



Memorandum

Date: January 23, 2020

To: Southern Nevada District Board of Health

From: Fermin Leguen, MD, MPH, Acting Chief Health Officer *FL*

RE: Administration Division Monthly Report – December 2019

ADMINISTRATION Facilities - Fiscal Year Data

Monthly Work Orders	Dec 2019	Dec 2020		YTD FY19	YTD FY20	
Maintenance Responses	109	151	↑	934	920	↓
Electrical Work Orders	6	5	↓	58	46	↓
HVAC Work Orders	4	9	↑	65	46	↓
Plumbing Work Orders	2	5	↑	16	34	↑
Preventive Maintenance	10	19	↑	84	106	↑
Security Responses	546	775	↑	3387	3740	↑

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Dec 2018	Dec 2019		YTD FY19	YTD FY20	
Service Requests Completed	432	484	↑	2774	3119	↑
Service Requests Opened	438	481	↑	2802	3164	↑
Service Requests Open over 30 days	84	96	↑	492	533	↑

Information Services System Availability 24/7	Dec 2018	Dec 2019		YTD FY19	YTD FY20	
Total System	99.81	99.56	↓	99.87	99.40	↓

Total Monthly Work Orders by Department	Dec 2018	Dec 2019		YTD FY19	YTD FY20	
Administration	142	221	↑	1031	1103	↑
Community Health	84	93	↑	434	641	↑
Environmental Health	77	78	↑	488	560	↑
Clinical Services	129	92	↓	821	815	↓

First Call Resolution & Lock-Out Calls	Dec 2018	Dec 2019		YTD FY19	YTD FY20	
Total number of calls received	438	481	↑	2802	3164	↑
Number of first call resolutions	2	2	→	25	4	↓
Number of Lock-out calls	10	7	↓	46	42	↓

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Dec 2018	Dec 2019		YTD FY19	YTD FY20	
Grants Pending – Pre-Award*	3	5	↑	24	36	↑
Grants in Progress – Post-Award**	9	6	↓	58	62	↑
Purchase Orders Issued	205	180	↓	1200	1343	↑

* Grant application was created and submitted to agency

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

ADMINISTRATION Academic Affairs - Fiscal Year Data

Academic Affairs-Interns/Clinical Rotations/Residents/Fellows	Dec 2019	Fiscal YTD
Internships-Total Interns ¹	20	97
Internship Hours ²	589	4,619

¹ Total number of monthly interns includes 11 semester-long students (August-December 2019).

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

Western Regional Academic Health Department (AHD) Summit

- The purpose of this summit was to discuss and examine AHD best practices and processes and aid potential AHDs
- Hosted by SNHD on December 2 and 3
- 54 participants from 5 states (AZ, CA, MT, NV, and UT), one Canadian province (Ontario), and Washington, D.C.
- 10 universities, 7 local public health departments, and 1 state health department represented
- Disciplines represented included dental medicine, library sciences, medicine, nursing, physician assistant studies, psychology, and public health

Orientations Provided:

- 3 orientations provided for 6 PA Students and 3 Internal Medicine Residents

Meetings/Trainings Attended:

- Met with UNLV Academic Health Center Specialist
- Met with UNLV School of Social Work Dean
- Met with UNLV School of Medicine Librarian

- Workforce Development Committee Meeting
- SNHD Research Strategy Meeting

Projects in Progress/Other Items:

- Spring 2020: Health District After Dark (HDAD)

ADMINISTRATION Office of Communications – Monthly Activity Report and Fiscal Year Data

News Releases Disseminated:

- 12.26.2019: Nevadans Breathing in a Healthier New Year
- 12.20.2019: Updated: Sixth Lung Injury Confirmed
- 12.18.2019: Southern Nevada Health District holiday closures
- 12.09.2019: Fifth vaping-related illness confirmed in Clark County
- 12.03.2019: 'Tis the season to be healthy!
- 12.01.2019: Fast-Track Nevada

Media Contacts:

- 12.26.2019: KVVU-TV 5: NCIAA, vaping update
- 12.23.2019: Las Vegas Review-Journal: NRS 118A.290 clarification
- 12.20.2019: KLAS-TV 8: Sixth vaping illness
- 12.20.2019: Las Vegas Review-Journal: Sixth vaping illness
- 12.20.2019: Las Vegas Review-Journal: LLT complaint clarification
- 12.18.2019: KSNV-TV 3: Outbreak of campylobacter from pet store puppies
- 12.18.2019: KLAS-TV 8: Outbreak of campylobacter from pet store puppies
- 12.18.2019: KTNV-TV 13: Outbreak of campylobacter from pet store puppies
- 12.18.2019: Las Vegas Review-Journal: Outbreak of campylobacter from pet store puppies
- 12.17.2019: Las Vegas Review-Journal: Increase age to purchase vaping/cigarette products
- 12.13.2019: Nevada Current: Vaping, fifth illness, vaping concerns
- 12.13.2019: Road Trip Nation documentary
- 12.12.2019: Las Vegas Review-Journal: Verification of a death
- 12.10.2019: KVVU-TV 5: Interviews with any of the five vaping cases
- 12.10.2019: KVVU-TV 5: New changes to NCIAA in Jan. 2020
- 12.09.2019: Las Vegas Review-Journal: Fifth vaping case
- 12.09.2019: KVVU-TV 5: Flu surveillance report clarification
- 12.09.2019: Las Vegas Review-Journal: Necrotizing fasciitis
- 12.06.2019: Las Vegas Review-Journal: Flu season update and flu-related deaths
- 12.06.2019: Las Vegas Review-Journal: Necrotizing fasciitis and STSS cases
- 12.06.2019: Nevada Current: Embracing Healthy Baby
- 12.05.2019: KVVU TV5: Flu season update
- 12.05.2019: KVVU TV5: Flu-related death
- 12.04.2019: Las Vegas Review-Journal: Cholera linked to raw oysters
- 12.01.2019: KVVU TV5: Fast-Track Nevada

Press:

- 12.31.2019: LVRJ: <https://www.reviewjournal.com/news/politics-and-government/with-new-year-new-laws-take-effect-in-nevada-1925058/>
- 12.27.2019: KTNV-TV 13: <https://www.ktnv.com/news/vaping-e-cigarettes-no-longer-allowed-in-many-public-places-in-nevada>

- 12.27.2019: KSNV-TV 3: <https://news3lv.com/news/local/new-nevada-law-to-limit-indoor-use-of-vaping-e-cigarettes-12-27-2019>
- 12.27.2019: Reno Gazette Journal: <https://www.rgj.com/story/news/2019/12/27/new-nevada-law-ban-vaping-restaurants-and-other-public-places-starting-january-1/2752232001/>
- 12.26.2019: KXNT-AM: <https://kxnt.radio.com/articles/ap-news/new-nevada-law-to-limit-indoor-use-of-vaping-e-cigarettes>
- 12.26.2019: KOLO-TV 8: <https://www.kolotv.com/content/news/New-Nevada-law-to-limit-indoor-use-of-vaping-e-cigarettes-566504721.html>
- 12.26.2019: Associated Press: <https://apnews.com/8e589c48be6028e42b1d0f2644c51a93>
- 12.26.2019: KVVU-TV 5: https://www.fox5vegas.com/news/local/new-state-law-prohibits-use-of-vapes-e-cigs-in/article_fd86d92c-2802-11ea-ab24-e7b23f57c993.html
- 12.26.2019: LVRJ: <https://www.reviewjournal.com/life/health/can-a-flu-shot-make-you-sick-facts-about-the-virus-and-prevention-1922163/>
- 12.26.2019: San Francisco Chronicle: <https://www.sfchronicle.com/news/article/New-Nevada-law-to-limit-indoor-use-of-vaping-14932611.php>
- 12.24.2019: Mohave Daily News: http://www.mohavedailynews.com/news/clark-county-sees-th-vaping-related-illness/article_c1c8f3c6-26b2-11ea-ae7c-c7b968256713.html
- 12.24.2019: Nevada Current: <https://www.nevadacurrent.com/2019/12/24/fearful-of-an-epidemic-nevada-officials-set-sights-on-vaping/>
- 12.20.2019: LVRJ: <https://www.reviewjournal.com/life/health/sixth-case-of-vaping-related-illness-confirmed-in-clark-county-1918478/>
- 12.20.2019: KSNV-TV 3: <https://news3lv.com/news/local/6th-vaping-related-illness-reported-in-southern-nevada>
- 12.20.2019: KVVU-TV 5: https://www.fox5vegas.com/news/local/southern-nevada-health-district-reports-th-vaping-related-lung-injury/article_16e02a3e-2346-11ea-8776-c326fac05548.html
- 12.20.2019: KLAS-TV 8: <https://www.8newsnow.com/news/local-news/6th-vaping-related-lung-illness-reported-in-clark-county/>
- 12.18.2019: KLAS-TV 8: <https://www.8newsnow.com/news/local-news/pet-store-puppies-linked-to-infection-outbreak-three-cases-reported-in-the-valley/>
- 12.18.2019: LVRJ: <https://www.reviewjournal.com/local/local-las-vegas/bacteria-linked-to-pet-store-puppies-sickens-4-in-southern-nevada-1917197/>
- 12.18.2019: KVVU-TV 5: https://www.fox5vegas.com/news/us_world_news/puppies-may-be-making-people-sick-cdc-says/article_b8a38a5e-3f8c-5396-9078-eeb42ad59d45.html
- 12.18.2019: KTNV-TV 13: <https://www.ktnv.com/news/cdc-says-puppies-may-be-getting-people-sick-snhd-reports-3-cases>
- 12.18.2019: KSNV-TV 3: <https://news3lv.com/news/local/cdc-warning-about-bacteria-spread-by-puppies-3-found-cases-in-southern-nevada>
- 12.17.2019: LVRJ: <https://www.reviewjournal.com/news/politics-and-government/congress-on-verge-of-setting-smoking-age-at-21-in-us-nevada-1916694/>
- 12.16.2019: The Spectrum: <https://www.thespectrum.com/story/news/2019/12/16/recycling-las-vegas-lags-behind-rest-state/2667105001/>
- 12.16.2019: KXNT-AM: <https://kxnt.radio.com/articles/news/state-report-finds-recycling-lags-in-vegas-compared-with-us>

