

Memorandum

Date: May 23, 2013

To: Southern Nevada District Board of Health

From: Elaine Glaser, *Director of Administration* *ED. / PS.*
John Middaugh, MD, *Interim Chief Health Officer* *JM*

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

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

On Monday, April 22, 2013 the Office of Chronic Disease Prevention and Health Promotion moved to the second floor of the 330 S. Valley View site 400 Shadow Lane. The Solid Waste section of the Environmental Health Division also moved from 400 Shadow Lane to the 330 S. Valley View location on May 10, 2013. To date, only the TB Clinic remains in the 625 Shadow Lane location.

At close of business on May 10, 2013, the Cambridge office will no longer be processing Food Handler cards. The Vital Records section will discontinue services in the East and Henderson Public Health Centers and will only be available in the 330 S. Valley View office.

ADMINISTRATION

The Southern Nevada Health District (SNHD) announced its annual Public Health Heroes, recognition given to individuals or organizations whose efforts positively affect the health and well-being of the community. This year's winners were honored at the April 22, 2013 SNHD Board of Health meeting.

May 1, 2013 marked the 12th National Day to Prevent Teen Pregnancy, an annual observance to educate teens about the importance of postponing pregnancies and parenthood. The year's theme is "sex has consequences." To address the issue of teen pregnancy, SNHD's Teen Pregnancy Prevention Program offers a free three-day class for teens call "Be Proud! Be Responsible! which helps teens make responsible and safer sexual decision and prevent STDs and pregnancies. The classes are offered at SNHD's East Las Vegas Public Health Center at 570 N. Nellis Blvd. Classes are scheduled from May to August 2013 and are offered in English and Spanish for parents and guardians to help them discuss sexuality, birth control, abstinence and STDs with their teens. This workshop is designed to provide parents and guardians with tools to be knowledgeable parents.

For the month of April 2013, 154 hours of voluntary furlough was used saving the Health District \$6,314.14. Total voluntary furlough hours used for April FY13 is 1,957.25 hours, saving the District a total of \$62,816.89 compared to the total voluntary furlough hours for April FY12 which was 2,364.75 hours saving the health district a total of \$ 73,462.74.

FACILITIES

On April 2013 there were 263 maintenance responses compared to 338 maintenance responses for April 2012. There were 1,111 security responses in April 2013 compared to 778 responses in April 2012. There were no significant issues.

For the month of April 2013 there were 16 electrical work orders mostly for lighting replacements throughout SNHD, 13 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 14 plumbing work orders due primarily to broken fixtures at various locations.

There were 11 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 April 2013 was 85%, however, the completion rate for critical equipment preventive maintenance was 100%.

For April 2013 there were 22 customer satisfaction responses with 100% satisfaction.

FOOD HANDLER CARDS/VITAL RECORDS

1. Food Handler Cards volume in April 2013 increased by 10.36% compared to April 2012. In April 2013 11,528 cards were issued compared to 10,445 cards in April 2012. Food Handler Cards volume YTD 2013 through April 2013 is down 2.88% compared to YTD 2012 through April 2012.
2. In April 2013, 1,559 births were recorded and 3,969 birth certificates were issued. This is a 2.80% decrease in births and a 6.83% increase in birth certificates issued compared to April 2012.
3. In April 2013, 1,358 deaths were recorded and 7,347 death certificates were issued. This is a 40% increase in deaths and a 22.24% increase in death certificates issued compared to April 2013.

INFORMATION TECHNOLOGY

1. System availability for the month of April 2013 was approximately 96.9%.
2. Total aging ticket count for IT help desk calls for April 2013 are the following: there are 54 tickets with Tract-It that are 30 days or older, 50 tickets in Track-It that are 30 days old or less for a total of 104 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of April 2013 the first call resolution (FCR) decreased by five calls or approximately 7%. There were 492 calls in April 2013 and only 430 calls in March 2013. The overall number of work orders increased by 62 calls. The increase in calls may be due to 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 one lockout call from seven lockout calls in March 2013 to six lockout calls in April 2013 or 1.63%.
4. There were 63 survey results for April 2013. The breakdown of the survey is: 1 very dissatisfied, 1 dissatisfied, 5 satisfied and 56 very satisfied. Neither the dissatisfied or very dissatisfied user left notes indicating the issue they had.

HUMAN RESOURCES

1. On April 2013 nine recruitments were opened and 17 recruitments were closed. There were 14 new hires processed and 19 offer letters were issued.
2. Four separations were processed on April 2013 and 53 evaluations were completed
3. As of April 2013 the overall vacancy rate was 9.71% with 41 positions actively recruited.
4. The health district's monthly controllable turnover for April 2013 was one and the annualized controllable turnover rate for the month ending April 2013 was approximately 5.5 %.

