COOK COUNTY HEALTH & HOSPITALS SYSTEM

Cook County Department of Public Health

First Quarter Report 2017

Environmental Health Services Update

March/April 2017

COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CCHHS

CCDPH Environmental Health Services Unit

The Environmental Health Services (EHS) Unit is the regulatory arm of CCDPH and is empowered to enforce Cook County and Illinois state laws relating to environmental health issues within SCC. Environmental health inspectors regularly inspect, monitor, regulate, educate and advise SCC residents on environmental health concerns that adversely impact human health.

Major Grants

- IDPH provides funding to local health departments through the **Local Health Protection Grant** (LHPG) program to ensure that basic levels of protection for Illinois residents are maintained at the community level for infectious diseases, food protection, safety of the potable water supply, and private sewage disposal.

- CCDPH also provides additional programmatic grants as listed.

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CCDPH FY17 Budget and Grants Overview

|				
Department 895 Corporate Budget:				$10,797,890
Department 564 Suburban TB Sanitarium District Budget:				$5,695,934
Department 544 Lead Poisoning Prevention Budget:				$4,142,223
Public Health Grant Budgets:				
	Federal Direct :		$2,232,726	
	Federal Through State of Illinois (includes LHPG):		$9,315,917	
	State of Illinois:		$1,724,683	
	Other:		$128,001	
Total Public Health Grant Budgets:			**$13,401,327**	
				$13,401,327
	Total Public Health Budgets			**$34,037,374**