- 12.09.2019: KVVU-TV 5: https://www.fox5vegas.com/news/southern-nevada-health-district-reports-th-flu-related-death-of/article_ee41818c-1ab6-11ea-9734-9fa8e41cc951.html
- 12.09.2019: AP News: <https://apnews.com/694a6f065852c753917c02e966bd2b7b>
- 12.09.2019: KTNV-TV 13: <https://www.ktnv.com/news/fourth-vaping-related-illness-confirmed-in-clark-county>
- 12.09.2019: KVVU-TV 5: https://www.fox5vegas.com/news/health-district-confirms-th-case-of-vaping-related-illness-in/article_3d09351a-1ab4-11ea-9cd0-a7640ac983aa.html
- 12.09.2019: KSNV-TV 3: <https://news3lv.com/news/local/fourth-flu-related-death-reported-in-clark-county-for-season>
- 12.09.2019: LVRJ: <https://www.reviewjournal.com/life/health/fifth-case-of-vaping-related-illness-reported-in-clark-county-1910378/>
- 12.09.2019: KSNV-TV 3: <https://news3lv.com/news/local/fifth-vaping-related-illness-reported-in-clark-county>
- 12.09.2019: KNPR-AM/FM: <https://knpr.org/headline/2019-12/bill-ban-smoking-vaping-city-parks-withdrawn>
- 12.09.2019: KXNT-AM: <https://kxnt.radio.com/articles/press-release/health-district-reports-another-local-vaping-related-illness>
- 12.09.2019: KLAS-TV 8: <https://www.8newsnow.com/news/local-news/southern-nevada-health-district-5th-vaping-related-illness-reported-in-clark-county/>
- 12.09.2019: KLAS-TV 8: <https://www.8newsnow.com/news/local-news/fourth-flu-related-death-reported-in-clark-county-for-this-flu-season/>
- 12.06.2019: Clark County Medical Society: <https://www.clarkcountymedical.org/news2/2019/12/6/fast-track-nevada-nevada-elected-officials-pledge-to-end-hiv-epidemic-by-2030>
- 12.05.2019: KSNV-TV3: <https://news3lv.com/news/local/health-district-makes-push-for-folks-to-get-the-flu-shot-some-people-still-wont-get-it>
- 12.04.2019: KSNV-TV3: <https://news3lv.com/news/local/proposed-ordinance-to-ban-smoking-at-las-vegas-parks-struck-in-city-council-meeting>
- 12.02.2019: KXNT-AM: <https://kxnt.radio.com/articles/press-release/elected-officials-gather-in-pledge-to-end-hiv>

Products Completed:

- Tobacco Use and Support Survey for Nevada State College students
- BreakDown t-shirt design
- Breathe in the New Year video starring Dr. Johnson, Maria Azzarelli, and Malcolm Ahlo
- Bloodborne Pathogens training voiceover
- Southern Nevada Community Health Center wayfinding sign
- EH fee schedule changes email blast to 10,000+ permit holders
- The Perspective email newsletter
- Wonderday staff photo gallery
- Spanish sliding fee scale changes sign
- Breathe in the New Year ad for Spectrum magazine
- NFP Road Trip Nation photos
- Expect Respect logo concept
- Added grant number to blood pressure infographic
- Physician death certificates brochure
- Spanish Breathe in the New Year slider for Viva website
- Updated NCIAA fact sheets with Spanish translation
- Prepped NFP team for Road Trip Nation documentary

- Food Safety Partnership Meeting flyer for January 27, 2020
- Walk Around Nevada updated lap prize image
- Eat Healthy and Get Moving homepage slider images for Viva website
- Slam Dunk Health sticker
- Southern Nevada Community Health Center Board Compliance Manual cover
- Updated Clinical comment card
- FQHC Clinic sliding fee scale sign

Advertising Placed:

- Breathe in the New Year ads for Gay Vegas and Fab magazine
- Las Vegas Kids Directory ad – January/February 2020

Social Media Summary:

- Researched, created, and posted 82 social media messages for:
 - New Year's Resolutions
 - Flu season/vaccine
 - EH fee schedule
 - Winter Wonderday
 - Safe Food Handling
 - NFP Road Trip Nation
 - NCIAA Regulations
 - Holiday office closures
 - Holiday food safety
 - Fast-Track Nevada
 - National Influenza Vaccination Week
 - Breathe in the New Year
 - Foodie Friday

Website Updates/Postings:

- SNCHC landing page
- Updated privacy policies
- Reviewed and updated chickenpox, campylobacter, and chikungunya
- RFP for 2 new mobile clinics
- Flu
- Hepatitis content updates
- Website banners
- Public Health updates
- NCIAA/Breathe in the New Year
- EMS forms
- GHCC updates
- Public Notices
- THINK Analytics and Access
- EPI forms updates
- Closure notifications
- News Releases
- EMS Protocol changes
- Asbestos updates
- BOH
- Finance Committee meeting
- EH Fee Schedule

- Long-term projects:
 - Vaping-Illness Outbreak
 - FDAP
 - FERL updates and language additions
 - EHRCP and Special Processes
 - Hepatitis A
 - Collect2Protect
 - News Archive
 - EPT page and forms
 - New Viva website
 - FQHC

Web Development Updates:

- SNCHC landing page
- Updated privacy policies
- WebIZ
- Removed/replaced bad page templates
- Collect2Protect
- Site CSS adjustments
- FQHC template
- Online forms
- SNHD production overwrite of development site
- Avada issues/modification
- New Viva backend updates
- GHCC page template modifications

Translation Services:

- SNHD holiday closure signs
- Vital Records documents
- Nevada Clean Indoor Air Act documents

Community Outreach:

- 12.10.2019: Miriam Hickerson Consumer Affairs radio program
- 12.01.2019: Fast-Track Nevada Ending the Epidemic event

Meetings of Note:

- 12.19.2019: CDC EVALI update conference call
- 12.19.2019: Latino Network Group meeting
- 12.17.2019: Outbreak Prevention and Response website buildout meeting
- 12.13.2019: NFP Road Trip Nation documentary
- 12.12.2019: Board of Health meeting
- 12.11.2019: Media Training
- 12.11.2019: Legislative Committee on Health Care
- 12.11.2019: Finance Committee meeting
- 12.10.2019: FQHC Site Visit Entrance conference
- 12.05.2019: FQHC 120 Day meeting
- 12.05.2019: Volunteer luncheon
- 12.04.2019: Staples welcome webinar
- 12.04.2019: Southern Nevada Community Health Center webpage meeting
- 12.03.2019: Desert Pines High School Health Sciences Community Partner luncheon

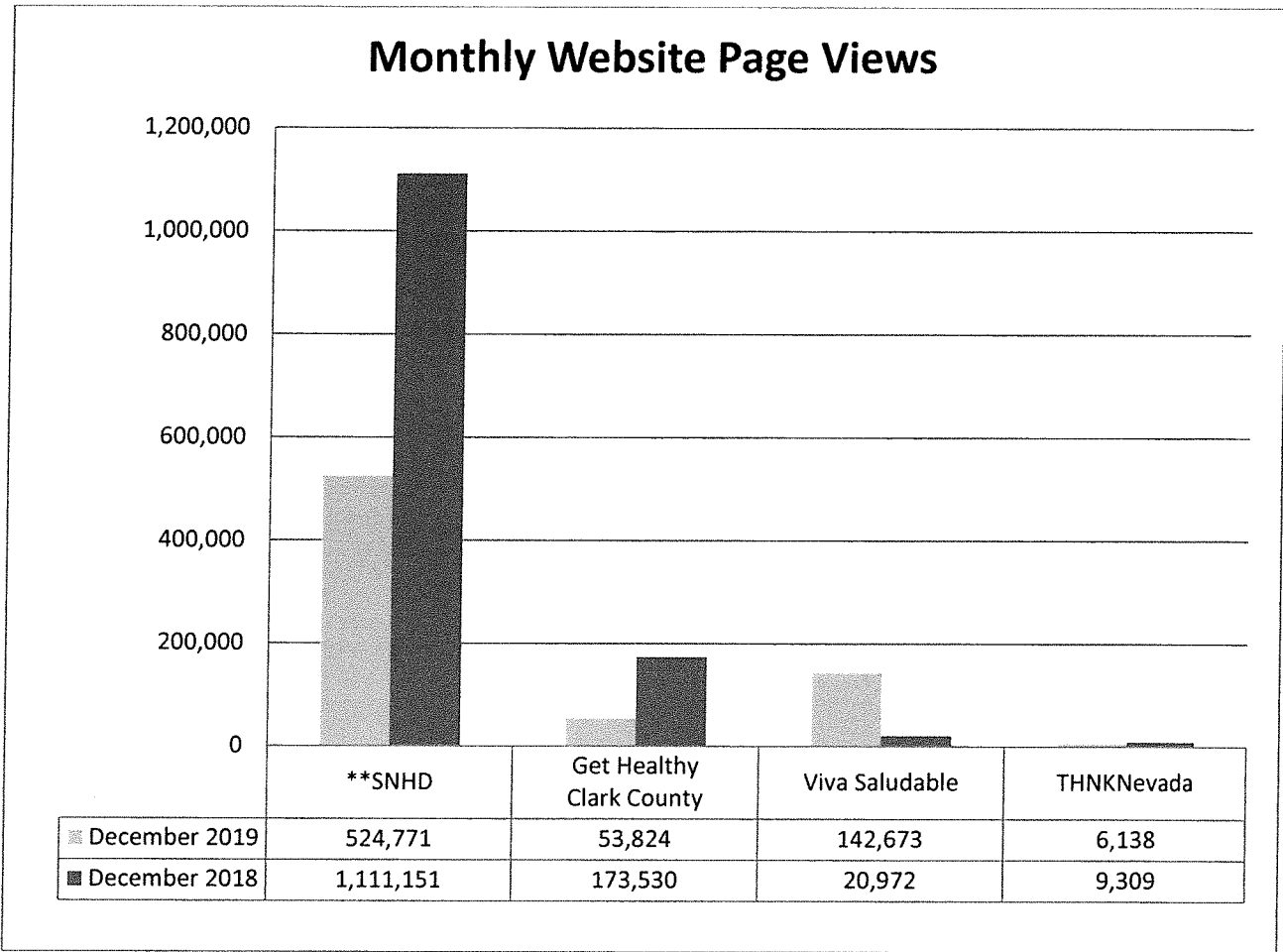
- 12.02.2019: FQHC Extended Hours meeting

