



October 2019

Annual report 2018-19 fiscal year

# The basics



## Mission

To create a community where the healthy choice is the natural choice.

## Vision

A community that achieves optimal health.

## Core values

Integrity • Accountability • Respect • Compassion • Excellence

## Management team

**Director:** Jennifer Little

**Assistant Director:** Jessica Dale

**Nursing Services:** Kellie Hansen

**Environmental Health:** Ramona Quinn

**Women, Infants and Children:** Sue Schiess

The 2018-19 fiscal year found Klamath County Public Health (KCPH) hard at work to ensure the safety and health of the entire community. As dedicated servants of Klamath County, our goal is to make positive impacts today that will lead to a healthier society tomorrow. Through renewed efforts to obtain national public health accreditation status, and the implementation of Oregon’s public health modernization, the culture of quality improvement to improve efficiency and effectiveness at KCPH is as strong as ever.

### What is Public Health Modernization?

In 2015 the Oregon Legislature passed House Bill 3100, which set requirements for changes to increase efficiency and effectiveness of Oregon’s public health system. The purpose of these changes is to ensure every Oregonian has access to a basic level of public health services, regardless of where they live. In 2017, the Legislature passed House Bill 2310, which further clarified the foundational capabilities and programs that are to be implemented across the health system.

In plain language, modernization ensures that everyone throughout the state can depend upon public health to be a good friend and neighbor, providing insight, information and services in a manner that meet people where they are. Residents don’t need to fully understand how the flu virus spreads; they do need to know that flu shots are a gift and our elder citizens and children are most vulnerable.

Klamath County citizens can count on someone at public health well serving them 24 hours a day, seven days a week. What follows are some examples of what we do for you.

## Public health modernization foundational capabilities support state mandated programs



The year in review

## KCPH foundational capabilities expansion

### Communications

During a December site visit from a team representing the Public Health Accreditation Board, KCPH received high praise for its communications plan and branding work.

The visitors mentioned that community partners were easily able to describe KCPH's role in the community, which demonstrated living the brand and mission.

In partnership with Jackson County Public Health, KCPH launched its first regional community awareness campaign through multiple media outlets in both Spanish and English. The campaign was featured on buses, billboards and social media.

KCPH developed a robust website for increased public communication and information.

Entered into a contract for Spanish translation services.

The Legislature has determined that public health departments need to demonstrate:

#### Assessment & epidemiology

- Identify and respond to disease outbreaks and epidemics;
- Analyze and respond to information related to disease outbreaks and epidemics;
- Conduct and assess surveys about health behaviors and practices;
- Collect and maintain vital records and statistics;
- Process data from a variety of sources, including vital records, health records, hospital data, insurance data and indicators of community or environmental health;
- Analyze key indicators of a community's health;
- Analyze data related to the causes and burdens of disease, injury, disability and death;
- Prioritize and respond to requests for data processed and analyzed as described in this section and communicate the response in a manner that is accurate, statistically valid and usable by the requester;
- Identify how disease, injury, disability and death disproportionately affect certain populations, including populations specific to sex, race, ethnicity and socioeconomic status;
- Conduct a community health assessment and identify priorities arising from that assessment; and
- Use relevant data to implement, monitor, evaluate and modify state health improvement plans or community health improvement plans.

#### Emergency preparedness & response

- Develop, exercise, improve and maintain preparedness and response plans in the event that either a natural or man-made disaster or an emergency occurs;
- Communicate and coordinate with health care providers, emergency service providers and other agencies and organizations that respond to disasters and emergencies;
- Activate emergency response personnel during a disaster or emergency, and recognize if public health has a primary, secondary or ancillary role in response activities;
- Use communications systems effectively and efficiently during a disaster or emergency;
- Maintain and execute a plan providing for continuity of operations during a disaster or emergency, including a plan for accessing resources necessary to recover from or respond to a disaster or emergency;
- Issue and enforce emergency health orders;
- Be notified of and respond to potential disasters and emergencies; and
- Address the needs of vulnerable populations during a disaster or emergency.

#### Communication

- Engage in two-way communications with the public through the use of a variety of accessible methods of communication;
- Effectively use mass media and social media to transmit communications to and receive communications from the public;
- Communicate with specific populations in a manner that is culturally and linguistically appropriate;
- Develop and implement educational programs and preventive strategies; and
- During a disease outbreak or other disaster or emergency, provide accurate,

timely and understandable information, recommendations and instructions to the public.

