



Memorandum

Date: November 17, 2016

To: Southern Nevada District Board of Health

From: Andrew J. Glass, FACHE, MS, *Director of Administration*
Joseph Iser, MD, DrPH, MSc, *Chief Health Officer*

RE: Administration Division Monthly Report – October 2016

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Oct 2016	Oct 2017		YTD FY16	YTD FY17	
Maintenance Responses	161	204	↑	660	828	↑
Electrical Work Orders	9	5	↓	27	36	↑
HVAC Work Orders	5	16	↑	20	85	↑
Plumbing Work Orders	3	6	↑	24	20	↓
Preventive Maintenance	21	17	↓	111	65	↓
Security Responses	714	593	↓	2895	2358	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Oct 2016	Oct 2017		FY16	FY17	
Service Requests Completed	290	304	↑	1378	1343	↓
Service Requests Opened	269	324	↑	1352	1362	↑
Service Requests Open over 30 days	49	76	↑	196	298	↑

Information Services System Availability 24/7	Oct 2016	Oct 2017		FY16	FY17	
Total System	99.78	99.97	↑	99.73	99.80	↑

Total Monthly Work Orders by Department	Oct 2016	Oct 2017		FY16	FY17	
Administration	75	72	↓	370	334	↓
Community Health	74	80	↑	290	326	↑
Environmental Health	39	70	↑	289	314	↑
Nursing	102	82	↓	440	369	↓

First Call Resolution & Lock-Out Calls	Oct 2016	Oct 2017		YTD FY16	YTD FY17	
Total number of calls received	269	324	↑	1352	1362	↑
Number of first call resolutions	16	11	↓	93	43	↓
Number of Lock-out calls	0	0	→	8	9	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Oct 2016	Oct 2017		FY16	FY17	
Contracts Processed	39	14	↓	124	98	↓
Grants Processed	1	13	↑	17	36	↑
Purchase Orders Issued	142	125	↓	593	704	↑
Invoices Paid	556	667	↑	2309	1989	↓
Checks Issued	221	162	↓	904	614	↓
Electronic Fund Transfers Processed	119	113	↓	488	449	↓

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Oct 2016	Oct 2017		FY16	FY17	
Media - Print Articles	29	6	↓	87	62	↓
Media - Broadcast stories	19	10	↓	99	75	↓
Collateral - Advertising/Marketing Products	22	17	↓	84	62	↓
Community Outreach - Total Volunteers¹	28	21	↓			
Community Outreach - Volunteer Hours	996	1,110	↑	4,127	4,567	↑