Media, Collateral and Community Outreach Services	Dec. 2018	Dec. 2019		YTD FY19	YTD FY20	
Media - Print Articles	39	34	↓	152	267	↑
Media - Broadcast stories	7	17	↑	92	148	↑
Collateral - Advertising/Marketing Products	24	25	↑	141	207	↑
Community Outreach - Total Volunteers ¹	30	25	↓			
Community Outreach - Volunteer Hours	1,235	1,565	↑	7,967	8,790	↑

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

Social Media Services		Dec. 2018	Dec. 2019		YTD FY19	YTD FY20
*Facebook SNHD	Likes	3,952	4,553	↑	3,952	4,553
*Facebook GHCC	Likes	5,756	5,835	↑	5,756	5,835
*Facebook SHC	Likes	1,753	1,715	↓	1,753	1,715
*Facebook THNK/UseCondomSense	Likes	6,049	5,874	↓	6,049	5,874
*Facebook SNHD THNK Project	Likes	46	50	↑	46	50
Facebook Food Safety	Likes	22	22	→	22	22
*Instagram SNHD	Followers	551	1,170	↑	551	1,170
*Instagram Food Safety	Followers	249	329	↑	249	329
*Twitter EZ2Stop	Followers	409	419	↑	409	419
*Twitter SNHDflu	Followers	887	959	↑	887	959
*Twitter Food Safety	Followers	48	59	↑	48	59
*Twitter GetHealthyCC	Followers	324	345	↑	324	345
*Twitter SNHDinfo	Followers	2,882	3,348	↑	2,882	3,348
*Twitter TuSNHD	Followers	240	268	↑	240	268
*Twitter THNK/UseCondomSense	Followers	712	725	↑	712	725
*Twitter SoNVTraumaSyst	Followers	114	124	↑	114	124
YouTube SNHD	Views	9,556	62,878	↑	56,530	453,881
YouTube THNK/UseCondomSense	Views	290	523	↑	1,130	3,036

*Facebook, Instagram and Twitter numbers are not cumulative.



**SNHD moved to a new Content Management System that enabled us to better block hacking attempts, which contributed to the lower page count. The page views should equalize in February 2020

ADMINISTRATION Human Resources Monthly Report – Dec 2019

Employment/Recruitment:

- 9 New Hires, including 0 rehires
- 576 active employees as of December 31, 2019
- 2 Terminations, including 1 retirement
- 4 Promotions, including 1 Flex-reclasses
- 1 Lateral Transfer
- 0 Demotions
- 56 Interviews (34 hours)
- 0 sign-language interpreter set up
- 2 Translator Tests conducted
- 15 job offers extended
- 8 recruitments posted
- Turnover rates
 - Administration – 1.57%
 - Clinical Services – 0.00%

- Community Health – 0.00%
- Environmental Health – 0.00%
- 28 Other Personnel Change forms processed
- 42 Evaluations received and recorded in One Solution
- Total number of vacancies: 36.1 FTEs
- Total number of positions in recruitment: 19.1 FTEs
- Recruitment spreadsheet for Leadership for Amy Hagan completed (Adriana Alvarez and Kimberly Monahan)

Director of Human Resources and Organizational Development

- Investigations: 3 hours
- Training Development: 3 hours
- Meetings with employees: 8 hours
- Committee/Team/Employee engagement meetings: 15 hours
- Leadership Meetings: 11 hours (includes FQHC)
- Leadership reports/plans: 5 hours
- Negotiations/meet and confer w/Union: 25 hours
- Interviews: 6 hours
- Vacation: 80 hours

FMLA and ADA

- FMLA hours used: 954.50 hours
- FMLA cases open (# of employees):
 - Short-term/Long-term intermittent: 39
 - Block of FMLA leave: 12
- FMLA leave requests: 10 new, 7 return to work notices
- Meetings with employees to discuss FMLA, ADA and other leave questions, one-on-one: 17
- Number of donated leave requests/paperwork processed: 2
- ADA/Ergonomic Assessment: 4 meetings/ 2 employee issues

Employee Benefits

- Orientations conducted:
 - Benefit Orientation/Public Health 101: 11 employees
- Benefits processed:
 - New Hires: 4
 - Changes: 5
 - Terminations: 3
- Mass Mutual 1:1's for employees (with Janet Corral): 15
- Retirement meetings one-on-one, includes 457(b) and PERS pension/advice and counsel: 13
- Retirement, processed withdrawals/rollovers/purchase of service credit/new accounts: 16
- Health Insurance
 - Processed health insurance changes, TASC/Guardian meetings: 25 employees

Employee/Labor Relations (Erika Bustinza)

- 1 Verbal Warnings, 1 Written Warnings, 0 Suspensions, 0 Final Written Warning, 0 Terminations, 0 Probationary Release
- 4 Grievances

- 0 Arbitrations
- 7 hours of Labor Meetings (with Union)
- 90 hours Investigatory Meetings
- 6 Investigations
- 26 hours ER/LR Meetings with managers or employees
- Number of EEOC/NERC and EMRB cases: 1
- Performance Improvement Plan/Discipline: 3 employees
- Maintain Grievance Log and Official Complaints Report, Investigation Log, and Weekly Recruitment Report for Leadership (Erika Bustinza)

Trainings/Meetings Attended by Staff:

- 0 Position Control Meetings – (Kimberly Monahan, Adriana Alvarez & Scott Witherall)
- 2020 Employment Law Webinar – (Erika Bustinza)
- DETR Unemployment Hearing Training – (Erika Bustinza)
- Marijuana & Workplace in IL & NV webinar – Preparing for the New 2020 Marijuana Law (Susan Damitz)
- Guardian meeting for set-up - (Susan Damitz)
- TASC meeting – (Susan Damitz)
- 2019 Legislation Update for Health & Welfare Plans – (Susan Damitz)
- Gearing up for 2019 ACA Reporting – (Susan Damitz)

Committee Meetings Attended by Staff:

- Academic Affairs Committee – (Adriana Alvarez)
- Service Awards Subcommittee – (Adriana Alvarez)
- Fundraising & Event Planning Committee (Erika Bustinza)

Projects in Progress/Other items

- Per Diem Pool with Maxim – (Adriana Alvarez)
- Temp Agency Coordination – (Adriana Alvarez)
- On-boarding notification to IT for New hires – (Adriana Alvarez)
- QA nurse/Coordinator Job Description (Kimberly Monahan); final job title: FQHC Quality Management Coordinator
- National Provider Data Bank – 2 hours (Kimberly Monahan)
- Vital Records compensation meeting – (Adriana Alvarez, ½ hour)
- Recruitment training review (2.5 hours)
- Sharepoint Human Resources Site update
- Meetings with managers regarding the recruitment process (1.5 hours)
- Background screening follow up for complicated backgrounds (2 hours)
- Personnel Code Training Presentation -(Erika Bustinza)
- Petition for January Board of Health - (Susan Damitz)
- Continue implementation of TASC and Guarding products - (Susan Damitz)

Worker's Compensation (PACT)

- Number of Workers Comp cases for the month: 0 (non-OSHA recordable) and 0 (OSHA recordable)
- Number of Open Cases: 3

- Number of Cases in final closing: 2

Risk Management (POOL)

- Number of new Risk Management cases for the month: 1
- Number of open cases: 6

Human Resources Supervisor Employee/Labor Relations

- 9 hours Meeting with Employees and Managers
- 6 hours of Labor Meetings (with Union)
- 7 hours Investigatory Meetings
- Number of EEOC/NERC and EMRB cases: 1

Trainings/Meetings Attended by Staff:

- 2nd Finance Manager Meeting
- 4th Employee Immunization Meeting
- 4th Service Award Meeting Check in Procedures
- 4th Policy Committee Meeting
- 6th Credentialing Meeting
- 10th Workforce Development Committee Meeting
- 10th FQHC Site Visit Audit Meeting 0
- 13th HDAD Hot Wash and Planning Committee Meeting
- 13th DETR Unemployment Hearing
- 16th OD/HR Brainstorming Session (FQHC)
- 16th Personnel Code Update Training Planning Meeting
- 17th Credentialing Meeting
- 17th HR Team Meeting
- 19th Personnel Code Review
- 31st Credentialing Meeting

