

W. G. A.

AGENDA COVER MEMO

AGENDA DATE: April 28, 2004
TO: Board of County Commissioners
DEPARTMENT: Health & Human Services
DESCRIPTION: Public Health Rural Clinic's Update.



Background

Maintaining the core functions of public health is essential in helping communities be healthy by providing protection from illness, disease and injury. Public Health infrastructure must be sound in order to provide the best possible prevention services and to provide optimal response to disease outbreaks. It is essential that services are stabilized and that quality care is provided in all the service areas within Public Health.

In May 2003, the Department of Health and Human Services/Public Health met with the Board of County Commissioners to discuss proposed closure or reduction in hours for the branch offices for Fiscal Year 2003-04. The decision was made to reduce the Public Health hours in each of the branch offices, providing minimal services to residents in those communities. Concerns raised at that time, and which have proven true in Fiscal Year 2003-04, were that staff resources would be stretched very thin in both the central and rural offices, thus weakening Public Health's overall infrastructure and its ability to respond to emergency situations and to provide quality services.

Clinic Days

Clinic days for Public Health services have decreased since July 2003. Following is the comparison:

<u>Branch Office</u>	<u>Prior to July 2003</u>	<u>July 2003 – Present</u>
Cottage Grove	2.25 days / week (PH)* 5-6 days / month (WIC)	1.5 days / week (PH) 2 days/month (WIC)
Florence	3.5 days / week (PH) 3-4 days / month (WIC)	1 day / week (PH) 1 day / month +3 additional days during year (WIC)
Oakridge	1 day / week (PH) 1 day / month (WIC)	1 day / week (PH) 1 day every other month (WIC)

*PH – family planning, immunizations, communicable disease

The attached comparison charts show the changes in number of clients served between two nine-month periods (7/1/02–3/31/03 and 7/1/03–3/31/04) in the three branch offices and the central office (Eugene).

Problems Encountered with Decreased Clinic Times

During this fiscal year, service impacts due to the reduction in clinic time in the branch offices have included the following: clients have become discouraged because of the lack of services, and they have stopped calling for appointments; extra WIC clients, without appointments, have shown up on WIC days in the branch office and have insisted on staying at the office until they are seen. Also, outdated/inefficient computer and phone systems have not been addressed, due to uncertainty about whether to invest more resources to update the systems. Additionally, there has been insufficient staff to provide consistent clinic times. Thus, from July 1, 2003 through March 31, 2004, Public Health was not able to provide clinic services for 5 of 81 (6%) scheduled clinic days in Cottage Grove, 16 of the 40 (40%) scheduled clinic days in Florence, and 8 of the 57 (14%) scheduled clinic days in Oakridge.