¹Total volunteer numbers fluctuate from month to month and are not cumulative

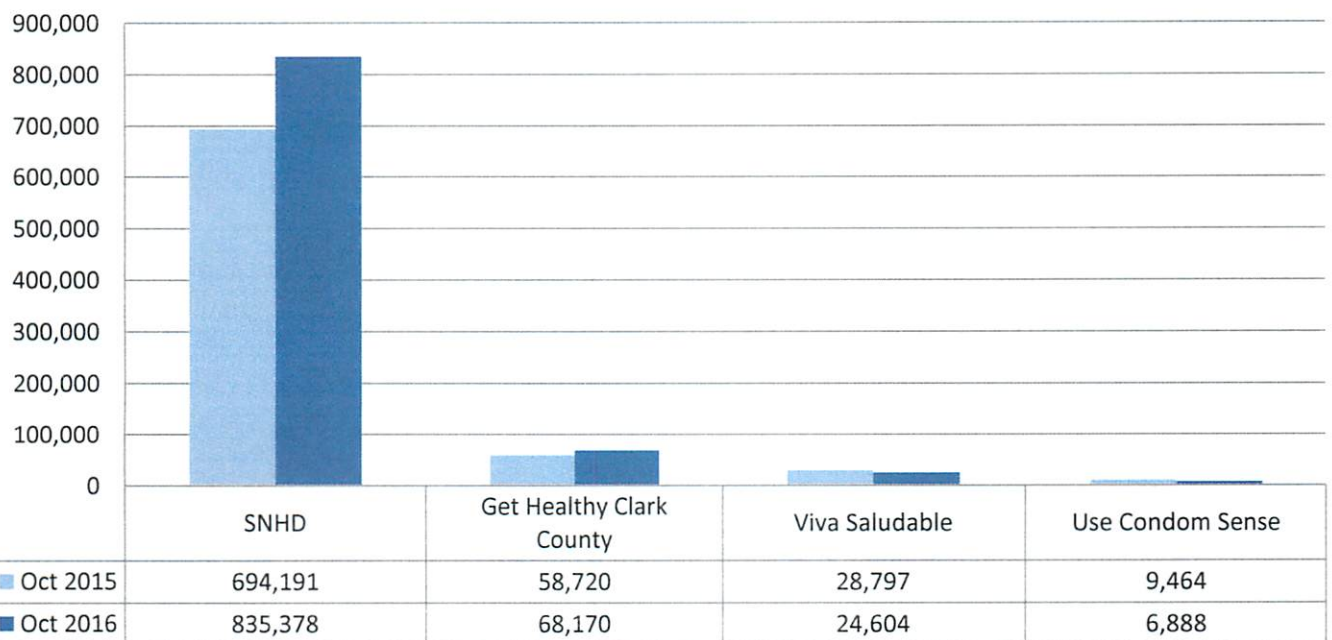
Social Media Services	Oct 2016	Oct 2017		FY16	FY17	
*Facebook SNHD	3,391	3,533	↓	3,391	3,533	↑
*Facebook Henderson PHC	1,473	1,478	↑	1,473	1,478	↑
*Facebook Mesquite PHC	447	459	↓	447	459	↑
*Facebook GHCC	2,608	1,853	↓	2,608	1,853	↓
*Facebook SHC	1,657	3,084	↑	1,657	3,084	↑
*Facebook THNK/UseCondomSense	6,367	6,184	↓	6,367	6,184	↓
*Facebook SNHD THNK Project	n/a	31	↑	n/a	31	↑
*Twitter EZ2Stop	364	399	↑	364	399	↑
*Twitter SNHDflu	601	704	↑	601	704	↑
*Twitter GetHealthyCC	245	304	↑	245	304	↑

November 17, 2016

Social Media Services	Oct 2016	Oct 2017		YTD FY16	YTD FY17	
*Twitter SNHDinfo	1,509	1,974	↑	1,509	1,974	↑
*Twitter TuSNHD	169	195	↑	169	195	↑
*Twitter THNK/ UseCondomSense	496	611	↑	496	611	↑
*Twitter SoNVTraumaSyst	38	52	↑	38	52	↑
YouTube SNHD	403,735	125,863	↓	1,490,394	367,459	↓
YouTube THNK/UseCondomSense	216	131	↓	807	583	↓

*Twitter and Facebook numbers are not cumulative

Monthly Website Page Views



Accreditation Activities Report- October 2016

Accreditation-

The application has been accepted by the Public Health Accreditation Board (PBAB) along with the letter of support. We have just received the invoice. *Weakness:* None at this time. *Plan:* continue

Domains

Teams are meeting; all have had a minimum of 2 meetings. Initial document gathering has started. Initial identification of gaps has begun. *Weakness:* Critical documents and processes do not exist. *Plan:* Create a template of outline for the document, send to the division director(s) determine a deadline for completion. For larger plans write the plan and ask the lead person to review make changes and sign. Track follow up reports.

Workforce development plan:

The plan is being finalized. We have received a list of trainings from HR to meet the core competencies needs identified in the self assessment. For some of the core competencies there are no trainings. We are identifying additional classes that are less than an hour in length and no cost to be offered to SNHD employees through human resources. We need to review with HR how tracking and compliance will occur; this may be a function of the WorkForce Development (WFD) Team. All division directors have been asked to discuss joining the WFD team with staff. The WFD team is to have 2 people from HR 2 people from the QI team and 1 person from each division.

Weakness- The plan is still in draft format. It is expected to be finalized in 2-3 weeks with the plan, training and tracking in place *Plan:* Adele and Tanya with student input will complete plan create training template.

Quality Improvement

The plan is completed and has recently been sent to administration for review and acceptance. The team still has some gaps and a second notice went to the division leads. A folder for the QI projects has been created that will allow the team to review them. Once training and the plan are on the intranet all staff will need to be trained in QI. A *just did it* project template has been created to increase employee engagement. *Weakness:* Missing QI Team members. There is currently one QI project. Until someone misses on the PM tracking there is no process to start one. *Plan:* Develop a culture of QI. This will promote QI and WFD. Adele and Tanya will address the gaps in the plan and activities after WFD plan is complete.

