



Memorandum

Date: November 16, 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 – Oct 2017

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Oct 2016	Oct 2017		FY17	FY18	
Maintenance Responses	204	169	↓	828	659	↓
Electrical Work Orders	5	11	↑	36	27	↓
HVAC Work Orders	204	169	↓	828	659	↓
Plumbing Work Orders	5	11	↑	36	27	↓
Preventive Maintenance	204	169	↓	828	659	↓
Security Responses	5	11	↑	36	27	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Oct 2016	Oct 2017		FY17	FY18	
Service Requests Completed	304	534	↑	1343	2067	↑
Service Requests Opened	324	524	↑	1362	2106	↑
Service Requests Open over 30 days	76	188	↑	298	604	↑

Information Services System Availability 24/7

	Oct 2016	Oct 2017		FY17	FY18	
Total System	99.97	99.95	↓	99.73	99.93	↑

Total Monthly Work Orders by Department

	Oct 2016	Oct 2017		FY17	FY18	
Administration	72	131	↑	334	562	↑
Community Health	80	117	↑	326	439	↑
Environmental Health	70	128	↑	314	467	↑
Clinical Services	82	158	↑	369	599	↑

First Call Resolution & Lock-Out Calls	Oct 2016	Oct 2017		YTD FY17	YTD FY18	
Total number of calls received	324	524	↑	1362	2106	↑
Number of first call resolutions	11	6	↓	43	23	↓
Number of Lock-out calls	0	16	↑	9	28	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Oct 2016	Oct 2017		YTD FY17	YTD FY18	
Contracts Processed	14	17	↑	98	97	↓
Grants Pending – Pre Award*	-	2	↑	-	11	↑
Grants In Progress – Post Award**	13	11	↓	36	44	↑
Purchase Orders Issued	125	184	↑	704	736	↑

* Grant application was created and submitted to agency

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

Grants Pending – Pre Award

- 10/6/17, March of Dimes Nevada Community Grants Program, requested \$30,000/year for three years to encourage spacing of pregnancies 18 months apart or more
- 10/6/17, NACCHO Retail Standards, Mentor, \$16,000 for 3 mentors

ADMINISTRATION Academic Affairs - Fiscal Year Data

Academic Affairs-

Interns/Residents/Fellows

	Oct 2017
Internships-Total Interns ¹	19
Internship Hours ²	956

¹ Total number of monthly interns includes 5 semester-long students (August-December 2017).

