

Memorandum

Date: August 23, 2013

To: Southern Nevada District Board of Health

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

Subject: Mid-July 2013 to Mid-August 2013 Administration Monthly Activity Report

ADMINISTRATION

The most recent edition of "The Perspective," the Southern Nevada Health District's (SNHD) quarterly e-newsletter was available on the health district's website www.SNHD.info on July 2013. Each issue provides a public health perspective on a particular topic. The current edition covers water, water safety and water-related health issues.

SNHD offers back-to-school immunizations at its public health centers at the following locations namely:

- Main public health center at 330 S. Valley View Blvd., Las Vegas, NV
- East Las Vegas Public Health Center at 560 N. Nellis Blvd., Suite E12, Las Vegas, NV,
- Henderson Public Health Center at 520 E Lake Mead Parkway, Henderson, NV
- North Las Vegas Public Health Center at 955 W. Craig Road, Suite 103D, North Las Vegas, NV
- Mesquite Public Health Center at 830 Hafen Lane, Mesquite, NV

Extended hours for back-to-school immunizations will be offered on the last two weeks of August 2013.

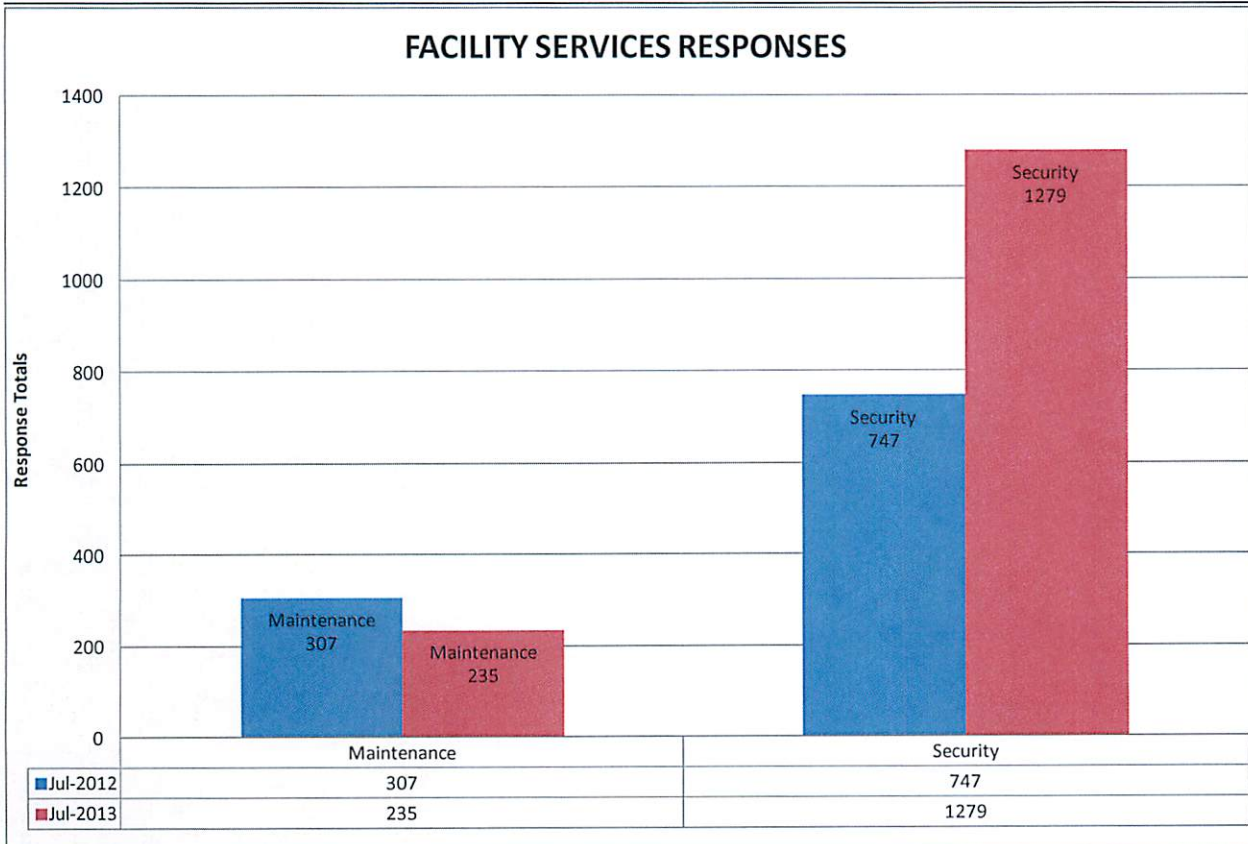
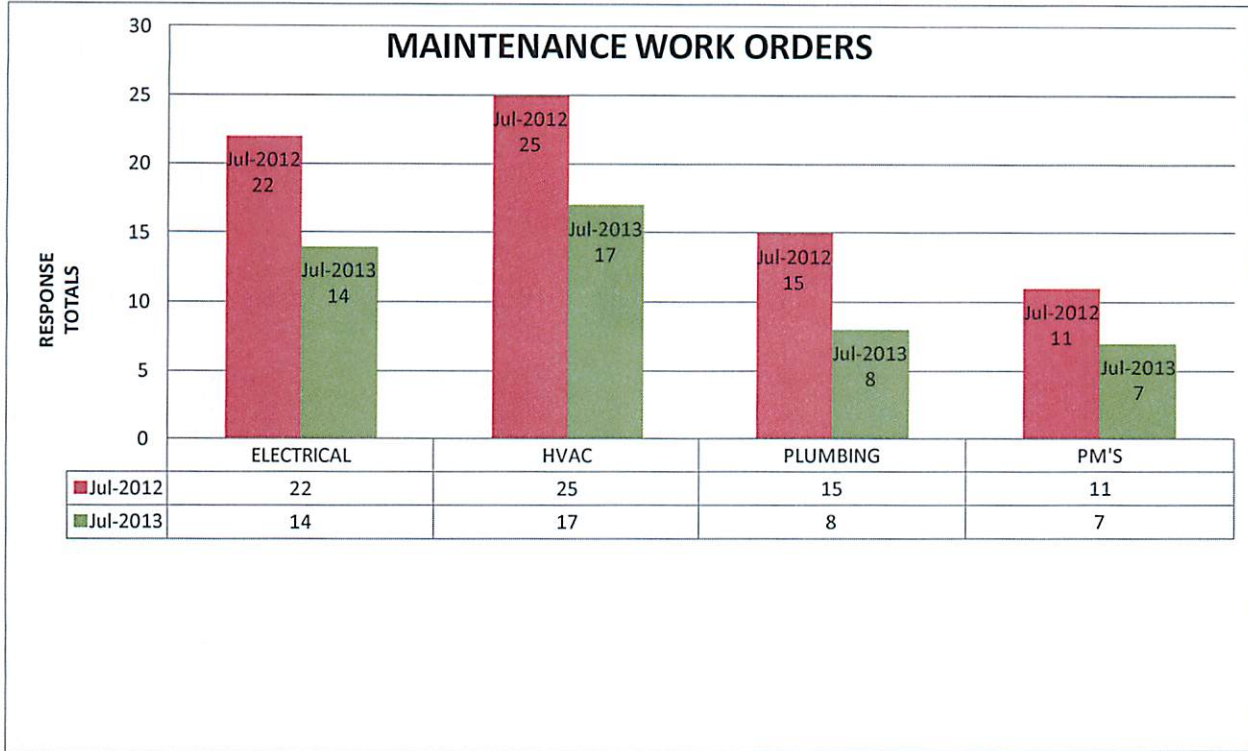
The move of the TB Clinic from the 625 Shadow Lane location to the 400 Shadow Lane location has been placed on hold pending further notice.

Space planning meetings and planning continue until the best option for SNHD is reached.

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FACILITIES



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HUMAN RESOURCES

RECRUITING				
	July-13	July-12	YTD 2013	YTD 2012
Recruitments Opened	4	5	73	55
Recruitments Closed	3	5	66	32
Offer Letters Submitted	5	7	94	36
New / Revised Class Specifications	2	0	47	10

PAYROLL				
	July-13	July-12	YTD 2013	YTD 2012
New Hires Processed	3	2	44	29
Separations Processed	5	8	43	36
Evaluations Processed	110	40	366	247

HR TRAINING - Number of Employees Trained				
	July-13	July-12	YTD 2013	YTD 2012
Harassment/Diversity (On Line)	95	25	432	415
Other Training	102	8	66	103

