administration Monthly Activity Report
Page -2-

There were 11 scheduled preventive maintenance work orders for the month of February 2013. The work included regularly scheduled preventive maintenance for the Southern Nevada Public Health Laboratory, freezer and refrigeration inspections. The completion rate for February 2013 was 85%. Completion rate for critical equipment preventive maintenance was 100%. For the month of February 2013 there were 39 customer responses with 95% customer satisfaction.

HEALTH CARDS/VITAL RECORDS

1. Health Card volume in February 2013 decreased by 8.34% compared to February 2012. In February 2012, there were 9,821 cards issued compared to 9001 cards in February 2013. Health Card volume YTD 2013 through February 2013 is down 4.19% compared to YTD 2012 through February 2012.
1. February 2013, there were 1,462 births recorded and 3,930 birth certificates were issued. This is a 15.54% decrease in births and 9.04% decrease in birth certificates issued compared to February 2012.
2. In February 2013, there were 1,282 deaths recorded and 6,228 death certificates were issued. This is a 28.20% increase in deaths and a 3.40% decrease in death certificates issued compared to February 2012.

INFORMATION TECHNOLOGY

1. System availability for the month of February 2013 was approximately 100%.
2. Total aging ticket count for IT help desk calls for February 2013 are the following: there were 50 tickets with Track-It that are older than 30 days, 19 tickets in Track-It that are less than 30 days old for a total of 69 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of February 2013 the first call resolution (FCR) calls decreased by 67.13%. There were 77 calls in February 2013 compared to 143 calls in January 2013. However, the percentage of overall calls decreased by only 25.76%. The overall number of work orders decreased by 170 calls. There were 619 calls in January 2013 compared to 449 calls in February 2013. The decrease in calls can be partially attributed to multi-step work orders involving more than one technician or programmer or requiring several components for completion. In other words, instead of making several calls to complete the request, only one call was made. 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 February 2013 decreased by three calls from 12 lock-out calls in January 2013 to nine lock-out calls in February 2013. IT continues to educate users to reset their own passwords and unlock their accounts to have uninterrupted access to their computer applications.
4. In February 2013 there were 39 customers who completed the satisfaction survey. The breakdown of the survey results are: zero very dissatisfied, one dissatisfied, three satisfied and 35 very satisfied.

HUMAN RESOURCES

1. In February 2013 11 recruitments were opened and four recruitments closed. There were four new hires processed and eight offer letters issued.
2. For February 2013 five separations were processed and 30 evaluations completed.
3. As of February 2013, the vacancy rate was 10.70% with 44 positions actively recruited.
4. The health district's monthly controllable separation rate for February 2013 was two and the annualized controllable turnover rate was approximately 6.5%

FINANCE

1. HIV Prevention sub-grant renewal through December 31, 2014 for \$1.4 million was sent for internal review on February 26, 2013.
2. Proposals were received and evaluated and an award is in process for the media consultant for the 2013-2014 Drowning Prevention, Chronic Disease and Injury Preventions programs.
3. On February 15, 2013 a letter of agreement was issued to the Clark County School District to host an Emergency Triage Training from the National Association of School Nurses.
4. Budget meetings were held with the division directors and their managers from February 4 to 12.
5. A budget retreat was held on February 25, 2013 with the Interim Chief Health Officer and the members of the Leadership Team to address the FY 2014 budget issues.
6. The Ryan White Part A grant was approved by the Board of County Commissioners for a continuation of services which began on March 1, 2013. It will be presented for approval to the Board of Health (BOH) on the March 28, 2013 meeting.
7. The immunization grant was renewed for a period from January 1, 2013 to December 31, 2013. Funds are awarded by the Centers for Disease Control (CDC) in "rounds." SNHD received \$210,879 in the first. "round." Purpose for this grant is to eliminate cases of vaccine preventable diseases in Clark County.

PUBLIC INFORMATION OFFICE (PIO)

- Media (Feb 1-28, 2013)
 - The health district's American Heart Month activities were reported, including its use of social media.
 - The health district's partnership with the Community Counseling Center to offer testing for hepatitis B and C as well as immunizations and free HIV testing also received media coverage.
 - The civil trial regarding the insurer's role in the 2008 Las Vegas hepatitis C outbreak began in February and garnered widespread media attention.
- Newsletter
 - A full edition of the employee newsletter, *The District Dish*, was distributed in February. Articles covered the history of the district's foray into social media, staff's contributions to the community, a historical look at the TB program, a profile of long-term staff employee, as well as historical photos.
- Community Outreach
 - Community outreach staff managed a total of 26 volunteers during the month of February. Volunteers contributed a total of 1261 hours during the month for year-to-date total of 3979.
 - 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 February, 20 clients were provided counseling services and 2 were enrolled in Medicare Part D. This program is funded through a grant from the Department of Health and Human Services Aging and Disability Services Division.

