

Memorandum

Date: April 22, 2013

To: Southern Nevada District Board of Health

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

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

NEW FACILITY - replacement of main campus 625 Shadow Lane, Las Vegas, NV 89106

On April 1, 2013 the Southern Nevada Health District (SNHD) offered full services at the 330 S. Valley View location including food safety training cards, birth and death certificates. This location offers a wide range of nursing, environmental health services and EMS/trauma system services. The executive, administrative, financial services, human resources and office of public health preparedness offices have also been relocated to the 330 S. Valley View building.

ADMINISTRATION

April is STD Awareness Month. On Friday, April 19 and Friday, April 26, the Sexual Health Clinic of SNHD will offer "Free Friday" in observance of STD Awareness Month. Clients can receive a free fast tract test for HIV, syphilis, gonorrhea or Chlamydia. However, if the client is assessed as symptomatic, a fee of \$30 will be assessed for treatment. The Southern Nevada Health District encourages everyone to get tested and get the facts about sexually transmitted diseases.

For the month of March 2013, 99 hours of voluntary furlough was used saving the Health District \$3,329.82. Total voluntary furlough hours used for March FY13 is 1,803.25 hours, saving the District a total of \$56,502.75 compared to the total voluntary furlough hours for March FY12 which was 2,140.75 hours saving the health district a total of \$66,591.34.

FACILITIES

On March 2013 there were 279 maintenance responses compared to 510 maintenance responses for March 2012. There were 1,074 security responses in March 2013 compared to 670 responses in March 2012. There were no significant issues.

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For the month of March 2013 there were 21 electrical work orders mostly for lighting replacements throughout SNHD, 22 HVAC work orders for vaccine refrigerator/freezer temperature adjustments as well as heating/cooling adjustments in the main building and the satellite offices. There were three plumbing work orders due primarily obstruction in the sewer lines at various locations.

There were 13 scheduled preventative maintenance work orders. The work included regularly scheduled preventative maintenance for the Southern Nevada Public Health Laboratory as well as freezer and refrigeration inspections. Completion rate for preventive maintenance for March 2013 was 38%, however, the completion rate for critical equipment preventive maintenance was 100%.

For March 2013 there were 33 customer satisfaction responses with 100% satisfaction.

HEALTH CARDS/VITAL RECORDS

1. Health card volume in March 2013 decreased by 7.101% compared to March 2012. In March 2013 10,496 cards were issued compared to 11,242 in March 2012. Health Card volume YTD 2013 through March 2013 is down 4.73% compared to YTD 2012 through March 2012.
2. In March 2013, 1,407 births were recorded and 3,717 birth certificates were issued. This is a 22.17% decrease in births and a 19.72% % decrease in birth certificates issued compared to March 2012.
3. In March 2013, 983 deaths were recorded and 6,492 death certificates were issued. This is a 2.84% decrease in deaths and a .08% increase in death certificates issued compared to March 2013.

INFORMATION TECHNOLOGY

1. System availability for the months of March 2013 was approximately 98.2%.
2. Total aging ticket count for IT help desk calls for March 2013 are the following: there are 53 tickets with Tract-It that are 30 days or older, 42 tickets in Track-It that are 29 days old or less for a total of 95 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of March 2013 the first call resolution (FCR) decreased by five calls or 6.49%. There were 77 calls in February 2013 and only 72 calls in March 2013. The overall number of work orders decreased by 19 calls. There were 449 calls in February 2013 and only 430 calls in March 2013. The decrease in calls can be partially attributed to multi-step work orders involving more than one IT technician/programmer or requiring several components for completion. In other words, instead of several calls needed to complete the request only one call was made. IT continues to address relocation issues in addition to regular IT issues. In addition, IT strives for a higher percentage of FCR to allow users uninterrupted access to computer applications.
3. The number of lockout calls decreased by two from nine lockout calls in February 2013 to seven lockout calls in March 2013 or 1.63%.
4. There were 43 survey results for March 2013. The breakdown of the survey is: 0 very dissatisfied, 2 dissatisfied, 9 satisfied and 32 very satisfied. The two dissatisfied responses from the same user regarding service from Ricoh.

