

**MCHD Business Continuity Priorities**

**A. Personal-Based Services**

Community Health Services = <span style="color: #FF69B4;">■</span> Integrated Clinical Services = <span style="color: #FFFF00;">■</span> Comm Hlth Promo, Partnrs, Plan = <span style="color: #90EE90;">■</span> Director's Office and Others = <span style="color: #FFD700;">■</span> <hr/> Programs →	Early Childhood Services	Occupational Health	Travelers Clinic	Immunization Clinic	Tuberculosis Clinic	Communicable Disease	Sexually Transmitted Diseases	Medicaid Enrollment	Primary Care	School-Based Health	HIV Clinical Services	Corrections Health	Women, Children & Infants	Dental Services (10)	ICS Admin Infrastructure(11)	Health Officer
	ECS	OHO	TC	IC	TBC	CD	STD	ME	PC	SBH	HCS	CH	WIC	DEN	ICS	HO
<b>Services ↓</b>																
<b>Immediately Critical</b> - Services that need to be provided without delay to individual patients, community health or departmental operations in order to prevent death or serious long term consequences.																
Information & Referral		X	X	X	X	X	X	X	X	X	X	X	X	X		
Nursing Phone triage (See Note 1)		X	X		X	X			X	X	X			X		
Pharmacy (2)									X	X	X	X				
Care Coordination (3)									X	X	X	X				
Critical Lab F/U (4)					X		X		X	X	X	X				
CLIA labs (5)					X	X						X				
Interpretation (6)					X				X		X	X				
Emergency Response (7)									X			X				
Med Pass												X				
Infirmary												X				
After Hours MD									X	X	X	X				
Inpatient service									X		X					
Assessment for Bloodborne Pathogens exposure		X														
Communication with State WIC (8)													X			
EPIC scheduling and EMR					X		X		X	X	X	X			X	
Clinical & Correction Pharmacies (9)																
Public Health physician consultation on BBP exposure																X

**Footnotes:**

1. Centralized phone nursing triage to respond to all patients receiving personal health care services, with the exception of CorrHealth
2. Pharmacy for critical meds only. A list of medications that cannot be abruptly stopped or that need to be filled immediately will need to be generated.
3. Communications with hospitals, EDs, nursing homes, other agencies or outreach workers that are necessary to ensure patient safety.
4. Critical lab values as defined in AGN .03.01.
5. Outpatients needing labs on an urgent/emergent basis will be referred to ED; in CorrHealth lab support would be necessary to support emergency response and/or avoid unnecessary ED referrals
6. Interpretation to support only those critical services identified.
7. Emergency response for both physical health and mental health crises
8. All of WIC's Critical Services are controlled by the State WIC computer system and our ability to access it.
9. Clinical & Corrections Health Pharmacies: Fill medication orders including patient counseling and staff consultation
10. Dental includes School Dental Program
11. ICS Administration Infrastructure represents program areas and non-critical services (i.e. EMR - Budget)

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Programs →	ECS	OHO	TC	IC	TB	CD	STD	ME	PC	SB	HCS	CH	WIC	DEN	ICS	HO
<b>Services ↓</b>																
<b>Short Term Critical</b> - Services that could be delayed for one to three days without serious individual patients, community health or departmental operations consequences.																
X-ray					X				X	X	X	X				
DOT					X											
Urgent care (12)							X		X	X	X	X		X		
Pharmacy (13)					X	X	X		X	X	X	X		X		
Social Work Services (14)							X		X		X					
Lab (15)					X	X			X	X	X	X				
Central Referral Intake	X															
Care Coordination					X											
Prophylaxis						X						X				
Food Instrument and Formula Issuance-WIC													X			
Verify insurance coverage								X								
Screen for State medical insurance programs								X								
EPIC registration					X		X		X	X	X	X		X	X	
Appt scheduling for routine care									X							

Notes:

- 10. Dental includes School Dental Program
- 11. ICS Administration Infrastructure represents program areas and non-critical services (i.e. EMR - Budget)
- 12. Urgent care for both physical health and mental health problems
- 13. Pharmacy services for critical care and urgent care
- 14. Social work services for urgent needs only
- 15. Lab to support urgent care

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	ECS	OHO	TC	IC	TB	CD	STD	ME	PC	SB	HCS	CH	WIC	DEN	ICS	HO
<b>Services ↓</b>																
<b>Non-Critical for Five Days</b> -Those services that could be delayed for days to weeks without serious individual patients, community health or departmental operations consequences.																
Family Planning									X	X	X	X				
Well Child Check ups									X	X		X				
Immunization		X	X	X		X			X	X	X	X				
Prenatal care routine (16)									X			X				
TB screening (17)		X		X	X				X	X	X	X				
STD screening (17)							X		X	X	X	X				
Routine/subacute F/U									X	X	X	X	X	X		
New patients, non acute (18)									X	X	X	X	X	X		
Refugee screening					X				X							
CHN case mgt	X								X	X	X					
Outreach									X		X					
Nutrition services									X				X			
Social Work Services									X		X					
Colposcopy									X							
Specialty Services (Gyn, Rheum, Endo)									X							
OHP/medical assistance program screening								X	X							
EPIC billing functions					X		X		X	X	X	X			X	
Appt scheduling for routine care													X			