SOUTHERN NEVADA PUBLIC HEALTH LABORATORY (SNPHL)

1. **Clinical Testing:** SNPHL continues to support the SNHD Nursing Division with Sexually Transmitted Disease (STD) testing. SNHD STD department and SNPHL cooperatively participate in the CDC Gonococcal Isolate Surveillance Project (GISP). SNPHL performs *N. gonorrhoeae* culture and submits isolates to CDC and Nursing provides the client information required by the project. In October 2015, SNPHL began performing *C. trachomatis/N. gonorrhoeae* (CT/GC) molecular testing to support SNHD clinical programs. In July 2019, HCV quantitative viral load, was brought on line.
2. **Epidemiological Testing and Consultation:**
 - A. SNPHL continues to support the disease investigation activities of the SNHD OEDS and Nursing Division.
 - B. SNPHL continues to participate in the SNHD Outbreak Investigation Committee and Foodborne Illness Taskforce.
 - C. SNPHL continues to report results of influenza testing to the CDC National Respiratory and Enteric Virus Surveillance System (NREVSS).
3. **State Branch Public Health Laboratory Testing:**

- A. SNPHL continues to perform reportable disease isolate testing and confirmation. Isolates submitted by local laboratories are serotyped or confirmed; stored on-site; and results reported and/or samples submitted to CDC through various national programs including Public Health Laboratory Information System (PHLIS), National Antimicrobial Resistance Monitoring System (NARMS), and Influenza Surveillance.
- B. SNPHL continues to perform CDC Laboratory Response Network (LRN) testing for biological agents on clinical and unknown environmental samples.
- C. SNPHL is transitioning to Whole Genome Sequence (WGS) testing of *Salmonella*, *Shigella*, *Camphylobacter*, *Listeria*, and Shiga toxin producing *E. coli* (STEC) isolates submitted by local clinical laboratories. SNPHL will report the WGS data to the CDC PulseNet program and to the SNHD OEDS. Pulse Field Gel Electrophoresis officially ended July 15, 2019.
- D. SNPHL provides courier services to SNHD public health centers and Southern Nevada hospitals and commercial laboratories.

4. All-Hazards Preparedness:

- A. SNPHL continues to participate with SNHD OPHP, local First Responders and sentinel laboratories to ensure support for response to possible biological or chemical agents.
- B. SNPHL staff continues to receive training on LRN protocols for biological agent confirmation.
- C. SNPHL maintains sufficient technical laboratory staff competent to perform LRN testing 24 hours per day/7 days per week.
- D. SNPHL continues to coordinate with First Responders including local Civil Support Team, HazMat, Federal Bureau of Investigation, and Las Vegas Metropolitan Police Department.
- E. SNPHL continues to provide information to local laboratorians on packaging and shipping infectious substances and chain of custody procedures.

5. Dec. 2019 SNPHL Activity Highlights:

- A. Laboratory staff received an average of approximately 1 hour of training this month.
- B. Training started for new hire in Immunology Section. Microbiology hires have completed their training.
- C. Decision to change part time position of courier to part time lab assistant was approved. New job position will be posted soon. Interviews for Laboratory Technologist I/II are slated for mid-January.
- D. Three SNPHL staff members are now certified in the wet lab portion of the Whole Genome Sequencing (WGS). Working on getting Bioinformatics certified.
- E. Moving forward with acquisition of the Orchard Micro Module. Training will take place in January and on-site installation in February 2020.
- F. Flu Surveillance is booming. SNPHL has sent specimens to CDC and to California Public health lab for further typing. OEDS continues to use this information for their Friday FLU reports.
- G. Unannounced Federal Select Agent Inspection in December. Two CDC inspectors on-site for two days. Final inspection result was one low-impact deficiency which the correction will be reported back to CDC in February.

- H. All remaining NAAT specimens for CT/NG were sent to CDC as requested for tracking of the resistant GC organism. This organism has not been identified in the United States since 1993.
- I. SNPHL will host Clark County Fire Department for 3 days of on-site training in February 2020.
- J. Ortho Vitros 350 was successfully exchanged for Ortho ECiQ instrument for Hepatitis testing. The instrument will be delivered January 10, 2020/ Validation to commence soon.

COMMUNITY HEALTH – SNPHL – Fiscal Year Data

SNPHL Services	Dec 2018	Dec 2019		FY 2018-2019	FY 2019-2020	
Clinical Testing Services ¹	3296	3703	↑	21,291	31,357	↑
Epidemiology Services ²	242	156	↓	1,455	978	↓
State Branch Public Health Laboratory Services ³	22	275	↑	121	1,169	↑
All-Hazards Preparedness Services ⁴	6	18	↑	131	867	↑
Environmental Health Services ⁵	0	0	=	2,157	5,210	↑

-
- 1 Includes N. Gonorrhoeae culture, GISP isolates, Syphilis, HIV, CT/GC molecular, Gram stain testing.
 - 2 Includes Stool culture, EIA, Norovirus PCR, Respiratory Pathogen PCR, Epidemiological investigations or consultations.
 - 3 Includes PFGE, WGS and LRN testing, proficiency samples, reporting to CDC, courier services, infectious substance shipments, teleconferences, trainings, presentations and inspections, samples submitted to CDC or other laboratories.
 - 4 Includes Preparedness training, teleconferences, inspections.
 - 5 Includes vector testing

PAYROLL EARNINGS SUMMARY
November 30 to December 13, 2019

	<u>PayPeriod</u>	<u>Calendar Year to Date</u>	<u>Fiscal Year to Date</u>	<u>Budget 2019/20</u>	
CLINICAL SERVICES	\$ 394,843.81	\$ 10,076,352.81	\$ 4,745,499.19	\$10,638,836.00	45%
ENVIRONMENTAL HEALTH	\$ 450,572.61	\$ 11,571,461.31	\$ 5,425,662.90	\$11,543,029.00	47%
COMMUNITY HEALTH	\$ 347,008.87	\$ 9,180,118.69	\$ 4,090,872.79	\$9,730,923.00	42%
ADMINISTRATION	\$ 367,271.35	\$ 9,034,772.63	\$ 4,581,133.80	\$8,458,339.00	54%
TOTAL	\$1,559,696.64	\$39,862,705.44	\$18,843,168.68	\$40,371,127.00	47%
FTE	576				
Regular Pay	\$ 1,366,861.33	\$ 32,572,547.04	\$ 15,207,795.91		
Training	\$ 15,689.52	\$ 344,750.42	\$ 196,188.68		
Final Payouts	\$ 2,297.41	\$ 302,159.65	\$ 53,892.54		
OT Pay	\$ 5,332.26	\$ 138,032.00	\$ 80,074.87		
Leave Pay	\$ 157,286.10	\$ 5,644,371.29	\$ 2,879,814.86		
Other Earnings	\$ 12,230.02	\$ 860,845.04	\$ 425,401.82		
	\$ 1,559,696.64	\$ 39,862,705.44	\$ 18,843,168.68		

 01/02/20

CHIEF HEALTH OFFICER OR
DIRECTOR OF ADMINISTRATION

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

November 30 to December 13, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ADMINISTRATION

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
GOMEZ, JASMIN Y		1.00	\$26.30			
GRAY, MABLE		4.00	\$147.00			
RUIZ, GEORGE		5.00	\$183.75			
STEVENS, MICHAEL P		9.00	\$330.75			
BOJORQUEZ, IBETH		1.50	\$72.97			
DUNN, STEPHANIE L		1.00	\$35.79			
KEEGAN, DAHLIA J		19.00	\$834.48			
WILSON, CANDIST D		0.25	\$11.86			
ZIELINSKI, LYNDA S		6.00	\$367.56			
RIVERA HERNANDEZ, JULIO C		8.00	\$543.00			
Total Administration		54.75	\$2,553.46		0.00	\$0.00

COMMUNITY HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
BOWERS, JENNIFER D		8.50	\$520.71			
Total Community Health		8.50	\$520.71		0.00	\$0.00

CLINICAL SERVICES

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
ENZENAUER, LIZETTE		2.50	\$112.76	AGUILAR, BECKY S	0.75	\$24.95
CHONGTAI, LORIZA R		1.00	\$67.88	ARIAS DE LUJAN, MARIA	0.38	\$15.32
PANALIGAN, TEODORITA		0.50	\$30.63	REED, DEBORAH D	1.13	\$29.78
BURQUEZ AHUJA, LILIA		0.50	\$20.36	ELLIS, REGENA M	1.50	\$61.26
CAPURSO, CYNTHIA		1.25	\$76.58	THARA YANI, SIBYL	0.75	\$24.95
FINCHER, INA B		1.25	\$76.58			
MATTESON, KIMBERLY A		1.50	\$52.40			
NAVARRO, MARIA S		0.25	\$6.57			
PEREZ, JOSE A		0.75	\$19.72			
PICKERING, SHANNON L		0.75	\$38.40			
Total Clinical Services		10.25	\$501.88		4.50	\$156.26

