

New York State Department of Health

Year 4 Performance Incentive Initiative: Required Documentation Cover Sheet

PHAB Measure:

7.2.1 A: Process to develop strategies to improve access to health care services

Submitter:

- Tompkins County

Required Documentation:

- RD2: Strategies developed by the coalition/ network/ council working through a collaborative process to improve access to health care services

Narrative:

- Community Health Services (CHS) Reports to the Tompkins County Board of Health (BOH), dated 8/25/15 and 3/22/16.
- Tompkins County WIC webpage screenshot and 'Apply for WIC' @ WIC Strong webpage screenshot.

Collectively the documents achieve the required documentation,

The Tompkins County Health Department (TCHD) Community Health Services reports dated 8/25/15 and 3/22/16 document the strategy developed by the multi-county network of WIC providers as providing an online option for potential clients to apply to receive WIC services.

Screenshots of the Tompkins County WIC webpage also identify the multi-county collaborative strategy as providing improved access to WIC services.

7.2.1 A, RD2: Community Health Services (CHS) Reports to the Tompkins County Board of Health (BOH), dated 8/25/15 -- See RD2 Pg. 4

**AGENDA
Tompkins County Board of Health
Rice Conference Room
Tuesday, August 25, 2015
12:00 Noon**

- 12:00** I. Call to Order
- 12:01** II. Privilege of the Floor – Anyone may address the Board of Health (max. 3 mins.)
- 12:04** III. Approval of July 28, 2015 Minutes (2 mins.)
- 12:06** IV. Financial Summary (9 mins.)
- 12:15** V. Reports (15 mins.)
- | | |
|-------------------------------|----------------------------------|
| Administration | Children with Special Care Needs |
| Medical Director’s Report | County Attorney’s Report |
| Division for Community Health | Environmental Health |
- 12:30** VI. New Business
- 12:30** ***Environmental Health*** (5 mins.)
Enforcement Action:
1. Resolution #ENF-15-0018 – Sammy’s Pizzeria, C-Ithaca, Violations of Part 14-1 of the New York State Sanitary Code (Food) (5 mins.)
- 12:35** ***Adjournment***

Division for Community Health
August 25, 2015 Board of Health Meeting

Karen Bishop, Director of Community Health
August 2015 Report

Agenda – none

Administration –

- Core Solutions Software Implementation
 - The TCHD/Information Technology Services/Core Solutions Software Team led by Sigrid Connors, Director of Patient Services/Core Solution Project Lead met 3-5 times per week to customize forms, reports, work flow and system configuration.
 - Participated on weekly status conference calls with Core Solutions staff.
 - Core Solutions Software Team on site August 4 & 5 to review work flow.
 - Project Assistant Deidre DeMatteo provided a demonstration of Core Solutions Software to the Community Health Services staff at their August 5 staff meeting.
- Met weekly with Melissa Gatch, Supervising Community Health Nurse, Lori Sibley, Senior Community Health Nurse and Suzi Munoz, Administrative Coordinator to review their respective workloads, to provide direction in setting priorities and to support them and their staff.
- Suzi Munoz, Administrative Coordinator last day was August 10. In her short time period here Suzi was instrumental in bringing outstanding CHS claims up to date, improving CHS billing processes and participating in billing configuration in Core Solutions. Her replacement, Jeffrey Saeli, starts on August 17.
- Unable to fill vacant Community Health Nurse position in CHS to date.
- Met weekly with Cathy Sinnott, WIC Director to review program needs, staffing and budget.
- Met with Melissa Gatch, Supervising Community Health Nurse to develop influenza vaccination plan and clinic schedule for the fall.
- Provided update to local medical providers regarding the Legionellosis outbreak in the Bronx, local incidence of Legionellosis (one case in July, recovered, no link to known cases in Cortland County or Bronx, no source identified), typical local incidence of 0-1 case per year and links to pertinent clinician guidance documents.
- Division statistical reports – see attached reports. Note preliminary Clinic Stats for WIC for July.
- CD stat reports include both monthly and year to date (not annual).

