

Louisville Metro Board of Health

Director's Report November – for Services in October

Health Administration

Human Resources

- 37 jobs posted
- 12 FTE's filled Oct (7 filled Sep)
- 4 FTE's exits Oct (9 FTE Sep)

Health IT

Month	Total Tickets Created	Total Tickets Resolved	Avg Days to Resolution	% of Tickets Missed SLA	Same Month 2020 Total Tickets Created	Same Month 2020 Total Tickets Resolved	Same Month 2020 Avg Days to Resolution	Same Month 2020 % of Tickets Missed SLA
Aug-2021	79	82	22.66	17.9%	47	42	60.36	54.4%
Sept-2021	59	67	16.03	17.9%	104	100	9.09	22.5%
Oct-2021	86	77	4.22	23.4%	24	100	17.22	36.0%
Goal	n/a	na/	5.00 days or less	< = 10.0%	n/a	n/a	5.00 days or less	10.0%

Additional Notes

Health IT Team continues to reduce the average days to resolution and is trending to meet the goal of 5 days or less for the first time in over 2 years. In 2020, the average days to resolution was 22.19 days, compared to year to date average of 16.29 days. In Q1 2021, it was an average of 29.29 days to resolution, Q2 2021 was at 15.01 days and October 2021, we are at 4.22 days, with 11 open tickets over 30 days old. The majority of newer tickets are closed with Service Level goals and the remaining aged tickets are tied to Health IT awaiting updates from vendors.

Environmental Health, Public Health Preparedness and Laboratory

Food Safety

Food Safety continues their work with the grant from the Association of Food and Drug Officials (AFDO). The Program will complete the necessary requirements and documentation to meet the FDA's Voluntary National Retail Food Regulatory Program, Standard Two, Trained Regulatory Staff. The Northern Kentucky Health Department Food Safety Supervisor has agreed to audit the Standard for us to document for the AFDO that the Program meets the standard.

As the fall school semester is well underway, staff are performing both kitchen and cafeteria inspections. Food Safety staff are also assisting the Public Facilities program with general hygiene and sanitation inspections for school buildings and grounds in both private and public schools. Since 9/2/2021, Food Safety Environmental Health Specialists have conducted 105 school facilities inspections in conjunction with the routine food inspections.

There were festivals nearly every weekend of October as favorable weather brought thousands of people outdoors. Inspectors covered the temporary food service stands and mobile units at St. James Court art show, Pride Fest, and the Louisville Taco festival along with their regular area responsibilities.

Short-staffing in Plan Review has slowed the speed of processing plans and approvals for new businesses. EHS staff from our program continue to assist Plan Review in additional areas to organize incoming plan submissions and facilitate the review process until adequate plan review staff is hired.

Plan Review

The Plan Review Program has invested a great deal of time and effort to expand and hire an additional Planner to address existing backlogs and to maintain performance standards for Plan Review in the future. After much effort from Env Health and LMPHW HR leadership, LMPHW was able to expand this program. Interviews have been held and a candidate submitted for hire. Plan Review continues to work towards replacing the Engineer, who retired during the summer. The current position which is classified as a coordinator is being proposed for reclassification as a Manager, and we hope to have the position posted shortly. Plan Review is still seeing a high volume of plans for review. The following are the number of plans reviewed for the last month.

RESIDENTIAL

Permitting building stamp only 2

Pools 18

Onsite 13

Total 33

Fees due \$600.00

Fees paid \$300.00

COMMERCIAL

Total plans reviewed 151

Fees due \$10,425.00

Fees paid \$5,450.00

Minor Plant Review -4

Fees paid - \$100

Public Facilities

The Public Facilities Program submitted comments on the proposed revisions to the public swimming and bathing regulation along with the new government-owned splash pad regulation. The Program is also reviewing and putting together comments for the proposed revision to the fee schedule for the swimming and bathing permit, inspection and plan review fees. Program leadership has completed interviews and selected candidates for two vacant Environmental Health Specialist positions and the Environmental Health Supervisor position.

The Program has also received plans for review for two new swimming pools. The State Health Department Environmental Branch is assisting our office with review of pools plans until we are able to fill our Engineer position in

the Plan Review Program. We are continuing our grant work with the National Environmental Health Association on the Aquatic Data Standard Accelerator identifying organizations that want to share our swimming and bathing facility inspection data.

Vector Control

Cooler temperatures have reduced the numbers of mosquitoes in our weekly traps and fewer traps are yielding actionable numbers. No vector-borne diseases were found in trapped mosquitoes this month, although one human case of West Nile Virus was reported in late September. Complaint response is being carried out in a timely manner, though we received 16 mosquito complaints in October which is lower than Pre-COVID years. Vector Control continues to perform tick collection to help identify the species of ticks in our area.