Performance Management-

We have received Performance Measures from Administration and Environmental Health. Community Health is completed, but working on putting it in the same format as the others. Clinical services are working on creating their performance management measures. All measures received will be tracked by the division director and reported to the leadership team. *Weakness-* Measures are still being created and the first tracking dates have passed. We still need to determine what to use for a dashboard. We have a webinar scheduled for November 21st to possibly use the same dashboard as Montana. We will need to prove that all SNHD levels and employees are trained and engaged in PM. *Plan:* Encourage PM to be brought up in all meetings and discussed.

Accreditation Activities Report- October 2016

CHIP

We are working to develop a CHIP brand and inform the participants via newsletter and updates. The quarterly newsletter has been sent out to all participants *Weakness: None. Plan: Continue to send emails, updates, and improve engagement.*

Access- Access & Navigation-The 911 nurse call line has received a promise of funding for several years. They presented and demonstrated the nurse call system to both community stakeholders and the community on November 7th from 9-11. *Weakness: None. Plan: Continue to address the strategies and gaps. Continue to increase engagement.* **Workforce resources and transportation-** Objective 2, the data to identify gaps has been compiled and presented. The next steps include defining and developing strategies to address gaps. This will hopefully take the form of mobile service provider collaboration. *Weakness: None Plan: Continue to address the strategies and gaps. Continue to increase engagement.*

Health Insurance- Objective 3, a tremendous amount of data has been received. Epidemiology has received a suggestion/ proposal to create an insurance enrollment and uninsured report and strategy to address the gaps revealed by the data. The goal is for the report to be shared with the stakeholders so enrollment activities will meet these gaps. *Weakness: None Plan: Bring data and maps to meeting to address health equity gap. The team is working on the quarterly update for the CHIP.*

Chronic Disease- Members are being referred to the obesity and tobacco coalitions. Brittany is keeping all members engaged and updated. Brittany is working on a Chronic Disease priority group update and email. We have a student who is working on updating progress toward the objective goals. *Weakness: None Plan: Continue.*

Policy and Funding- United Way of Southern Nevada has asked to collaborate with us on bill tracking. The Guinn Center and UNLV have asked to work with us on the bill tracking and messaging. The priority group plans to use UNR's fact sheet template. We are looking into creating short talks of 5 minutes or less. We need to ID 3-5 initial speakers and subjects. We do not need MOU with colleges for this work. UNLV School of law has asked to collaborate on this objective by compiling data for Health Impact Assessments. *Weakness* Need to have bills and their numbers being tracked in writing. Determine strategies on how to collaborate with United Way of Southern Nevada. We need to determine speakers and who will film the small talks. *Plan:* Keep going. Ask Iser to be the first small talk on e-cigarettes and Tyrone Thompson and Oscarson to speak on health disparities. Look for a minimum of 3 other speakers. Have the resources read to go and schedule a January meeting for plan a resource dispersion plan.

PAYROLL REPORT

OCTOBER 8, 2016, TO OCTOBER 21, 2016

CLINICAL SERVICES (0100)	\$324,284.63
ENVIRONMENTAL HEALTH (0200)	\$381,799.79
LABORATORY (0400)	\$41,493.98
COMMUNITY HEALTH SERVICES (0600)	\$254,948.70
ADMINISTRATION (0900)	<u>\$301,091.87</u>
TOTAL	<u><u>\$1,303,618.97</u></u>

APPROVED BY:



CHIEF HEALTH OFFICER OR
DIRECTOR ADMINISTRATIVE SERVICES

OVERTIME HOURS & AMOUNTS

From 10/08/2016 to 10/21/2016

Administrative Services

Program	Employee	Hours	Amount
902	Fedor, Catherine A	6.75	\$284.42
902	Webster, Janet E	12.25	\$666.28
907	Armstrong, Larry Jerome	8.00	\$196.56
907	Chamberlain, Robert C	8.00	\$254.16
907	Gray, Mable	8.00	\$274.68
907	Ruiz, George	1.00	\$33.44
907	Stevens, Michael P	14.00	\$444.78
907	Terriquez, Arturo	5.00	\$122.90
		63.00	\$2,277.22