### **Policy & planning**

Enable the Oregon Health Authority and local public health authorities to serve as a primary and expert resource for using science and evidence-based best practices to inform the development and implementation of public health policies;

Provide guidance and coordinate planning for the purpose of developing, adopting and implementing public health policies;

Develop public health policy options necessary to protect and improve the health of the public and specific adversely impacted populations;

Understand and use the principles of public health law to improve and protect the health of the public;

Analyze and disseminate findings on the intended and unintended impacts of public health policies; and

Implement, monitor, evaluate and modify state health improvement plans or community health improvement plans.

### **Leadership & organizational competencies**

Define the strategic direction necessary to achieve public health goals and align and lead stakeholders in achieving those goals;

Use the principles of public health law, including relevant agency rules and the constitutional guarantee of due process, in planning, implementing and enforcing public health initiatives;

Promote and monitor organizational objectives while sustaining a culture of quality of service;

Maintain a competent workforce necessary to ensure the effective and equitable provision of public health services;

Provide continuing education and other training opportunities necessary to maintain a competent workforce;

Develop partnerships with institutions of higher education necessary to maintain a competent workforce;

To the extent practicable, ensure that local public health administrators, local health officers and individuals who work in the field of public health reflect the demographics of the community being served and the changing demographics of this state;

Implement and maintain the technology needed to support public health operations while simultaneously protecting personally identifiable information and other confidential health information; and

Use accounting and business best practices in budgeting, tracking finances, billing, auditing, securing grants and other sources of funding and distributing moneys to governmental and nongovernmental partners.

### **Health equity and cultural responsiveness**

Support public health policies that promote health equity;

Implement processes within public health programs that create health equity;

Recognize and address health inequities that are specific to certain populations, including populations specific to sex, race, ethnicity and socioeconomic status;

Communicate with the public and stakeholders in a transparent and inclusive manner;

### **Policy & planning**

Tobacco retail licensing was passed in Chiloquin to help ensure youth aren't buying tobacco.

Human Papilloma Virus (HPV) training was facilitated for medical providers. This encouraged clinicians to have conversations with families about vaccinating youth.

Systems change with the Asante and Sky Lakes Medical Center's Epic medical records to increase prompts for routine testing around prevalent diseases, such as sexually transmitted infections and Hepatitis C. This allows clinicians and patients to talk about testing.

Expanded focus of community health improvement plan in development. Brought in policy considerations, national and state priorities, and the social determinants of health to provide a more holistic view of plan components.

## Leadership and organizational competencies

Sponsored internships through WIC and KCPH administration with local educational institutions, such as OHSU and OIT.



Through strategic planning, created the directive and impetus to achieve public health goals and align with stakeholders.



Site visitors said: Klamath County Public Health's three greatest strengths are: collaboration with local partners, development and implementation of branding strategies and relationships developed with state and tribal partners.



## Health equity & cultural responsiveness

Conducted a collaborative media campaign that included Klamath Tribal Health & Family Services, and provided materials in Spanish.



Co-sponsored, with Tribal Health, local training of facilitators for Gatherings of Native Americans.



Launched Sacred Tobacco campaign.

When appropriate, provide the public and stakeholders with access to the data and findings described in Assessment and epidemiology; and

Engage diverse populations in community health planning.

## Community partnership development

Convene and sustain relationships with traditional and nontraditional governmental partners and stakeholders and traditional and nontraditional nongovernmental partners and stakeholders;

Foster and support community involvement and partnerships in developing, adopting and implementing public health policies;

Engage members of the community in implementing, monitoring, evaluating and modifying state health improvement plans or community health improvement plans; and

Develop, strengthen and expand connections across disciplines, such as education and health care, and with members of the community who work in those disciplines.

## Community partnership development

Established new partnerships with the American Cancer Society and Sky Lakes Cancer Treatment Center.



Facilitated collaborative community awareness campaign with Klamath Tribal Health & Family Services, the American Cancer Society, Sky Lakes Cancer Treatment Center, and the Klamath Basin Oral Health coalition.



Worked with regional experts to host local harm reduction training. Harm reduction is a set of practical strategies and ideas aimed at reducing negative consequences associated with drug use.



Helped lead and integrate community engagement for development of the community health assessment and community health improvement plan.



Medical Champion Dr. Stewart Decker garnered an HPV champion award for his work promoting vaccine awareness.

