Maintaining Administrative and Management Capacity

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Presenter:

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Objectives for Domain 11 – Maintain Administrative and Management Capacity

Participants will be able to identify strategies to 1) develop and maintain an operational infrastructure to support the performance of public health functions, and 2) establish effective financial management systems.

National Public Health Accreditation Board Standards and Measures, Version 1.5
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

STANDARD 11.2: Establish Effective Financial Management Systems
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.1 A  Policies and procedures regarding health department operations, reviewed regularly, and accessible to staff

Documentation:

• Manual with 2 operational policies such as facilities operations or tobacco policy
• Organizational chart
• Documented process for reviewing policies and procedures
• Documented method for how staff can access the policies and procedures
Measure 11.1.2 A  Ethical issues identified and ethical decisions made

Documentation:

- 1 process of set of policies and procedures related to managing ethical issues. Examples: Public Health Code of Ethics, establishment of an ethics board, etc.
- 1 example of how the health department reviews and resolves ethical issues. Example: employee’s acceptance of gifts
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.3 A Policies regarding confidentiality, including applicable HIPAA requirements

Documentation:

• 1 policy or set of confidentiality policies
• 2 examples of staff training on confidentiality policies. Example: IN-TRAIN course completion or training agenda
• 1 signed employee confidentiality form and 1 tracking mechanism or log
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.4 A Policies, processes, programs, and interventions provided that are socially, culturally, and linguistically appropriate to specific populations with higher health risks and poorer health outcomes.

Documentation:

• 1 policy or procedure that ensures social, cultural, and linguistic characteristics of the population served are integrated
• 2 distinct examples of programs that are culturally & linguistically appropriate
• 1 example of LHDs cultural competence. **EX: CLAS**

Measure 11.1.4 A  Policies, processes, programs, and interventions provided that are socially, culturally, and linguistically appropriate to specific populations with higher health risks and poorer health outcomes.

Documentation Continued:

- 1 example documenting staff training on health equity and cultural competence.

**Resource:** Prevention Institute’s Health Equity Training Series
IN TRAIN
Indiana Minority Health Coalition
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.5 A  A human resources function

Documentation:

- 1 set of HR policies and procedures (see full list on Page 240)
- 1 example of staff access to human resource policies and procedures
- 1 example of employment working relationship agreements. EX: contract
- 2 examples of a human resource function that supports management, the workforce, and workforce development by being a responsive partner to programs. EX: Recruitment and retention efforts
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.6 A Information management function that supports the health department’s mission and workforce by providing infrastructure for data storage, protection, and management; and data analysis and reporting

Documentation:

• 2 examples; The two examples must be from different areas supporting information technology infrastructure that supports public health functions.
• 1 example of secure information systems. EX: Vulnerability audits
• 1 policy of the maintenance of confidentiality of data. EX: how the LHD handles federal, state and local data
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.6 A Information management function that supports the health department’s mission and workforce by providing infrastructure for data storage, protection, and management; and data analysis and reporting

Documentation Continued:

- 1 example of the maintenance of information management system. Ex: written process for reviewing and managing IMS.
- 1 example of the management of information assets. EX: inventory
STANDARD 11.1: Develop and Maintain an Operational Infrastructure to Support the Performance of Public Health Functions

Measure 11.1.7 A Facilities that are clean, safe, accessible, and secure

Documentation:

• 1 example licenses for laboratory (as appropriate)
• 2 examples of inspection reports. EX: OSHA or cleaning and maintenance logs)
• 1 example of assurance of accessibility to the health department’s facilities. EX: ADA compliance report
STANDARD 11.2: Establish effective financial management system.

Measure 11.2.1 A Financial and programmatic oversight of grants and contracts

Documentation:

- 2 examples audited financial statements licenses
- 2 examples of program reports. EX: reports to funders or local board of health
- As appropriate, communication from a federal funder staging that the health department is a “high risk grantee.”
STANDARD 11.2: Establish effective financial management system.

Measure 11.2.2 A Written agreements with entities from which the health department purchases, or to which the health department delegates, services, processes, programs, and/or interventions

Documentation:

- 2 distinct examples of MOUs, contracts, written agreements with external organizations
STANDARD 11.2: Establish effective financial management system.

Measure 11.2.3 A Financial management systems

Documentation:

• 1 approved (with governing authority) health department budget
• 2 financial reports EX: expense or reimbursement reports
STANDARD 11.2: Establish effective financial management system.

Measure 11.2.4 A Resources sought to support agency infrastructure and processes, programs, and interventions

Documentation:

• 2 examples of formal efforts to seek additional financial resources
• 2 examples of communications concerning the need for financial support to maintain and improve public health infrastructure and services. EX: Letter to elected official or editorial
Accreditation

Domain 11: Maintain Administrative and Management Capacity
Vanderburgh County Health Department

Discussion Overview

1) Changes to the health department’s organizational chart.
2) Cross training support staff and staff within different divisions.
3) New employee orientation process.
4) Finances: Grants, and the Health Fund.
5) Timekeeping and managing the payroll process.
Cross-Training

• Purpose: To improve employee skills, create efficiencies, and allow coverage in all areas of the HD.

