

# 2014 ANNUAL REPORT



A year in transition.

## WASHOE COUNTY HEALTH DISTRICT

ENHANCING QUALITY OF LIFE



**Public Health**  
Prevent. Promote. Protect.

*Serving Reno, Sparks and all of Washoe County, Nevada. Washoe County is an Equal Opportunity Employer.*

# ABOUT THE WASHOE COUNTY HEALTH DISTRICT

The Washoe County Health District has jurisdiction over all public health matters in Reno, Sparks, and Washoe County through the policy-making District Board of Health.

*The Washoe County Health District consists of the following five divisions:*

## **Administrative Health Services**

The Administrative Health Services (AHS) is the support branch for the Washoe County Health District, directing internal and external operations. Internally, AHS oversees financial management and budgeting, grants management, information technology, personnel and payroll, purchasing and facilities management.

## **Air Quality Management**

The Air Quality Management Division (AQMD) is responsible for controlling sources of air pollution and assuring compliance with federal, state, and local environmental laws governing air quality.

## **Community and Clinical Health Services**

Community and Clinical Health Services (CCHS) focuses on disease prevention, community and individual education and wellness.

## **Environmental Health Services**

Environmental Health Services (EHS) ensures compliance with local, state and federal laws regulating food, waste, water, vector and other areas of public health in Washoe County. While many programs emphasize enforcement, EHS also maintains strong education components, promoting a collaborative approach with industry to meet established public health goals at the local and national levels.

## **Epidemiology and Public Health Preparedness**

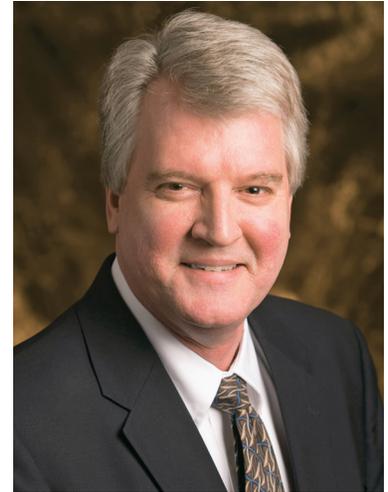
The Epidemiology and Public Health Preparedness (EPHP) conducts disease surveillance and outbreak investigations, coordinates public health response to disaster with partner agencies, and provides training for the community on topics related to public health emergencies, such as bioterrorism and natural disasters. EPHP also provides oversight of Washoe County's Emergency Medical Services (EMS) and manages the Office of Vital Records.

# A MESSAGE FROM THE HEALTH OFFICER

*Kevin Dick, Washoe County District Health Officer*

2014 was a year of transition and change for the Washoe County Health District. The Health District continued to provide needed public health services to the community, and it began renewed efforts to improve operations and further address community health needs.

In February 2014, the Health District received a report entitled, Washoe County Public Health: A Fundamental Review, commissioned by the District Board of Health and prepared by the Public Health Foundation. The Health District actively began implementing recommendations provided in the report. Progress and accomplishments in 2014 included:



- Moving forward with the cities and county through a formalized interlocal agreement to develop a new regional Internet platform for permitting and inspection activities.
- Negotiating an amended and restated franchise agreement with REMSA that improves our oversight capabilities and eliminates the controversial “evergreen” clause.
- Working collaboratively with Renown Health and other regional partners to develop a Community Health Needs Assessment and plan the Truckee Meadows Healthy Communities Conference held in early 2015.
- Improving time-accounting practices to support program cost analysis and assessment.

In addition to Fundamental Review implementation, the Health District continued providing many important public health services. Those notable efforts are listed in the division reports that follow in this document.

I hope you remain engaged with the health of our community and the Health District. Please visit our websites to review our accomplishments and progress as we continue to protect and enhance the quality of life here in Washoe County.