Programs

- Food Service Establishments and Retail Food Program
- Intergovernmental Agreements
- Food and Foodborne Illness Complaints Investigations
- IDPH Summer Food Program
- Tanning and Tattoo Facility Inspections
- Mobile Home Parks
- Lead Poisoning Prevention Fund
- Indoor Air Quality
- Swimming Pool and Spa Program
- Onsite Private Sewage Disposal Program
- Private and Non-Community Water Supplies
- Septic Tank Cleaners and Haulers and Mortgage Evaluations
- Youth Tobacco Control
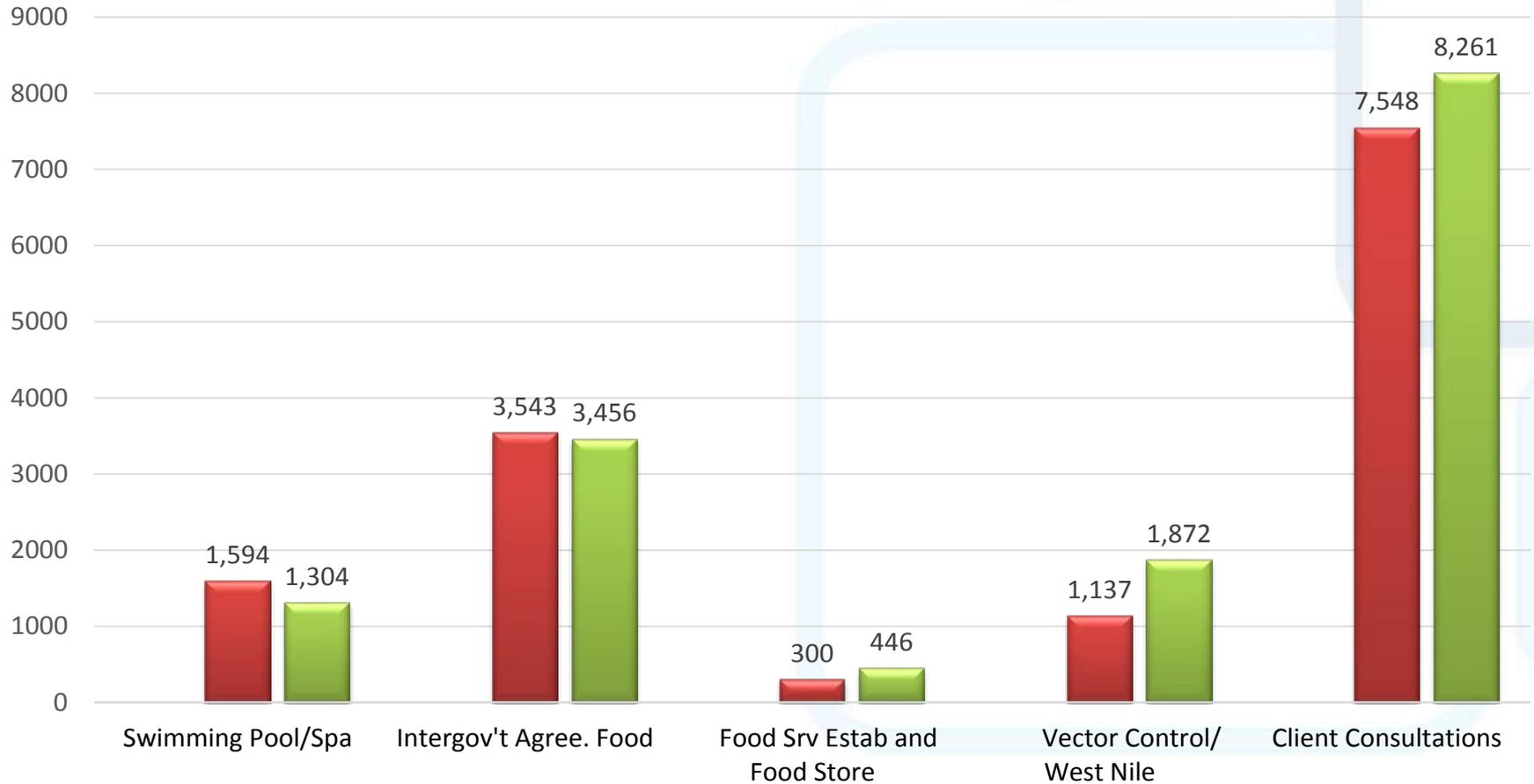- Vector Control (including West Nile and Zika)
- **Nuisance Program**
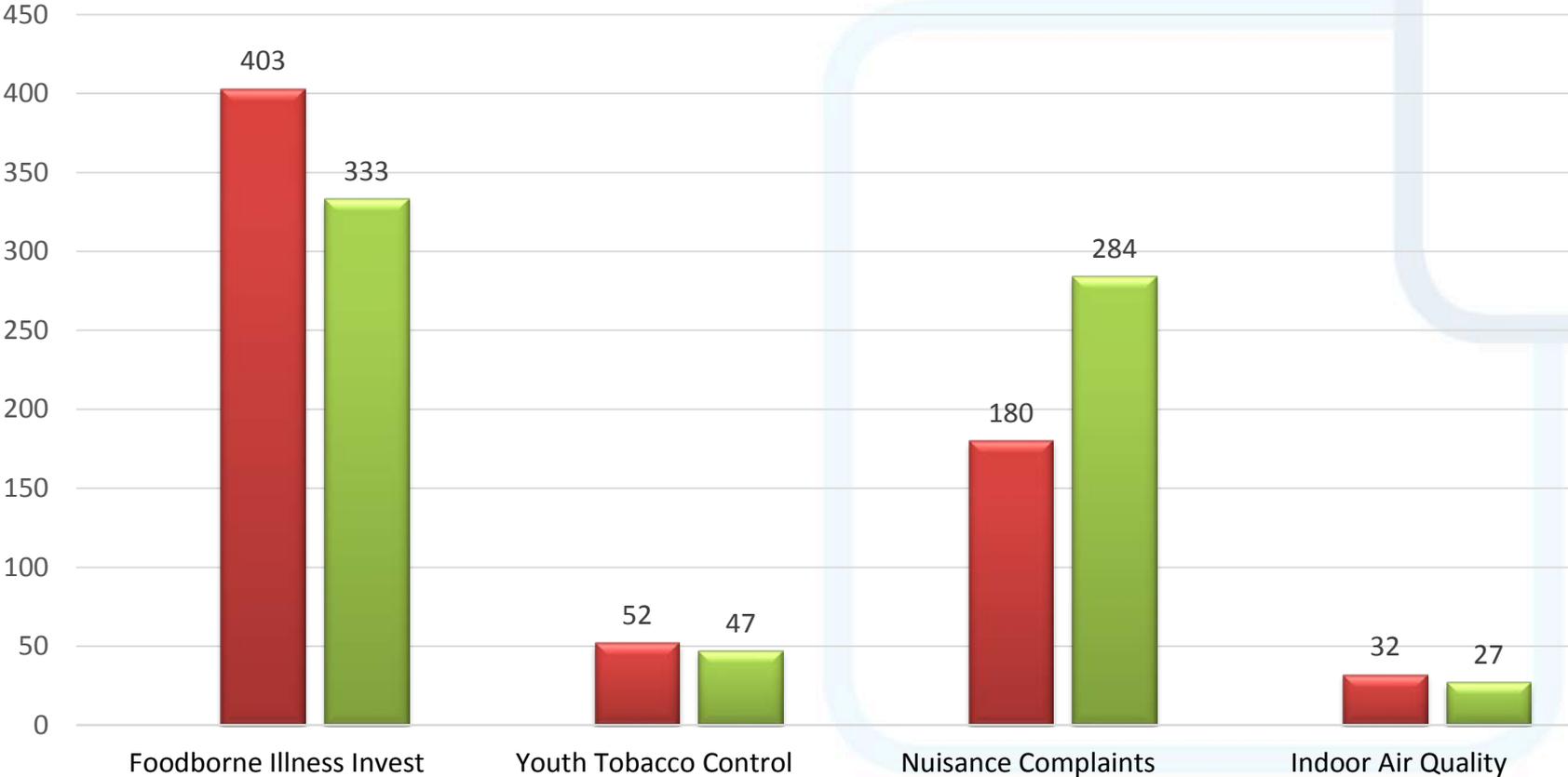
Inspections Performed
FY 2015 — and 2016 —
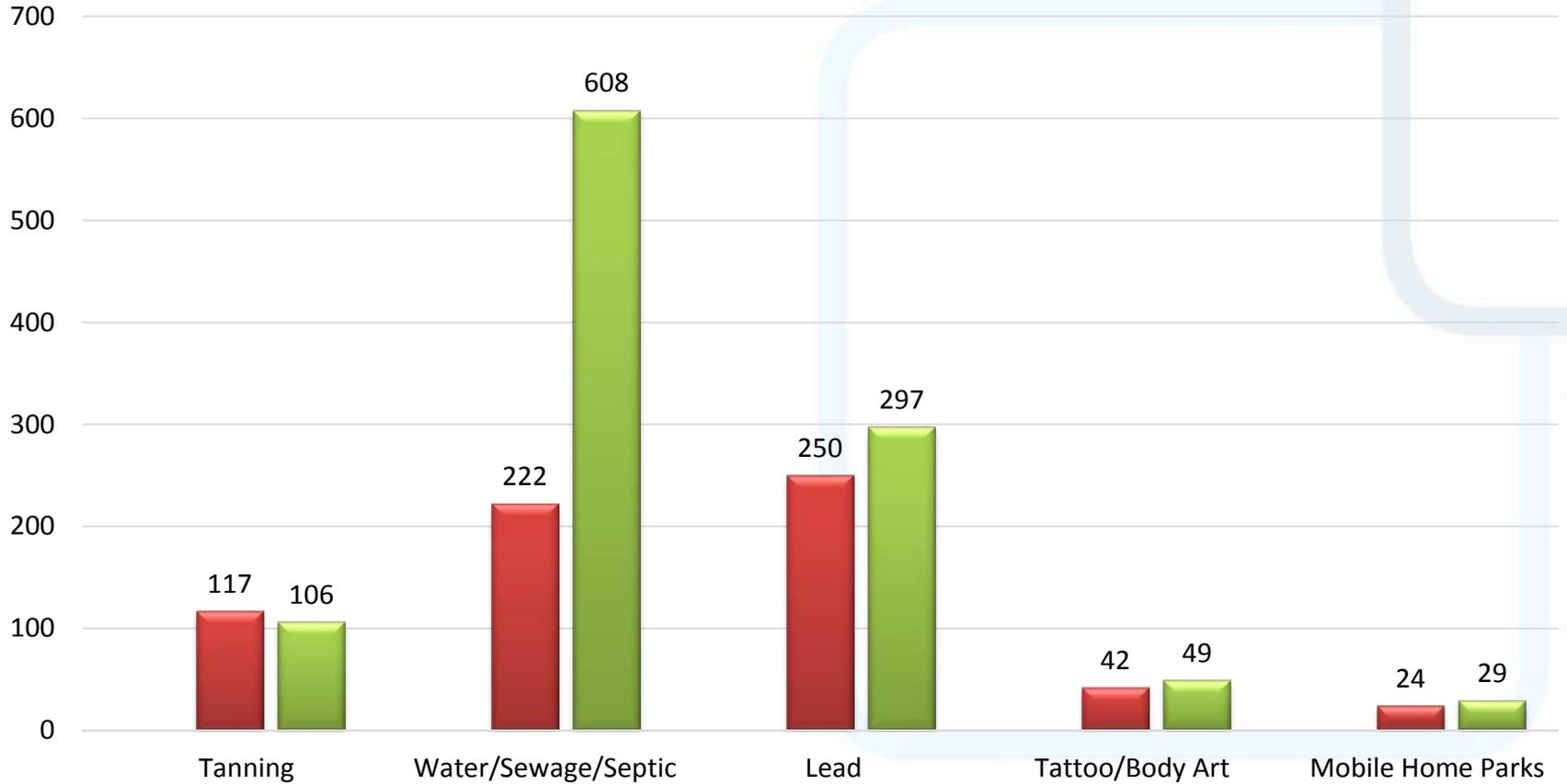
Inspections Performed & Client Consultations
FY 2015 ▬ and 2016 ▬