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

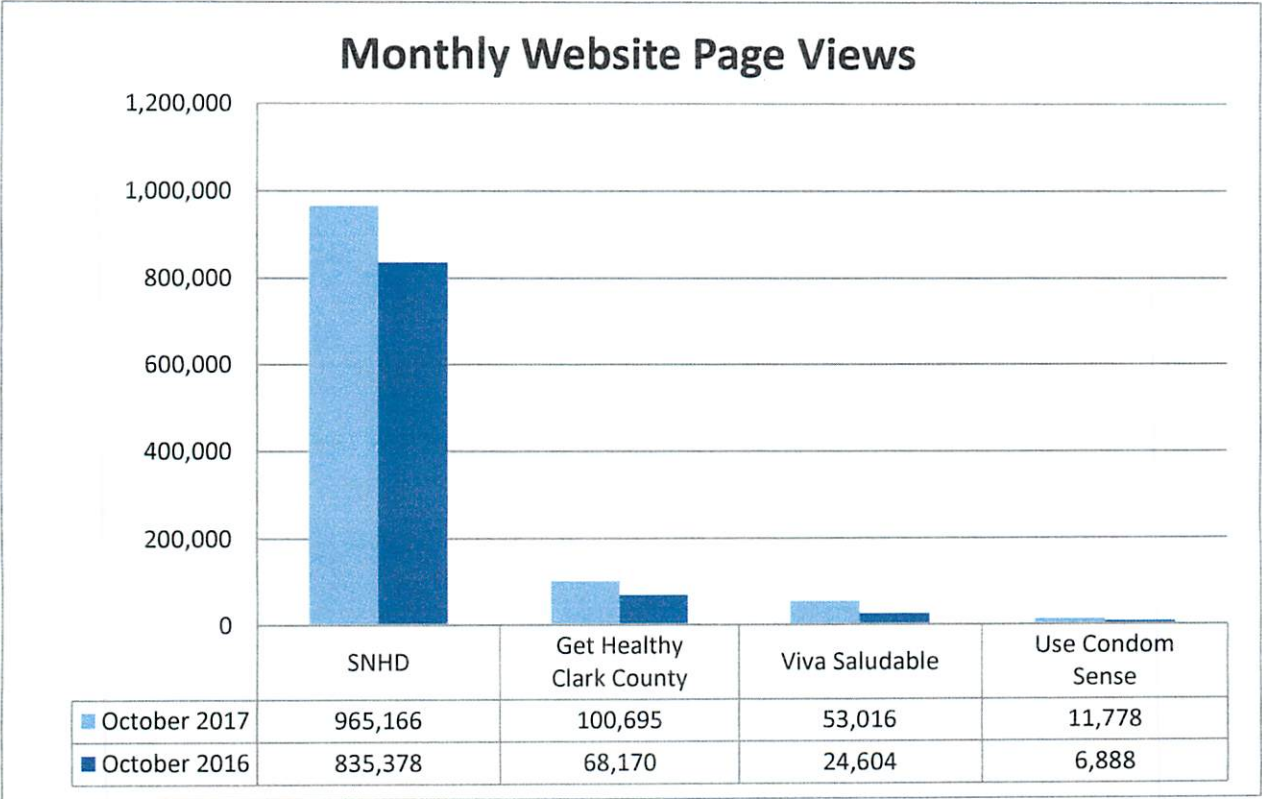
ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Oct 2016	Oct 2017		FY17	FY18	
Media - Print Articles	6	15	↑	62	88	↑
Media - Broadcast stories	10	4	↓	75	29	↓
Collateral - Advertising/Marketing Products	17	19	↑	62	79	↑
Community Outreach - Total Volunteers ¹	21	22	↑			
Community Outreach - Volunteer Hours	1,110	1,390	↑	4,567	4,530.50	↓

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

Social Media Services		Oct 2016	Oct 2017		FY17	FY18
*Facebook SNHD	Likes	3,532	3,677	↑	3,532	3,677
*Facebook Henderson PHC	Likes	1,479	1,481	↑	1,479	1,481
*Facebook Mesquite PHC	Likes	458	463	↑	458	463
*Facebook GHCC	Likes	3,083	5,397	↑	3,083	5,397
*Facebook SHC	Likes	1,853	1,828	↓	1,853	1,828
*Facebook THNK/UseCondomSense	Likes	6,186	6,207	↑	6,186	6,207
*Facebook SNHD THINK Project	Likes	31	39	↑	31	39
*Facebook FamCam	Likes	N/A	26	↑	N/A	26
*Instagram SNHD	Followers	N/A	128	↑	N/A	128
*Twitter EZ2Stop	Followers	399	406	↑	399	406
*Twitter SNHDflu	Followers	704	788	↑	704	788
*Twitter GetHealthyCC	Followers	304	321	↑	304	321
*Twitter SNHDinfo	Followers	1,974	2,507	↑	1,974	2,507
*Twitter TuSNHD	Followers	195	222	↑	195	222
*Twitter THNK/UseCondomSense	Followers	611	695	↑	611	695
*Twitter SoNVTraumaSyst	Followers	52	82	↑	52	82
YouTube SNHD	Views	125,863	49,703	↓	367,459	174,088
YouTube THNK/UseCondomSense	Views	131	163	↑	583	523