Mid-February 2013 – Mid-March 2013
Administration Monthly Activity Report
Page -4-

- Social Media
 - The health district's primary Facebook account, SNHD Facebook, currently has 578 fans. Get Healthy Facebook has 438 fans and EZ2STOP has 110 fans. The health district maintains one main Twitter account, a Spanish language Twitter account, and accounts for specialized programs. Videos posted to the health district's YouTube channel were viewed 66,678 times in February.
- Website
 - SouthernNevadaHealthDistrict.org, the main health district website, had 566,244 page views for the month of February.
 - Get Health Clark County: 21,167 page views
 - Viva Saludable: 17,182 page views

EG: mtc

Attachments: Statistical Section for February 2013
Chargeback Report ending February 2013
IT Project Status Report for February 2013
Facilities Project Status Report for February 2013

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – February 2013
FOOD HANDLER CARDS

APPLICANTS

TABLE 1

	February-13	February-12	YTD 2013	YTD 2012
New Applicants	3,130	3,561	23,455	27,368
Total Renewal Applicants	5,344	5,494	41,479	39,607
Non-Food	34	48	806	323
X-ray Only	0	9	9	104
Skin Test Only	0	259	655	2,263
Duplicate Card	493	450	3,610	3,413
TOTAL	9,001	9,821	70,014	73,078

TRAINING PREFERENCE

TABLE 2

	February-13	February-12	YTD 2013	YTD 2012
English	0	6,821	1,779	51,155
Spanish	0	1,402	358	10,073
Chinese	0	79	59	646
TOTAL	0	8,302	2,196	61,874

APPLICANTS BY LOCATION

TABLE 3

	February-13	February-12	YTD 2013	YTD 2012
Valley View	15	4,732	15	34,870
East Las Vegas	3,409	1,787	32,253	13,340
Cambridge	3,655	1,471	30,657	11,121
Henderson	1,487	1,583	4,902	12,043
Laughlin	172	149	1,198	1,026
Mesquite	78	99	605	579
North Las Vegas	185	0	384	0
TOTAL	9,001	9,821	70,014	72,979

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – February 2013

APPLICANT PROCESSING

TABLE 4

	February-13	February-12	YTD 2013	YTD 2012
Applicants Per Day	473.74	491.05	479.55	445.60
Applicants Per Hour	59.22	61.38	59.94	55.70
Applicants Per Minute	0.99	1.02	1.00	0.93

FACILITIES

RESPONSES

TABLE 5

	February-13	February-12	YTD 2013	YTD 2012
Maintenance Responses	279	343	2,326	3,022
Security Responses	832	669	6,563	5,437

ADMINISTRATION DIVISION – *PROGRAM ACTIVITY* – February 2013

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	February-13	February-12	YTD 2013	YTD 2012
Service Requests Completed	448	558	3,825	4,195
Service Requests Opened	435	540	3,833	4,133
Service Requests Open Over 30 Days	50	30	305	200

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	February-13	February-12	YTD 2013	YTD 2012
Total System	100.0%	100.0%	99.9%	100.0%

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – February 2013
HUMAN RESOURCES

RECRUITING

TABLE 8

	February-13	February-12	YTD 2013	YTD 2012
Recruitments Opened	11	8	102	30
Recruitments Closed	4	13	67	39
Offer Letters Submitted	8	9	90	37
New / Revised Class Specifications	210	0	230	2

PAYROLL

TABLE 9

	February-13	February-12	YTD 2013	YTD 2012
New Hires Processed	4	1	42	25
Separations Processed	5	4	50	31
Evaluations Processed	30	35	259	320

HR TRAINING - Number of Employees Trained

TABLE 10

	February-13	February-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	35	8	150	98
Harassment/Diversity (On Line)	35	21	191	98
Other Training	0	26	50	111

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – February 2013
FINANCE

MONTHLY SUMMARY

TABLE 11

	February-13	February-12	YTD 2013	YTD 2012
Purchase Orders Processed	205	159	1,077	1,331
Payment Vouchers Processed	295	278	1,720	2,202
Accounts Payable Checks Issued	332	303	1,983	2,551
Total Payments	\$2,609,830.51	\$2,678,511.33	\$18,235,309.43	\$23,428,178.11

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	February-13	February-12	YTD 2013	YTD 2012
Births	1,462	1,731	13,458	14,559
Deaths	1,282	1,000	8,180	7,335

DOCUMENTS ISSUED

TABLE 13

	February-13	February-12	YTD 2013	YTD 2012
Birth Certificates	3,930	4,321	29,969	32,451
Death Certificates	6,228	6,448	46,470	48,126
Birth Cards	0	40	0	449
Burial Permits	5	7	42	44

IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
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. Parts are in and HR and Health Cards are being configured. HR is complete and working on EMS, Vital Records and Health Cards
LIMS Upgrade	TBD	10/31/2012	NO	Have had several meetings concerning HL7 capabilities with the upgraded version. Started discussions with All Scripts. AllScripts will be onsite for a discovery meeting March 7-8. Follow up discussion with SNHD and AllScripts and the scope is to include upgrading to 3.0 version. Final draft contract is in review. Officially kicked off the project. Test/Dev environments loaded and data conversions have started. Ongoing work with only 5 open issues.

FACILITIES PROJECT STATUS REPORT - JANUARY 2013

PROJECT NAME	DATE INITIATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Valley View Human Resources	12/1/2012	2/28/2013	YES	COMPLETED
Valley View EMS	12/1/2012	2/28/2013	YES	COMPLETED
Valley View Vital Records	12/1/2012	3/18/2013	YES	COMPLETED
Valley View Health Cards	12/1/2012	3/18/2013	YES	COMPLETED
625 Shadow Ln.	12/1/2012	3/29/2013	YES	COMPLETED
Solid Waste move to Valley View	3/11/2013	4/30/2013	NO	Construct and relocate solid waste from 400 Shadow Ln to 330 Valley View

Credit Card Chargeback Report July 2011 to February 2013

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