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Miscellaneous Complaint Investigations
FY 2017 ▬ and 2016 ▬

Bar chart comparing FY 2017 (red) and 2016 (green) complaint investigations:

- Foodborne Illness Invest: 403 (2017), 333 (2016)
- Youth Tobacco Control: 52 (2017), 47 (2016)
- Nuisance Complaints: 180 (2017), 284 (2016)
- Indoor Air Quality: 32 (2017), 27 (2016)

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EH Measures FY 2016 (1-3)

	FY 2015	FY 2016 Target	FY 2016 Actual	FY 2017 Target
Metric 1: **Efficiency** % of Food Establishment with Isolated Illness Complaints: Inspected Within 2-Business Days-Un/Incorporated Suburban Cook County.	88%	100%	93.5% (29/31)	100%
Metric 2: **Efficiency** % of Food Establishment with Non-Illness Food Related Complaints: Inspected Within 5-Business Days-Un/Incorporated Suburban Cook County.	94%	90%	95.2% (100/105)	95%
Metric 3: **Efficiency** % of Food Establishments with Non-Illness Food Related Complaints in a Non-Contract Community: Referred Within 2-Business Days.	98%	100%	99.5% (197/198)	100%

Metrics and benchmark set according to program priorities. No state/national benchmarks available.

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EH Measures FY 2016 (4-6)

	FY 2015	FY 2016 Target	FY 2016 Actual	FY 2017 Target
Metric 4: Efficiency % of Nuisance Complaints Related to Failing Private Sewage Disposal System: Investigated Within 5-Business Days of Receipt of the Complaint.	96%	100%	100% (81/81)	100%
Metric 5: Efficiency % of Nuisance Complaints Not Related to Failing Private Sewage Disposal System: Investigated Within 10-Business Days of Receipt of the Complaint.	98%	90%	100% (130/130)	100%
Metric 6: Efficiency % of Nuisance Complaints Determined to be Responsibility of Other Jurisdictions: Referred Within 3- Business Days of Receipt of the Complaint.	97%	100%	91.4% (32/35)	100%

Metrics and benchmark set according to program priorities. No state/national benchmarks available.