## OUR WEBSITES

[www.WashoeCounty.us/health](http://www.WashoeCounty.us/health)

[www.OurCleanAir.com](http://www.OurCleanAir.com)

[www.GetHealthyWashoe.com](http://www.GetHealthyWashoe.com)



## COMMENTS FROM THE BOARD OF HEALTH CHAIRWOMAN

*Kitty Jung, Washoe County Commissioner*

As a Washoe County Commissioner, I am committed to protecting the safety and health of our community. As Chairwoman of the Washoe County District Board of Health, I have made it a priority to fulfill that commitment by working with my fellow board members and Health District staff to enhance the quality of life for all citizens and visitors in Washoe County, Nevada.

Part of that commitment includes the precepts of accountability and cooperation - agencies, governing boards, public servants and citizens - providing fiscal and environmental stewardship to protect our natural resources, prevent disease, and make our community a safe and healthy place to live. In 2014, the District Board of Health received and acted upon a Fundamental Review of the Health District that we commissioned from the national Public Health Foundation. We are implementing the review's recommendations to further enhance the Health District's performance.

Our quality of life depends not only on how we protect our environment, but also on how we regulate our growth, prevent disease, promote healthy living and prepare for emergencies. These are all areas strongly supported by the Washoe County District Board of Health, and form the mission of the Washoe County Health District.

I am proud of the accomplishments of the Health District as presented in the 2014 Annual Report. I am honored to serve as Chairwoman of the Washoe County District Board of Health. I ask you to join me in your personal lives and through your organizations to take actions to improve your health and the quality of life of our community.



## MISSION STATEMENT

The mission of the Washoe County Health District is to protect and enhance the quality of life for all citizens of Washoe County through health promotion, disease prevention, public health emergency preparedness, and environmental services.

# ADMINISTRATIVE HEALTH SERVICES

*Anna Heenan, Administrative Health Services Officer*



Administrative Health Services (AHS) is the support branch for the Washoe County Health District, directing financial management and budgeting, grants management, information technology, personnel and payroll, purchasing, fleet management and facilities management.

Accomplishments in AHS for 2014 included several actions aimed at improving efficiencies and providing better support for the Health District:

## **Administration Cost Analysis**

As directed by the Fundamental Review, AHS completed cost analyses for two programs to determine the true cost of its services and determine appropriate fees and charges for its revenue-generating programs. By utilizing a uniform cost methodology and tracking related financial performance management ratios, including programs with expenditures that exceed dedicated or self-generated revenues, AHS will improve the Health District's ability to commit financial resources in ways that reflect community priorities, stewardship, and improved program performance.

## **Travel Process Improvements**

A streamlined process of scanning travel documents and use of direct deposits for advances and reimbursements was implemented in 2014. The new process saves time and resources.

## **Expanded Financial Review**

As requested by the District Board of Health, AHS has improved financial transparency in reports given to the Board. Agenda items now presented to the Board are more detailed and include information such as cash liquidity, grant funding and reimbursement timing, service/fee to revenue analytics, and human resources implications, whenever applicable.

## **Director of Programs and Projects**

Another directive of the Fundamental Review was to strengthen organizational effectiveness by developing infrastructure to support the District Health Officer. To that end, AHS successfully completed the reclassification of an existing position to a new position called Director of Programs and Projects. This new position will assist the District Health Officer by coordinating community partnerships and collaboration. As the Health District moves forward with conducting a community health assessment and pursuing national accreditation, this position will strengthen genuine community engagement and support.

# AIR QUALITY MANAGEMENT

Charlene Albee, Division Director

The Air Quality Management Division (AQMD) implements clean air solutions that protect the quality of life for the citizens of Washoe County. Along with programs and services such as air monitoring, permitting and enforcement, planning, and public education, AQMD is responsible for controlling sources of air pollution and assuring compliance with federal, state, and local environmental laws governing air quality.