FINANCE

1. On Friday, May 3, 2013, submitted Schedule "B" report of the FY2014 budget to Clark County.
2. A petition to approve the final SNHD FY2014 budget will be presented to the Board of Health on the May 23, 2014 Board of Health meeting for their approval.
3. Request for Proposal (RFP) specification was issued under the Teen Pregnancy Prevention Program to obtain four (4) contractors to provide the "Be Proud Be Responsible" program in identified zip code areas to address teens in reducing teen pregnancies. Proposals are due 5/17/13.
4. In light of recent developments, there will be no cuts to the existing Healthy Tomorrows Partnership grant. The Healthy Tomorrow Partnership for Children Program promotes maternal and child health by encouraging community-based programs to enhance prevention strategies and to make health care for pregnant women, infants and children more accessible.
5. Working with Clark County to assess whether office furniture and equipment at 625 Shadow Lane is work auctioning.

PUBLIC INFORMATION OFFICE (PIO)

- I. Media (April 1-30, 2013)
 - The health district received extensive coverage for its investigation of an outbreak associated with the Firefly restaurant. The cause of the patron's illness was determined to be *Salmonella* infection.
 - Coverage of the criminal proceedings in the hepatitis C trial and the award in the suit against the insurance companies continued to garner widespread media attention.
 - Health district and partner activities related to National Infant Immunization Week activities received a variety of news coverage leading up the health district's event on April 20, 2013.
 - Additional media stories included the Public Health Hero Awards, April Pool's Day, STD Awareness Month, Kick Butts Day, and local interviews related to the international stories of the growing concern of the new strain of avian flu.

II. Legislative Update

- The health district is currently monitoring more than 60 legislative items, including Senate Bill 315, which would add another member to the Southern Nevada District Board of Health and impose term limits on appointed members, and Senate Bill 450 which originally would have significantly reduced the requirements for the chief health officer position. The health district successfully introduced an amendment to SB450 to make the requirements of the position more in keeping with current standards and to allow the health district to more easily recruit for the position by allowing a physician to become licensed after he or she is hired. Additional bills of note would eliminate the collection of height and weight data by Nevada schools, a measure opposed by the health district, allow non-profits to distribute clean needles and syringes to IV drug users and require health districts to provide guidelines for the distribution, allow for the sale and distribution of raw milk, and a host of other measures impacting public health.

III. Newsletter

- A full edition of the employee newsletter, *The District Dish*, was distributed in April. Articles covered break room etiquette, a Message from the Chief Health Officer, SNHD in the Community, an employee highlight and an Ask the Inspector article.

IV. Community Outreach

- Community outreach staff managed a total of 18 volunteers during the month of April. Volunteers contributed a total of 1427 hours during the month for year-to-date total of 6776.
- 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 April, 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.

V. Social Media

- The health district's primary Facebook account, SNHD Facebook, currently has 673 fans which is an increase of 35 over last month. Get Healthy Facebook has 451 fans, an increase of 13 fans and EZ2STOP has 127, an increase of 16 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 135,708 times in April.

VI. Website

- SouthernNevadaHealthDistrict.org, the main health district website, had 623,833 page views for the month of April.
 - Get Health Clark County: 22,044 page views
 - Viva Saludable: 16,454 page views

Table 1: SNHD Page Views

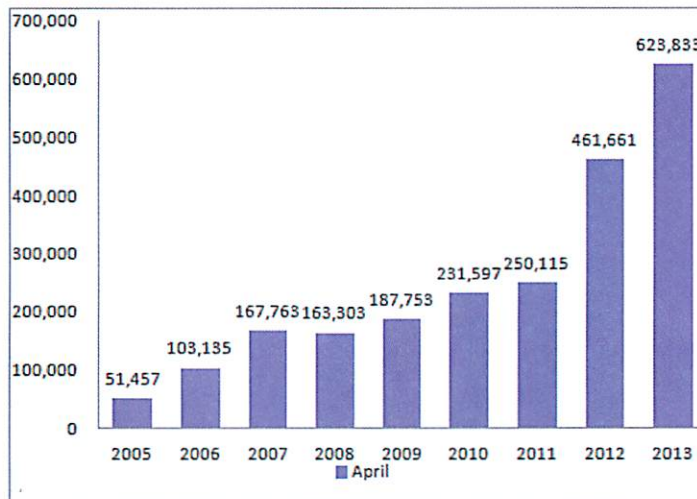
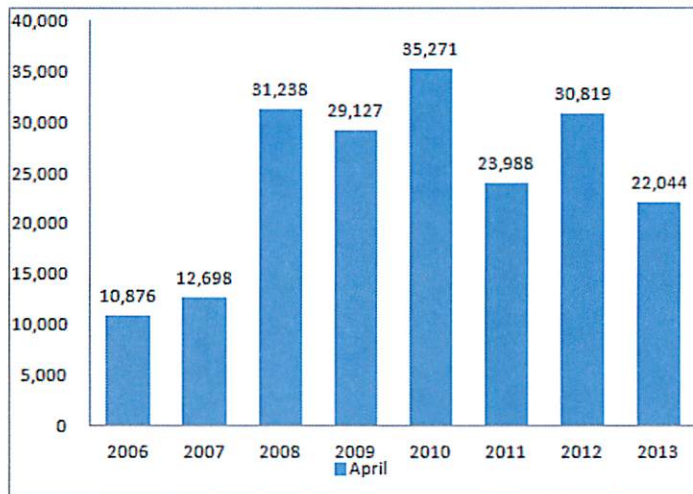