HUMAN RESOURCES

1. On March 2013 ten recruitments were opened and 15 recruitments were closed. There was one new hire processed and 36 offer letters were issued.
2. Four separations were processed on March 2013 and 55 evaluations were completed
3. As of March 2013 the overall vacancy rate was 11.64% with 49 positions actively recruited.
4. The health district's monthly controllable turnover for March 2013 was one and the annualized controllable turnover rate for the month ending March 2013 was approximately 5.3%.

FINANCE

1. The FY 2014 tentative budget for SNHD was approved by the Board of Health on the March 28, 2013 board meeting. Schedule B of the SNHD FY 2014 tentative budget was forwarded to Clark County for approval by the County Commissioners on March 29, 2013.
2. Amendment # 1 of the 2013 HIV Prevention State Sub-grant was fully executed on March 8, 2013. The amendment redistributes funding in the budget categories. Award amount remains at \$1,420,283.
3. Eleven new contracts were developed under the Community Transformation Grant (CTG). The contracts cover the period from March 2013 to September 2014 for \$1,191,747. SNHD will coordinate and sub-contract these community-based activities with our community partners and implement population based and evidence based strategies that will support, complement and reinforce healthy behaviors, avoid exposure to tobacco products and focus on choices supported by Clark County.
4. STD sub-grant award was renewed for the period from January 1, 2013 to December 31, 2013 for \$489,459. Purpose of this sub-grant is to identify, treat and control STD in Clark County.
5. TB Control and Elimination sub-grant award was renewed from January 1, 2013 to December 31, 2013 for \$274,043. The sub-grant will fund activities for the prevention and control of tuberculosis in Clark County.
6. HIV/AIDS Surveillance sub-grant was renewed from January 1, 2013 to December 31, 2013 for \$164,340. Purpose of this sub-grant is to conduct HIV/AIDS surveillance activities in Clark and Nye Counties. Surveillance includes maintaining a complete and accurate database for prevention and care efforts for HIV and AIDS.

PUBLIC INFORMATION OFFICE (PIO)

- I. Media (March 1-31, 2013)
 - The health district's annual Kick Butts Day activities were reported and generated several news stories as well as an additional request for an interview that is scheduled to take place in April 2013.
 - The Teen Pregnancy Prevention Program offered an additional parent/guardian workshop, which generated media interest.

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- The civil trial regarding the insurer's role in the 2008 Las Vegas hepatitis C outbreak continued in March and garnered widespread media attention locally and in markets outside Southern Nevada. In addition, an illness related to a defendant in the upcoming hepatitis C criminal case received local media coverage.

II. Newsletter

- The quarterly online newsletter, *The Perspective*, published in March. The topic for this first edition of 2013 covered teen and adolescent health issues with stories about an American Lung Association program called N-O-T that helps keep teens from picking up the smoking habit, information about adolescent immunizations, and tips for parents about discussing sexual health issues with their teens.

III. Community Outreach

- Community outreach staff managed a total of 32 volunteers during the month of March. Volunteers contributed a total of 1,370 hours during the month for year-to-date total of 5,349.
- 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 March, 30 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.