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Lead Program Metrics

STAR Performance Data				
Performance Metric	**FY2015**	**FY2016 Target**	**FY2016 Projected YE**	**FY2017 Target**
Program Metric: Outcome Metric Percent of cases with elevated blood lead levels who receive a joint nursing visit and environmental risk assessment visit.	97.2%	95%	70%	95%
Program Metric: Output Metric Number of healthcare providers who receive education on screening policies & Medicaid pay-for-performance incentives for testing.	58	50	57	50
Program Metric: Output Metric Number of private residences that receive mitigation / abatement services to correct lead-based paint hazards.	48	60	26	100
Program Metric: Efficiency Metric Percent of cases with elevated blood lead levels visited by a public health nurse within the timeline provided in protocols. • EBL 10-39: visit complete no longer than 10 days after referral • EBL 40-69: visit complete no longer than 5 days after referral • EBL ≥70: visit complete no longer than 2 days after referral	58.6%	95%	62%	90%

Efficiency metric: benchmarks set by IDPH guidelines for nursing case management/home visits
All other metrics: metrics and benchmarks set according to program priorities. No state/national benchmarks available.

New Metrics FY 2017

Food Establishment Inspection Critical Violations	FY 2015	FY 2016	FY 2017 Target
Violation #12 Hands washed and clean, good hygienic practices **# of violations in all facilities/# of inspections**	14.94% (383/2563)	13.25% (340/2566)	12% (10% reduction in violation)
Violation #31 Toilet and hand-washing facilities: Number, convenience, accessible, designed, installed **# of violations in all facilities/# of inspections**	6.32% (162/2563)	6.90% (177/2566)	5.7% (10% reduction in violation)

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New Metrics FY 2017

Examples of **Food Establishment Hygienic Practices** (#12) as a violation:

- During inspection observe employees not washing or improperly washing their hands (between tasks, after using restroom, after emptying garbage)
- Routinely we request employees to wash their hands and mark off if they improperly wash hands.
- If hand sinks are not stocked with soap and paper towels we will request they wash their hands and mark off if they improperly wash hands.

Examples of **Hand sink** (#31) violation:

- No hot and cold running water
- Blocked where they cannot access the hand sink
- Hand sink handles are broken
- Hand sink is clogged and cannot be used

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Nuisance Program

- Respond to various complaints from clients per ordinance (43 categories).

- Investigate complaints located in unincorporated suburban Cook County.

- Refer complaints not located in unincorporated areas to appropriate agency or township office.

Nuisance Program
Examples

- Failing septic systems: Sewage ponding on ground surfaces.

- Rodents and insects: Rats, mice or insect sightings or infestations.

- Hoarding: Persons who compulsively accumulate various items.

- "Fly Dumping": Illegal disposal of garbage on vacant property, along roadsides, etc.

2017 CCDPH Quality Improvement Initiative
Nuisance Complaint Database Creation

Dr. Rachel Rubin, Thomas Varchmin, George Papadopoulos, Michelle Beckles, LaTrice Porter-Thomas, Kamala Nagaraj, Joe Durczak, Cheryl Walls, Gina Jordan, Stan Gizewski, Peter Gianakas, Jeffrey Bamfo, Anthony Canady, Shelbra Carter, Antoine Gallon, Tina Glover, Robin Landeros, Femi Sulyman, Marianne Cartwright, Demetrios Tzoras, & Noreen Ahmed

BACKGROUND

• The Cook County Public Health and Private Nuisances Ordinance contains 43 declared nuisances that the Environmental Health Services (EHS) unit is responsible for investigating and enforcing.