FY 13/14	13-Jan	13-Feb	13-Mar	13-Apr	13-May	13-Jun	13-Jul	13-Aug	13-Sep	13-Oct	13-Nov	13-Dec	Total
Controllable Turnovers	3	2	1	1	5	1	3						13
Turnover Controllable Rate	6.6%	6.5%	6.0%	5.5%	6.0%	5.6%	6%						0.356
New Contract or Other Grievances	0	0	1	1	0	0	1						3
New disciplinary appeals	1	0	0	0	0	0	0						0
Notices of either an EEOC/NERC/OSHA/CIVIL complaint filing	0	0	1	0	0	0	1						2
Official Complaints of Unprofessional Conduct on the Part of Management	0	0	0	0	0	0	0						0

FY 12/13	12-Jan	12-Feb	12-Mar	12-Apr	12-May	12-Jun	12-Jul	12-Aug	12-Sep	12-Oct	12-Nov	12-Dec	Total
Controllable Turnovers	1	2	1	0	0	4	3	2	5	1	1	5	25
Turnover Controllable Rate	2.63%	2.89%	2.83%	2.53%	2.32%	2.90%	7.00%	5.90%	7.90%	6.50%	5.60%	6.60%	0.556
New Contract or Other Grievances	0	0	1	1	1	1	0	2	0	0	0	0	6
New disciplinary appeals	0	0	0	0	0	0	0	0	0	0	0	0	0
Notices of either an EEOC/NERC/OSHA/CIVIL complaint filing	2	1	0	0	0	1	1	1	0	0	0	0	6
Official Complaints of Unprofessional Conduct on the Part of Management	0	0	0	0	0	0	0	0	0	1	0	0	1

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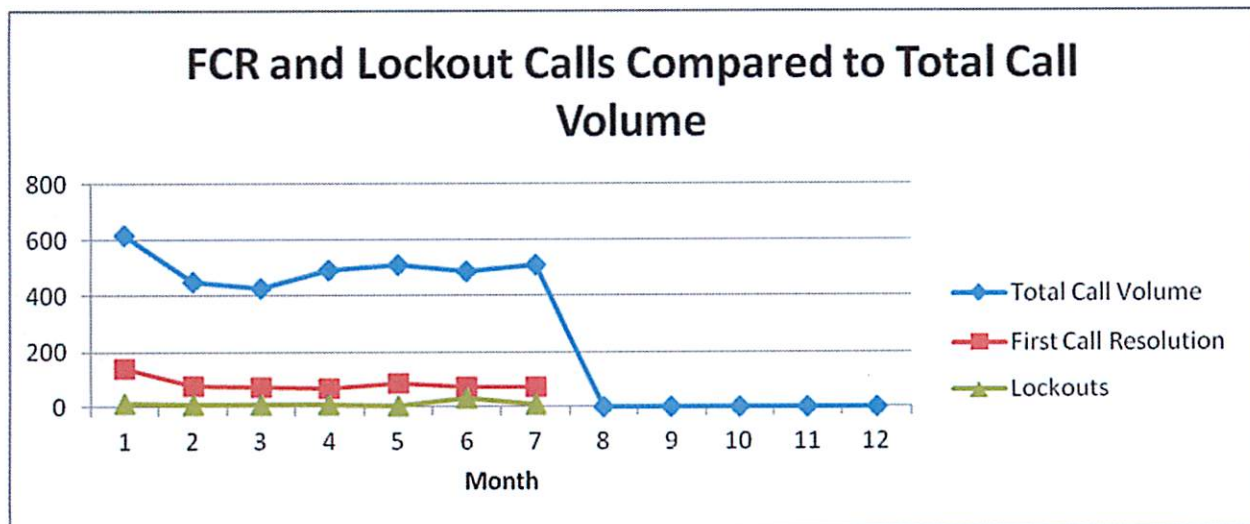
INFORMATION TECHNOLOGY

SERVICE REQUESTS				
	July-13	July-12	YTD 2013	YTD 2012
Service Requests Completed	507	483	3,502	3,986
Service Requests Opened	494	508	3,542	3,970
Service Requests Open Over 30 Days	63	30	37	63
INFORMATION SERVICES SYSTEM AVAILABILITY 24X7				
	July-13	July-12	YTD 2014	YTD 2013
Total System	99.04%	99.96%	99.00%	99.92%

Information Technology Quality Improvement Report - Total Monthly Work Orders by Department
2013