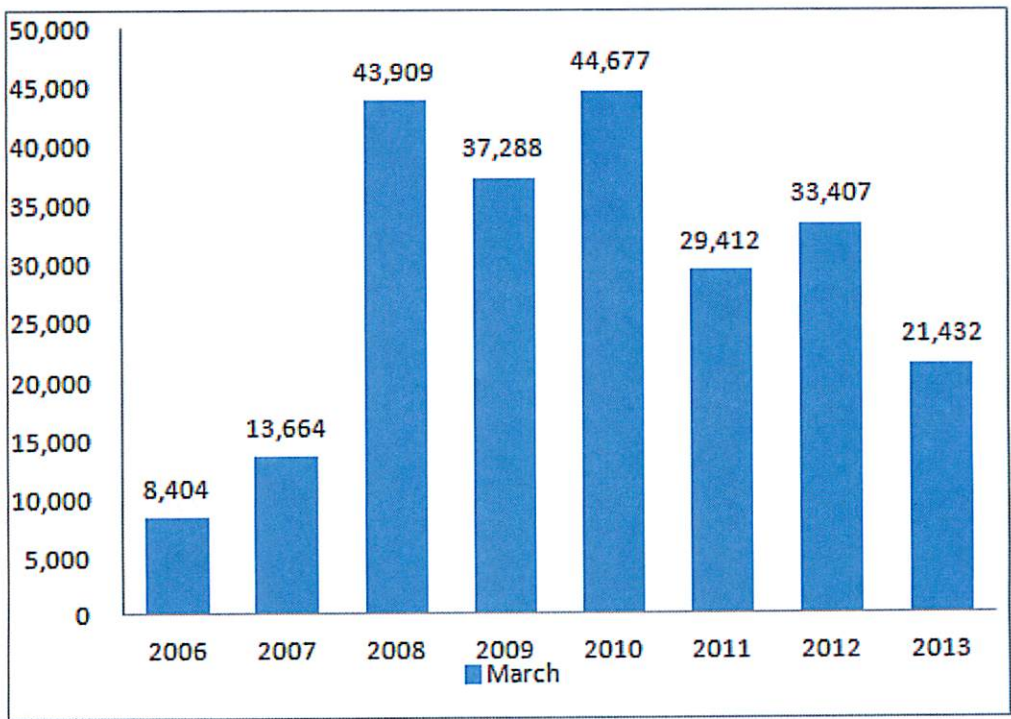
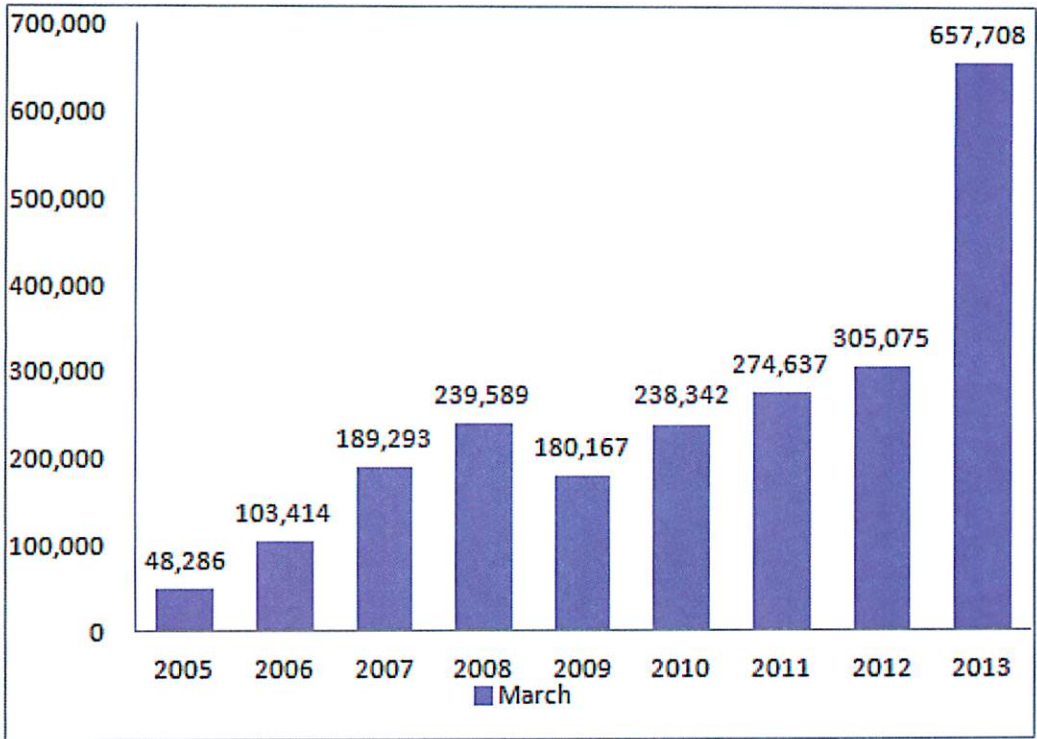
IV. Social Media

- The health district's primary Facebook account, SNHD Facebook, currently has 596 fans. Get Healthy Facebook has 448 fans and EZ2STOP has 120 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 117,397 times in March.

V. Website

- SouthernNevadaHealthDistrict.org, the main health district website, had 657,708 page views for the month of March.
 - Get Health Clark County: 21,432 page views in March.
 - Viva Saludable: 23,767 page views in March.