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

November 30 to December 13, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ENVIRONMENTAL HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
BANALES, JASON		7.50	\$346.61	GRUJICIC, NATASA	4.50	\$119.12
COHEN, VALERIE NICOLE S		4.00	\$210.30	HINSEN, JUSTIN B	3.75	\$96.71
FRANCESCHINI, JOSEPH D		0.50	\$23.72	LETT, KENDRA A	6.38	\$196.41
HERNANDEZ, STEPHANIE		3.50	\$138.97	MUTH, JAMES W	3.75	\$127.99
KAPLAN, KRISTOPHER		1.00	\$38.69	ORTIZ RIVERA, VANESSA	2.25	\$67.66
KNOWLES, MIKKI M		5.25	\$251.49	PONTIUS, KEVIN	3.00	\$92.43
LUCAS, BRIANNA A		0.50	\$22.55	SANTIAGO, ANTHONY T	2.63	\$85.13
ORTIZ RIVERA, VANESSA		1.50	\$67.66	SULLIVAN, KELSI	1.50	\$38.69
PARANGAN, CHRISTOPHER D		3.00	\$119.12			
RICH, VICTORIA		0.50	\$21.96			
ROCHE, PAMELA		1.75	\$76.86			
SULLIVAN, KELSI		2.00	\$77.37			
VASILEVSKY, KRISTINE		2.50	\$109.80			
WUBE, SABA		5.00	\$198.53			
STEPHANI, BRUNO E		1.00	\$52.58			
Total Environmental Health		<u>39.50</u>	<u>\$1,756.21</u>		<u>27.75</u>	<u>\$824.13</u>
Combined Total		<u>113.00</u>	<u>\$5,332.26</u>		<u>32.25</u>	<u>\$980.39</u>

PAYROLL EARNINGS SUMMARY
December 14 to December 27, 2019

	<u>PayPeriod</u>	<u>Calendar Year to Date</u>	<u>Fiscal Year to Date</u>	<u>Budget 2019/20</u>	
CLINICAL SERVICES	\$ 402,478.50	\$ 402,478.50	\$ 5,147,977.69	\$10,638,836.00	48%
ENVIRONMENTAL HEALTH	\$ 451,989.73	\$ 451,989.73	\$ 5,877,652.63	\$11,543,029.00	51%
COMMUNITY HEALTH	\$ 347,507.48	\$ 347,507.48	\$ 4,438,380.27	\$9,730,923.00	46%
ADMINISTRATION	\$ 369,829.41	\$ 369,829.41	\$ 4,950,963.21	\$8,458,339.00	59%
TOTAL	<u>\$1,571,805.12</u>	<u>\$1,571,805.12</u>	<u>\$20,414,973.80</u>	<u>\$40,371,127.00</u>	<u>51%</u>
 FTE	 576				
 Regular Pay	 \$ 971,542.00	 \$ 971,542.00	 \$ 16,179,337.91		
Training	\$ 2,635.34	\$ 2,635.34	\$ 198,824.02		
Final Payouts	\$ -	\$ -	\$ 53,892.54		
OT Pay	\$ 5,238.89	\$ 5,238.89	\$ 85,313.76		
Leave Pay	\$ 573,032.19	\$ 573,032.19	\$ 3,452,847.05		
Other Earnings	\$ 19,356.70	\$ 19,356.70	\$ 444,758.52		
	<u>\$ 1,571,805.12</u>	<u>\$ 1,571,805.12</u>	<u>\$ 20,414,973.80</u>		


 ACTING CHIEF HEALTH OFFICER

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

December 14 to December 27, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ADMINISTRATION

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
MCMAHAN, CLAUDE R		13.00	\$756.80			
NESZMERY, MICHAEL		23.50	\$1,172.77			
PALMER, MICHAEL J		13.00	\$648.77			
RUIZ, GEORGE		4.00	\$147.00			
VEGA, LEONARDO		13.00	\$648.77			
KEEGAN, DAHLIA J		6.00	\$263.52			
Total Administration		<u>72.50</u>	<u>\$3,637.63</u>		<u>0.00</u>	<u>\$0.00</u>

COMMUNITY HEALTH

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
Total Community Health		<u>0.00</u>	<u>\$0.00</u>		<u>0.00</u>	<u>\$0.00</u>

CLINICAL SERVICES

<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
ENZENAUER, LIZETTE		5.00	\$225.53	AVALOS, MAYRA L	4.13	\$82.42
VALDES AYALA, BEATRIZ	FP2_19	4.00	\$108.18	ARIAS DE LUJAN, MARIA	0.38	\$15.32
VILLALOBOS, YOLANDA	FP2_19	4.00	\$105.18	REED, DEBORAH D	6.00	\$158.82
CHONGTAI, LORIZA R		0.25	\$16.97			
MCTIER, CHIKA		0.50	\$25.60			
BURQUEZ AHUJA, LILIA		4.00	\$162.84			
CAPURSO, CYNTHIA		1.00	\$61.26			
FRITZMAN, SHERI		0.50	\$30.63			
PEREZ, JOSE A		0.25	\$6.57			
ESTRADA, PABLO		2.50	\$89.48			
RUBIO LERMA, ADRIANA	RWACM19	0.50	\$16.16			
WOOLFOLK, MARIO		4.00	\$116.70			
Total Clinical Services		<u>26.50</u>	<u>\$965.10</u>		<u>10.50</u>	<u>\$256.55</u>

BI-WEEKLY OT/CTE BY DIVISION/DEPARTMENT

December 14 to December 27, 2019

Overtime Hours and Amounts

Comp Time Hours Earned and Value

ENVIRONMENTAL HEALTH						
<u>Employee</u>	<u>Project/Grant Charged to</u>	<u>Hours</u>	<u>Amount</u>	<u>Employee</u>	<u>Hours</u>	<u>Value</u>
HERNANDEZ, STEPHANIE	FDILL_20	1.75	\$69.48	BROUNSTEIN, JODI	4.13	\$160.09
KELTON, JASON A		3.75	\$207.51	CAVIN, ERIN M	0.75	\$27.67
PARANGAN, CHRISTOPHER D		5.50	\$218.38	CUMMINS, VERONICA J	2.63	\$67.70
DIAZ, NATHAN J		2.75	\$140.79	HEMBERGER, ADRIANA	2.25	\$62.62
				HINSEN, JUSTIN B	10.50	\$270.80
				RAMAKRISHNAN, VEENA	1.50	\$43.92
				SANTIAGO, ANTHONY T	5.25	\$170.26
				UMUHOZA, DIANE	1.50	\$46.22
				MUNARETTO, CHRISTY	2.63	\$112.80
Total Environmental Health		13.75	\$636.16		31.13	\$962.06
Combined Total		112.75	\$5,238.89		41.63	\$1,218.61

Public Health & General Preventive Medicine Residency Program

Annual Institutional Review (AIR) Executive Summary

Introduction

In 2017, the Southern Nevada Health District (SNHD) began steps to develop a residency program to train physicians in the specialty of Public Health and General Preventive Medicine. As part of this, SNHD first needed to establish itself and get accredited as a Sponsoring Institution, a term used to identify the organization that has the ultimate authority and oversight of residency training programs that among other things, commits itself to ensuring the necessary resources are available to support these programs.

In 2018, SNHD was accredited as a Sponsoring Institution. As part of the requirements to maintain this status, SNHD needs to prepare an Annual Institutional Review (AIR) and submit an executive summary of this to the Board of Health (in its role as the Governing Body for the Sponsoring Institution).

Executive Summary

The Annual Institutional Review (AIR) was prepared by the SNHD Graduate Medical Education Committee (GMEC) under the direction of Dr. Cort Lohff, Designated Institutional Official (DIO), and approved at the meeting of the GMEC held on November 7, 2019. The AIR covered the period July 1, 2018 – June 30, 2019 and addressed three institutional performance indicators, which are summarized below:

1. **Most recent Accreditation Council for Graduate Medical Education (ACGME) institutional letter of notification.** The most recent ACGME institutional letter of notification was dated December 20, 2018. In that letter, the ACGME's Institutional Review Committee (IRC) conferred upon SNHD the status of Initial Accreditation, effective July 1, 2018. In that same letter, the IRC identified two issues that needed to be addressed, one dealing with SNHD's oversight of the supervision of residents and the other with the role of residents on the GMEC. Both issues have since been addressed by the DIO.
2. **ACGME Surveys of Residents/Fellows and Core Faculty Members.** Not applicable, as no such surveys were administered by ACGME during the period of this AIR.
3. **Accreditation Information on each of the Institution's ACGME-Accredited Programs.** SNHD sponsors one program – a Public Health and General Preventive Medicine Residency Program. On March 6, 2019, SNHD submitted its initial application to the ACGME Review Committee for Preventive Medicine (Review Committee) seeking accreditation of this program. Following a site visit by ACGME on April 24, 2019, the Review Committee, at its June 14, 2019 meeting, conferred the status of Initial Accreditation to this program. Of note, the Review Committee "commended the program for its demonstrated substantial compliance with the ACGME's Institutional and/or Program Requirements for Graduate Medical Education without citations."

For additional information about this AIR, please contact Dr. Cort Lohff at 702 759-1695 (email: Lohff@SNHD.org).



Memorandum

Date: January 10, 2020
To: Southern Nevada District Board of Health
From: **Amy Hagan**, *Director of Human Resources and Organizational Development*
Dr. Fermin Leguen, *Acting Chief Health Officer* *FZ*

RE: NEW CLASSIFICATION SPECIFICATIONS

- **FQHC Operations Officer** – NEW POSITION
To direct, manage, supervise, and coordinate program development, fiscal management of FQHC programs and grants and activities of the District's FQHC health care programs.

Schedule 35 (\$118,393.60 – \$165,256.00), FLSA Exempt, Bargaining Unit Ineligible
- **FQHC Quality Management Coordinator** – NEW POSITION
Manages and coordinates FQHC-wide efforts to ensure that performance management (PM) and quality improvement (QI) programs are developed and managed using a data driven focus that sets priorities for improvements aligned to ongoing strategic imperatives. Develops and communicates the strategic vision, scope and mission of the Performance Management Council. Also, assures that FQHC-wide PMQI initiatives are focused and aligned on improving operational and program efficiencies and effectiveness

Schedule 24 (\$67,454.40 – \$94,120.00), FLSA Exempt, Bargaining Unit Eligible
- **Information and Referral Specialist** – NEW POSITION
The Information and Referral Specialist will be responsible for processing referrals as indicated by providers, seek authorization as required by insurances and link those persons to appropriate community resources for assistance. Additionally, they shall be responsible for responding to requests for information and maintaining a database of resources and referral partners.