• Complaints were being received by multiple staff in different locations and processed independently; thereby creating a disconnected set of nuisance complaint logs.

• Nuisance cases were being tracked independently by staff; resulting in inaccurate statistical reporting of nuisance cases.

Goal Statement

Creation of a unit-wide uniform process for documenting all nuisance complaints so that EHS can accurately track and report compliance with the nuisance ordinance.
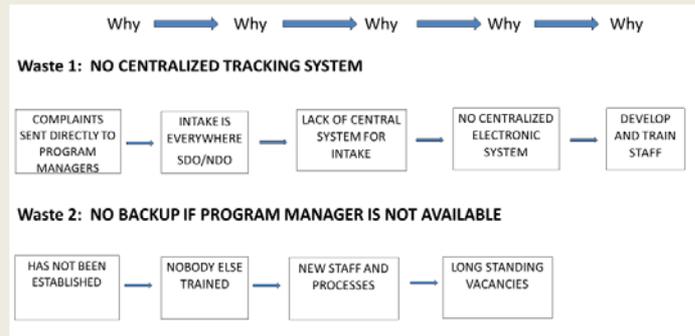
METRICS TO MEASURE SUCCESS

• *Output – Eliminate duplication of inspections by EHS staff.*

• *Outcome – Increase the accuracy of the monthly nuisance complaints reporting from 20% to 90%*

PROCESS MAPPING

Pink= Staff Involved In Nuisance Complaints **Green**= Tools **Blue**= Well and Septic Complaint Flow
Orange= Typical Nuisance Complaint Flow

ROOT CAUSE ANALYSIS
THE 5 "WHYS"

Why ➡ Why ➡ Why ➡ Why ➡ Why

Waste 1: NO CENTRALIZED TRACKING SYSTEM

| COMPLAINTS SENT DIRECTLY TO PROGRAM MANAGERS | ➡ | INTAKE IS EVERYWHERE SDO/NDO | ➡ | LACK OF CENTRAL SYSTEM FOR INTAKE | ➡ | NO CENTRALIZED ELECTRONIC SYSTEM | ➡ | DEVELOP AND TRAIN STAFF |

Waste 2: NO BACKUP IF PROGRAM MANAGER IS NOT AVAILABLE

| HAS NOT BEEN ESTABLISHED | ➡ | NOBODY ELSE TRAINED | ➡ | NEW STAFF AND PROCESSES | ➡ | LONG STANDING VACANCIES |

WASTE ANALYSIS

Wastes/Opportunities:

• No centralized tracking system
• No backup if program manager is not available
• Inspection report delay back to program manager
• No one home
• Language barrier
• Coordination of services needed with other agencies within and outside of CCDPH
• No "Go Kit" for inspections
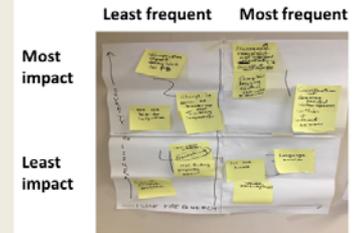
SOLUTIONS IDENTIFIED

Creation of a database that can achieve the following:

• Auto-generate a case numbering system

• Be easily accessible to all staff who will be responsible for inputting data regarding nuisance complaints

• Contain searchable fields

• The ability to capture and track all of the nuisance complaints that come into the Environmental Health Unit in a centralized database.

PILOT PROJECT TO TEST A SOLUTION

EHS will create and pilot a shared database for tracking nuisance complaints received and investigated by staff. Initially, the database will be used by two staff persons who will evaluate it's ease of use and recommend changes. Every two weeks, an additional staff person will be given access, trained on its use and asked to evaluate and recommend changes. By June 15, 2017, after all necessary staff have had a chance to use and review the database, EHS staff will re-visit its metrics to measure the success of this intervention.

Nuisance Program
Quality Project

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Nuisance Program
Quality Project

Goal Statement:

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Solution: Creation of a database that can achieve the following:

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Nuisance Program
Quality Project

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