Several exciting accomplishments for AQMD made 2014 a hallmark year:

## A Vision of Clean Air Excellence

In 2014, AQMD won the U.S. EPA Clean Air Excellence Gregg Cooke Visionary Award for its *Keep it Clean* Campaign developed to increase public awareness and to engage citizens of Washoe County on air quality issues. The three community action components to *Keep it Clean* are *Know the Code*, a wood burning advisory program; *Rack Em Up*, an alternative transportation program; and *nOzone*, a smog prevention program. Each of these encourages emission reduction and empowers citizens to take positive actions to reduce ozone and particulate matter throughout the year.



## Introducing EnviroFlash

Improved daily reporting of air quality conditions in response to wildfires and poor air quality days requires the use of various tools including standard media and social media like Facebook and Twitter. This year AQMD added EPA's *EnviroFlash* tool. Now users can be instantly informed on air quality changes that affect them and the community.

## Wood\$tove Exchange Program

AQMD in cooperation with the University of Nevada, Reno Business Environmental Program established a Woodstove Exchange Program in Southern Washoe County and Incline Village providing up to \$1,000 to remove and replace old, dirty wood burning stoves with EPA certified clean-burning devices. The program also worked with local certified fireplace and wood stove distributors, and the Reno/Sparks Association of Realtors to promote this cost-saving and pollution-reducing program.

## Time for Redesignation

A request was submitted to EPA demonstrating that the Truckee Meadows Basin has achieved compliance with the PM10 National Ambient Air Quality Standard for the first time since the standard was established in 1987. Recognition of our air quality attainment can have positive economic benefits for businesses in Washoe County by avoiding costly air pollution requirements and restrictions.

# COMMUNITY AND CLINICAL HEALTH SERVICES

*Steve Kutz, R.N., M.P.H., Division Director*

Community and Clinical Health Services (CCHS) focuses on disease prevention, health education and wellness. Programs include Immunizations, Family Planning, WIC (the Special Supplemental Nutrition Program for Women, Infants and Children), Sexual Health, Chronic Disease Prevention, Tuberculosis, and Maternal and Child Health. Here are just a few of the many accomplishments realized by CCHS in 2014.

## **WIC Makes a Move**

WIC which was once in AHS moved into CCHS. This now places all clinical services in CCHS and streamlines use of other services in that division.

## **Expanded Clinic Hours**

When the economy and staffing took a downturn a few years ago, the Immunization Clinic was forced to reduce hours. But, this year the Immunization Clinic began offering immunization appointments five days a week, with evening appointments available 2-3 times a month. In addition, walk-in appointments are now accepted on a limited basis.

## **Report Card Issued**

The Chronic Disease Prevention Program released the 2014 Washoe County Chronic Disease Report Card in July, providing data on chronic disease and risk factors in Washoe County. The report also discusses how to address the risk factors of poor nutrition, lack of physical activity, and tobacco use and exposure through policy, system and environmental approaches.

## **Internal Restructure**

Several programs were restructured to improve and stabilize clinical staffing. Some changes included transferring nursing staff to the Immunization and Sexual Health Programs from the Home Visitation Program. By making these simple modifications, CCHS can now provide more efficient services to our community.

## **Fetal Mortality Review**

Because Washoe County's infant mortality rate is one of the highest in the country, it's important that we understand the factors involved and issues related to a child's death. In 2014, CCHS implemented and launched the Fetal Infant Mortality Review (FIMR) program to understand how a wide array of social, economic, health, educational, environmental and safety issues relate to fetal/infant death. The Health District hopes to utilize this information to improve community resources and systems of care to reduce fetal and infant mortality.

## **Technology Advancements**

By utilizing technological advances in various systems, CCHS can better serve our community. This year CCHS implemented a new supply module that assists with the inventory process, letting staff know exactly what resources are available for use.

## **Improved Cost Recovery**

In accordance with the Fundamental Review recommendations, a review of all fee-related services was completed. CCHS initiated the cost analysis in preparation of an improved cost recovery process for updating the clinic fee schedule and guidelines.