Schedule 14 (\$40,456.00 – \$56,451.20), FLSA Non-exempt, Bargaining Unit Eligible

- Organizational Development Coordinator—Policy & Project Manager – NEW POSITION
To perform a variety of professional and technical duties involved in preparing budgets and monitoring expenses within the Organizational Development Division; recommend procedural and policy changes based on data, operational, and/or research analysis; and monitor grant fiscal expenses, performance management, and quality assurance, project management and special projects as assigned.

Schedule 24 (\$67,454.40 – \$94,120.00), FLSA Exempt, Bargaining Unit Ineligible

ELIMINATES Executive Administrative Analyst (Schedule 23)

- Organizational Development Coordinator—Training – NEW POSITION
To perform a variety of professional and technical duties related to training and education activities. Involvement in preparing budgets, monitoring expenses within Organizational Development, and monitoring grant fiscal expenses; recommend procedural and policy changes based on data, operational, and/or research analysis, performance management. Participation in quality assurance, project management, policy issues, and other special projects as assigned.

Schedule 24 (\$67,454.40 – \$94,120.00), FLSA Exempt, Bargaining Unit Ineligible

ELIMINATES IT Trainer (Schedule 23)

- Registered Dietician – NEW POSITION
Provides Medical Nutrition Therapy to patients in clinics in accordance with Southern Nevada Health District standards and guidelines in a competent, efficient, sensitive, professional manner; and provides community and client centered nutrition counseling based on client assessments of needs, nutrition education, and information concerning prevention and reduction of illnesses.

Schedule 19 (\$52,249.60 – \$72,904.00), FLSA Non-exempt, Bargaining Unit Eligible

FQHC OPERATIONS OFFICER

DEFINITION

To direct, manage, supervise, and coordinate program development, fiscal management of FQHC programs and grants, and activities of the District's FQHC health care programs; to collaborate, contact and contract for assigned activities with other health care professionals and outside agencies; to recommend new services and programs and their implementation; and to provide highly responsible and complex staff assistance to the Chief Medical Officer.

SUPERVISION RECEIVED AND EXERCISED

- Receives administrative direction from the Chief Medical Officer
- Exercises direct supervision over supervisory, professional, technical, and clerical staff

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.*

- Management responsibility for all services and activities of the FQHC health care programs and clinics throughout the District
- Manage and participate in the development and implementation of goals, objectives, policies, budgets, priorities for clinics and health care programs
- Develop and monitor protocols and standards; identify and recommend new services, staffing and resource needs
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Chief Medical Officer; implement improvements
- Select, train, develop, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures
- Manage and participate in the development and administration of the FQHC programs annual budgets; forecast funds needed for staffing, equipment, materials, and supplies; may direct the monitoring of and approve expenditures; implement budget adjustments as necessary
- Perform a variety of public relations duties; perform radio and television interviews regarding District FQHC health care services and other public health issues; collaborate with the Public Information Office to prepare press releases.
- Conduct a variety of studies related to FQHC services, and required statistical reports; recommend modifications to programs, policies, protocols and procedures as appropriate to ensure FQHC requirements are met.
- Prepare and present FQHC reports and other necessary correspondence
- Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in FQHC's and in the field of health care
- Chair or serve on committees, special project teams, or task forces related to FQHC's as may be required or assigned
- Respond to and resolve difficult and sensitive client inquiries and complaints
- Perform related duties and responsibilities as required

Initials _____ Date _____

**Southern Nevada Health District
FQHC Operations Officer (continued)**

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services, and activities of FQHC health care programs and clinics
- Organizational and management practices as applied to the analysis and evaluation of clinical programs, policies and operational needs
- Grant management and reporting
- Medicaid and Medicare billing & coding
- Under served and diverse population
- Modern and complex principles and practices of program development and administration
- Modern and complex principles, procedures, methods, and techniques of nursing and health care
- Universal precautions and infection control practices
- Advanced principles of budget preparation and control
- Principles of supervision, training and performance evaluation
- Pertinent Federal, State, and local laws, codes, and regulations

Ability to:

- Manage and coordinate the work of supervisory, professional, and technical personnel
- Select, supervise, train, organize and evaluate staff
- Interpret and explain District and FQHC policies and procedures
- Provide administrative and professional leadership and direction for FQHC health care programs within the District
- Recommend and implement goals, objectives, and practices for providing effective and efficient public health care services
- Prepare and administer large and complex budgets
- Prepare clear and concise administrative and financial reports
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Research, analyze, and evaluate new service delivery methods, procedures and techniques
- Assess community growth and development in order to plan and implement appropriate health care programs
- Effectively interact with diverse populations
- Use a computer and appropriate electronic medical record software
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work, including a variety of medical professionals, community groups, and the general public

Initials _____ Date _____

**Southern Nevada Health District
FQHC Operations Officer (continued)**

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Master's degree from an accredited college or university in management, health care administration, public health or related field

Experience:

- Five years of progressive leadership experience in healthcare
- Prior experience in a FQHC highly preferred

License or Certificate:

- Possession of, or ability to obtain, an appropriate, valid C.P.R. Certificate
- Possession of, or ability to obtain and maintain, an appropriate, valid Nevada driver's license as a condition of employment

WORKING CONDITIONS

- May come in contact with a variety of diseases including communicable diseases
- May travel from site to site for extended periods of time in a variety of weather conditions

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 the incident and/or emergency.

New employees must complete Incident Command System training, ICA 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 35
Approved by Acting Chief Health Officer 11/01/2019

Initials _____ Date _____

FQHC QUALITY MANAGEMENT COORDINATOR

DEFINITION

Manages and coordinates FQHC-wide efforts to ensure that performance management (PM) and quality improvement (QI) programs are developed and managed using a data driven focus that sets priorities for improvements aligned to ongoing strategic imperatives. Develops and communicates the strategic vision, scope and mission of the Performance Management Council. Also, assures that FQHC-wide PMQI initiatives are focused and aligned on improving operational and program efficiencies and effectiveness; participates in FQHC strategic planning and provides leadership for PM and QI policy development; provides leadership and coordination for improving the FQHC's core services and evaluating the impact that systems improvements have on the community's health; and researches and develops PM and QI training programs that focus on enabling the workforce to achieve improvements with priority health concerns.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the FQHC Chief Operations Officer.
- 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.*

- Builds, directs, manages, and ensures implementation and effectiveness of the FQHC Performance Management and Improvement System.
- Continuously collects, analyzes, and reports data, in collaboration with the quality improvement team, on patient safety issues and outcomes to leadership/management.
- Coordinates with FQHC initiatives to ensure alignment and optimal use of resources.
- Researches and designs appropriate FQHC-wide performance and quality training.
- Coordinates performance management and quality improvement capacity building for all levels of management and employees.
- Trains and certifies in-house performance and quality improvement trainers for various performance and quality improvement training programs.
- Increases the performance management and quality improvement capacity of the organization in order to ensure that FQHC/public health goals are effectively and efficiently met.
- Increases the FQHC's department's capacity to evaluate and improve the effectiveness of their organizations, practices, partnerships, programs, use of resources, and the impact the systems' improvements had on the public's health.
- Establishes a continuous performance and quality improvement effort and monitoring and reporting system.
- Regularly reports the status of performance and quality improvement efforts and impacts.
- Coordinates and prepares a FQHC annual accountability report including economic, Return-on-Investment analysis and other impact reviews.
- Ensures needed data is collected on a timely basis, regular reports on progress are distributed, and makes recommendations for future improvements based on the data.
- Participates in a national network of performance improvement professionals, sharing best practices, tools and materials while participating in ongoing communication activities and capacity-building peer exchanges.
- Searches out best performance and quality improvement practices, making the health department aware of them and suggesting areas where they could be implemented.
- Coordinates the Quality Council by serving as the administrator. Convenes regular meetings, sets agendas, develops and analyzes performance improvement data for the council, designs and implements the necessary Quality Council processes and systems, develops and implements an organization-wide communication plan, and develops and implements a recognition program for Improvement Teams.

Initials _____ Date _____

**Southern Nevada Health District
FQHC Quality Management Coordinator (continued)**

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Bachelor's degree in healthcare, public health or related field
- Master's degree or higher preferred in Nursing, Healthcare Administration, Public Health, Business Administration or related field (preferred)

Experience:

- Two to five years of experience in quality management.
- Experience in Performance Improvement Management and Quality is desired. Prior committee and/or project focused work.
- Clinical systems and technology experience desired.

License or Certificate:

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

WORKING CONDITIONS

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

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 Eligible
Schedule 24
Approved by Chief Health Officer 01/07/2020

Initials _____ Date _____

INFORMATION AND REFERRAL SPECIALIST

DEFINITION

The Information and Referral Specialist will be responsible for processing referrals as indicated by providers, seek authorization as required by insurances and link those persons to appropriate community resources for assistance. Additionally, they shall be responsible for responding to requests for information and maintaining a database of resources and referral partners.