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EG: mtc

Attachments: Statistical Section
Credit Card Chargeback Report
IT Project Status Report for March 2013
Facilities Project Status Report for March 2013

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – March 2013
FOOD HANDLER CARDS**

APPLICANTS

TABLE 1

	March-13	March-12	YTD 2013	YTD 2012
New Applicants	3,992	4,198	27,447	31,566
Total Renewal Applicants	5,940	6,222	47,419	45,829
Non-Food	45	58	851	381
X-ray Only	0	8	9	112
Skin Test Only	0	249	655	2,512
Duplicate Card	519	507	4,129	3,920
TOTAL	10,496	11,242	80,510	84,320

TRAINING PREFERENCE

TABLE 2

	March-13	March-12	YTD 2013	YTD 2012
English	0	7,960	1,779	44,334
Spanish	0	1,573	358	8,671
Chinese	0	90	59	567
TOTAL	0	9,623	2,196	53,572

APPLICANTS BY LOCATION

TABLE 3

	March-13	March-12	YTD 2013	YTD 2012
Valley View	494	5,380	509	40,250
East Las Vegas	3,932	2,133	36,185	15,473
Cambridge	3,891	1,753	34,548	12,874
Henderson	1,642	1,663	6,544	13,706
Laughlin	163	211	1,361	1,237
Mesquite	135	102	740	780
North Las Vegas	239	0	623	0
TOTAL	10,496	11,242	80,510	84,320

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – March 2013

APPLICANT PROCESSING

TABLE 4

	March-13	March-12	YTD 2013	YTD 2012
Applicants Per Day	499.81	511.00	482.09	453.33
Applicants Per Hour	62.48	63.88	60.26	56.66
Applicants Per Minute	1.04	1.06	1.00	0.94

FACILITIES

RESPONSES

TABLE 5

	March-13	March-12	YTD 2013	YTD 2012
Maintenance Responses	279	510	2,605	3,532
Security Responses	1,074	670	7,637	6,107

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – March 2013

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	March-13	March-12	YTD 2013	YTD 2012
Service Requests Completed	430	676	4,260	4,871
Service Requests Opened	454	653	4,287	4,786
Service Requests Open Over 30 Days	53	30	358	230

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	March-13	March-12	YTD 2013	YTD 2012
Total System	98.2%	100.0%	99.1%	100.0%

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – March 2013
HUMAN RESOURCES**

RECRUITING

TABLE 8

	March-13	March-12	YTD 2013	YTD 2012
Recruitments Opened	10	13	112	43
Recruitments Closed	15	5	82	44
Offer Letters Submitted	36	7	126	44
New / Revised Class Specifications	3	2	233	4

PAYROLL

TABLE 9

	March-13	March-12	YTD 2013	YTD 2012
New Hires Processed	1	9	43	34
Separations Processed	4	5	54	36
Evaluations Processed	55	35	314	355

HR TRAINING - Number of Employees Trained

TABLE 10

	March-13	March-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	50	222	200	320
Harassment/Diversity (On Line)	50	222	241	320
Other Training	0	10	50	121

**ADMINISTRATION DIVISION – PROGRAM ACTIVITY – March 2013
FINANCE**

MONTHLY SUMMARY

TABLE 11

	March-13	March-12	YTD 2013	YTD 2012
Purchase Orders Processed	286	223	1,708	1,554
Payment Vouchers Processed	319	362	2,590	2,564
Accounts Payable Checks Issued	390	385	3,030	2,936
Total Payments	\$3,091,635.49	\$3,442,462.11	\$26,021,647.23	\$26,870,640.22

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	March-13	March-12	YTD 2013	YTD 2012
Births	1,407	1,719	14,865	16,278
Deaths	983	1,011	9,163	8,346

DOCUMENTS ISSUED

TABLE 13

	March-13	March-12	YTD 2013	YTD 2012
Birth Certificates	3,717	4,450	33,686	36,901
Death Certificates	6,492	6,440	52,962	54,566
Birth Cards	0	59	0	508
Burial Permits	4	0	44	44

FACILITIES PROJECT STATUS REPORT - MARCH 2013

PROJECT NAME	DATE INITIATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
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. The move is 70% complete as of 4/1/2013.
Henderson Document Management Shelving and Compound Container Move	4/1/2013	5/5/2013	NO	Construct and relocate all records to Henderson from the compound containers.

IT PROJECT STATUS REPORT

PROJECT NAME	DATE INITATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
EnvisionConnect	2/1/2009	ONGOING	NO	<p>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. 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.</p>
Valley View Location	5/1/2012	TBD	NO	<p>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</p>