# 696

## Communicable disease investigations

KCPHs communicable disease program has the specific objective of preventing and controlling infectious diseases that pose a threat to the health of the public. In coordination with Oregon Health Authority's Public Health Department, investigations are conducted to recognize, identify, and respond to communicable disease outbreaks. KCPH works with local community partners in order to ensure awareness of requirements for communicable disease reporting to aid in quick response to potential outbreaks. One of the main components of the program is to provide support necessary for community partners and community members to recognize communicable diseases and other illnesses of public health importance, and know how to appropriately prevent them.

Investigations are conducted to collect information and make determination about appropriate infection control to protect others from disease. These investigations include:

- Collecting patient details.
- Documenting disease symptoms and known source of exposure.
- Contacting others who may be at risk or were exposed.
- If necessary, administering prophylaxis (treatment) to contacts reduce risk of disease.

87

Green Air Quality days

62

Yellow Air Quality days

1,225

Health inspections

Environmental public health works to identify, assess and report on threats to human health from exposure to environmental and occupational hazards, and advise the community on potential risks where they live, work, play and learn.

The division's goal is to reduce or eliminate environmental health risk factors that cause human suffering, disease or injuries. These goals are accomplished through consultation, education, inspections, investigations, and enforcement. Some of the areas covered include:

- Air Quality
- Drinking Water Supply
- Food Safety
- Licensed Facilities

# \$27,000 in services provided

Klamath Basin Oral Health Coalition event, 73 patients

Health promotion and disease prevention is at the core of all of the work done at KCPH. A single division cannot contain all of the elements necessary to serve all of Klamath County. The Legislature has made these elements mandatory:

Prevention and control of tobacco use, which is part of the Tobacco Prevention and Education Program and Tobacco Retail Licensing process.

Improving nutrition, which is the very essence of the Women, Infants and Children (WIC) program. It reaches the most vulnerable pregnant women and children, helping them with food, education and support.

Improving oral health: KCPH was a charter member of the Klamath Basin Oral Health Coalition and has partnered to bring dental outreach to small Klamath County communities. WIC has also led lifelong oral health awareness through the Teeth for Two program; a child's teeth and dental health begin in the womb.

Improving prenatal, natal and postnatal care, maternal health and the health of children, through the efforts of WIC and the KCPH clinic. WIC is a dedicated partner with expectant mothers, providing services and support during pregnancy through the child's fifth birthday. The clinic provides reproductive health and family planning appointments and vaccinations to promote community wide health.

Incentivizing increased physical activity: KCPH is a steering committee member of the Healthy Klamath coalition. This multi-sector collaborative creates the community health assessment and community health improvement plan. Physical activity is a cornerstone within the plan, which features strategies to get community members moving naturally through activities such as the Walking School Bus and Walk with a Doc.

Decreasing the occurrence and impacts of both unintentional and intentional injuries, such as motor vehicle accidents and suicide. KCPH partners with the You Matter To Klamath coalition to bring awareness to the local prevalence of suicide and seeks partnership with many youth-involved organizations to reduce suicide risk. Staff members are also engaged with coalitions and other organizations bringing awareness to alcohol and drug use and abuse, which can lead to unintentional injuries.

Foundational programs  
Prevention of injury and disease and promotion of health

Foundational Program  
Clinical preventive services

956

Reproductive health visits

852

Immunizations given

332

Communicable disease testing visits

1,662

Clinic visits

KCPH provides clinical preventive services for the purpose of reducing the burden of disease experienced by residents of our county. Through the reproductive health, communicable disease testing, and immunization programs clients receive access to low-cost services and access to educational resources which empower them to be active participants in their health care. Education is a successful mechanism to reduce risk for disease. Preventive services include:

Reproductive health care: access to free or low-cost contraceptives, and annual well women exams, which include access to laboratory services and screenings for preventable cancers.

Immunization: the safest and most effective public health tool for preventing disease and death. Vaccination, according to the Centers for Disease Control and Prevention (CDC) recommended immunization schedules, not only protects families, but the entire community as well.

Communicable disease testing: Screening for sexually transmitted infections and evaluation of and treatment for tuberculosis and related latent tuberculosis infections.