Month	J	F	M	A	M	J	J	A	S	O	N	D
Admin	154	129	114	160	133	148	135					
CH	108	46	86	76	84	93	99					
EH	131	95	92	113	128	109	114					
Nursing	226	179	138	143	165	140	161					
Total	619	449	430	492	510	490	509	0	0	0	0	0
FCR	23.10%	17.15%	16.74%	13.62%	17.25%	14.90%	13.95%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Lockouts	1.94%	2.00%	1.63%	1.22%	0.39%	6.12%	1.18%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

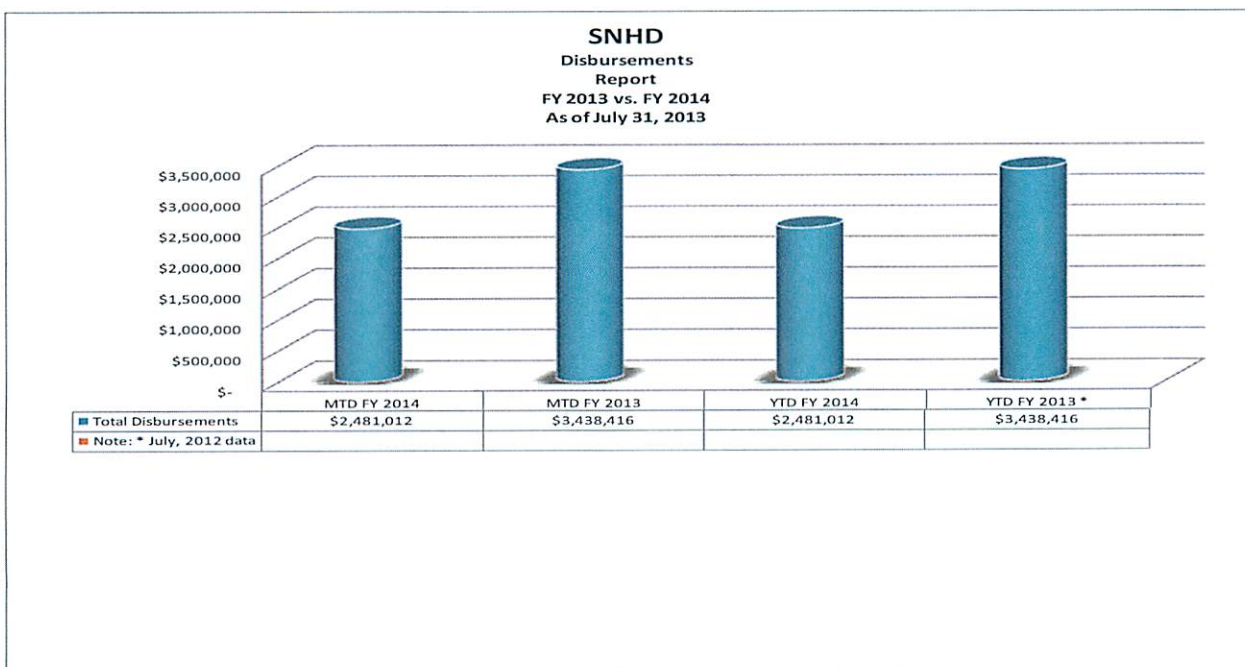
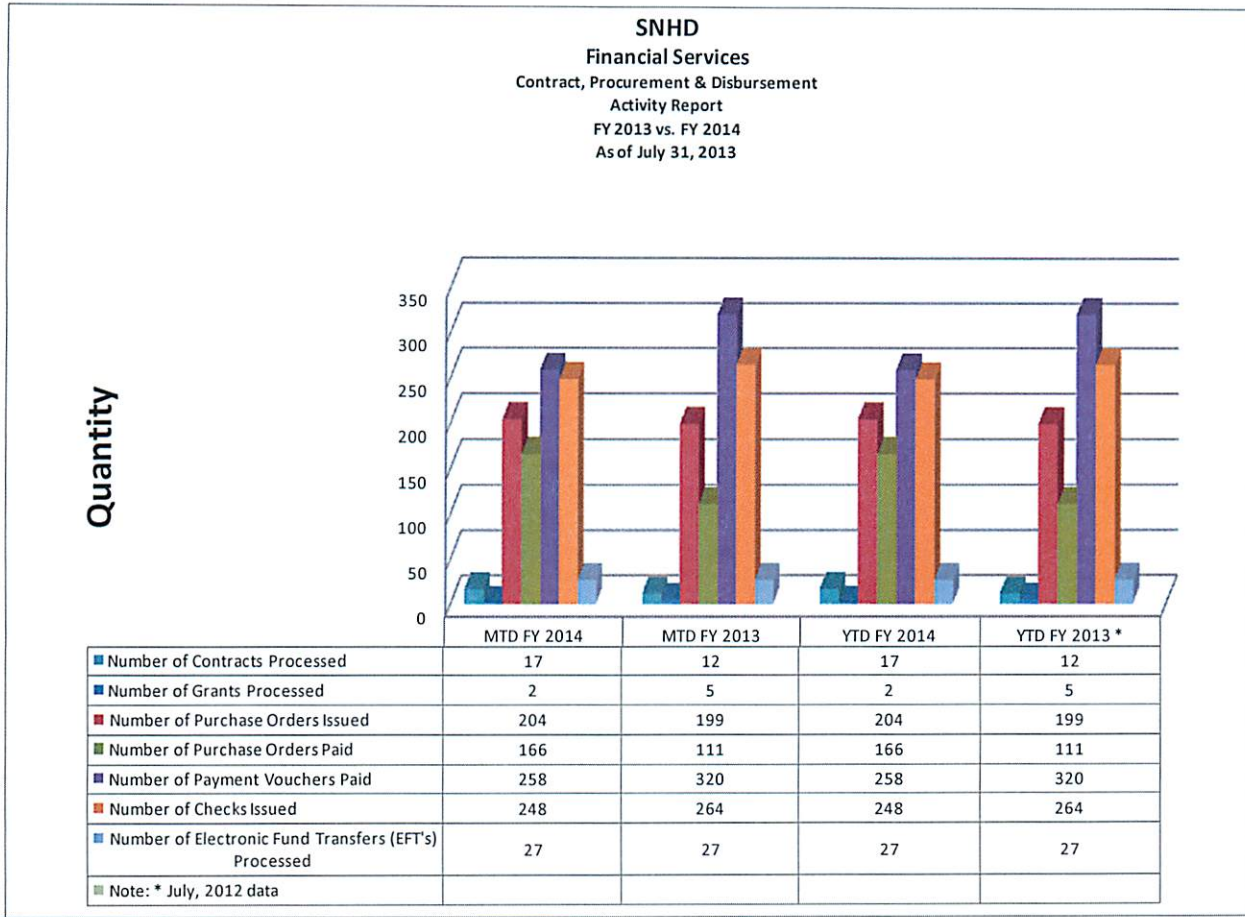
NOTE: The breakouts have the call volumes to the Help Desk by division.