# EPIDEMIOLOGY AND PUBLIC HEALTH PREPAREDNESS

*Randall Todd, DrPH, Division Director*

Epidemiology and Public Health Preparedness (EPHP) conducts disease surveillance and outbreak investigations; coordinates public health response to disaster with partner agencies; and provides training for the community on topics related to public health emergencies, such as bioterrorism and natural disasters. EPHP also provides oversight of Washoe County's Emergency Medical Services (EMS) and manages the Office of Vital Records.

EPHP staff maintains accurate and up-to-date information on disease surveillance; writes plans that will guide the Health District's response to public health emergencies; and, coordinates and participates in trainings, drills and exercises to test those plans and hone our ability to respond.

There were some significant changes made in EPHP in 2014.

## **Vital Statistics**

EPHP increased staff in the Office of Vital Records, allowing for window hours of operation to be expanded to five days per week while continuing to provide customers with service via mail and internet.

## **Testing Mass Vaccination Capabilities**

Emergency Preparedness staff successfully conducted a full scale Point of Dispensing (POD) Exercise utilizing flu vaccine, and a table top exercise using a pneumonic plague scenario, both with community partners to practice our ability to provide large amounts of vaccine quickly when necessary. During a real emergency it may be necessary to dispense to as many as 500,000 people within a 36-hour time frame.



## **Patient Tracking Improvements**

EPHP designed and built an electronic patient tracking system within WebEOC to be utilized by regional healthcare partners. Regional hospitals also received training on the patient tracking system. The Multi-Casualty Incident Plan was updated to include notification of hospitals on transporting of patients.

## **A Medical Reserve Corps First**

The Health District through EPHP finalized a Memorandum of Understanding (MOU) for the use of Medical Reserve Corps (MRC) volunteers at Saint Mary's Regional Medical Center. This was the first MOU developed between a MRC unit and a hospital in Nevada.

## **Emergency Medical Services Oversight**

EPHP expanded the EMS Program through the implementation of an Inter Local Agreement with the Health District, Washoe County, City of Reno, City of Sparks, and Truckee Meadows Fire Protection District allowing for oversight of the entire EMS system. This included convening the EMS Advisory Board and the collection and analysis of both fire and REMSA EMS data.

## **Ebola Response**

In response to the Ebola outbreak in West Africa and its arrival in the United States, EPHP developed an Ebola Virus Disease Emergency Operations Plan and effectively implemented the active monitoring of individuals returning to Washoe County from countries with ongoing Ebola outbreaks.

# ENVIRONMENTAL HEALTH SERVICES

*Bob Sack, Division Director*

Environmental Health Services (EHS) ensures compliance with local, state and federal laws regulating food, waste, water, vector and other areas of public health in Washoe County. While many programs emphasize enforcement, EHS also maintains strong education components, promoting a collaborative approach with industry to meet established public health goals at the local and national levels. EHS accomplishments in 2014 include:

## **Disease Prevention**

Collaboration continues with the Washoe County School District on school illnesses to ensure adequate environmental controls are in place to reduce school-based transmission of disease.

## **Community Outreach**

EHS built stronger partnerships with members of the development community by holding regular meetings together with BANN, the Builder's Association of Northern Nevada.

## **Food Safety**

Food inspectors in EHS continued promoting active managerial control in food establishments - emphasizing the importance of keeping food safety in mind during daily operations throughout the facility.

## **Streamlining Permits**

EHS joined with regional partners in developing the new permitting software *Accela* to streamline the permitting process.





# WASHOE COUNTY HEALTH DISTRICT

---

ENHANCING QUALITY OF LIFE

1001 East Ninth Street, Reno, NV 89512

Call Us At:

**775-328-2400**

Find Us On:

**WashoeCounty.US/Health**

**OurCleanAir.com**

**GetHealthyWashoe.com**