# 1

Statewide outbreak practice exercise

# 61

Summer wildfire smoke days

# 1

Red Health Alert day

# 8

Communicable disease outbreaks

During public health emergencies, the Oregon Health Authority's Public Health Division (OHA-PHD) works with local and tribal health authorities to make sure all Oregonians get health and safety information that is timely and accurate. OHA develops outreach materials in a variety of formats (websites, social media, print, television, radio) and provides its partners, including KCPH, with training and technical assistance in crisis and emergency risk communication.

Communication efforts are important during emergency situations to preserve and protect the health and safety of the community. KCPH is charged with communicating and coordinating with health care providers, emergency service providers and other agencies and organizations that respond to disasters and emergencies.

These skills are exercised through communicable disease outbreak investigations throughout the year and during wildfire season, reporting on air quality. KCPH personnel attended a wildfire smoke conference in February 2019 to learn more about the long-term effects on people, the air and the landscape following wildfire events.

# Vital records

1,440  
Death certificates

473  
Birth certificates

Oregon law requires all vital events such as birth, marriage, divorce, registered domestic partnership, dissolution of registered domestic partnership, fetal death, and death be permanently recorded and registered. These are legal records documenting a vital event.

Certified copies of vital records are required to get social security benefits, a driver's license, passport, and other legal documents.

In Klamath County certified Birth and Death certificates are available through KCPH up to six months after the vital event. Beyond six months, certificates must be requested of the Oregon Vital Records office.

The Oregon Vital Records office, known as the Center for Health Statistics (CHS), is where to get certified copies of birth certificates, death certificates, and other vital records in Oregon. This process is governed by Oregon Revised Statute and Administrative Rule.

# 70

## Babies First! visits

# 413

## CaCoon visits

Babies First! is a home visiting program for newborn children up to three years old. Public Health nurses work closely with families and doctors to perform home visits, monitoring growth and development.

Babies First! assessment visits happen at 4, 8, 12, 18, 24, and 36 months. Routine visits happen at least once each month.

CaCoon serves families with children from birth to age 21 who have complex medical conditions which result in special medical, educational, vocational and social needs. For children age six and over (who are not eligible for CaCoon), KCPH has a referral process to help families obtain the services needed.

Services may relate to:

- Cerebral palsy
- Chronic lung disease
- Chronic orthopedic problems
- Cleft lip and/or palate
- Genetic disorders
- Hydrocephalus
- Heart disease
- Metabolic disorders
- Motor dysfunction requiring special feeding programs
- Rheumatoid arthritis
- Spina bifida
- Spinal cord injuries

