



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).			

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols. If your duties require you to make home visits those specific guidelines can be found in your function of the operational service plan.

FAMILY HEALTH

- **In-Person Home Visiting**
 - **Public Health Home Visitors can determine if an in-person home visit would be in the best interest of their client.** Outdoor visits may be resumed without masking if screening is negative.
 - If a face-to-face indoor visit is preferred, 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 essential high risk maternal and infants.
 - If visit cannot be postponed, appropriate PPE must be worn (gown, mask, eye protection, gloves). Otherwise maintain social distancing.
 - 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 cloth or medical grade 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).
 - Public Health Home Visitors will utilize their own vehicles for face-to-face visits.
 - Utilize contact precautions including handwashing, sanitizing of all equipment including scales between and after visits
 - Baby scales must be sanitized after use with sanitizing wipes Clorox or Cavicide.
 - 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.

- Intake Line -
 - 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 business as usual via phone/mail.
 - Include add'l information for parents in mailings regarding COVID-19 and activities for infants/ toddlers.
 - In-person outreach activities are allowed.
- EHDI/BDIS Program –
 - Continue business as usual via phone/mail/virtual
 - Newborn Screening continuing asit is all via phone/mail/virtual
- Metro Alliance external meetings: (Steering, Governing, Supervisor, Reflective...)
 - Participate via Skype, phone or in person.
- Child Protection Intake meeting –
 - Participate via Skype, phone, or in person.
- SIDS/SUID Follow up –
 - Continue business as usual via phone/mail.
- Treatment Court
 - Participate in Treatment Court or jail visits in person or virtual per HHS guidelines.

DISEASE PREVENTION AND CONTROL –

- Active Pulmonary TB cases- Directly Observed Therapy (DOT) – Has been operating as an essential service since the COVID event began.
 - Face-to-face visits to minimum of 1 per week to ensure medication delivery.
 - Conduct video daily observed therapy for visits as able.
 - New investigations may 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
 - Conduct via Skype, phone or in person as needed.
- Refugee Health -
 - Resume services as needed.
- Disease Investigation –
 - Conduct case contact investigations via Skype or phone, encrypted email, mail or in person as needed.
- Latent TB Infection – Continue Remote Services
 - Conduct case contact investigations via Skype or phone, encrypted email, mail or in person as needed.
- Class B TB –

- Resume routine services once Hennepin County begins evaluating our Class B cases.
- Conduct via Skype or phone, encrypted email, mail or in person as needed.
- Perinatal Hep. B –
 - Conduct via Skype or phone.
- Blood Lead Case Management –
 - 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.
 - Walk in Clinic – Begin July 1, 2021
 - Walk-in clinic visits will focus on Immunization services and TB testing.
 - Walk-in Clinic services will be offered one day per week Tuesday or Thursdays, 8:30 – 10:30am.
 - The requirement that facemasks be worn at times for all clients older than 2 years of age if that person is receiving a medical service. (if the client does not have a mask, one may be provided).
 - COVID Vaccination Clinics – Ongoing
 - Conduct screening per PrepMod
 - Facemasks must be worn by both staff and client

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

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- 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
 - Business as usual
- Vaccine for Children Site Visits – formerly IPI
 - Business as usual
- JAF Health Assessments
 - Conduct in-person 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 (mask), if flu-like symptoms present, otherwise wear face mask and maintain social distancing during the visit.
- JAF staff will sanitize all areas following any visits.
- Mobile Clinic –
 - Schedule existing clients via appointments
 - Conduct at GCW until further notice
 - Incorporate 2nd monthly mobile clinic visit in the community in the fall.
- Case Investigation and Contact Tracing
 - Telephonic services only Monday – Sunday 8:00 – 4:30 pm.
 - Social distance is recommended when possible during training and face masks must be worn.

PREVENTION ACTIVITIES (SHIP/DFC/EP) - SERVICES CONDUCTED REMOTELY

- Child & Teen Checkups
 - Conduct phone calls and mailings as usual.
 - Resume outreach activities or face-to-face meetings
- Statewide Health Improvement Partnerships
 - Continue activities/grant duties as usual.
 - Face-to-face meetings allowed.
- Drug Free Communities
 - Continue activities/grant duties as usual.
 - Face-to-face meetings allowed.
- Emergency Preparedness
 - Continue activities/grant duties as usual.
 - Face-to-face meetings allowed.

MAIL

- Whoever is in the office will manage mail.

Adherence to Governor’s Executive Orders

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.

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 virtually or in-person.
- 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 provide case consultation and reflective practice virtually or in person.
 - Hand sanitizer, wipes, and gloves are available to staff
 - 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 are encouraged to practice social distancing when conducting home visits
 - 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 GCW
- EHDI/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 remotely or in person..
- 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, 2021
 - PPE is needed for staff and clients.
 - Signs must be placed at the GCW to identify services and times.
- Nuisance Investigations
 - PPE needed for staff
- Vaccine for Children Site Visits – formerly IPI
 - Resume services.
- 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
 - 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.
 - Goal is to maintain current level of business if possible.

PREVENTION SERVICES

Conduct regular team meetings virtually or in person..

Division Director Comments

Strategic Branch Comments

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.