• Who is involved?
  – Everyone, not just those who are being trained.

• How are employees beginning training?
  – Efficient Communication
  – Creating “Desk Manuals”
Cross Training Affiliates

Trainees

- Environmental Health Specialists
  - Foods, tattoos, pools, septic, etc.
- Clinical
  - Nursing staff within immunizations, STD clinic, PHN, TB clinic.
- Laboratory
- Administrative Aids
  - The face and heart of the department.
New Employee Process

- Steps to hiring new staff without a Human Resources Department
  - Position Needed
  - Permission from Council
  - Application Distribution
  - Interview
  - Job Offer
New Employee Orientation Process

- An employee is not just a person, they are a team member.

- New Employee Orientation Checklist (handout)

- Quality and Retention
  - Communication
  - Mutual Benefit
  - Healthy Environment
Grant Funding

- Preparedness
  - New generator
- Immunization
  - Improve rates
  - Infrastructure
- Maternal Child Health
- Baby Me & Tobacco Free
- Local Health Maintenance and Trust
Health Fund Finances

- **Revenue Projections**
  - Property Tax Levy
  - Miscellaneous Revenue
  
  - 2015 Health Fund tax levy = $2,488,104
  - 2015 Projected Misc. Revenue = $850,000
  - 2015 January 1 cash balance = $578,102

  - Total Available for 2015 = $3,916,206

- **Actual Yearly Finances**
  - 2015 Budget = $3,419,249
  
  - Property Taxes = $2,224,218
  - Misc. Revenue = $913,054
  - January 1 cash balance = $711,126

  - Actual Total for 2015 = $3,715,374

  - 2015 Expenditures = $3,004,248
Time Keeping and Managing Payroll

Outdated

- Prior system involved no time keeping system or accountability.
- Guidelines for time off within the Employee Handbook were not being followed.
- Too much data too much paper leads to too many errors.

Updated

- New time keeping system is simple.
- Designed calendar tracking.
- 72 to 12
- Benefits of electronic time keeping.
Thank You

Questions?

Vandeburgh County Health Department
www.vanderburghgov.org/Index.aspx?page=77

Indiana Department of Local Government Finance
www.in.gov/dlgf

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phone – 812-435-2468
Questions, Comments?

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## Domain 10 Resources

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Association of State and Territorial Health Officials (ASTHO)</td>
<td>Library of sample documentation per domain</td>
<td><a href="http://www.astho.org/accreditation-library/">http://www.astho.org/accreditation-library/</a></td>
</tr>
<tr>
<td>CLAS Clearinghouse: Results for &quot;Public Health&quot;</td>
<td>Resources for assessing and developing culturally and linguistically appropriate materials</td>
<td><a href="https://www.thinkculturalhealth.hhs.gov/CloudSearch/KeywordSearch.asp?id=16">https://www.thinkculturalhealth.hhs.gov/CloudSearch/KeywordSearch.asp?id=16</a></td>
</tr>
<tr>
<td>Indiana Minority Health Coalition</td>
<td>Cultural and linguistic competency training and resources</td>
<td><a href="http://www.imhc.org/">http://www.imhc.org/</a></td>
</tr>
<tr>
<td>National Association of County and City Health Officials (NACCHO)</td>
<td>Examples of documentation for Domain 11</td>
<td><a href="http://archived.naccho.org/topics/infrastructure/accreditation/domain-11-examples.cfm">http://archived.naccho.org/topics/infrastructure/accreditation/domain-11-examples.cfm</a></td>
</tr>
<tr>
<td>Public Health Accreditation Board (PHAB)</td>
<td>Tools, resources, information, research on voluntary public health accreditation</td>
<td><a href="http://www.phaboard.org/">http://www.phaboard.org/</a></td>
</tr>
</tbody>
</table>
Thank you for attending...

Public Health INsights & INnovation

Was this webinar helpful to you?
http://survey.constantcontact.com/survey/a07ecbi9ci7il2t7lu7/start

Save the Date!

Please join us on March 25:
Maintaining Capacity to Engage the Public Health Governing Entity

IU RICHARD M. FAIRBANKS SCHOOL OF PUBLIC HEALTH
**New Employee Orientation Checklist**

**Employee Name _________________________________  Division _______________________
Job Title ________________________________________ Hire Date _____________________
Supervisor ______________________________________

