



Memorandum

Date: April 27, 2017
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 – March 2017

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Mar 2016	Mar 2017		FY16	FY17	
Maintenance Responses	259	213	↓	1629	1744	↑
Electrical Work Orders	13	9	↓	94	98	↑
HVAC Work Orders	8	14	↑	57	166	↑
Plumbing Work Orders	7	6	↓	54	45	↓
Preventive Maintenance	8	17	↑	182	152	↓
Security Responses	401	688	↑	5793	5382	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Mar 2016	Mar 2017		FY16	FY17	
Service Requests Completed	355	371	↑	2967	2947	↓
Service Requests Opened	347	363	↑	2999	3038	↑
Service Requests Open over 30 days	77	127	↑	455	893	↑

Information Services System Availability 24/7	Mar 2016	Mar 2017		FY16	FY17	
Total System	99.96	99.74	↑	99.42	99.85	↑

Total Monthly Work Orders by Department	Mar 2016	Mar 2017		FY16	FY17	
Administration	99	124	↑	834	798	↓
Community Health	84	75	↓	639	662	↑
Environmental Health	58	65	↑	607	640	↑
Clinical Services	114	107	↓	898	847	↓

First Call Resolution & Lock-Out Calls	Mar 2016	Mar 2017		YTD FY16	YTD FY17	
Total number of calls received	347	363	↑	2999	3038	↑
Number of first call resolutions	34	4	↓	217	70	↓
Number of Lock-out calls	0	0	→	19	13	↓

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Mar 2016	Mar 2017		YTD FY16	YTD FY17	
Contracts Processed	33	24	↓	244	195	↓
Grants Pending – Pre Award*	-	2		-	14	
Grants In Progress – Post Award**	10	9	↓	54	66	↑
Purchase Orders Issued	191	166	↓	1309	1321	↑

* Grant application was created and submitted to agency

** Grant application was approved – is being routed for signature

**Financial Services Report
 WC Insurance Fund**

Currently, the Health District disburses approximately \$550.00 monthly from the WC Insurance Fund. Consideration is being given to close this fund, and the Financial Services Manager reported the Department of Business and Industry, Division of Insurance, stated in their review of the Health District's 2016 Annual Claims Information Report that the security deposit, in the form of a CD, could be maintained at \$89,000 until November 2018 unless otherwise notified. The account may be closed now as long as we maintain the CD (Security Deposit) as required.

Academic Affairs-Internships	Mar 2017	Apr 2017
Internships-Total Interns ¹	27	27
Internship Hours ²	1,068	1,232

¹ Total number of monthly interns includes 10 semester-long students (January to May 2017).

² Number of approximate hours interns spent applying academic knowledge to a public health setting.

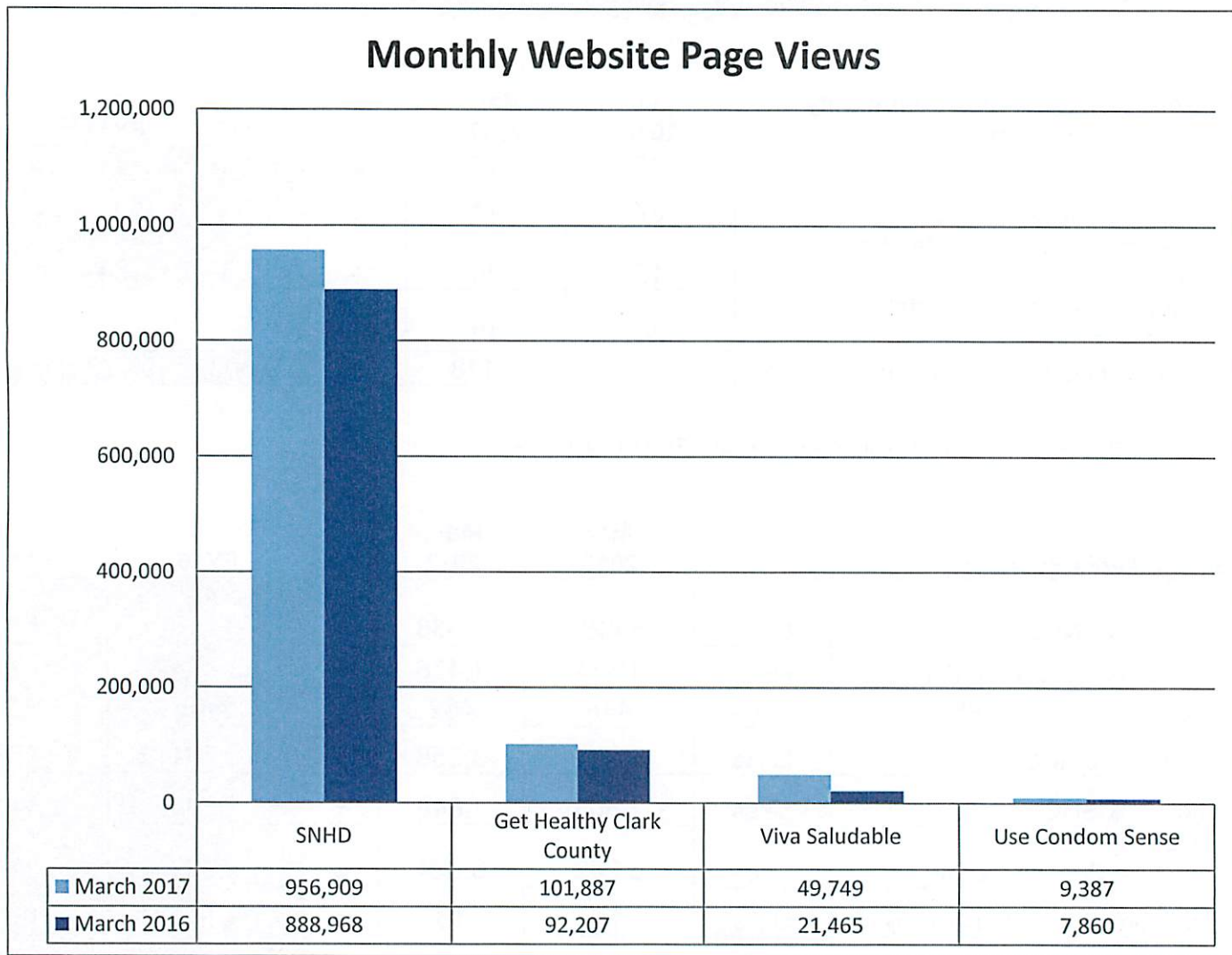
ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Mar 2016	Mar 2017		FY16	FY17	
Media - Print Articles	37	17	↓	156	113	↓
Media - Broadcast stories	37	11	↓	181	140	↓
Collateral - Advertising/Marking Products	16	20	↑	183	164	↓
Community Outreach - Total Volunteers ¹	24	18	↓			
Community Outreach - Volunteer Hours	1,233	1,148	↓	9,603	9,773	↑