Mitigation Plan

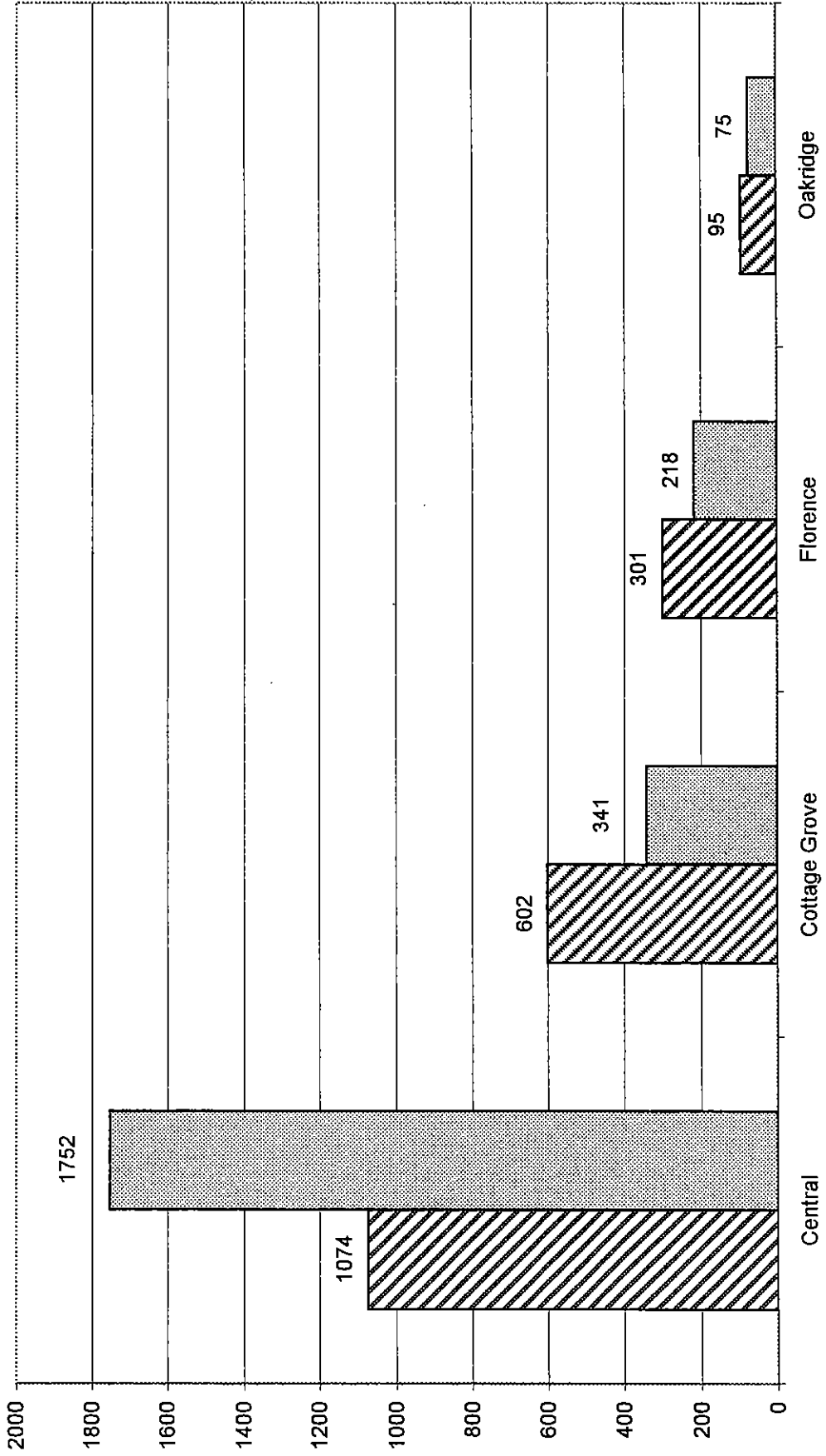
Since the service level change in the branch offices, WIC clients are routinely screened when they call for appointments as to whether they are able to attend appointments in the central office. Many rural clients now come to the central office, but for some, this presents a barrier for them obtaining WIC services. The central WIC office has seen a dramatic increase in the number of rural clients coming in to the central office for appointments. These rural areas represent: Alvadore, Blachly, Blue River, Cheshire, Coburg, Cottage Grove, Creswell, Dexter, Dorena, Elmira, Fall Creek, Florence, Jasper, Junction City, Leaburg, Lowell, Mapleton, Marcola, Noti, Oakridge, Pleasant Hill, Sweet Home, Swiss Home, Veneta, Vida, Walterville, Walton, and Westfir. Discussions are taking place regarding possible free space in Florence for continuing WIC services in that community, where the impact would be the greatest if WIC were not there.

Communicable Disease and Family Planning staff have been working with medical providers in Florence to develop delegate agencies for provision of immunizations and Family Planning Expansion Project (FPEP). Shortly, the same discussions will be held with providers in Oakridge. In addition, the Community Health Center in Springfield is now open and able to provide family planning and immunization services with their bilingual staff.

Although there has been a reduction in FTE in the Sanitarian 2 position in Florence from .5 to .25 FTE, it is expected that the .25 FTE will be sufficient to serve the Florence area. Additionally, staff have secured a work space for the position beginning July 2004 at the public works facility.

