



Operational Service Plans

Department:	Public Health	Date:	Updated June 12, 2020
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

FAMILY HEALTH

- **Home Visiting**

- Home Visiting models have encouraged virtual visits during COVID-19.
- **Prioritize essential visits to high risk maternal and infants with medical needs and utilize face-to face for only when necessary. If the Public Health Nurse feels that a safety or health issue exists that can’t be assessed virtually, a face-to-face visit may be required.**
- **When a virtual visit cannot occur, conduct meeting outside, if possible, weather permitting.**
- **Utilize contact precautions including handwashing, sanitizing of all equipment including scales.**
- **Have client weigh baby and staff will sanitize equipment after.**
- Staff may add additional check-ins beyond normal program requirements (virtual or in-person if necessary) if time permits with clients to reduce the impact of COVID-19 and connect people with resources if needed.

- **In-Person Visits**

If a face-to-face visit is required, staff will contact the client by phone prior to the visit and conduct a customer health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site. Additionally, the client will be asked if anyone in the household has had a positive Covid-19 test in the previous 10 days.

- If client or household member screens positive for above questions or is confirmed positive within the previous ten days, the face-to-face contact will only be allowed for high risk maternal and infants.
 - If visit cannot be postponed, appropriate PPE must be worn (gown, mask, eye protection, gloves). Otherwise maintain social distancing.
- All other visits will be postponed until the required isolation and quarantine period is completed and no additional illness presents in other family members.
- Document positive responses to above questions in PHDoc and reschedule visit or conduct via Skype.
- If all screening questions above are negative.
 - Wear face mask at all times.
 - Client and household members must wear face masks during the visit (if they do not have their own mask, one will be provided if available.)
- Public Health nurses will utilize their own vehicles for face-to-face visits.

- **Intake Line - Continue Remote Services**

- One person monitors daily rotating schedule with CP Intake.
- Utilize Intake Line for community needs.
- Utilize Intake Line for Essential Services requests.

- Follow Along Program/Outreach – Continue Remote Services
 - Continue business as usual via phone/mail.
 - Include add'l information for parents in mailings regarding COVID-19 and activities for infants/ toddlers.
- EHDI/BDIS Program – Continue Remote Services
 - Continue business as usual via phone/mail.
 - Newborn Screening continuing and it is all web-based.
- Metro Alliance external meetings: (Steering, Governing, Supervisor, Reflective...) – Continue Remote Services
 - Participate via Skype and phone only.
- Child Protection Intake meeting – Continue Remote Services
 - Participate via Skype and phone only.
- SIDS/SUID Follow up – Continue Remote Services
 - Continue business as usual via phone/mail.

DISEASE PREVENTION AND CONTROL –

- Active Pulmonary TB cases- Directly Observed Therapy (DOT) – Has been operating as an essential service since the Covid event began.
 - Reduce face-to-face visits to minimum of 1 per week to ensure medication delivery.
 - Conduct video daily observed therapy for remainder of visits.
 - New investigations to be conducted utilizing Skype/phone as much as possible.
 - For all Active Pulmonary TB cases, standard procedures will be followed including the use of appropriate PPE, including the use of N95 respirator and gloves.
 - If the client, or member of the household presents covid-like symptoms, additional PPE may be required, including gown, mask, eye protection, and gloves.
 - All infectious and non-infectious TB clients must wear face masks during face-to-face visits.
- Active Non-Pulmonary TB cases – DOT – Continue Remote Services
 - Conduct via Skype or phone if needed.
- Refugee Health - Services Currently Suspended
 - Suspend services until further notice from MDH or when travel restrictions are lifted.
- Disease Investigation – Continue Remote Services
 - Conduct case contact investigations via Skype or phone, encrypted email or mail.
- Latent TB Infection – Continue Remote Services
 - Conduct case contact investigations via Skype or phone, encrypted email or mail.
- Class B TB – Continue Remote Services
 - Resume routine services once Hennepin County begins evaluating our Class B cases.
 - Conduct via Skype or phone, encrypted email or mail.
- Perinatal Hep. B – Continue Remote Services
 - Conduct via Skype or phone.
- Blood Lead Case Management – Continue Remote Services

- Conduct via Skype or phone.
- Health Alert Network – Email service
 - Business as usual.
- **Clinic Services –**
 - Immunization Clinic
 - Immunization clinic hours would re-open two Mondays per month, 2:00-5:00pm, by appointment only.
 - Beginning July 1, 2020, Public Health will focus on immunization for children between 0-2 years of age.
 - Beginning August 1, 2020 or a minimum of one month prior to school opening, Public Health will offer back-to-school immunization clinic.
 - Walk in Clinic – Begin July 1, 2020
 - Initially, Appointment Only Walk-in clinic visits will focus on Immunization services and TB testing.
 - Walk-in Clinic services will be offered Tuesday and Thursdays, 8:30 – 10:30am.