- **WIC Program** – Our WIC program was successful in its application for another five year grant cycle. However, in order to meet the programmatic needs within the financial constraints of the new grant, the WIC Nutrition Educator position held by Shawn Davis was eliminated effective August 24th. Andrea Smith, WIC Nutrition Educator II resigned her full-time position effective 7/31/15. Christie Landon, WIC Nutrition Educator II moved from part-time to the vacated full-time position effective 8/31/15.
WIC Program caseload goal is to serve 1600 participants with a no show rate of 15% or less. In June, there were 1566 participants enrolled with a no show rate of 16.2%. The no show rate from January to

June 2015 has ranged from 13.3% to 16.2%. The “WIC Strong” website is up and people can apply to be on the WIC program online. We received 4 applications from the website in July. “WIC Strong” commercials have been running on multiple TV channels along with radio PSA’s promoting WIC.

July 2015 BOH Report Community Health Services

By Melissa Gatch, Supervising Community Health Nurse

CHS staffing- We continue to have a vacant Community Health Nurse (CHN) position in CHS. Unfortunately, the candidate that accepted the position in July later declined for personal reasons.

Mentoring- Ivanna Bihun, a senior Biology major at Cornell University has been interning in CHS this summer. She has been working with communicable disease staff to develop a power point presentation on Lyme disease, as well as updating general communicable disease resources. The Lyme presentation was provided to CHS staff at our monthly team meeting, will be posted on the Health Department web site, shown on the health department lobby TV and will be used for community presentations as appropriate.

Continuing Education-

- Community Health Nurse Nanette Scogin attended the Alliance Counties Public Health Conference on July 30 in Syracuse, New York.
- CHS nursing staff participated in a mandatory weekly webinar series on summaries of the relevant sections of the 13th edition of “Epidemiology and Prevention of Vaccine-Preventable Diseases” (The Pink Book). Each webinar in the series (15 in total) lasts approximately 1 hour and is a required deliverable in the Immunization Action Plan (IAP) workplan.

Communicable Disease (CD)- See attached statistical report.

- **Salmonella Typhi Case:** 19 year old college student with a travel history to India presented to the ER shortly after return to the US with complaints of high fever (104), diarrhea, chills, abdominal pain, sweats, nausea, fatigue and low back pain. Case also experienced thrombocytopenia, liver enzyme abnormality and leukopenia. After a 10-day stay in the hospital, case was discharged home. Educational material was mailed and precautions were reviewed over the telephone. Case will follow-up with stool specimens x 3.
- **Legionella Case:** 51 year old who presented to the ER with noted confusion, body aches, severe headache and no travel history. Differential diagnosis included pneumonia. Work-up included chest x-ray, CT scan of the brain, labs, urine for culture and for Legionella antigen. Obtaining a history from patient was difficult as his respiratory status became compromised to the point where he required intubation. After a 15-day stay in the hospital, he was discharged to home. Educational material was provided upon discharge. Source of infection is unknown.
- **Lyme Disease:** Confirmed case of Lyme Disease are slightly higher in Tompkins County this year compared to the same time last year. Communicable Disease staff continued to provide education on Lyme disease to residents who call our office daily with questions and concerns.

Tuberculosis (TB): One Active TB Disease:

Active TB Disease: Our current active case is continuing his TB treatment while in California for a 3-month internship. Thus far, he continues to tolerate treatment and is doing well. We anticipate his return the third weekend of August and the health department will resume Direct Observed Therapy (DOT) visits with him at that time.

Latent TB Infection (LTBI): There were 15 Tuberculin Screening Tests (TST) placed during the month of July; there were no positive results.

