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The Current Team

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- Judy Rabinowitz
- Nancy Wanek
- Susan Wildrick

Intake & CDI Program Evaluation

After a few years of tossing the idea around, the Intake and Communicable Disease Intake (CDI) Programs are merging.

Evaluation Process

In 2010, several staff began evaluating Intake and CDI (independent processes) to determine whether they were truly effective and efficient.

The analysis found the number of calls along with the complexity of the calls on CDI and Intake warranted a look to see whether the idea of a joint/merged program might be a better use of resources.

It was determined that both could be merged into one role or function with one PHN staffing a combined program.

In early 2011, the Intake and CDI teams were approached and asked how this could be done. Specifically, both teams participated in a Post-It-Note exercise where they identified:



- Efficiencies
- Logistics/How-Tos
- FTEs/How to select team members
- Training needs

All of the suggestions were compiled and shared with both teams at their respective team meetings.

Results of the Merged Team...

Ideally, the new merged Intake team should consist of 10-12 PHNs. The Intake team currently operates with 8 PHNs which made finding coverage for vacations and Fridays difficult.

Existing CDI and Intake staff have volunteered to

staff the new program.

The new merged Intake team received 12 volunteers including:

- Frances Hough
- Julia Greenleaf
- Laurie Krenn
- Suzanne Leimontas
- Jean Nerad
- Brian Odegaard
- Nancy Odell
- Judy Rabinowitz
- Jan Raymond
- Connie Relyea
- Nancy Wanek (back-up)
- Susan Wildrick

The team will hopefully have a successful merge on November 1, 2011.

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Future plans with the New Intake

The New Intake team had one meeting in August where the team discussed schedules, back up staffing, training details, and efficiencies.

Based on the previously described Post-It Note exercise, the team identified several areas for improvement regarding efficiencies including:

- Sorting mail
- Food Borne Illness (FBI) calls
- TB scheduling
- Measles exposures (airline) follow-up

- Varicella data entry

The Intake team previously sorted all the mail that came to the DTO. However, with the expanding role of Intake (now covering both CDI and Intake functions), this task has been transitioned to our awesome Admin staff.

FBI calls can take up to an hour or longer to complete. The new Intake team be-

lieves they may not have that much time to complete the FBI reports along with all of the other functions related to Intake. So, the team along with the EH Staff, has developed a few alternatives to FBI calls, including:

1. developing an online form for callers to fill out and,
2. assigning it to an ACD PHN for follow-up.



TB scheduling is currently done by Intake staff and can often take several minutes to complete if the caller does not know when they want to come in for screening. The Intake team will work with the TB-on call PHNs to schedule clients into TB clinics for TB screening.

Measles exposures (especially on airlines) can be very time consuming. Generally, the CDI nurse will call the client every week for 42 days (2 incubation

periods) and assess for any measles symptoms. If the client is not immune to measles, the CDI nurse may help arrange for the client to be immunized or assist with quarantine measures. The new Intake team decided that these exposure cases will be assigned to an ACD nurse for follow-up.

Varicella or chicken pox is still circulating and is a reportable disease to health departments. However, there is generally no extensive follow-up required. Often, the CDI nurse will obtain some general information and enter it into WEDSS. However, the team identified data entry as one function that could be done by other staff as with H1N1 data reports and will work with PHAs & admin staff to implement this change..

All together, the team is coming up with some great ideas and will start training each other into the roles of CDI and Intake to be ready for the November 1, 2011 merger.

Guest Speakers in 2011

Intake nurses wear many hats while taking calls. They accept referrals from outside agencies, schedule appointments for Imms and TB, provide education, references, and resource information regarding general public health and all the services PHMDC provides to Dane County residents.

In 2011, the Intake team has had the following guest speakers at our Intake meetings:

- Sue Webb-Lukomski
- Karri Bartlett
- Daniel Stattelmann-Scanlan
- Ruby Dow
- Julie Jensen-Our Lady of Hope Clinic
- Kirsti Sorsa



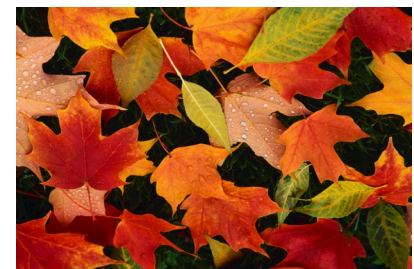
Sue spoke about the Intake Cardfile and the updates to the chronic disease listings.

Karri spoke about WIC, who the program is offered to, client case load, etc.

Daniel spoke about the Perinatal program and its different offerings (i.e. First Breath, Breastfeeding, etc)

Ruby gave a brief update on the Refugee program including who qualifies for services.

Julie Jensen from Our Lady of Hope Clinic gave the team information about



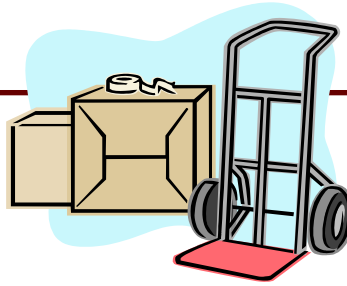
the clinic, who they see, hours of operations, etc. The Intake team was also able to give Julie tips on where to find resources in the community including United Way's 211!

Kirsti spoke to the team about what the PHMDC lab does.

We've Moved...

The new Intake and CDI desks have been moved from the City County Building (CCB) to the Atrium (ATR). There is one main desk with two monitors which CDI finds helpful when assigning referrals, logging calls, etc.

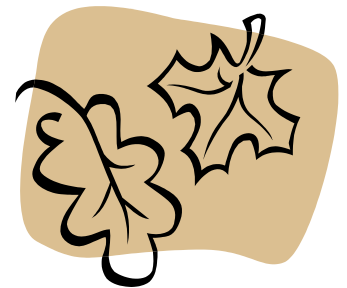
The other desk is mainly an itinerant desk when not in use.



Above: Itinerant Desk & Intake Desk



Left: CDI desk



Intake: Believe it or not



Intake nurses can get some of the weirdest phone calls! Below are a list of some of the calls the Intake nurses have received in the past few months...

- Delora called Intake regarding a walk-in who wanted to know where did the "No Shoes, No Shirt, No Service" policy originated? Apparently the walk-in client had a medical condition that

prevented him from wearing shoes/socks. After discussing this incident at a recent meeting, one of the Intake PHNs noticed Delora talking with a man wearing swim goggles, a reflector vest and not wearing any shoes/socks at the City County Building. Hmm...coincidence?

- Caller has a companion dog and wanted to know how to get a license and whether training was needed
- Where to get Narcan certification
- Plasma Center wanted to know where to buy CPR masks
- Caller had a friend with no health insurance and

needed a liver transplant; where could friend get care?

- Caller wanted to complain about hospital care
- Is Mindfulness Meditation class continuing?
- First Aid supplies are being collected for the protesters; what is a CPR mask?
- Caller was looking for records of a homeless person
- Looking for a "DNR" bracelet
- Caller wanted information about tax laws for tanning parlors



- Wants to report son in Portage prison is being denied access to health care
- IRS staff wants to know how to find out is and where someone is working
- Caller tried on clothing at a store recently and now has "bites" and itchiness in pubic area; does PH know of bug problems at local stores