Rural Clients Served by WIC Clinic Locations

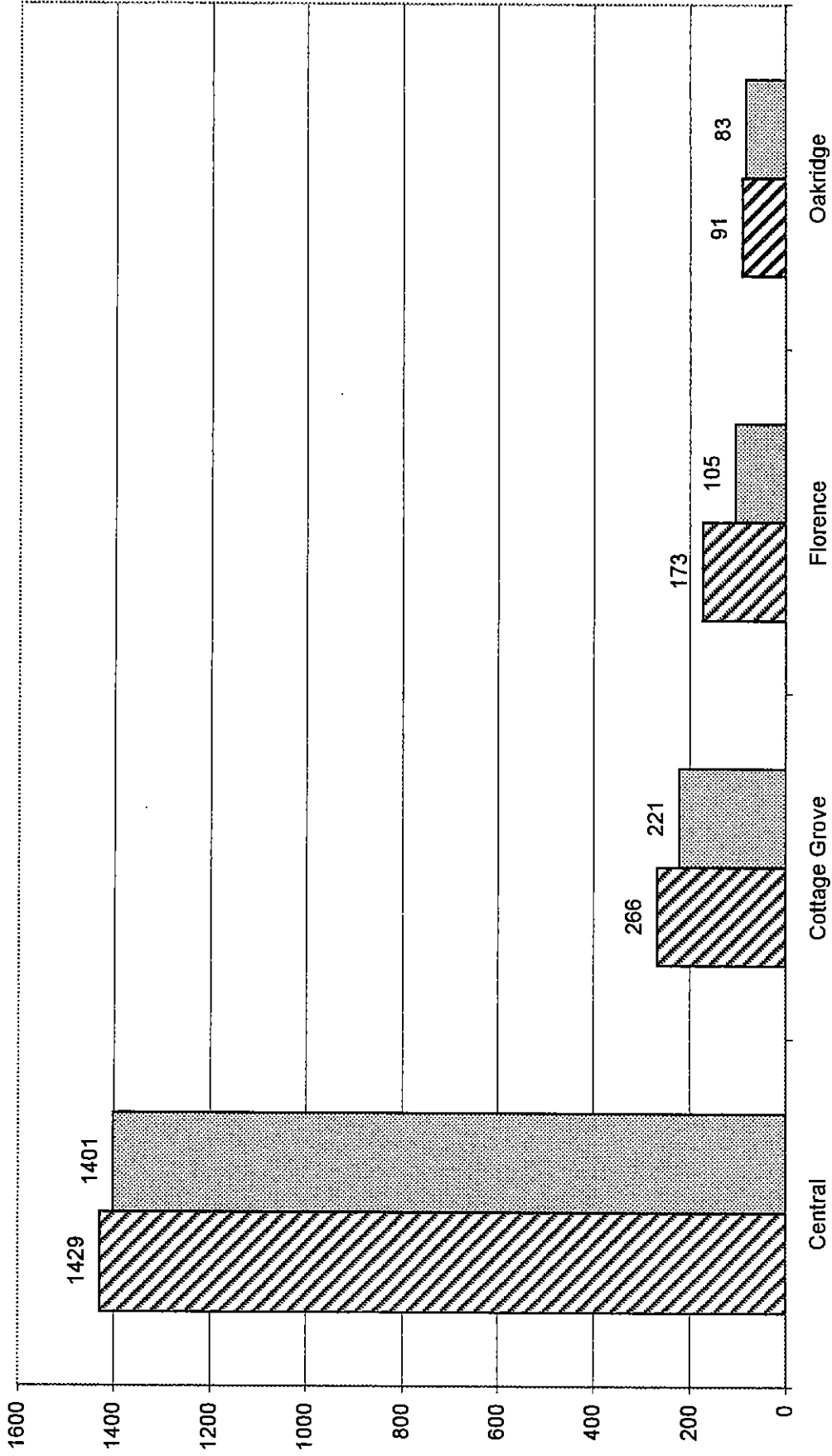
Jan-03
Jan-04



Family Planning Clients Served