Clinic Appointment Process

- Both clinics will utilize the current Public Health clinic space in the Workforce center.
- Appointments for both clinics are made by calling the Public Health appointment line as advertised on current fliers and County Website.
- To accommodate for procedure and sanitation, immunization appointments will be 30 minutes, TB testing appointments will be 15 minutes.

Appointment setter information will include:

- Screen for Positive COVID-19 cases in the home in the past 10 days and book appointment following this time frame.
- Information relating to the CDC health screening and the expectation the client will cancel their appointment if have any covid-like symptoms on the day of the appointment.
- Location of clinic and entry door they will use when entering the facility.
- The requirement that facemasks be worn at times for all clients older than 2 years of age (if the client does not have a mask, one may be provided if they are available).
- Only those visiting the medical professional (except interpreter, caretaker or guardian) will be allowed to enter the facility for the visit.
- Upon arrival, clients will wait outside (recommend staying in car) until they receive a phone call for the clinic employee.

Pre-Appointment –

- One day prior/morning of to the appointment, PHN will call to:
 - Review COVID-19 Health Screening questions.
 - Review vaccinations needed.
 - Screen for contraindications.

Client Greeter

- When the nurse is ready for the next visit, the client will be contacted by phone.
- If the client fails to answer the call, or is not at the facility, the appointment will be cancelled.
- If available, the client will be greeted at the door by the clinic employee who will conduct a customer's health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site and take an infrared temperature reading.

- If the client/customer provides a positive response (yes) to any of the health questions, has a fever of 100.4F or greater, or is presenting obvious signs of illness, the client will not be allowed into the clinic.
- If the client does not have any of the identified symptoms the greeter will escort the client into the clinic area., the nurse will contact the client by phone.
- Once the appointment is complete, the client will be escorted out of the building.
- Client will be asked to wait in their in their car 10-15 minutes and to call PHN immediately if there are vaccine reactions.

Sanitation and Hygiene

- Interior clinic areas will be sanitized with approved sanitization products by the clinic staff between each customer.
- During the visit, clinic employees will wear appropriate PPE including face masks and gloves.
- Hallways and entryways will be cleaned by vendor services.

Communications

- Signage will be posted outside the WFC advising the public that clinic activity is by appointment only. It will also include the appointment telephone number and website address for PH Clinic information.
- PH Clinic website may be updated to include current clinic offerings and expectations.
- Fliers are posted in numerous areas throughout the County indicating clinic days and hours
- If clinic services are discontinued, clients with appointments will be contacted by phone.

- Nuisance Investigations
 - Suspend services until further notice.
- Vaccine for Children Site Visits – formerly IPI
 - Suspend services until further notice.
- JAF Health Assessments
 - Conduct visits to JAF once per week minimum to meet state requirements.
 - Skype/WebEx visit for check-in to see if there are new admits.
 - If adolescent is in isolation, use Skype for assessment.
 - Utilize appropriate PPE (gown, gloves, mask, eye protection), if flu-like symptoms present, otherwise wear face mask and maintain social distancing during the visit.
 - All JAF staff and residents must wear face masks.
 - JAF staff will sanitize all areas following any visits.
- Mobile Clinic – Continue Providing Services Remotely
 - Telephonic services only Mon-Fri., 8:00 am – 4:30 pm.
 - 3-month prescription refills will be evaluated on a case by case basis to reduce the need for repeat calls.
- Case Investigation and Contact Tracing
 - Telephonic services only Monday – Sunday 8:00 – 4:30 pm.
 - Social distance during training and face masks must be worn.
- Isolation and Quarantine
 - I&Q planning exists in County's EOC site.

- Monday – Friday 8:00 – 4:30 pm coverage.
- Weekend intake hours 8:00 – 4:30 pm. Those conducting Case Investigation will be designated to cover.
- Full PPE is needed (N95, gown, gloves and face mask).
- Limit contact as much as possible.
- Maintain 6-foot social distance when possible.
- Public Health will manage no contact delivery coordination of supplies needed for I&Q.

PREVENTION ACTIVITIES (SHIP/DFC) - SERVICES CONDUCTED REMOTELY

- Child & Teen Checkups
 - Conduct phone calls and mailings as usual.
 - No outreach activities or face-to-face meetings.
- Statewide Health Improvement Partnerships
 - Continue activities/grant duties without face-to-face meetings.
- Drug Free Communities
 - Continue activities/grant duties without face-to-face meetings.

MAIL

- Whoever is in the office will manage mail.

Adherence to Governor’s Executive Orders

Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor

If a PH Facilitator presents any of these symptoms while at work, they will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.

Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.

In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.

In any case, when the employees’ worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

Identifying Sick Clients:

A client who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building or isolated until transportation can be arranged. The areas and equipment used by the client will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill clients must be disinfected before allowing other client to enter those areas. Following the 24-hour period, the workstation and equipment must be sanitized using routine cleaning procedures.

Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff. Supervisor will develop a plan to visit the site either virtually or in person on a regular basis.