*Twitter, Instagram and Facebook numbers are not cumulative



October 2017
Grants Awarded

Grantor	Project Name	Amendment	Received	Start Date	End Date	Amount	Reason
Pass Through HRSA	Nurse-Family Partnership-MCH (NFP_18)		10/3/2017	10/1/2017	9/30/2018	\$ 97,877.00	renewal - nfp funding
Pass Through HRSA	Nurse-Family Partnership-MEICHV (NFP2_18)		10/3/2017	10/1/2017	9/30/2018	\$ 207,832.00	renewal - mch funding
Pass Through DHS	Security System Infrastructure (SECSYS18)		10/3/2017	9/1/2017	8/31/2019	\$ 35,000.00	new effort
Pass Through DHS	SO NV Counter Terrorism Center-Analytical (SNCTC_18)		10/3/2017	9/1/2017	8/31/2019	\$ 85,780.00	new effort
Pass Through SAMHSA	Substance Abuse Prevention & Treatment-Tuberculosis (SAPTB_18)		10/5/2017	10/1/2017	9/30/2018	\$ 40,000.00	renewal
Funds for Health Nevada	Tobacco Prevention and Control-Fund for Healthy Nevada (TOBFHN18)		10/9/2017	7/1/2017	6/30/2019	\$ 826,266.00	renewal
Pass Through SAMHSA	Substance Abuse Prevention and Treatment (SAPTA_18)		10/12/2017	10/1/2017	9/30/2018	\$ 284,143.00	renewal
Pass Through SAMHSA	Intervenous Drug User-Human Immunodeficiency Virus (IDUHIV18)		10/12/2017	10/1/2017	9/30/2018	\$ 108,259.00	renewal
Federal CDC	Nevada Zika-Related Birth Defects Project (ZIKABD17)	amd #3	10/16/2017	3/1/2017	7/31/2018	\$ -	budget redirect
Federal CDC	National Center for Environmental Health-Foodborne Illness Surveillance (FDILL_18)	amd #1	10/17/2017	9/30/2017	9/29/2018	\$ -	budget redirect
Pass Through HRSA	Peer Navigation Building Bridges to the Community year2 (PNBC2_18)		10/19/2017	9/1/2017	8/31/2018	\$ 75,000.00	non-competing renewal year 2
Pass Through CDC	Prevention Health and Health Promotion Services Block Grant (PHHSBG18)		10/30/2017	10/1/2017	9/30/2018	\$ 41,800.00	renewal

Grants Ending

Grantor	Project Name				End Date	Amount	Reason
Pass Through CDC	Adult Viral Hepatitis Prevention and Control (ADUHEP17)				10/31/2017	\$ 45,725.00	end of performance period-is renewing



To: Southern Nevada District Board of Health

Date: October 17, 2017

Re: Updated Classification Specification for Quality and Performance Improvement Coordinator

1. **Quality and Performance Improvement Coordinator** Schedule 26 (\$71,592.56 - \$99,862.88) FLSA Exempt, Bargaining Unit Ineligible

Summary:

This is an update of the Accreditation Coordinator classification specification. The title has been changed to more properly reflect the duties and responsibilities as accreditation is achieved. This job classification is an anticipated maturation of responsibilities and reflects the continuing responsibilities of the position with emphasis on quality improvement and performance management improvement within The District; in addition to decreasing accreditation focus.

QUALITY AND PERFORMANCE IMPROVEMENT COORDINATOR

DEFINITION

To oversee all performance improvement related activities for the Southern Nevada Health District. This position has the authority and responsibility to work with staff, at all levels, to uphold the standards for performance improvement including the ability to delegate assignments to staff and hold them accountable for completion of the task. Works with District management and staff at all levels to develop and implement performance management (PM) and quality improvement (QI) initiatives using a data-driven focus that sets priorities for improvements aligned with ongoing strategic objectives and customer satisfaction. Works with District management, staff and community partners to develop and implement the Strategic Plan, Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). Provides insight and guidance to District management and staff on accreditation and is the assigned Accreditation Coordinator with the Public Health Accreditation Board (PHAB).

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Chief Health Officer or designee.
- Does not directly supervise others.