<table>
<thead>
<tr>
<th>Prior to First Day</th>
<th>Date</th>
<th>Initials</th>
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</thead>
<tbody>
<tr>
<td>Meet with Health Officer</td>
<td></td>
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<tr>
<td>Meet with Administrator</td>
<td></td>
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<tr>
<td>Meet with Executive Assistant</td>
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<tr>
<td>Background Check Authorization Form Signed</td>
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<tr>
<td>Drug Screen Form Received</td>
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<tr>
<td>Computer Access Form Signed</td>
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<tr>
<td>List of Items to Bring 1st Day Received</td>
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<table>
<thead>
<tr>
<th>First Day/Week</th>
<th>Date</th>
<th>Initials</th>
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</thead>
<tbody>
<tr>
<td>Meet with Orientation Leader, Room 218</td>
<td></td>
<td></td>
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<tr>
<td>Appointment Time:____</td>
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<tr>
<td>New Employee Packet</td>
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<tr>
<td>List of Links</td>
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<tr>
<td>Employee Handbook</td>
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<td>VCHD Tour</td>
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<td>VCHD Organizational Chart</td>
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<td>VHCD Board of Directors</td>
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<td>Emergency Contact Card</td>
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<td>Emergency Preparedness Card</td>
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<tr>
<td>Employee Facts Sheet</td>
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<td>Social Committee</td>
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<td>Safety Committee</td>
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<tr>
<td>Coffee Club</td>
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</tbody>
</table>

<p>| Meet with Executive Assistant, Room 325                 |      |          |
| Appointment Time:____                                   |      |          |
| Picture/ID Badge                                        |      |          |
| NIMS                                                    |      |          |
| Computer Training                                       |      |          |
| Phone Training                                          |      |          |
| Cell Phone                                              |      |          |</p>
<table>
<thead>
<tr>
<th>Meet with Bookkeeper, Room 301</th>
<th>Appointment Time:____</th>
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<tbody>
<tr>
<td>Time Clock Overview</td>
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<td>Kronos Overview</td>
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<tr>
<td>Earned Time Calculation</td>
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<tr>
<td>Absentee Sheet</td>
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<tr>
<td>Payroll Dates/Process</td>
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<td>Travel Request</td>
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<tr>
<td>Mileage Reimbursement</td>
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<tr>
<td>Employee Vendor Form</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Meet with Bookkeeper, Room 328</th>
<th>Appointment Time:____</th>
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<tbody>
<tr>
<td>HIPAA Training</td>
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<td>HIPAA Drive</td>
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<tr>
<td>Fire Safety Training</td>
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<td>Tornado Safety Training</td>
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<tr>
<td>Email Overview</td>
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<td>Email Disclaimer Statement</td>
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<tr>
<td>Test Email</td>
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<thead>
<tr>
<th>Meet with CD Staff, Suite 205</th>
<th>Appointment Time:____</th>
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<tbody>
<tr>
<td>Shot Record Review</td>
<td></td>
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<tr>
<td>Vaccinations if needed</td>
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<tr>
<td>TB Test</td>
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<table>
<thead>
<tr>
<th>Meet with Orientation leader, Room 218</th>
<th>Appointment Time:____</th>
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<tbody>
<tr>
<td>Checklist Review</td>
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<thead>
<tr>
<th>Meet with Division Supervisor</th>
<th></th>
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<tbody>
<tr>
<td>Introduction to Division and Staff</td>
<td></td>
</tr>
<tr>
<td>Benefits Info with Auditor’s Office</td>
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<tr>
<td>Insurance Info With Auditor’s Office</td>
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<tr>
<td>Phone Answering Etiquette</td>
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<tr>
<td>Complete Division Specific Enter/Exit Equipment/Keys Checklist</td>
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<tr>
<td>Universal Precautions</td>
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<tr>
<td>TB Control Plan</td>
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<tr>
<td>Exposure Plan</td>
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<tr>
<td>Dress Code</td>
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<td>Cell Phone Policy</td>
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<td>Supplies</td>
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<td>Complaint Process</td>
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<tr>
<td>Time/Leave Without Pay</td>
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<td>Workers Comp</td>
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<td>Dress Down Fridays</td>
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<tr>
<td>24/7 After Hours Phone</td>
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<tr>
<td>Ensure Checklist Complete</td>
<td></td>
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</tbody>
</table>

Signature___________________________________________________ Date______________

Supervisor Signature__________________________________________ Date______________

Completed Checklist to be given to Executive Assistant for electronic filing.
Dear (Candidate),

The Vanderburgh County Health Department would like to first and foremost thank you for applying for the (job) position. The department is looking for people who are hardworking, responsible, and have the ability to overcome challenges with a positive attitude. After reviewing your application and interview report, we would like to offer you the (job position). Congratulations on being selected for the position and we are excited to work with you in the coming future. To accept the offer, contact (????? supervisor) by (set date). If you have any questions, please do not hesitate to contact me at (email and/or landline).

Sincerely,

(???? Health Officer or Administrator)
(Title)

Vanderburgh County Health Department
Dear (Candidate),

The Vanderburgh County Health Department would like to first and foremost thank you for applying for the (job) position. Having had the opportunity to review your application and interview report, we regret to inform you that we are unable to offer you the position at this time.

Thank you again for your interest in working with the Vanderburgh County Health Department.

Sincerely,

(???? Health Officer, Administrator or Supervisor Name)

(Title)

Vanderburgh County Health Department