# Women, Infants and Children (WIC)

90%

Of WIC moms start out breastfeeding

\$17,744

Paid to local farmers, Farm Direct program

2,083

Families served

3,698

Women, infants and children served

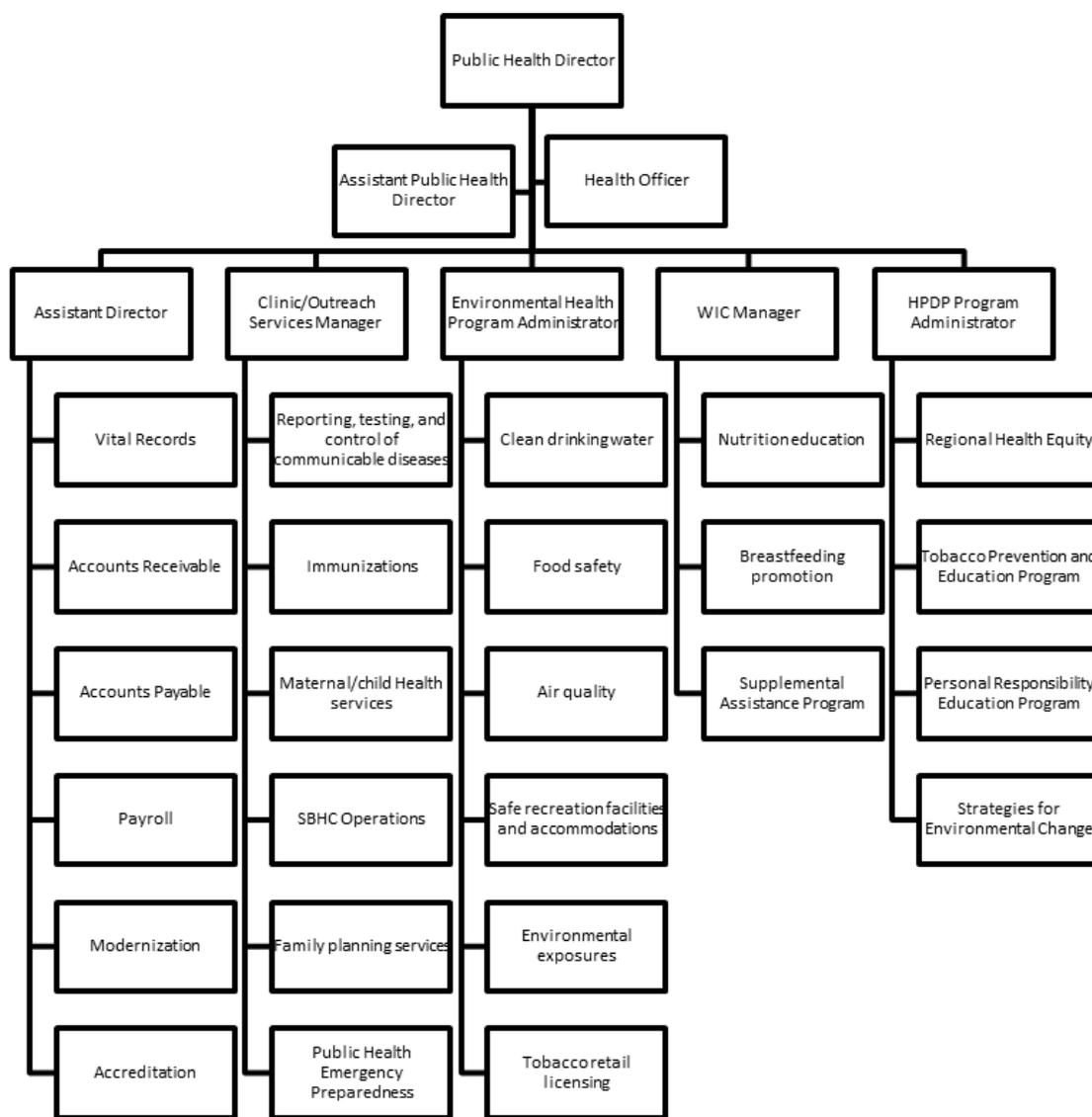
\$1,459,194

Value of aid provided

The special supplemental nutrition program for women, infants and children is a program that helps pregnant women, new mothers, and young children learn about nutrition, eat well, and stay healthy. WIC provides nutrition education and counseling, breast feeding support, nutritious foods, health screening and referrals.

We say that WIC works wonders. Women in the WIC program eat better, have healthier babies and receive early prenatal care. Infants born to WIC mothers weigh more and grow and develop better. Children on WIC eat foods with more iron and vitamin C, visit their doctors regularly and receive their scheduled immunizations.

Of the families served in Klamath County, 73% have a working parent.



KCPH operates through several divisions, including Public Health Emergency Preparedness, Vital Records, Environmental Health, Clinic, Outreach, Women, Infants and Children (WIC), and Health Promotion Disease Prevention. Above is a snapshot of KCPH programs in fiscal year 2018-19.

Due to the fluxuation of grant funding, programmatic services may be offered one year but not in another.

Donnie Boyd

Commissioner

Derrick DeGroot

Commissioner

Kelley Minty Morris

Commissioner, Public Health liaison

Klamath County Public Health was founded in 1924 and is a department of Klamath County government. It operates under many grants and contracts, executed by the Board of County Commissioners.

The Board of Commissioners act as the county's board of health.

The county was established on Oct. 17, 1882, by the Oregon Legislative Assembly. It was created from the western part of Lake County and named after a tribe of Native Americans white travelers called the Klamath.

Linkville was named the county seat, however it was renamed Klamath Falls in 1893. The government of Klamath County consisted originally of a county judge, two county commissioners, clerk, treasurer, coroner, surveyor, and sheriff. The judge's position was eliminated in 1965, and the number of county commissioners increased from two to three.

Historically, Klamath County's economy has been based on timber and agriculture. Three-fourths of the county is forested; however, more than half is publicly owned. The large stands of timber resulted in the development of wood products industries in the county. In spite of the high altitude, short growing season, low annual rainfall, and cold winters, agricultural plays an important role in the economy.

Excellent soil, a network of irrigation canals, sunshine, and the introduction of cash crops such as potatoes and feed barley contribute to the agricultural industry. The many lakes and mountains, including Crater Lake National Park attract tourism to the county.