Community Health Services

Program	Employee	Hours	Amount
607	Anichowski, Kimberly L	1.00	\$41.04
607	Filler-Maietta, Cherie L	6.00	\$343.44
607	Fincher, Ina B	0.50	\$28.62
607	Kappel, Matthew S	3.75	\$135.56
607	King, Micah N	5.25	\$210.11
607	McLellan, Betsy	6.50	\$273.88
607	Montgomery, Joshua Michael	5.50	\$198.83
607	O'Connor, Kelli J	5.00	\$195.00
607	Shingu, Michele	6.00	\$234.00
607	Smith-Dent, Marnita	8.00	\$304.32
607	White, Candyce L	5.00	\$210.68
607	Woods, Rosanna	0.50	\$23.92
610	Ginty, Joseph P	3.00	\$73.71
610	Moran, Deborah R	8.00	\$304.32
		64.00	\$2,577.43

So NV Public Health Lab

Program	Employee	Hours	Amount
400	Abitria, Vincent Ralph	0.50	\$29.34
400	Hug, Paul	1.50	\$105.39
400	Landin, Susanne T	1.75	\$102.69
		3.75	\$237.42

OVERTIME HOURS & AMOUNTS

From 10/08/2016 to 10/21/2016

Clinical Services

Program	Employee	Hours	Amount
110	Arquette, Jocelyn M	2.00	\$98.25
110	Enzenauer, Lizette	0.50	\$19.02
110	Gonzales, Virtudes	0.75	\$42.93
110	Palmer, Michael J	3.50	\$143.64
110	Randle, Rebecca Ann	0.75	\$34.97
		7.50	\$338.81

Environmental Health Division

Program	Employee	Hours	Amount
206	Banales, Jason	14.25	\$515.14
206	Billings, Jacob T	8.25	\$338.58
206	Bober, Belinda	4.00	\$228.96
206	Clark, Deborah M	5.25	\$215.46
206	Cohen, Valerie-Nicole S	5.00	\$205.20
206	Cole, Robert T	1.50	\$75.56
206	DelCotto, Aaron A	7.75	\$361.31
206	Franceschini, Joseph D	3.75	\$135.56
206	Kelton, Jason A	3.75	\$158.01
206	Knowles, Mikki M	13.25	\$491.51
206	Lett, Kendra A	6.75	\$237.63
206	Martucci, Graciela I	1.50	\$81.58
206	Navarrete, George	5.00	\$245.63
206	Piar, Diane M	12.75	\$497.25
206	Rainville, Scott A	6.75	\$277.02
206	San Nicolas, Thomas	5.75	\$235.98
206	Sharif, Rabea	3.50	\$126.53
206	Sheffer, Thanh V	4.50	\$166.93
206	Taylor Jr, George E	10.00	\$478.36
207	Kurtti, Donna M	1.00	\$41.04
		124.25	\$5,113.24

Grand Total

262.50 \$10,544.12

COMP TIME TAKEN

From 10/08/2016 to 10/21/2016

Administrative Services

Program	Employee	Hours	Amount
902	Fedor, Catherine A	8.00	\$224.72
905	Cunningham, Cynthia	2.00	\$56.18
907	Vega, Leonardo	4.00	\$124.32
		14.00	\$405.22

Community Health Services

Program	Employee	Hours	Amount
602	Muniz, Gail	2.00	\$72.52
607	Boudreaux-Thibodeaux, Dustin	12.00	\$304.32
607	Gratzke, Jennifer D	16.00	\$524.00
607	Kappel, Matthew S	2.00	\$48.20
607	Montgomery, Joshua Michael	4.00	\$96.40
607	Radeloff, Cheryl L	4.00	\$121.20
607	Smith-Dent, Marnita	1.50	\$38.04
610	Stanton, Michelle L	3.00	\$80.04
		44.50	\$1,284.72

So NV Public Health Lab

Program	Employee	Hours	Amount
410	Brown, Daniel R	0.25	\$9.54
		0.25	\$9.54

Clinical Services (Nursing)

Program	Employee	Hours	Amount
110	Arquette, Jocelyn M	3.00	\$98.25
110	Flores, Jessica C	3.00	\$114.48
110	Maciel-Perez, Marisol	0.50	\$12.68
110	Rossi, Lester A	12.00	\$261.12
110	Valdivieso-Estrada, Isabel	24.00	\$745.92
119	Capurso, Cynthia	2.00	\$76.32
121	Lopez, Enrique	1.00	\$19.12
		45.50	\$1,327.89