**Notes:**

- 16. Urgent care for new patients assigned to us and prenatal patients would be provided.
- 17. STD and TB diagnostic services would be provided urgently, as needed, as part of urgent care
- 18. Urgent care for new patients assigned

## B. Population Based Services - Multnomah County Health Department

Community Health Services = <span style="display:inline-block; width:10px; height:10px; background-color: #FFC0CB; border: 1px solid black;"></span>	Vector Control	Vital Records	Lead Poisoning Prevention	Food Handlers	Health Inspection - (A)	Community Outreach	Communicable Disease	Tuberculosis Clinic	Sexually Transmitted Diseases	Immunization Clinic	HIV/Hep C Programs	Community Capacitation Center	Coalition of Clinics	HIV Planning Council	Health Officer
Integrated Clinical Services = <span style="display:inline-block; width:10px; height:10px; background-color: #FFFFE0; border: 1px solid black;"></span>															
Comm Hlth Promo, Partnrs, Plan = <span style="display:inline-block; width:10px; height:10px; background-color: #E0FFE0; border: 1px solid black;"></span>	<b>Programs →</b>														
Director's Office and Others = <span style="display:inline-block; width:10px; height:10px; background-color: #FFDAB9; border: 1px solid black;"></span>	<b>Services ↓</b>														
	VC	VR	LPP	FH	HI	CO	CD	TBC	STD	IC	HIV/HEPc	CCC	Coal.	HPC	HO
<b>Immediately Critical</b> - Services that need to be provided without delay to individual patients, community health or departmental operations in order to prevent death or serious long term consequences.															
I&R (1)	X				X		X								
Epidemiology (2)					X	X	X								
Pharmacy (3)							X								
Direct Observed Therapy for TB case treatment															
24/7 Public Health On-Call (4)					X		X								
Interpretation (5)					X		X								
Lab Services (6)							X								
Critical Case Reports & CD Reports - to state (7)							X								
PH physician consultation on critical diseases, outbreaks															X
Consultation and action on critical PH law enforcement															X

### Notes:

1. Phone triage information referral advice for operators and public to assure communicable disease prevention, food, water, and sanitation safety
2. Epidemiology activities include: Disease Investigation (drinking water, FBI, licensed facilities); Outbreak Investigation; Case Investigation and Contact Tracing
3. Pharmacy for critical medications only (communicable disease prevention, TB, DOT)
4. On call coverage - 24/7 public health specialist available 24 hrs/day. (A) = Disease outbreak and other hypercritical violations
5. Interpretation to support only those critical services identified.
6. Lab to support communicable disease investigations.
7. Reporting to state: public health, communicable disease (STD/TB/Assurances)

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<b>Short Term Critical</b> - Services that could be delayed for one to three days without serious individual patients, community health or departmental operations consequences.															
Statute Enforcement (pools, hotels, schools, restaurants, child care, adult care facilities) (8)					X										
Issue birth/death certificates (statutory requirements) (9)		X													
TB Services (11)								X							
LTBI Tx								X							
X-Ray								X							
Education and Training (internal and external)								X	X						
STD Critical case report (10)									X						
Critical public health threat reports									X						
Back-up for TB medical director															
PH physician consultation on non-critical diseases, outbreaks															
Consultation and action on non-critical PH law enforcement															
Syringe Exchange and Disposal											X				

Notes:

8. Meeting statutory inspection requirements of licensed facilities
9. Issue birth & death certificates to meet statutory vital records requirements within 48 hours.
10. Infectious syphilis, chlamydia or HIV in pregnant women could wait 3-7 days, but no longer.
11. Evaluation of TB symptomatic person LTBI

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Integrated Clinical Services =																
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Services ↓	VC	VR	LPP	FH	HI	CO	CD	TBC	STD	IC	HIV/HEI	CCC	Coal.	HPC	HO	
<b>Non-Critical for Five Days</b> - Those services that could be delayed for days to weeks without serious individual patients, community health or departmental operations consequences.																
Lead I&R			X													
Lead Inspections			X													
Lead Case Management			X													
Mosquito Eradication	X															
Rat Eradication	X															
Nuisance Enforcement	X															
Food Handler Certification				X												
Provide public health data		X							X	X	X					
Community assessment						X			X		X					
Outreach						X			X	X	X					
Policy Advocacy						X										
Education and Training (internal and external)	X		X	X	X	X	X	X	X	X	X					
Routine TB Screening								X								
Reporting (Internal)							X	X								
School Exclusion										X						
CHW Capacitation (Training)												X				
Popular education training												X				
Community-based research/planning												X		X		
Capacity-building with community												X				
HIV/HepC counseling, testing, referral											x					
Capacity building with Medical Providers													X			
PH physician consultation on non-critical diseases, outbreaks															X	
Consultation and action on non-critical PH law enforcement															X	