Table 2 Get Healthy Clark County



BS: mtc

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

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

APPLICANTS				
TABLE 1				
	April-13	April-12	YTD 2013	YTD 2012
New Applicants	4,495	4,141	31,942	35,707
Total Renewal Applicants	6,447	5,569	53,866	51,398
Non-Food	33	55	884	436
X-ray Only	0	4	9	116
Skin Test Only	0	217	655	2,729
Duplicate Card	553	459	4,682	4,379
TOTAL	11,528	10,445	92,038	94,765

TRAINING PREFERENCE				
TABLE 2				
	April-13	April-12	YTD 2013	YTD 2012
English	0	7,286	1,779	51,620
Spanish	0	1,514	358	10,185
Chinese	0	58	59	625
TOTAL	0	8,858	2,196	62,430

APPLICANTS BY LOCATION				
TABLE 3				
	April-13	April-12	YTD 2013	YTD 2012
Valley View	3,028	2,454	3,537	42,704
East Las Vegas	3,077	3,483	39,262	18,956
Cambridge	3,210	3,259	37,758	16,133
Henderson	1,637	928	8,181	14,634
Laughlin	217	218	1,578	1,455
Mesquite	113	103	853	883
North Las Vegas	246	*	869	0
TOTAL	11,528	10,445	92,038	94,765

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – April 2013

APPLICANT PROCESSING

TABLE 4

	April-13	April-12	YTD 2013	YTD 2012
Applicants Per Day	524.00	497.38	486.97	457.80
Applicants Per Hour	65.50	62.17	60.87	57.23
Applicants Per Minute	1.09	1.01	1.01	0.95

FACILITIES

RESPONSES

TABLE 5

	April-13	April-12	YTD 2013	YTD 2012
Maintenance Responses	263	338	2,868	3,870
Security Responses	1,111	778	8,748	6,885

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – April 2013

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	April-13	April-12	YTD 2013	YTD 2012
Service Requests Completed	492	525	4,747	5,396
Service Requests Opened	502	518	4,789	5,304
Service Requests Open Over 30 Days	54	9	412	239

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	April-13	April-12	YTD 2013	YTD 2012
Total System	96.9%	100.0%	98.0%	100.0%

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

RECRUITING

TABLE 8

	April-13	April-12	YTD 2013	YTD 2012
Recruitments Opened	9	11	121	54
Recruitments Closed	17	2	99	46
Offer Letters Submitted	19	1	145	45
New / Revised Class Specifications	7	5	39	9

PAYROLL

TABLE 9

	April-13	April-12	YTD 2013	YTD 2012
New Hires Processed	14	6	57	40
Separations Processed	4	5	58	10
Evaluations Processed	53	35	367	390

HR TRAINING - Number of Employees Trained

TABLE 10

	April-13	April-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	53	80	253	400
Harassment/Diversity (On Line)	180	80	421	400
Other Training	0	4	50	125

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

MONTHLY SUMMARY

TABLE 11

	April-13	April-12	YTD 2013	YTD 2012
Purchase Orders Processed	120	120	1,828	1,674
Payment Vouchers Processed	340	286	2,930	2,850
Accounts Payable Checks Issued	299	268	3,329	3,204
Total Payments	\$2,673,180.78	\$2,986,255.84	\$28,694,828.01	\$29,856,896.06

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	April-13	April-12	YTD 2013	YTD 2012
Births	1,559	1,604	16,424	17,832
Deaths	1,358	970	10,521	9,277

DOCUMENTS ISSUED

TABLE 13

	April-13	April-12	YTD 2013	YTD 2012
Birth Certificates	3,969	3,715	37,655	40,616
Death Certificates	7,347	6,010	60,309	60,576
Birth Cards	0	23	0	531
Burial Permits	2	2	46	46

FACILITIES PROJECT STATUS REPORT - APRIL 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 90% complete as of 4/1/2013.
Henderson Document Management Shelving and Compound Container Move	4/1/2013	5/5/2013	YES	Construct and relocate all records to Henderson from the compound containers. OPHP, PIO, OCDPHP, Nursing VARs, STD and HIV have been moved.
Henderson Document Management Shelving and Compound Container Move	4/29/2013	5/10/2013	NO	Health Cards, Vital Records and Administration will be moved by 5/10/2013.

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. BofA contract has been approved and development work has started.</p>