COMP TIME TAKEN

From 10/08/2016 to 10/21/2016

Environmental Health Div			
Program	Employee	Hours	Amount
205	Cavin, Erin M	1.50	\$45.45
205	Muth, James W	3.00	\$82.08
206	Banales, Jason	6.50	\$156.65
206	De Haan, Christian M	2.00	\$54.72
206	Eddins, Adam	3.00	\$72.30
206	Garman, Meredith	4.25	\$139.19
206	Greer, John D	16.00	\$460.64
206	Lin, Christine	3.00	\$108.78
206	Ramirez Luna, Bianca	6.00	\$148.39
206	Reese, Michelle S	39.58	\$978.81
206	Robinson, Gary P	16.00	\$405.76
206	Sang-Chiang, Fuen-Su Alfonso	6.00	\$211.86
206	Sims, Candice H	2.50	\$86.18
206	Stanley, Marissa S	1.25	\$34.20
206	Welch, Brenda H	8.00	\$305.28
206	Whiting, Willandra C	1.00	\$24.10
208	Goodsell, Michelle	1.75	\$47.88
220	Clarke, Michelle	7.50	\$271.96
		128.83	\$3,634.23
Grand Total		233.08	\$6,661.60

BI-WEEKLY OT/CTT BY DIVISION**Overtime Hours and Amounts
10/08/2016 - 10/21/2016****ADMINISTRATION**

Program	Employee	Hours	Amount
902	Fedor, Catherine A	6.75	\$284.42
902	Webster, Janet E	12.25	\$666.28
907	Armstrong, Larry Jerome	8.00	\$196.56
907	Chamberlain, Robert C	8.00	\$254.16
907	Gray, Mable	8.00	\$274.68
907	Ruiz, George	1.00	\$33.44
907	Stevens, Michael P	14.00	\$444.78
907	Terriquez, Arturo	5.00	\$122.90
		63.00	\$2,277.22

**Comp Time Taken
10/08/2016 - 10/21/2016****ADMINISTRATION**

Program	Employee	Hours	Amount
902	Fedor, Catherine A	8.00	\$224.72
905	Cunningham, Cynthia	2.00	\$56.18
907	Vega, Leonardo	4.00	\$124.32
		14.00	\$405.22

BI-WEEKLY OT/CTT BY DIVISION**Overtime Hours and Amounts
10/08/2016 - 10/21/2016****COMMUNITY HEALTH**

Program	Employee	Hours	Amount
607	Anichowski, Kimberly L	1.00	\$41.04
607	Filler-Maietta, Cherie L	6.00	\$343.44
607	Fincher, Ina B	0.50	\$28.62
607	Kappel, Matthew S	3.75	\$135.56
607	King, Micah N	5.25	\$210.11
607	McLellan, Betsy	6.50	\$273.88
607	Montgomery, Joshua	5.50	\$198.83
607	O'Connor, Kelli J	5.00	\$195.00
607	Shingu, Michele	6.00	\$234.00
607	Smith-Dent, Marnita	8.00	\$304.32
607	White, Candyce L	5.00	\$210.68
607	Woods, Rosanna	0.50	\$23.92
610	Ginty, Joseph P	3.00	\$73.71
610	Moran, Deborah R	8.00	\$304.32

64.00 \$2,577.43**Comp Time Taken
10/08/2016 - 10/21/2016****COMMUNITY HEALTH**

Program	Employee	Hours	Amount
602	Muniz, Gail	2.00	\$72.52
607	Boudreaux-Thibodeaux, I	12.00	\$304.32
607	Gratzke, Jennifer D	16.00	\$524.00
607	Kappel, Matthew S	2.00	\$48.20
607	Montgomery, Joshua Mic	4.00	\$96.40
607	Radeloff, Cheryl L	4.00	\$121.20
607	Smith-Dent, Marnita	1.50	\$38.04
610	Stanton, Michelle L	3.00	\$80.04

44.50 \$1,284.72**PUBLIC HEALTH LAB**

Program	Employee	Hours	Amount
400	Abitria, Vincent Ralph	0.50	\$29.34
400	Hug, Paul	1.50	\$105.39
400	Landin, Susanne T	1.75	\$102.69

