



Memorandum

Date: June 27, 2013

To: Southern Nevada District Board of Health

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

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

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

The Solid Waste section of the Environmental Health Division moved to the 330 S. Valley View building on Friday, May 31, 2013. Their move freed-up the space they occupied at 400 Shadow Lane making way for the transfer of the TB Clinic from 625 Shadow Lane to the office space they vacated.

All the other departments namely: Vital Records, Health Cards, Nurse Management, Financial Services, Emergency Management Services (EMS), Office of Public Health Preparedness (OPHP), Office of Chronic Disease and Public Health Promotion (OCDPHP), Financial Services, Human Resources, the Executive Suite, Information Technology and the Public Information Office have been relocated and situated in the 330 S. Valley View location.

ADMINISTRATION

May is Hepatitis Awareness Month. The Southern Nevada Health District (SNHD) and the Community Counseling Center are partners in an education campaign that offers testing to the community. The project is funded by the Substance Abuse and Mental Health Services and Administration. This project provides HIV and hepatitis screenings and administers appropriate hepatitis immunizations in Clark County.

Recently the Centers for Disease Control (CDC) recommended hepatitis C testing for people born between 1945 and 1965 and estimates that one in 30 baby boomers is infected with hepatitis C and not aware of it. People who are infected with hepatitis C can be asymptomatic for decades. Hepatitis C is more common among people who received blood transfusions or organ transplants prior to 1992 and also with intravenous drug users.

For the month of May 2013, 247 hours of voluntary furlough was used saving the Health District \$10,049.67. Total voluntary furlough hours used as of May FY13 is 2,204.25 hours, saving the District a total of \$72,866.56 compared to the total voluntary furlough hours for May FY12 which was 2,556.25 hours saving the health district a total of \$ 79,402.53.

FACILITIES

On May 2013 there were 249 maintenance responses compared to 296 maintenance responses for May 2012. There were 1,280 security responses in May 2013 compared to 622 responses in May 2012. There were no significant issues.

For the month of May 2013 there were four (4) electrical work orders mostly for lighting replacements throughout SNHD, 10 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 10 plumbing work orders due primarily to broken fixtures at various locations.

There were 28 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 May 2013 was 100%.

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

FOOD HANDLER CARDS/VITAL RECORDS

1. Food Handler Cards volume in May 2013 increased by 4.25% compared to May 2012. In May 2013 10,883 cards were issued compared to 10,439 cards in May 2012. Food Handler Cards volume YTD 2013 through May 2013 is down 2.17 % compared to YTD 2012 through May 2012.
2. In May 2013, 1,742 births were recorded and 4,056 birth certificates were issued. This is a 13.41% increase in births and a 2.16% increase in birth certificates issued compared to May 2012.
3. In May 2013, 1,280 deaths were recorded and 6,908 death certificates were issued. This is a 34.59% increase in deaths and a 24.08% increase in death certificates issued compared to May 2013.

INFORMATION TECHNOLOGY

1. System availability for the month of May 2013 was approximately 96.8%.
2. Total aging ticket count for IT help desk calls for May 2013 are the following: there are 83 tickets with Tract-It that are 30 days or older, 26 tickets in Track-It that are 30 days old or less for a total of 109 open tickets in the queue. All of the tickets have daily notes entered with updates. For the month of May 2013 the first call resolution (FCR) increased by 31%. There were 88 calls in May 2013 and only 67 calls in April 2013. The overall number of work orders increased by 18 calls. There were 510 calls in May 2013 and only 492 calls in April 2013. We continue to address relocation issues in addition to normal IT issues. IT strives for a higher percentage of FCR to allow users uninterrupted access to computer applications.
3. The number of lockout calls decreased by four lockout calls for a total number of two lockout calls for May 2013 from six lockout calls in April 2013.

Mid-May 2013 – Mid-June 2013
Administration Monthly Activity Report
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4. There were 59 survey results for May 2013. The breakdown of the survey is: one very dissatisfied, two dissatisfied, seven satisfied and 49 very satisfied. One of the dissatisfied user is unhappy with the length of time to resolve her issue and the other dissatisfied user is unhappy with IT's printer distribution policy. The very dissatisfied user did not leave any information regarding her work order.

HUMAN RESOURCES

1. On May 2013 five recruitments were opened and nine recruitments were closed. There were 14 new hires processed and nine offer letters were issued.
2. Eleven separations were processed on May 2013 and 65 evaluations were completed
3. As of May 2013 the overall vacancy rate was 8.11% with 19 positions actively recruited.
4. The health district's monthly controllable turnover for May 2013 was five and the annualized controllable turnover rate for the month ending May 2013 was approximately 6%.