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FINANCE



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FINANCE

1. Piercy Bowler and Taylor (PBTK) auditors began preliminary audit on July 29, 2013.
2. Ryan White Part A grant award's final allocation for the period through 2/28/2014 was approved by the Board of County Commissioners. The total award for all service categories is \$1,496,795.67.
3. The State informed SNHD that the Ryan White Part B grant funding from Health Resources Services Administration (HRSA) for the remaining nine months will be awarded soon. The total amount of the grant is \$135,998 of which \$34,000 was already funded during the first three months of the grant period.
4. Immunization grant received its round 2 funding from CDC increasing the initial funding from \$210,879 to \$421,758. The amendment does not affect the subgrant scope of the work.
5. The second half of the Nurse Family Partnership (NFP) grant in the amount of \$167,200 which started on 6/1/2013 will be reimbursed based on the number of events or completed home visits at a rate of \$275 per visit.
6. Physical inventory of fixed assets has been completed and the next step is to update these changes in the asset system.
7. Notice was received that the Epidemiology and Laboratory capacity grant funding will continue for the period from 8/1/2013 to 7/31/2014. The Public Health Prevention Funds (PHPR) continuation award will be issued no later than August 30, 2013 and SNHD is approved to incur cost effective 8/1/2013.
8. First draft of the purchasing policy was sent to Finance staff for review. The new version is more in-line with Clark County's policy and dollar guidelines.
9. A new vendor for Birth and Death Certificate paper was selected. This is the same vendor that State and Wahoe County has contracted. This make SNHD vital statistic forms uniform with rest of the State of Nevada.