7.2.1 A, RD2: Community Health Services (CHS) Reports to the Tompkins County Board of Health (BOH), dated 3/22/16 -- See RD2 Pg. 7

**AGENDA
Tompkins County Board of Health
Rice Conference Room
Tuesday, March 22, 2016
12:00 Noon**

- 12:00** I. Call to Order
- 12:01** II. Privilege of the Floor – Anyone may address the Board of Health (max. 3 mins.)
- 12:04** III. Approval of February 23, 2016 Minutes (2 mins.)
- 12:06** IV. Financial Summary (9 mins.)
- 12:15** V. Reports (15 mins.)
- | | |
|-------------------------------|----------------------------------|
| Administration | Children with Special Care Needs |
| Medical Director’s Report | County Attorney’s Report |
| Division for Community Health | Environmental Health |
- 12:30** VI. New Business
- 12:30** ***Division for Community Health (5 mins.)***
Discussion/Approval of revised policy:
1. Quality Assurance and Performance Improvement Program Policy and Procedure (5 mins.)
- 12:35** ***Adjournment***

Division for Community Health
March 22, 2016 Board of Health Meeting

Karen Bishop, Director of Community Health
February 2016 Report

Agenda – Review of revised *Quality Assurance and Performance Improvement Program Policy & Procedure*

Administration –

- Participated in NYSDOH pilot desk survey of our Licensed Home Care Service Agency (LHCSA) on Feb. 3. The survey reviewed our Quality Assessment, Quality Improvement and Complaint Policies & Procedures including Quality Improvement Committee meeting minutes and complaint log for the past 24 months. We were cited for failing to complete clinical record reviews of active and discharged records during quarterly Quality Improvement meetings. Our plan of correction included a revision to our Quality Improvement Plan specifying a mixed quarterly review of both active and discharged records. NYSDOH accepted our submitted plan of correction.
- Attended the Family Treatment Presentation on Feb. 1 to learn more about the Safe Care Project.
- Met weekly with CHS managers to review program billing processes and concerns.
- Met weekly with Cathy Sinnott, WIC Director to review program and staff needs.
- Participated in Zika virus conference calls with NYSDOH. Developed Zika poster for provider offices.
- Met with Ithaca City School District officials and School Physician regarding lead in drinking water at Enfield and Caroline Elementary Schools. Attended public forums at both Enfield and Caroline Elementary Schools. Provided health information input for public information via our website, media outlets and internal handling of consumer calls.

Statistical Reports –

- Division statistical reports – see attached reports.
- Communicable Disease statistical reports include monthly and year to date (not annual).

WIC –

- WIC program recently started their Healthy Lifestyles project for 2016. Focusing on the MyPlate curriculum from the USDA, WIC is working to decrease maternal weight gain during pregnancy and reduce childhood obesity in children ages 2-5. The nutrition staff is incorporating the recently released US Dietary Guidelines to reinforce appropriate portion sizes and healthy food choices. Children receive a MyPlate cup and plate to help them reach their goal and pregnant participants receive a MyPlate slide guide.

- Starting March 1st, our local WIC program is introducing the WIC Strong campaign with the goal of increasing enrollment by reaching working families that may be unaware they still qualify for WIC services. WIC Strong is an advertising plan developed by local WIC programs of the central region and was funded by the NYS WIC program. Our campaign in Tompkins County includes bus ads, TV and Radio spots and local newspaper ads. The public is directed to the central region website www.wicstrong.com.
- Cathy Sinnott, WIC Program Director was recently elected to a 1 year term on the NYS WIC Association Board of Directors. In this role, Cathy will be able to work directly with the state WIC office as well as local WIC programs across the state to develop policies and procedures. She will be traveling to Albany every other month for board meetings and to meet with state WIC officials.