SUPERVISION RECEIVED AND EXERCISED

- Receives direct supervision from the Clinical Office Supervisor and/or the Director of Clinical Services or his designee.
- Receives medical direction from SNHD providers

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.*

- Obtaining prior authorizations from insurance.
- Verify eligibility and benefits.
- Obtain pre-authorization for the referral
- Coordinate the referral of patients to medical specialist as requested by SNHD providers
- Calling other doctor offices to assist patients with scheduling appointments.
- Answering phone calls.
- Obtaining and sending medical records.
- Check voicemails and return patient calls.
- Interact and verbally communicate effectively with patients and all levels of personnel in a professional, courteous and effective manner with excellent customer service skills.
- Performs related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

- District policies, procedures and past practices, regulations, and operating procedures.
- Medical terminology.
- HIPAA regulations.
- Insurance verification and medical office procedures
- Utilization of electronic medical records systems.
- Business letter writing and report preparation techniques and methods.
- Intermediate competency in Microsoft Word
- Correct English usage, spelling, grammar, and punctuation.
- Computer applications related to the work.

Ability to:

- Deliver exceptional communication and customer service.
- Multi-task in a high paced environment.
- Adapt to changing workflows, processes and work queues.

Initials _____ Date _____

**Southern Nevada Health District
Information & Referral Specialist (continued)**

- Maintain confidentiality of medical and work records and information.
- Learn and apply departmental, division, and District policies, procedures and rules.
- Ability to effectively communicate both verbally and in writing
- Must have consistent, punctual and reliable attendance.
- Type a minimum of 40 words per minute.
- Operate computers and other office machines.
- Learn computer software programs; enter and maintain accurate data and statistical information.
- Work independently in the absence of supervision.

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Graduation from high school or equivalent education.

Experience:

- Three years of experience with referral/authorization processing.
- One year of Electronic Medical Record EMR Experience – (eClinical Work preferred).
- Bilingual in Spanish strongly preferred.

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 the incident and/or emergency.

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

FLSA Non-Exempt
Bargaining Unit Eligible
Schedule 14
Approved by Chief Health Officer 12/11/19

Initials _____ Date _____

ORGANIZATIONAL DEVELOPMENT COORDINATOR – Policy & Project Manager

DEFINITION

To perform a variety of professional and technical duties involved in preparing budgets and monitoring expenses within the Organizational Development Division; recommend procedural and policy changes based on data, operational, and/or research analysis; and monitor grant fiscal expenses, performance management, and quality assurance, project management and special projects as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the HR & Performance Management Director. May direct the work of assigned staff on a project or day-to-day basis. Oversight and management of Training Analyst.

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.*

- Serve in the capacity of a confidential Executive Assistant for the HR & Performance Management Director or, independently planning and coordinating assigned projects and services, conveying information regarding Health District functions, programs, policies, and procedures, and ensuring the efficient operation of support functions
- Responsible for the management function of creating and tracking all District policies
- Manage the policy program for the District. Represent management when determining if policies have been violated.
- Write and manage training and performance management policies.
- Determine and assess the impacts of introducing new or revised policies to the District
- Responsible for ensuring all District policies are updated in a timely fashion and within all deadlines imposed by the District, County, State and Federal rules.
- Establish policy standards; monitor to ensure policy standards are applied consistently
- Evaluate the effectiveness of requested policies, propose enhancements or revisions as needed
- Confer with District staff and the public to interpret policies, procedures and regulations
- Provide ongoing support and project management services for organizational-wide studies
- Serves as the primary project manager for Organizational Development Department
- Responsible for identifying Organizational Development Grants
- Analyze future workforce needs and represent management in position control and during labor negotiations as the SME for employee performance and measurement needs.
- Attend and participate in a variety of professional group meetings and conferences; answer inquiries relating policy and project management; represent the Division at conferences related to Health District operations
- Establishes relationships and acts as a liaison with other training staff employed by District divisions, community partners and organizations
- Manage Organizational Development Statistics. Make recommendation for statistics that should be tracked. Set up a tracking system for said metrics. Participates in developing, implementing, and evaluating programs, plans, processes, systems and procedures to achieve Health District and Division goals, objectives, and performance measures consistent with Health District's quality and service expectations
- Analyze procedures and practices and recommend improvements through consolidation, teamwork or automation
- Conduct or participate in activities requiring access to confidential files including, but not limited to, Health District personnel files, investigations, and student/intern education files
- Act as the main scribe for the District during Labor Negotiations. Responsible for tracking all changes to the CBA and tracking Tentative Agreements. Responsible for sending out a report on all Union Negotiation activities.

Initials _____ Date _____

SOUTHERN NEVADA HEALTH DISTRICT

Organizational Development Coordinator – Policy & Project Manager (Continued)

- Provide support during Health District's collective bargaining processes; coordinate communications with and from the bargaining team(s); maintain bargaining process proposals, prepare meeting minutes; and update the collective bargaining agreement

General Functions

- Contribute to the efficiency and effectiveness of the section's service to its customers by offering suggestions and directing or participating as an active member of an assigned project or work team
- Conduct Training Needs Analysis, Develop District-Wide Training
- Management of the District Succession plan
- Training development for all District Departments
- Assist in the development and preparation of Organizational Development program budgets; collect budget recommendations and requests from staff; participate in budget meetings; analyze, interpret, and identify trends in monthly financial reports
- Collect, compile, and analyze information on specialized topics from a wide variety of sources related to Health District programs; write reports that present and interpret data, identify alternatives, and make and justify recommendations, including participating as an active member of the management negotiating team
- Organize and promote the programs
- Perform related duties and responsibilities as required
- Develop and manage a variety of special projects and reports
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion
- Perform related duties and responsibilities as required
- Participate in staff and Leadership meetings, as assigned, for the purpose of conveying and gathering information regarding a wide variety of subjects required to carry out administrative responsibilities
- Create programs that allow the District to make better hiring decisions.
- Maintain current records of learner development
- Conduct employee surveys and interpret the results to present to management
- Calculate retention, turnover and internal mobility rates
- Assess results from employee performance reviews. Recommend areas of measurement for employee performance reviews. Develop KPIs to measure employee performance.
- Work with supervisors and managers on identifying ways to measure employee performance and coach manager and supervisors on ways to increase employee performance.
- Optimize the employee experience
- Analyze survey report to do a Deep Dive analysis on the root cause. Provide feedback to associate to improve team performance and reduce the learning curve
- Manage all Organizational Development program analytics.
- Assist in the development and implementation of computerized personnel systems; provide information to staff and may instruct others in system application and use

QUALIFICATIONS

Knowledge of:

- Principles and practices of statistical data analysis
- Basic budgeting procedures including preparation, monitoring, and reporting
- Principles, Methods, and techniques of research and analysis

Initials _____ Date _____

SOUTHERN NEVADA HEALTH DISTRICT
Organizational Development Coordinator – Policy & Project Manager (Continued)

- Principles and techniques of budget preparation and fiscal analysis
- Principles and techniques of business management and organizational analysis
- Principles and practices of computer programming and software application systems
- Oral and written communications skills
- Principles and techniques of planning and directing long-range comprehensive training programs
- Adult learning theory including effective learning and teaching techniques
- Principles of group leadership and employee training, such as motivation, decision making and goal setting
- Principles of conducting surveys, training needs assessments and organizational assessments
- Curriculum development and training delivery methods
- Training resources and equipment
- Analytical and statistical methods
- Principles and practices of sound business communication including correct English usage, spelling, grammar and punctuation
- Data Management
- Survey writing and interpretation
- Labor and employment laws related to training and development

Ability to:

- Analyze situations accurately and adopt an effective course of action
- Work independently with minimum direction
- Maintain confidentiality and use a high degree of discretion
- Plan and organize work to meet schedules and timelines
- Perform detailed research and statistical data analysis
- Assist with the development and preparation of complex budgets
- Prepare clear and concise reports
- Operate a computer and its associated equipment
- Communicate clearly and concisely, both orally and in writing
- Think and act strategically, provide sound judgment, and establish and maintain effective working relationships with those contacted in the course of work

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Equivalent to a bachelor’s degree from an accredited college or university with major course work in public health administration, human resources, organizational development, business administration, public administration, computer science, management information systems, or a related field

Experience:

- Three years of recent project management.

Licensing/Certification:

- Possession of, or ability to obtain, a valid State of Nevada driver’s license

Initials _____ Date _____

SOUTHERN NEVADA HEALTH DISTRICT
Organizational Development Coordinator – Policy & Project Manager (Continued)

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 the 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 24

Approved by the Board of Health on 01/26/17

Revisions approved by Acting Chief Health Officer on 10/22/2019

Initials _____ Date _____

ORGANIZATIONAL DEVELOPMENT COORDINATOR--Training

DEFINITION

To perform a variety of professional and technical duties related to training and education activities. Involvement in preparing budgets, monitoring expenses within Organizational Development, and monitoring grant fiscal expenses; recommend procedural and policy changes based on data, operational, and/or research analysis, performance management. Participation in quality assurance, project management, policy issues, and other special projects as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Human Resources and Organizational Development. May direct the work of assigned staff on a project or day-to-day basis. Oversight and management of Training Analyst.