PUBLIC INFORMATION OFFICE (PIO)

I. Media (July 1-July 31, 2013)

- The health district reported five human cases of West Nile illness in the community as well as West Nile positive mosquito clusters. The reports generated media interest with interviews and news stories in print, on radio and television.
- The Office of Chronic Disease Prevention and Health Promotion kicked off its Soda Free Summer campaign, which generated media interest.
- The health district's annual reminder to parents about back-to-school immunizations generated media interest with interviews on radio, in Spanish-language print, and on television.
- The Firefly generated media coverage when its management sent out Twitter messages that the restaurant received A grades following its most recent health district inspection in mid-July.
- Additional topics in the media included the selection of Dr. Thomas Coleman as the next chief health officer, the proliferation of desert rats, sewer line problems at the Flamingo Hotel & Casino, lead levels in hot sauce, and the trial verdicts delivered in the criminal cases related to the hepatitis C endoscopy center outbreak.

II. Newsletter

- The quarterly online newsletter, *The Perspective*, published in mid-July. The topic for this second edition of 2013 covered the impact of water on health, water safety, and water-related health issues called recreational water illnesses.
- The health district's employee newsletter, *The District Dish*, was distributed in July.

III. Community Outreach

- Community outreach staff managed a total of 28 volunteers during the month of July. Volunteers contributed a total of 1,576 hours during the month for year-to-date total of 11,583.
- The community outreach specialist provided Medicare counseling services to three clients during the month of July, for a total of 121 for year.
- The community outreach specialist continued to coordinate Spanish-language media outreach opportunities, including a regular segment for a Saturday morning children's show.

IV. Social Media

The health district's primary Facebook account, SNHD Facebook currently has 665 fans. Get Healthy Clark County's Facebook page has 479 fans, and the Sexual Health Clinic's EZ2STOP page has 145 fans. The health district maintains five Twitter accounts that include the main account as well as accounts for specialized programs and the number of followers continues to grow. As of July, the main Twitter page, SNHDinfo has 654 followers, the Sexual Health Clinic's EZ2STOP has 226 followers, Get Healthy Clark County's account, GetHealthyCC, has 100 followers, the influenza account SNHDflu has 277 followers and the Spanish language, TuSNHD account has 77 followers. In July, the Twitter accounts had 142 'clicks' to links included in

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V.

Website

- The Southern Nevada Health District’s main website, www.SNHD.INFO had 590,814 page views for the month of July. Following are statistics for the health district’s additional web pages:
 - The Get Healthy Clark County, www.GetHealthyClarkCounty.org, website had 23,689 page views.
 - The Viva Saludable, www.VivaSaludable.org, had 14,052 page views.
 - The Flu Revolution, www.FluRevolution.com, had 195 page views.
 - YouTube Channel – videos watched 197,310 times in July.

Table 1 Southern Nevada Health District

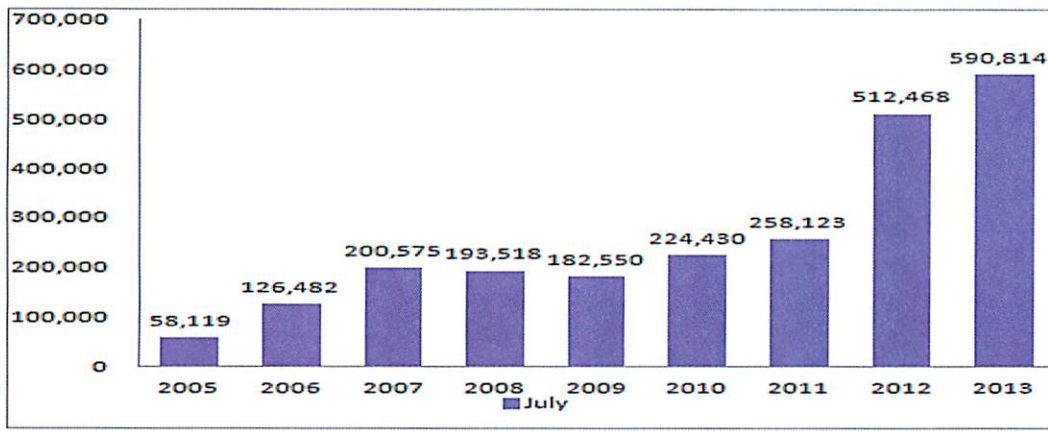


Table 2 Get Healthy Clark County