3.75 \$237.42**PUBLIC HEALTH LAB**

Program	Employee	Hours	Amount
410	Brown, Daniel R	0.25	\$9.54

0.25 \$9.54

BI-WEEKLY OT/CTT BY DIVISION**Overtime Hours and Amounts
10/08/2016 - 10/21/2016****Comp Time Taken
10/08/2016 - 10/21/2016****CLINICAL SERVICES**

Program	Employee	Hours	Amount
110	Arquette, Jocelyn M	2.00	\$98.25
110	Enzenauer, Lizette	0.50	\$19.02
110	Gonzales, Virtudes	0.75	\$42.93
110	Palmer, Michael J	3.50	\$143.64
110	Randle, Rebecca Ann	0.75	\$34.97
		7.50	\$338.81

CLINICAL SERVICES

Program	Employee	Hours	Amount
110	Arquette, Jocelyn M	3.00	\$98.25
110	Flores, Jessica C	3.00	\$114.48
110	Maciel-Perez, Marisol	0.50	\$12.68
110	Rossi, Lester A	12.00	\$261.12
110	Valdivieso-Estrada, Isabe	24.00	\$745.92
119	Capurso, Cynthia	2.00	\$76.32
121	Lopez, Enrique	1.00	\$19.12
		45.50	\$1,327.89

BI-WEEKLY OT/CTT BY DIVISION**Overtime Hours and Amounts
10/08/2016 - 10/21/2016****ENVIRONMENTAL HEALTH**

Program	Employee	Hours	Amount
206	Banales, Jason	14.25	\$515.14
206	Billings, Jacob T	8.25	\$338.58
206	Bober, Belinda	4.00	\$228.96
206	Clark, Deborah M	5.25	\$215.46
206	Cohen, Valerie-Nicole	5.00	\$205.20
206	Cole, Robert T	1.50	\$75.56
206	DelCotto, Aaron A	7.75	\$361.31
206	Franceschini, Joseph D	3.75	\$135.56
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206	Rainville, Scott A	6.75	\$277.02
206	San Nicolas, Thomas	5.75	\$235.98
206	Sharif, Rabea	3.50	\$126.53
206	Sheffer, Thanh V	4.50	\$166.93
206	Taylor Jr, George E	10.00	\$478.36
207	Kurtti, Donna M	1.00	\$41.04

124.25	\$5,113.24
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**Comp Time Taken
10/08/2016 - 10/21/2016****ENVIRONMENTAL HEALTH**

Program	Employee	Hours	Amount
205	Cavin, Erin M	1.50	\$45.45
205	Muth, James W	3.00	\$82.08
206	Banales, Jason	6.50	\$156.65
206	De Haan, Christian M	2.00	\$54.72
206	Eddins, Adam	3.00	\$72.30
206	Garman, Meredith	4.25	\$139.19
206	Greer, John D	16.00	\$460.64
206	Lin, Christine	3.00	\$108.78
206	Ramirez Luna, Bianca	6.00	\$148.39
206	Reese, Michelle S	39.58	\$978.81
206	Robinson, Gary P	16.00	\$405.76
206	Sang-Chiang, Fuen-Su	6.00	\$211.86
206	Sims, Candice H	2.50	\$86.18
206	Stanley, Marissa S	1.25	\$34.20
206	Welch, Brenda H	8.00	\$305.28
206	Whiting, Willandra C	1.00	\$24.10
208	Goodsell, Michelle	1.75	\$47.88
220	Clarke, Michelle	7.50	\$271.96

128.83	\$3,634.23
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GRAND TOTAL OVERTIME

Administration	63.00	\$2,277.22
Community Health	64.00	\$2,577.43
So NV Public Health Lab	3.75	\$237.42
Clinical Services	7.50	\$338.81
Environmental Health	124.25	\$5,113.24
GRAND TOTAL	262.50	\$10,544.12

GRAND TOTAL COMP TIME TAKEN

Administration	14.00	\$405.22
Community Health	44.50	\$1,284.72
So NV Public Health Lab	0.25	\$9.54
Clinical Services	45.50	\$1,327.89
Environmental Health	128.83	\$3,634.23
GRAND TOTAL	233.08	\$6,661.60