FINANCE

1. The final budget for FY 2014 was presented at the May 23, 2013 Board of Health meeting for approval. It was put on hold.
2. Ryan White Part B sub-grant renewal for the period 4/1/2013 to 3/31/2014 was submitted to the State for approval on the first week of June 2013.
3. A grant application for Implementation of Health Technology in Family Planning Services was filed in grants.gov on 5/16/2013.
4. On 5/31/2013 a non-compete grant application for Teen Pregnancy Prevention was filed in grant solutions.
5. The Fixed Assets Inventory spreadsheet for yearend FY2013 was distributed to staff to verify ownership and location of fixed assets owned by SNHD. This information will be utilized in the annual physical count of fixed assets.
6. Purchasing prepared a "Legal Notice of Failure to Receive Responsible Bid" that will be included in the Office of Public Health Preparedness (OPHP) booklets.
7. Reviewed policies and procedures for contract processing.

PUBLIC INFORMATION OFFICE (PIO)

- I. Media (May 1-31, 2013)
 - The media continued its coverage of the health district's investigation of an outbreak associated with the Firefly restaurant. Reports included the increase in cases of illness associated with the restaurant and the identification of *salmonella* in one food item, cooked chorizo. During interviews, the health district stressed it was likely the outbreak was due to local cross-contamination in the restaurant's kitchen and not from contaminated commercial food.
 - In the wake of the Firefly outbreak, restaurant closures and potential outbreaks continued to generate interest. A norovirus outbreak linked to a Buca di Beppo restaurant, the closure of the Vintner Grill banquet facility, and other facility closures.
 - The health district reported one cases of hepatitis A linked to a multi-state outbreak associated with frozen berries sold at Costco.
 - The endoscopy clinic trial related to the hepatitis C outbreak in 2008 continues to receive

considerable attention as witnesses take the stand against Dr. Dipak Desai and a former nurse anesthetist.

- The health district released a public health alert concerning rabid bats after investigating a potential exposure to a bat that tested positive. The alert was covered by both print and broadcast media.
- Summer is West Nile virus season and the health district responded to a number of requests for interviews regarding West Nile virus prevention activities.
- Additional stories covered topics ranging from National Day to Prevent Teen Pregnancy, May is Hepatitis Awareness Month, and follow-up on the closure of Griffin Mansion wedding facility.

II. Legislative Update

- Senate Bill 315, which would have added another member to the Southern Nevada District Board of Health and imposed term limits on appointed members, died in the Assembly. 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, was enrolled on June 6. A full legislative report will be distributed at the June 27, 2013 board meeting.

III. Publications

- Staff designed, wrote and edited a special 50th edition of the health district's 2012 Report to the Community. In addition to an overview of all the programs and services offered by the district, this year's annual report includes special bonus features, including a timeline and vintage photographs.

IV. Community Outreach

- Community outreach staff managed a total of 33 volunteers during the month of May. Volunteers contributed a total of 1,622 hours during the month for year-to-date total of 8,398.
- 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 May, 25 clients were provided counseling services and three 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.

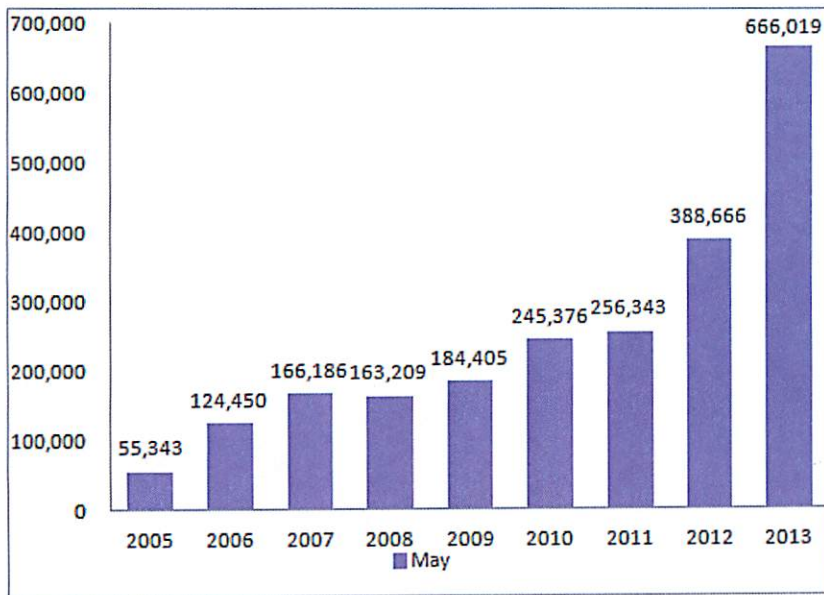
V. Social Media

- The health district's primary Facebook account, SNHD Facebook, currently has 636 fans. Get Healthy Facebook has 453 fans and EZ2STOP has 138. 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 209,414 times in May.