HazMat / Indoor Air Quality Response

There were four Emergency response incidences in October requiring LMPHW assistance. The new Environmental Health Supervisor for the Vector Control and Hazardous Materials Response teams is scheduled to start on November 1st.

Tobacco License

Infrastructure in Accela for registering and recording establishments selling tobacco and vape products has been created and is ready to go live as of October 25th. The first round of outreach to facilities is scheduled to be released on November 1st.

Environmental Health Education (including Radon)

Environmental Health Education Specialist Rebecca Coates and Community Health Nurse Jessica Sutton continue to work together to certify LMPHW employees in CPR and First Aid. Currently clinical staff are being re-certified in Basic Life Support and soon we will begin to certify non-clinical staff in Heart Saver CPR and First Aid. We are currently conducting two classes each month.

Our Health Education Specialist attended the National Radon Training Virtual Conference October 11 - 13, 2021. This year's conference featured Radon advocacy and policy updates, the Radon Action Awareness Plan for 2022, and many presentations on state projects and programs for radon awareness outreach efforts.

Lifeguard certification was moved online due to COVID-19. Environmental Health Education and LMPHW IT have been working to eliminate issues. We are also taking advantage of the slow season to improve processes for next year such as adding expiration dates to the certification.

Childhood Lead Poisoning Prevention Program

During the month of October, CLPPP's supervisor and intake clerk resigned from LMPHW. CLPPP begin quarterly case file review scheduled to be completed by November 2022. No case file reviews occurred in 2020 and the last partial review was performed in February of 2021 due to Covid.

CLPPP has completed quarterly data exchange with Metro RCS Housing resources and only identified one apartment complex that receives public housing resource and has a child with an elevated blood lead level.

CLPPP has entered into a data sharing agreement/MOU with UofL School of Public Health and Information Sciences. CLPPP data was shared with Dr. Brian Guinn, head of the MPH program, and a practicum student who will be producing biostatistical analysis of CLPPP's most recent blood lead data.

Center for Health Equity

Policy and Innovation, Health Economist, Academic Health

This team is supporting the hiring and implementation of the CDC “Health Disparities grant” and the creation of a strategic plan for Center for Health Equity.

The policy team has welcomed three new staff members: Eunique Gaither, Madison Carter, and Joe Bolinger. We are also launching two Health Impact Assessments, and the team has supported research on the redistricting process.

Dr. Karimi, our health economist, is working on COVID-19 hospitalization projections with the COVID-19 Research Team. This round they are focusing on several scenarios that incorporate vaccination data, and specifically project vaccination rates for youth. These projections will be complete within the next month.

The Academic Health Department (AHD) is collaborating with others to create a COVID-19 research committee that tracks COVID-19 related research at LMPHW. Our goal is to evaluate what has been accomplished during the pandemic, specifically on how we can improve our data collection/data management efforts. The AHD also hosted a series of training with LMPHW staff on utilizing the public health digital library subscription service. We had over 100 staff members attend and learn how to use the search engine.

Performance and Population Health

Quality improvement coordinators are currently working with each division to build action plans and metrics to support the department strategic plan. The plan is intended to be complete by the end of 2021.

The team presented preliminary findings to Metro United Way’s Ready for K Alliance (R4K) from the qualitative study conducted among birthing parents who are Black, immigrants or refugees, and/or have experienced substance use disorder. Analysis is being finalized to be shared next month and will help R4K set a policy agenda.

Our intern, Elizabeth Harrod, has successfully completed the Examining COVID-19 Disparities and Achieving Health Equity in Louisville project. This project utilized COVID –19 data and vaccination data along with the CDC Social Vulnerability Index to identify the equity gaps. The team will review the findings from this project and expand this project.

Community Engagement and Partnerships

Title V – Maternal and Child Health (MCH) worked with leaders of two collective impact groups to convince Unite Us (Louisville’s health and social service referral platform) to add an option for “Maternal health resources” for services and referrals. The program also launched and led first meetings for three new Healthy Babies Louisville committees— Fetal and Infant Mortality Review (FIMR), Outreach & Communications, and Postpartum Support. MCH created recruitment materials for the Maternal & Child Health Advisory Board (aka, Parent Empowerment Board) set to launch in late 2021 and secured funding to support a community partner—HiphopN2Learning—for the development of a gun violence prevention hip hop video and curriculum for JCPS students.

The Asthma/Healthy Homes program continues phone calls to Black-led faith organizations to create relationships and share information about supports for families of children with asthma. One new partner in this work is a Haitian pastor of a large congregation in south Louisville.