▨ total clients 7/1/02-3/31/03

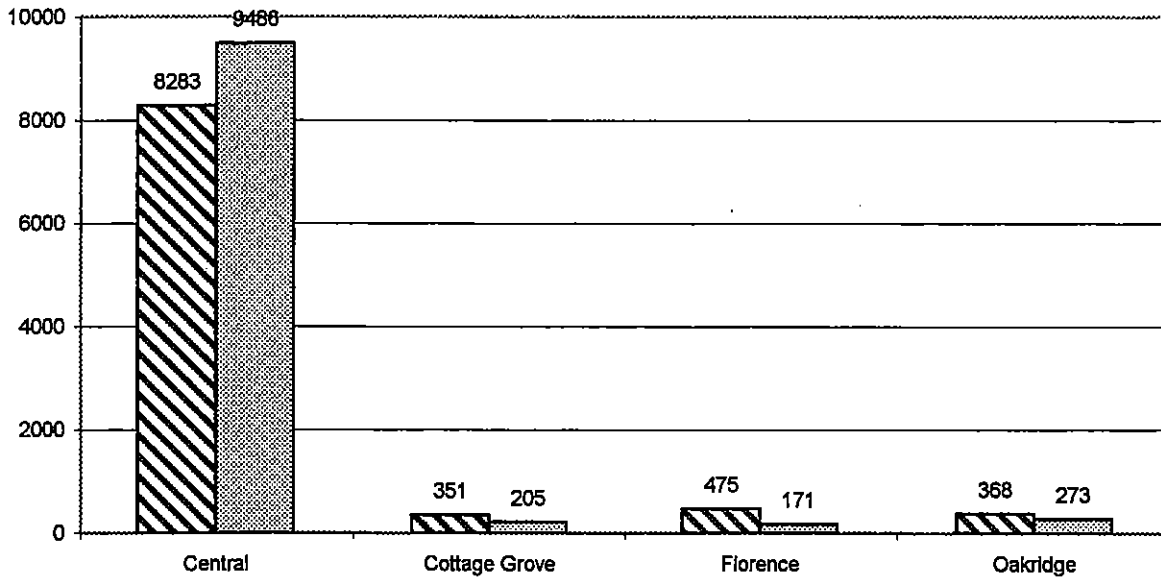
▩ total clients 7/1/03-3/31/04



Lane County Public Health Immunizations