## MCHD Business Continuity Priorities

### C. Internal Services

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Services ↓	GrT	CCC	CHC	Part.	DIR	DLT	HO	Tech	Busi.	Train	EP	MD	ICS
<b>Immediately Critical</b> - Services that need to be provided without delay to individual patients, community health or departmental operations in order to prevent death or serious long term consequences.													
Executive Authority and Directions					X								
Operations Authority and Direction						X							
External Communications on Business Continuity						X							
Internal Communications on Business Continuity						X							
Clinical Authority and Direction												X	
Liaison w/ Facilities Mgt and Safety/Risk									X				
Liaison w/IT Apps Support									X				
Liaison w/IT Network Sup									X				
Liaison w/ Telecomm									X				
Liaison w/ FREDS									X				
MINT & Internet Site - web-based communications on business continuity								X					
GreenBook policies								X					
Communication with funders and grantors	X												X

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Services ↓	GrT	CCC	CHC	Part.	DIR	DLT	HO	Tech	Busi.	Train	EP	MD	ICS
<b>Short Term Critical</b> - Services that could be delayed for one to three days without serious individual patients, community health or departmental operations consequences.													
Prepare and submit grant applications that have a deadline within 7 days.	X												
Collaborate with community and other project partners on grants that are due within 7 days.	X												
Prepare and submit grant applications that have a deadline in three to four weeks.	X												
Collaborate with community and project partners on grants that are due within three to four weeks.	X												
Medical Accts Receivables													

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Services ↓	GrT	CCC	CHC	Part.	DIR	DLT	HO	Tech	Busi.	Train	EP	MD	ICS
<b>Non-Critical for Five Days</b> -Those services that could be delayed for days to weeks without serious individual patients, community health or departmental operations consequences.													
Planning and preparation of long term projects.	X												
Track and report grant development activities.	X												X
Prepare and submit grant applications that have a deadline in two or more weeks.	X												
Collaborate with community and project partners on grants that are due within two or more weeks.	X												
Grant-writing and other resource development		X											
Coordination of Community Health Council's meetings and activities			X										
Submission of monthly health articles to El Hispanic News				X									
Collaborate w/ comm partners on health promotion				X									
Grant writing				X									
Data analysis for routine data collection				X									X
Grants management				X									
Coordination of MCHD emergency preparedness											X		
Provide Incident Command System Training											X		
Develop/finalize Mult County contributions to the Regional Public Health Emergency Response Plan											X		
Coordinate bioterrorism command post exercises of Clackamas, Mult, and Wash County health depts											X		
Routine program planning, oversight, supervision							X					X	X
External partnerships around public health issues					x								
JC Monitoring													X
Accounts Payable, Purchasing & Central Stores									X				
Payroll. Labor Relations support									X				
Identify and tract funding opportunities and trends.	X												

## Legend

AIC: Appointment and information Call Center  
AV: Avian Flu  
BBP: Blood Borne Pathogens  
Busi: Business & Infrastructure includes business services, HR & internal services  
CAS: Child Assessment Center  
CCC: Community Capacitation Center  
CD: Communicable Disease  
CH: Corrections health  
CHC: Community Health Council  
ChrDP: Chronic Disease Prevention  
CO: Community Outreach  
DIR: Directors Office  
DLT: Department Leadership Team  
ECS: Early Childhood Services  
EMR: Electronic Medical Records  
EPIC: Enterprise Electronic Health Care System  
FH: Food Handlers  
GrT: Grant Team  
HAE: All Health Assessment & Evaluation Services  
HCS: HIV Clinical Services  
HD: Hooper Detox  
HI: Health Inspections

HIV/HEPc: HIV and Hepatitis C Programs  
HO: Health Officer  
HPC: HIV Planning Council  
IC: Immunization Clinic  
ICS ADM: Integrated Clinical Services Administration  
LPP Lead Posining Prevention  
MD: Medical Director  
ME: Medicaid Enrollment  
OHO: Occupational Health  
P&E: Planning and Evaluation  
Parts: Partnerships with local media and community agencies  
PC: Primary care clinics  
SB: School based health services  
STDP: Sexually transmitted disease program  
TBC: Tuberculosis Clinic  
TC: Travelers Clinic  
Tech: Tech Support and MINT  
Train: Training and Development  
VC: Vector Control  
VR: Vital Records  
WIC: Women, Infant and Children nutritional services

**Immediately Critical - Those services that need to be provided without delay to individual patients, community health or departmental operations in order to prevent death or serious long term consequences.**

**Short Term Critical - Those services that could be delayed for one to three days without serious individual patients, community health or departmental operations consequences.**

**Non-Critical for five days -Those services that could be delayed for days to weeks without serious individual patients, community health or departmental operations consequences.**