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.*

PRIMARY DUTIES

ANALYZE

- Conduct training needs assessments/analysis, analyze results, make recommendations to management, and designs and develops District-Wide training accordingly
- Conduct training needs analysis and identify any existing or available training to meet those needs; make recommendations to management regarding acquisition of new material to meet training requirements
- Analyze future workforce needs and represent management in position control and during labor negotiations as the SME for employee performance and measurement needs

DESIGN/DEVELOP

- Design course materials, training manuals, brochures and handouts; develop media materials, and other training-related documentation as needed
- Develop training curricula and course descriptions; organize and prepare classes, develop written and practical examinations based on standardized guidelines, prepare training tools and the development and maintenance of course completion and certification records
- Create a mixed environment of classroom, online, hybrid, and one-on-one training
- Design and develop training for all District departments
- Design and develop training programs appropriate to the skills needed
- Assist with the design and implementation of various employee development and training programs; provide employee orientation and instruction in specified areas to employees and/or the public
- Participate in developing, implementing, and evaluating programs, plans, processes, systems, and procedures to achieve Health District and Division goals, objectives, and performance measures consistent with Health District's quality and service expectations
- Assist in the development and implementation of computerized personnel systems; provide information to staff and may instruct others in system application and use

Initials _____ Date _____

Southern Nevada Health District
Organizational Development Coordinator--Training (continued)

- Write and deliver management training
- Write and manage training and performance management policies

IMPLEMENT

- Prepare auxiliary plans for training project completion, including comprehensive scripting/thematic/storyboarding, and timelines; coordinate related instructional document preparation from support staff
- Establish relationships and acts as a liaison with other training staff employed by District divisions, community partners and organizations
- Represent management in the IDP process and in the Succession Planning process
- Create new hire tools to better on-board new hires
- Perform 4 Lenses training for all new hires
- Conduct pre- and post-training measurements
- Conduct employee surveys and interpret the results to present to management
- Coach employees on performance deficiencies and arrange and recommend training to close the performance gap
- Maintain the training room hardware and software

EVALUATE

- Monitor and evaluate the effectiveness of the training programs
- Maintain current records of learner development
- Represent management in labor negotiations as it relates to performance management, training and on-boarding
- Conduct performance-based measurement assessments for objective evaluation of instructional programs
- Analyze survey reports to do a Deep Dive analysis on the root cause. Provide feedback to associate to improve team performance and reduce the learning curve
- Evaluate trainings, qualitatively and quantitatively, as applicable to budget and training forecasts
- Continually review and update the new hire process to ensure new hires receive the necessary skills required for their jobs

OTHER DUTIES AS ASSIGNED

- Serve in the capacity of a confidential Executive Assistant for the HR & Organizational Development Director or, independently planning and coordinating assigned projects and services, conveying information regarding Health District functions, programs, policies, and procedures, and ensuring the efficient operation of support functions
- Responsible for the management function of creating and tracking all District policies
- Responsible for ensuring all District policies are updated in a timely fashion and within all deadlines imposed by the District, County, State and Federal rules.
- Provide ongoing support and project management services for organizational-wide studies
- Serve as the primary project manager for Organizational Development
- Responsible for identifying Organizational Development Grants
- Manage the policy program for the District. Represent management when determining if policies have been violated
- Confer with District staff and the public to interpret policies, procedures and regulations
- Assist in the development and preparation of Organizational Development program budgets; collect budget recommendations and requests from staff; participate in budget meetings; analyze, interpret, and identify trends in monthly financial reports

Initials _____ Date _____

**Southern Nevada Health District
Organizational Development Coordinator--Training (continued)**

- Collect, compile, and analyze information on specialized topics from a wide variety of sources related to Health District programs; write reports that present and interpret data, identify alternatives, and make and justify recommendations, including participating as an active member of the management negotiating team
- Conduct or participate in activities requiring access to confidential files including, but not limited to, Health District personnel files, investigations, and student/intern education files
- Provide support during Health District's collective bargaining processes; coordinate communications with and from the bargaining team(s); maintain bargaining process proposals, prepare meeting minutes; and update the collective bargaining agreement
- Develop and manage a variety of special projects and reports

QUALIFICATIONS

Knowledge of:

- Principles and techniques of planning and directing long-range comprehensive training programs
- Adult learning theory including effective learning and teaching techniques
- Curriculum development and training delivery methods
- Training resources and equipment
- Principles of group leadership and employee training, such as motivation, decision making and goal setting
- Principles and practices of computer programming and software application systems
- Principles of conducting surveys, training needs assessments and organizational assessments
- Survey writing and interpretation
- Basic budgeting procedures including preparation, monitoring, and reporting
- Analytical and statistical methods
- Principles, methods, and techniques of research and analysis
- Principles and techniques of budget preparation and fiscal analysis
- Principles and practices of statistical data analysis
- Principles and techniques of business management and organizational analysis
- Data Management
- Labor and employment laws related to training and development
- Oral and written communications skills
- Principles and practices of sound business communication including correct English usage, spelling, grammar, and punctuation

Ability to:

- Analyze situations accurately and adopt an effective course of action
- Think and act strategically, provide sound judgment, and establish and maintain effective working relationships with those contacted in the course of work
- Perform detailed research and statistical data analysis
- Plan and organize work to meet schedules and timelines
- Assist with the development and preparation of complex budgets
- Work independently with minimum direction
- Maintain confidentiality and use a high degree of discretion
- Communicate clearly and concisely, both orally and in writing
- Prepare clear and concise reports
- Operate a computer and its associated equipment

Initials _____ Date _____

**Southern Nevada Health District
Organizational Development Coordinator--Training (continued)**

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Equivalent to a bachelor's degree from an accredited college or university with major course work in public health administration, human resources, organizational development, education, business administration, public administration, computer science, management information systems, or a related field

Experience:

- Three years of recent project management

License or Certificate:

- Possession of, or ability to obtain, a valid State of 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 the 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 24
Approved by the Board of Health on 01/26/17
Revisions approved by Acting Chief Health Officer on 10/22/2019

Initials _____ Date _____

REGISTERED DIETICIAN

DEFINITION

Provide Medical Nutrition Therapy to patients in clinics in accordance with Southern Nevada Health District standards and guidelines in a competent, efficient, sensitive, professional manner; and provide community and client centered nutrition counseling based on client assessments of needs, nutrition education, and information concerning prevention and reduction of illnesses.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the supervisor responsible for the program, or manager
- Does not exercise supervision over staff

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.*

- Provide Medical Nutrition Therapy, practice an evidenced-based approach, and use clinical judgment to address health promotion and wellness, and prevention, delay, or management of acute or chronic disease and conditions for individuals and groups
- Obtain appropriate patient health history; provide nutrition screenings; nutrition assessments, obtain diet history, provide nutrition education and counseling; conduct and appropriately document nutrition services, education, and intervention provided within medical records, as related to assigned public health clinic(s) and program(s)
- Assess nutritional status, develop a plan of care to maintain or improve nutritional status, evaluate the patient's response to the plan of care, and modify it as required for optimal outcomes; and provides nutritional supplements when warranted due to a compromised nutritional status; works in conjunction with, and serves as part of, the medical team
- Collaborate with members of the health care team, Southern Nevada Health District programs, community agencies, and resources through joint planning and coordination of activities in providing comprehensive care
- Provide general health related information and counseling to individuals and families on the prevention of communicable diseases, health issues such as HIV/AIDS, substance abuse, chronic disease, behavioral health, or other health concerns
- Provide education on health and risk reduction services, encourage healthy behavior, to improve health outcomes to increase the number of individuals connected to and retain in care, to improve health literacy and service-area information, and to promote client self-management
- Provide relevant health instruction, health promotion, and health maintenance for assigned clinical program(s) such as family planning and sexual health
- Conduct health promotion and prevention education that is sensitive to the cultural and linguistic needs of participants and/or community.
- Serve as a clinical/community preceptor to dietetic interns, health professions, and public health students
- Participate in departmental meetings, quality assurance activities, and trainings which affect policies related to the delivery of health care
- Perform related duties and responsibilities as assigned

Initials _____ Date _____

**Southern Nevada Health District
Registered Dietician (continued)**

QUALIFICATIONS

Knowledge of:

- Principles and procedures of medical record keeping/documentation, correct business English, including spelling, grammar and punctuation.
- Principles, procedures, methods, and techniques of dietetic practice
- Medical terminology
- Food-and-drug interactions
- Principles and procedures of medical record keeping
- Pertinent Federal, State and local laws, codes, and regulations regarding health care
- A variety of community agencies and other outside resources available to patients
- Current information pertaining to the symptoms, control, treatment, and effects of chronic disease and/or conditions (HIV/AIDS, substance abuse, mental illness, etc.) on clients and their families applicable to the assigned program.
- Collaborative case planning with the care team.
- Computer applications related to the assigned position such as Microsoft Word/Outlook and an Electronic Health Record.

Ability to:

- Interview patients in order to determine their medical history, background and health status, and systematically assess the nutritional status of persons and families
- Assess and evaluate patient's response to individualized nutrition plan
- Counsel and educate patients on a variety of nutrition related issues
- Work with diverse populations in a health or human services program.
- Interpret laboratory tests
- Maintain confidentiality
- Effectively learn and use computer programs designed for the Community Health Division
- Learn local public health issues including wellness, nutrition, physical fitness, and preventive health care
- Prepare clear and concise reports, correspondence and other written materials.
- Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet critical deadlines.
- Understand and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain cooperative working relationships with those contacted in the course of work

TRAINING AND EXPERIENCE GUIDELINES

Training:

- Equivalent to a bachelor's degree from an accredited college or university with major course work in nutrition or related field

Experience:

- Two (2) years of experience in the clinical and/or community setting
- Experience in healthcare, public health, or similar environment is preferred.

Initials _____ Date _____

**Southern Nevada Health District
Registered Dietician (continued)**

License or Certificate:

- Possession or, or ability to obtain, an appropriate, valid State Registered Dietitian certification
- Possession or, or ability to obtain, an appropriate, valid State Registered Dietitian License
- Possession of, or ability to obtain, an appropriate, valid CPR and/or BLS Certificate
- Possession of or ability to obtain a valid Nevada Driver’s License as a condition of employment

WORKING CONDITIONS

- Must perform Southern Nevada Health District services with individuals having disease conditions
- Standing and walking for extended periods of time
- May speak in public forums in various environments

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 the incident and/or emergency.

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

Bargaining Unit Eligible
FLSA Non-Exempt
Schedule 19
Approved by the Chief Health Officer on 01/02/2020

Initials _____ Date _____