▨ 07/01/02 - 03/31/03

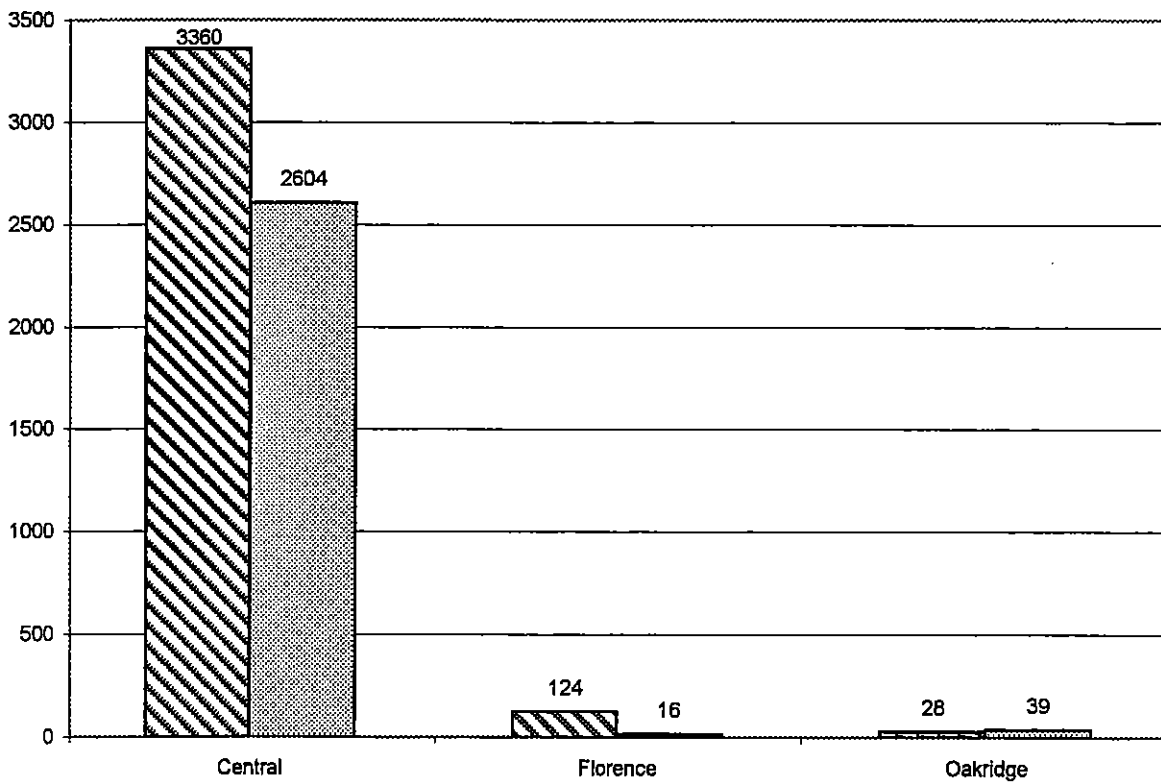
▩ 07/01/03 - 03/31/04



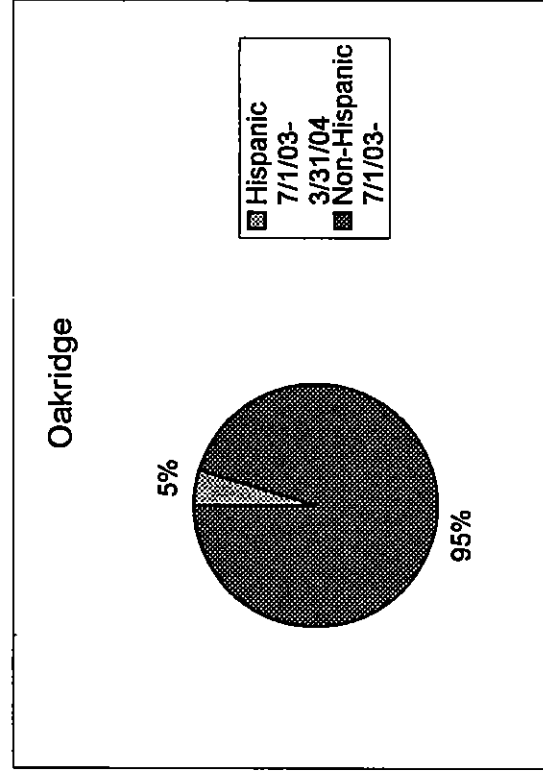