VI. Website

- SouthernNevadaHealthDistrict.org, the main health district website, had 666,019 page views for the month of May.
 - Get Healthy Clark County: 23,107 page views
 - Viva Saludable: 18,742 page views

Table 1 Southern Nevada Health District



EG: mtc

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

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

APPLICANTS				
TABLE 1				
	May-13	May-12	YTD 2013	YTD 2012
New Applicants	4,256	3,979	36,198	39,686
Total Renewal Applicants	6,067	5,799	59,933	57,197
Non-Food	34	49	918	485
X-ray Only	0	1	9	117
Skin Test Only	0	186	655	2,915
Duplicate Card	526	425	5,208	4,804
TOTAL	10,883	10,439	102,921	105,204

TRAINING PREFERENCE				
TABLE 2				
	May-13	May-12	YTD 2013	YTD 2012
English	0	7,520	1,779	59,140
Spanish	0	1,553	358	11,738
Chinese	0	88	59	713
TOTAL	0	9,161	2,196	71,591

APPLICANTS BY LOCATION				
TABLE 3				
	May-13	May-12	YTD 2013	YTD 2012
Valley View	4,728	0	8,265	42,704
East Las Vegas	2,961	5,197	42,223	24,153
Cambridge	1,001	4,880	38,759	21,013
Henderson	1,698	50	9,879	14,684
Laughlin	187	228	1,765	1,683
Mesquite	83	84	936	967
North Las Vegas	225	0	1,094	0
TOTAL	10,883	10,439	102,921	105,204

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – May 2013

APPLICANT PROCESSING

TABLE 4

	May-13	May-12	YTD 2013	YTD 2012
Applicants Per Day	494.68	474.50	487.78	459.41
Applicants Per Hour	61.83	59.31	60397.00	57.42
Applicants Per Minute	1.03	0.99	1.02	0.96

FACILITIES

RESPONSES

TABLE 5

	May-13	May-12	YTD 2013	YTD 2012
Maintenance Responses	249	296	3,117	4,166
Security Responses	1,280	622	10,028	7,507

ADMINISTRATION DIVISION – PROGRAM ACTIVITY – May 2013

INFORMATION TECHNOLOGY

SERVICE REQUESTS

TABLE 6

	May-13	May-12	YTD 2013	YTD 2012
Service Requests Completed	510	523	3,144	5,919
Service Requests Opened	522	518	5,311	5,822
Service Requests Open Over 30 Days	83	32	495	271

INFORMATION SERVICES SYSTEM AVAILABILITY 24X7

TABLE 7

	May-13	May-12	YTD 2013	YTD 2012
Total System	96.8%	100.0%	97.4%	100.0%

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

RECRUITING

TABLE 8

	May-13	May-12	YTD 2013	YTD 2012
Recruitments Opened	5	6	126	60
Recruitments Closed	9	3	108	49
Offer Letters Submitted	9	6	154	51
New / Revised Class Specifications	7	0	46	9

PAYROLL

TABLE 9

	May-13	May-12	YTD 2013	YTD 2012
New Hires Processed	14	2	71	42
Separations Processed	11	1	69	42
Evaluations Processed	65	28	432	418

HR TRAINING - Number of Employees Trained

TABLE 10

	May-13	May-12	YTD 2013	YTD 2012
Limited English Proficiency (On Line)	17	33	270	433
Harassment/Diversity (On Line)	17	33	438	433
Other Training	0	9	50	134

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

MONTHLY SUMMARY

TABLE 11

	May-13	May-12	YTD 2013	YTD 2012
Purchase Orders Processed	206	223	2,034	1,554
Payment Vouchers Processed	281	362	3,211	2,564
Accounts Payable Checks Issued	333	385	3,662	2,936
Total Payments	\$2,695,748.61	\$3,422,462.11	\$31,390,576.62	\$26,870,640.22

VITAL RECORDS

BIRTHS AND DEATHS

TABLE 12

	May-13	May-12	YTD 2013	YTD 2012
Births	1,742	1,536	18,166	19,418
Deaths	1,280	951	11,801	10,267

DOCUMENTS ISSUED

TABLE 13

	May-13	May-12	YTD 2013	YTD 2012
Birth Certificates	4,056	3,970	41,711	44,586
Death Certificates	6,908	5,567	67,217	66,143
Birth Cards	0	0	0	531
Burial Permits	2	2	48	48

FACILITIES PROJECT STATUS REPORT - MAY 2013

PROJECT NAME	DATE INITIATED	ESTIMATED COMPLETION DATE	YES/NO	STATUS
Solid Waste Move to Valley View	3/11/2013	6/7/2013	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	YES	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. IT has started to benchmark that latest version of ECR</p>

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. HC/ VR have been moved in. OCDPHP has been moved in. Cabling for SW has been completed except for the 5 office locations due to panels not being installed. Both Facilities and IT started relocating Solid Waste.	
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. COMPLETED
Electronic Time Sheet					Both the beta testers and their supervisor have been trained. Rollout to start in June 2013. Beta testing has completed and provide LT with the project training plan, brief project activities and user guide.