7.2.1 A, RD2: Tompkins County WIC webpage screenshot and 'Apply for WIC' @ WIC Strong webpage

FOR information about how a WIC vendor is approved, [CLICK HERE](#) (PDF, 68KB)

WIC Strong Campaign

WICStrong.com was created in cooperation with the New York State Department of Health and 14 New York-based county agencies administering WIC benefits to their respective counties. This site was designed to assist the public in understanding the WIC program and benefits in a user-friendly manner. [Click here to apply for WIC!](#)



WIC Strong TV Commercial

Application page as displayed on a laptop

www.wicstrong.com/apply-for-wic/

Select Language 

wicstrong

Start Your Application

Search

Go

FIND A WIC OFFICE >
CONTACT US >

Tompkins County WIC Program

My Agency ▾ About WIC ▾ Resources ▾ Breastfeeding Shopping ▾ Community ▾

Apply for WIC

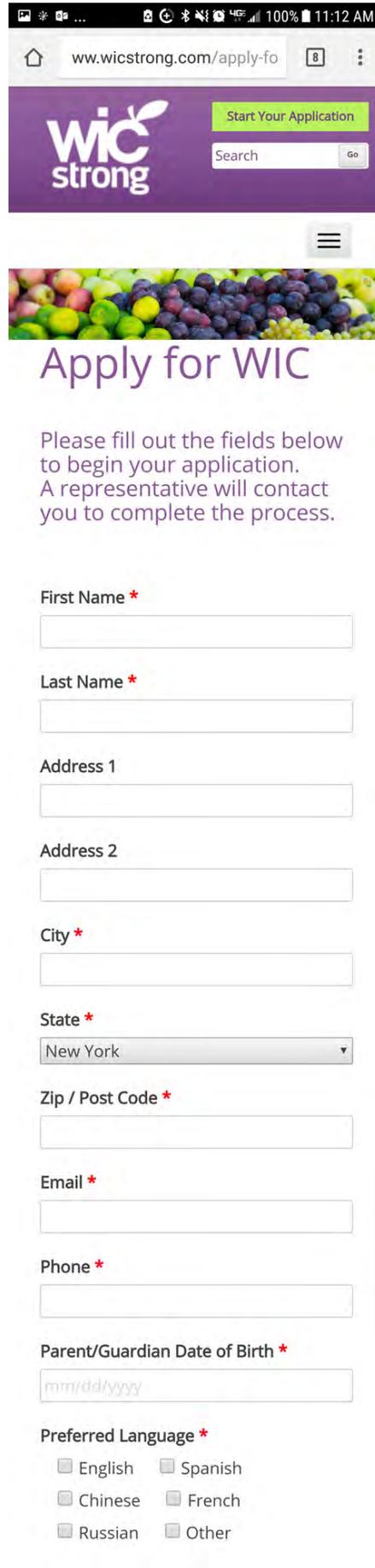
Please fill out the fields below to begin your application.
A representative will contact you to complete the process.

First Name *

Last Name *

Address 1

Application page as displayed on a smart phone



The image shows a smartphone screen displaying the WIC Strong application page. At the top, the browser address bar shows "www.wicstrong.com/apply-fo". The page header features the WIC Strong logo and a "Start Your Application" button. Below the header is a search bar with a "Go" button. A banner image of various fruits is displayed. The main heading is "Apply for WIC". Below this, there is a paragraph of text: "Please fill out the fields below to begin your application. A representative will contact you to complete the process." The form consists of several fields: "First Name *", "Last Name *", "Address 1", "Address 2", "City *", "State *" (a dropdown menu currently showing "New York"), "Zip / Post Code *", "Email *", "Phone *", "Parent/Guardian Date of Birth *" (with a placeholder "mm/dd/yyyy"), and "Preferred Language *" (with radio buttons for English, Spanish, Chinese, French, Russian, and Other).

www.wicstrong.com/apply-fo

wic strong Start Your Application

Search Go

Apply for WIC

Please fill out the fields below to begin your application.
A representative will contact you to complete the process.

First Name *

Last Name *

Address 1

Address 2

City *

State *
New York

Zip / Post Code *

Email *

Phone *

Parent/Guardian Date of Birth *
mm/dd/yyyy

Preferred Language *

English Spanish
 Chinese French
 Russian Other