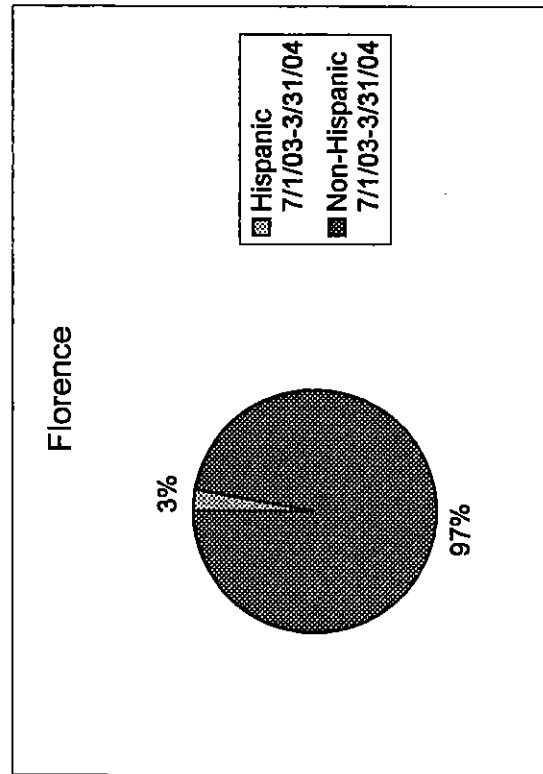
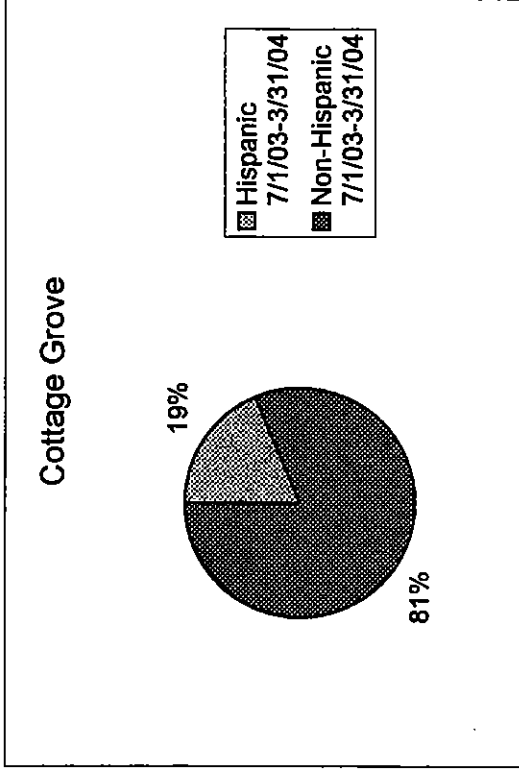
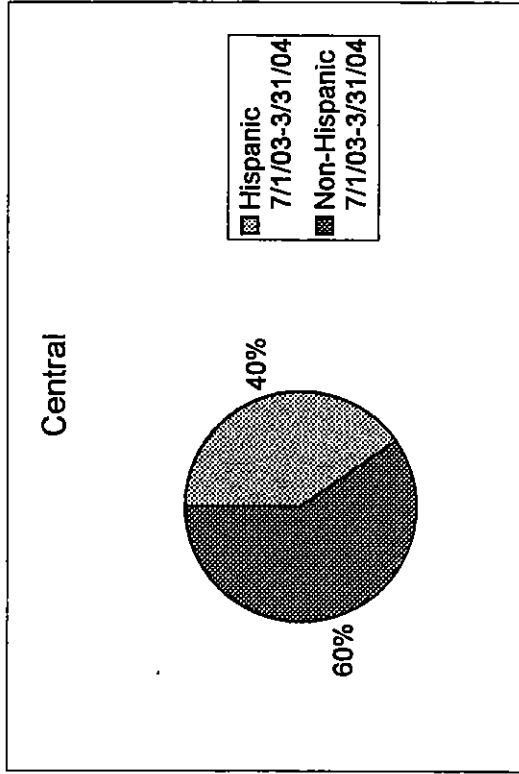
Lane County Food Handler Permits