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

Social Media Services		Mar 2016	Mar 2017		FY16	FY17
*Facebook SNHD	Likes	3,425	3,538	↑	3,425	3,538
*Facebook Henderson PHC	Likes	1,474	1,478	↑	1,474	1,478
*Facebook Mesquite PHC	Likes	448	462	↑	448	462
*Facebook GHCC	Likes	2,761	3,258	↑	2,761	3,258
*Facebook SHC	Likes	1,808	1,848	↑	1,808	1,848
*Facebook THNK/UseCondomSense	Likes	6,289	6,224	↓	6,289	6,224
*Facebook SNHD THNK Project	Likes	14	16	↑	14	16
*Twitter EZ2Stop	Followers	383	405	↑	383	405
*Twitter SNHDflu	Followers	652	754	↑	652	754
*Twitter GetHealthyCC	Followers	277	313	↓	277	313
*Twitter SNHDinfo	Followers	1,700	2,247	↑	1,700	2,247
*Twitter TuSNHD	Followers	183	212	↑	183	212
*Twitter THNK/UseCondomSense	Followers	538	664	↑	538	664
*Twitter SoNVTraumaSyst	Followers	48	67	↑	48	67
YouTube SNHD	Views	85,871	49,639	↓	**2,687,561	701,626
YouTube THNK/UseCondomSense	Views	128	103	↓	1,579	1,100

*Twitter and Facebook numbers are not cumulative
 **Corrected Totals



Accreditation Activities Report- March 2017

Accreditation-

Document submission has started. It MUST close February 12, 2018

CHIP

Semiannual update scheduled for March 15, 2017 *Plan:* Continue to send emails, updates, and improve engagement.

Access- Access & Navigation-The 911 nurse call line is expected to be up and running July 17, 2017

Plan: Continue to address the strategies and gaps. Continue to increase engagement. **Workforce**

resources and transportation- This group has formed a Mobile Health Collaborative. The first event

will be 4.6.17 **Health Insurance-** Waiting for data from last enrollment *Plan:* Continue

Chronic Disease- Members are being referred to the obesity and tobacco coalitions. Brittany is keeping all members engaged and updated. *Plan:* Continue.

Policy and Funding- The priority issues sub-committees are completing the messaging for legislature- Health equity and opioids have a fact sheet and Health equity has a recording. *Plan:* Link fact sheets, videos and UNLV report to the Healthy Southern Nevada website. Jose M. from UNLV to be lead and run group

Domains

Teams are meeting; all have had a minimum of 3 meetings. Some teams are highly engaged. For other domains I meet with or send emails asking for specific docs. There is a documentation spreadsheet and tracking table (attached). *Plan:* Send the weekly spread sheet to Leadership with tracking.

Workforce Development Plan:

The plan is finalized and posted on the intranet. Tracking is a responsibility of the Workforce Development (WFD) Team. The WFD team has 2 people from HR 2 people from the QI team and 1 person from each division.

Plan: The new workforce development team is to meet in January. They will be tracking trainings, and success of trainings.

Quality Improvement

IT is working on a folder for docs. QI Team is taking basic training. Team priority is to get the QI circles up and running. All staff will need to be trained in QI. A ***just did it*** project template has been created to increase employee engagement. *Plan:* Develop a culture of QI and promote successes. This will promote QI and WFD.

Performance Management-

The performance management policy is in review. Templates for creating performance measures and for the report have been created. Admin division report is done. *Plan:* Meet weekly with Michelle to discuss domain 9. Encourage PM to be brought up in all meetings and discussed. Offer district wide training.