This plan has been posted on the County SCOOP site and is available to all employees.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Discontinuation of Services / Shut down:

If illness, contamination or other conditions reduce the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

FAMILY HEALTH

- Conduct regular team meetings via skype or WebEx
- Home Visiting
 - Supervisor assigns cases and monitors workloads as usual.
 - All staff can work remotely and have cell phones and laptops.
 - Productivity can be monitored in the PHDoc System and through chart review.
 - Will require PPE and sanitization supplies.
 - Supervisors continue to provide case consultation and reflective practice using skype/video conferencing.
 - PPE kits are currently available to staff - Supervisors will monitor PPE use and order additional kits when needed through EOC.
 - Hand sanitizer, wipes, and gloves are available to staff - Supervisors will monitor supply and notify EOC if additional supplies are needed.

- Due to connectivity issues, clients may need to be “downloaded”, dailies, etc., document on them, and upload them when ready.
- Staff must wear face masks and practice social distancing.
- Additional Tennessen needed for Skype visits – document acceptance in case notes.
- Document if client refused to do video visit and complete via phone.
- Intake Line
 - Can be done remotely.
 - Currently two staff are monitoring the line (all have laptops).
- Follow Along Program/Outreach
 - Can be done remotely although mail needs to be checked and picked up at the MRTS.
 - Senior worker is unable to work and has been assisting in this program.
 - PHN has modified program to do weekly mailings.
- EHD/BDIS Program
 - Can be done remotely.
 - Staff has laptop and cell phone to conduct this service as able.
- Child Protection Intake meeting
 - Can be done remotely. Staff has laptops and cell phone.
 - Rotation schedule.
- SIDS/SUID Follow up
 - Can be done remotely.
 - Staff has laptop and cell phone to conduct this service as able.

DISEASE PREVENTION AND CONTROL

- Conduct regular team meetings via skype.
- Active Pulmonary TB cases - DOT
 - Staff has cell phone, laptop and Skype.
 - Supervisor monitor case load.
 - Additional staff will be needed if new cases come in.
 - PPE is needed for infectious/non-infectious TB cases. Staff has access to limited supply of PPE currently. More will be needed.
- Active Non-Pulmonary TB cases – DOT
 - Staff has cell phone, laptop and Skype.
- Disease Investigation
 - Staff has cell phone, laptop and Skype.
- Perinatal Hep. B
 - Staff has cell phone, laptop and Skype.
- Blood Lead Case Management
 - Staff has cell phone, laptop and Skype.
- Health Alert Network
 - Staff has computer with internet.
- Walk In Clinic - Begin services no later than July 1, 2020
 - PPE is needed for staff and clients.
 - Infrared Thermometers are needed.
 - Signs must be placed at the WFDC to identify services and times.
- Nuisance Investigations
 - Suspend services until further notice unless report includes vulnerable adult or child.
- Vaccine for Children Site Visits – formerly IPI
 - Suspend services until further notice.

- JAF Health Assessments
 - Call ahead to see if there are any assessments pending. If not, cancel visit.
 - Staff will need PPE - Mask, eye protection, gown and gloves if the adolescent is symptomatic.
 - Thermometers are needed (they have plenty on-site currently).
 - Maintain 6-foot distance in nursing office.
 - If adolescent is in isolation, use Skype for assessment.
- Mobile Clinic
 - within the Signs placed at all clinics with instructions to call.
 - Contracted physician and staff have cell phones to conduct this service. Prescriptions will be called in to pharmacies by the Public Health.
- Case Investigation and Contact Tracing
 - Numerous staff have been trained to conduct case investigation and contact tracing.
 - Volunteers and students have also been trained and are being used.
 - Volunteers and students are issued a headset and laptop; once laptops are depleted, they will be issued a desktop.
 - Goal is to maintain current level of business if possible.
- Isolation and Quarantine
 - DP&C Nurse is designated coverage Monday – Friday during normal work hours.
 - CI/CT staff designated on the weekends if an intake needs to be done.
 - Several staff have volunteered to cover.

PREVENTION SERVICES

- Conduct regular team meetings via skype.
- Coordinators monitor schedules and work productivity through Outlook calendars.

Division Director Comments

Strategic Branch Comments

April 1, 2020 - Consideration of next steps:

- *Are there messages to staff to minimize the need for face to face contacts in the home visiting program? Have all remote options been explored? Yes*
- *One of the staff monitoring the Intake line reportedly has internet connectivity issues. Refer to IT for hot spot or consider reassignment of a staff who has the ability to do this function remotely (see yellow highlight) Fixed*
- *The Public Health Director indicated that PH nurses are not available to back-fill positions for nurses in the jail. She recommended a contracted provider that has previously provided services in the jail. The Strategy Team will work with the Sheriff's Department to submit a request to Logistics for a contract.*

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

Public Health Clinics – Start July 1, 2020

Immunizations and boosters have been suspended for over 3 months. CDC's recommended immunization schedule is based on how children's immune system responds to vaccines at various ages and progressively builds immunity. It ensures they are protected from 14 potentially serious diseases when their immune system is undeveloped. Any further delay and we could see some serious illness/consequences.

These services are provided to community members who would otherwise not have the immunization and TB testing resources available.