EXAMPLES OF ESSENTIAL RESPONSIBILITIES AND DUTIES – *This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Creates, directs, manages, and ensures implementation and effectiveness of the District Performance Management (PM) and Quality Improvement (QI) processes.
- Establishes a continuous performance and quality improvement effort monitoring and reporting system. Regularly reports the status of performance and quality improvement efforts and impacts. Coordinates an ongoing and annual accountability report which is shared with management, staff and community partners.
- In collaboration with the Chief Health Officer or designee, develops and leads an Organizational QI Team. An Organizational QI Team is made up of staff throughout the District and is responsible for implementing the QI process, analyzing the results, and making recommendations regarding program improvements based on the results.
- Facilitate the processes for the Organizational QI Team to achieve consensus as needed (e.g., identifying areas for quality improvement using performance measure objectives, how to carry out QI projects, determining organizational priorities stemming from the results of missed performance management objectives, and developing and maintaining a timeline for QI projects).
- Schedule and facilitate regular meetings with the Organizational QI Team, using appropriate time management skills.
- Ensures all performance, accountability and quality assessments are regularly completed and comprehensively reported to senior management.
- Directs development and implementation of community partnerships and collaborations to ensure effective implementation of CHA/CHIP priorities and activities.
- Assesses primary responsibility for coordination and oversight of improvement planning and strategic planning processes.
- Act as the primary point of contact for PHAB while preparing for the site visit, during the site visit, and after the site visit. Organize site visit preparation activities and present site visit results to leadership and other stakeholders.
- Ensure that mid-term accreditation reporting requirements are submitted to PHAB for continued accreditation status.
- Create periodic status reports on accreditation or other efforts as directed.
- Act as a liaison between the District and the State Department of Health, consultants, other agencies or divisions, and any individuals that are contributing to the accreditation process by providing documentation or information contributing to accreditation, QI, PM efforts.
- Develop and maintain a database of documents that demonstrates conformity to accreditation and quality improvement standards.
- Provide insight and guidance to staff on accreditation, QI, and PM requirements.

SOUTHERN NEVADA HEALTH DISTRICT

Performance Improvement Supervisor (*Continued*)

- Work with staff to collect applicable documentation when necessary.
- Lead team meetings with staff on the best way to improve, implement, and/or review processes and systems related to accreditation, QI, and PM.
- Develop and implement a communications plan with the Public Information Office (PIO) to ensure that all relevant parties (e.g., all staff, Executive Management Team, Senior Management Team and Board of Health) are kept apprised of accreditation, QI, and PM activities and progress.

QUALIFICATIONS

Knowledge of:

- Implementing and coordinating continuous performance and quality improvement processes and programs
- Verbal and written communication skills, to include demonstrated experience with presentations before executive management and business groups
- Federal, state, and local jurisdiction the District serves and scope of District activities
- Public Health Accreditation Board accreditation process, standards, measures and domains
- Health District policies and operating procedures and processes
- Organizational and time management skills and strong attention to detail
- Basic computer and technological skills, especially Word, Excel, Adobe, and internet (preparation of documents in various formats such as PDF, Word, etc., electronic file naming, uploading documents)

Ability to:

- Promote organizational and performance improvement measures
- Interpret and apply federal, state and local policies, procedures, laws and regulations
- Establish and maintain effective working relationships with those contacted during work, including District and other government officials, community groups, non-profit organizations, the public and media representatives
- Collaborate effectively with staff members, public officials, representatives from other agencies and other stakeholders.
- Manage, lead, coach, mentor, and train managerial and operational staff
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of accreditation goals
- Research, collect, analyze and evaluate data, and recommend best practices, procedures and techniques
- Prepare clear, concise, informative and accurate reports on program progress in a timely manner
- Communicate clearly and concisely to various audiences, both orally and in writing; make effective presentations

Training and Experience Guidelines

Training:

- A minimum of a Bachelor's degree or higher from an accredited college or university with major coursework in management, public health, business administration or related field.
- Master's degree or higher preferred in Public Health or related field.
- Certification in a recognized quality process is preferred.

Experience:

- Five years of increasingly responsible supervisory or program management experience within a highly visible position within a government or corporate environment. Experience with PHAB accreditation process preferred.

Working Conditions:

- Required to use computers for an extended period.
- Required to drive a vehicle.

SOUTHERN NEVADA HEALTH DISTRICT
Performance Improvement Supervisor (Continued)

License or Certificate:

- Possession of, or ability to obtain, an appropriate valid Nevada driver's license.

Conditions:

All required licenses must be maintained in an active status without suspension or revocation throughout employment. Any employee may be required to stay at or return to work during public health incidents and/or emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during an incident and/or emergency.

New employees must complete Incident Command System training, ICS 100, ICS 200 and NIMS as a condition of continuing employment, prior to the completion of the probationary period.

FLSA Exempt

Bargaining Unit Ineligible

Schedule 26

Approved by Board of Health on 5/22/2014

Changes approved by Chief Health Officer 11/13/2017