The Behavioral Health Equity program completed its first year of Narcan distribution at LMDC, distributing over 2,000 units of Narcan to people exiting incarceration after experiencing withdrawal. The Quick Response Team has served 59 residents who experienced overdose and 77 family members of residents who experienced overdose.

COVID Partnerships for Say Yes to COVID Tests/SYCT Test Kit Distribution engaged 8 Community Vaccine Access partners to host and distribute SYCT test kits in their communities during October.

Ready for K(indergarten) Alliance presented to Healthy Development Action Network about the role of racism in birth and maternal health outcomes to develop a shared narrative and better plan resource investments.

Senior Medicare Patrol logged hours for more than 40 team members who performed 931 training and work hours. Sixteen Group Outreach and Education events reached 1233 older adults, and 280 individuals were assisted.

Medicare open enrollment and SMP information were shared at two Louisville presentations—one for the LFPL, Bon Air branch, and one for TRIAD, which brings law enforcement and community together to increase the safety and welfare of older adults.

Health Services

Program	Month	Clients served	Prior month	Upcoming program activities for the next month	Significant accomplishments for the last month	Current/Future challenges that may require assistance
CD/ Reportable Diseases*	September	19874	Increased From 12743	Resource re-allocation to ensure new case creations process occurs, and notify cases as we go along, as well as start catching up on notifying 2021 cases. The resource allocation will also allow for Community Health Educators to focus on that task.	Staff kept working hard on Covid-19 cases - as well as other reportable diseases, enduring the September upsurge	Backlog of cases that need to be cleaned up.
TB Clinic	October	172	Increased From 149	We will be working on team building activities next month.	The clinic staff has worked extremely hard for our patients over the last month! Despite only having one clinic nurse, we have managed to stay on top of appointments and walk-ins. I have hired a contract nurse that will be starting 11/6/21- she will take over one of the Outreach positions so Susan Delph can start with case management as soon as possible. She will also be able to cover clinic if needed. Despite the challenges, employees have shown up and given 110%	Staffing
Specialty Clinic	September	165	Increase from 64	We have some exciting things happening at the Specialty clinic in October! We are working with the Johns Hopkins clinic to increase patient awareness of PrEP (Pre-Exposure Prophylaxis) medication for HIV prevention. We plan to loop You tube videos in the waiting area about PrEP and its benefits. We also plan to work more	We are now providing brochures to our positive HIV patients about the Ryan White program which is the program that the 550 clinic offers. We do this to help make the transition a little easier when patient is referred for treatment. We also worked very hard to cover for staff who were out on medical leave.	I think our biggest challenge will be advocacy for the program and we are working with the Communications Director on spotlighting our clinic and updating our website

				closely with the HIV clinic at 550 south Jackson Street to not only refer patients for treatment of HIV, but to also refer them for obtaining PrEP medication and insurance assistance if needed.		
WIC Breastfeeding	September	90	Decrease from 92	Continue to present to Freedom House	None	None
WIC	August	14572	Increased From 14416	None	None	None
MORE Center	October	175	Decrease from 200	None	Conversations with community partners about the future of the program	Staffing
Healthy Start	October	220	Decrease from 239	HBL conversation about pregnancy and infant loss, fatherhood conversation about the holidays, a new parenting class cohort is starting in Nov	A new clerk was hired, we would like to welcome Janee Springer	Covid still a barrier to services
HIV Prevention	September	100	Increased From 63	We will begin a new outreach testing partnership with Feed Louisville on Thursday evenings. We are also looking at partnering with Norton on an FOA announced by Gilead (Zeroing in Ending The Epidemic).	We had another successful Covid Vaccine/Harm Reduction Services outreach shower event. We tested 15 individuals and identified one (1) reactive test and linked that individual to treatment care at the 550 Clinic.	Staffing
Syringe Services	September	1472	No report	Making progress on expanding our SSP clinic into the new Shelby Park location.	We hosted 2 successful outreach events with the State and other CBOs. Event included SSP, covid vaccines, showers, fresh food, and personal hygiene supplies,	Staffing

Covid-19 Response

Case rates continue to decline and there were about 1500 cases reported per week by the end of October. There have been 119,181 total confirmed cases and 1,565 total deaths. The percentage of Louisville Metro residents

with at least one vaccine is 65.5% and the percentage with a completed series is 57.5%. About 1,059,000 doses have been distributed in Jefferson County. The number of hospitalized patients has been trending steadily down during the month, as have patients in the ICU and on ventilators. Vaccination and testing are widely available in the community. LMPHW continues to focus on the most vulnerable residents.

Board Action Required: None at this time.