▨ 07/01/02 - 03/31/03

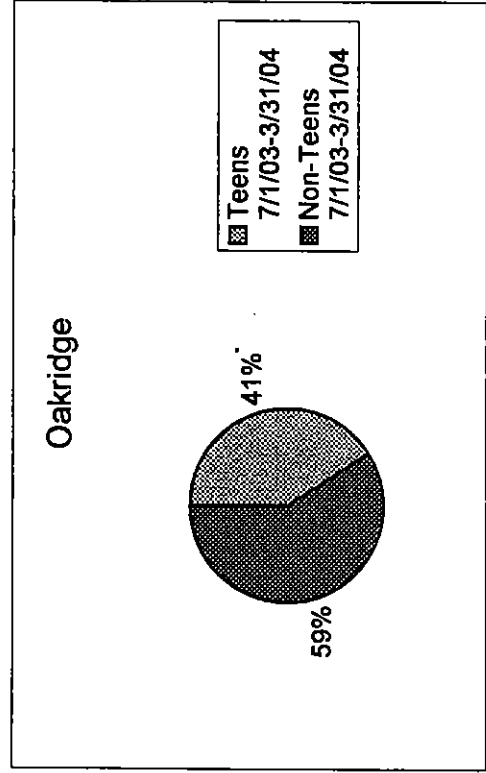
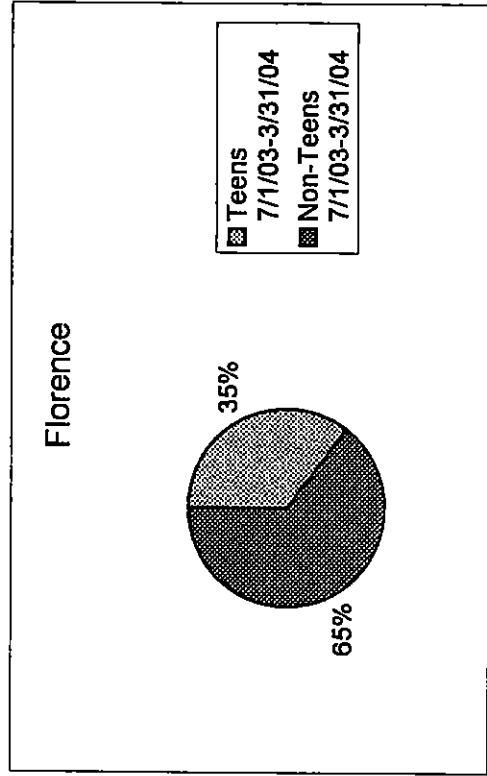
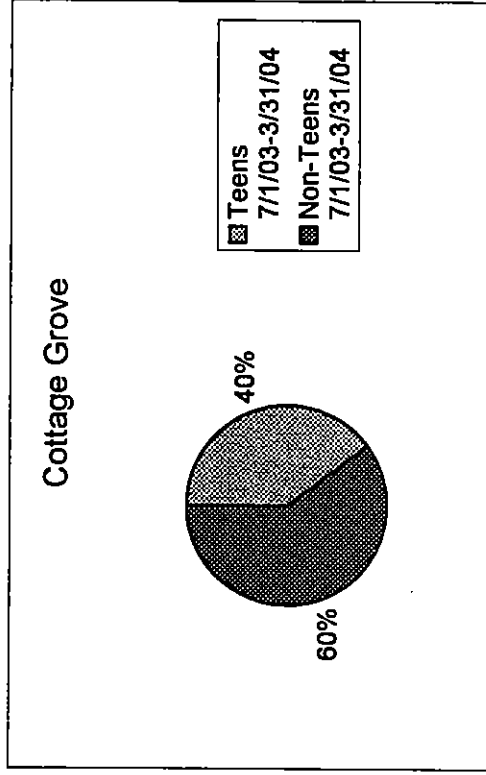
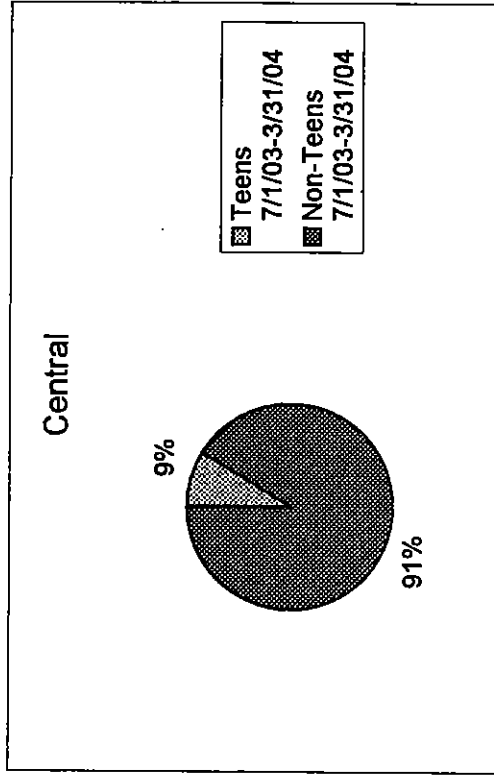
▩ 07/01/03 - 03/31/04



Family Planning Client Ethnicity by Clinic



Teen Family Planning Clients by Clinic



Percentage of Urban and Rural Family Planning Clients by Clinic

