

PUBLIC HEALTH FOUNDATION: FOLLOW-UP AUDIT



SCOPE AND METHODOLOGY

- PHF conducted a case review of a randomized sample of MHD CLPPP cases opened between January 1, 2018 and August 1, 2021
- Reviewed complete cases for 75 children (a 28.6% sample)
- 75 cases included:
 - 75 nursing records
 - 105 accompanying property records
 - Child records can be paired with multiple properties and properties can have multiple children
- Total of 180 records

PHF'S SAMPLE

- Children 1-10 years of age at program enrollment (average age: 2.96; median age: 2.5)
- Reported race and ethnicity data:
 - 10.5% Asian
 - 65.8% Black/African American
 - 24% Latino/Hispanic
 - Some children may identify as multi-racial
- 11 of the 75 children had blood lead levels over 40 ug/dL
- 15 children received chelation upon enrollment or during follow-up

STATUS OF 2020 FINDING 1: DOCUMENTATION IS NOT SUFFICIENT TO ASSURE PROGRAM COMPLIANCE.

- Program documentation and recordkeeping in PHF's case review were vastly improved
- Key items that were incomplete in the original audit had complete or nearly complete documentation in the follow-up review

FINDING 1: MHD ACTIONS

- Fully implemented database
- Significant internal policy development
- New combination lead risk assessment and lead-based paint inspection template
- Utilization of Accela, a land management software system utilized by many departments within the City of Milwaukee
- MHD will hire a fulltime Quality Improvement Manager
- MHD will hire a fulltime Enforcement Manager

STATUS OF 2020 FINDING 2: CORRECTIVE ACTIONS FROM THE 2018 WI DHS REPORT REMAIN INCOMPLETE.

- MHD CLPPP demonstrated corrections to the outstanding items that PHF identified in the 2020 audit, including:
 - Filing and documentation systems
 - Written policies and procedures adopted and implemented • Case management of all historic cases
 - Assurance of case follow-up for new cases
- In Wisconsin, local health departments act as agents of the WI DHS, and carry out the responsibilities required under Wisconsin Statute 254 and Administrative Rule DHS 163

FINDING 2: MHD ACTIONS

- On March 23rd, 2021, the Wisconsin Department of Health Services (DHS) officially stated that the actions taken by the City of Milwaukee Health Department (MHD) to implement new policies and procedures for childhood lead poisoning case response have enabled DHS to close out the 2018 MHD Plan of Correction.
- Significant increase in DHS collaboration in the last 8 months

STATUS OF 2020 FINDING 3: NOT ALL CASES ADHERED TO MHD POLICY 300-637 ON CASE MANAGEMENT ASSIGNMENT.

- Significant improvement was documented in compliance with this policy
- Case management and follow-up occurred on all sampled cases
- Per MHD Policy 300-637, new cases are to be reviewed and assigned within 1 business day
- In PHF's sample, the average time from elevated blood lead level to referral was 3.5 days; median was 4 days; range was 0-10 days

FINDING 3: MHD ACTIONS

- In 2021 policies were updated to provide clear expectations on timeframes, roles of each nursing team staff member and specific step by step instructions and visual references for documentation in HHPSS, QuickBase and the paper chart.
- MHD implemented monthly case conferencing for the PHN and LRAs (March 2021)
- Continued policy updates will be made in 2022, along with collaborations with DHS.

STATUS OF 2020 FINDING 4: NOT ALL CASES ADHERED TO MHD POLICY 300-660 ON ENVIRONMENTAL INVESTIGATION.

- Significant improvement was documented in compliance with this policy

FINDING 4: MHD ACTIONS

- MHD implemented monthly case conferencing for the PHNs and LRA's (March 2021)
- Both the Public Health Nurses and the Lead Risk Assessor programs extensively utilize QuickBase.
- MHD will utilize ARPA funding to hire two social workers
- MHD will enhance its use of key performance indicators to improve adherence to its own policies. This is a directive for the new Quality Improvement Manager.

EXPANDING PARTNERSHIPS

- Since June of 2021, The Deputy Commissioner of Environmental Health has worked closely with the Milwaukee Coalition for Lead Emergency (COLE) on how to advance lead poisoning prevention across the city.
- The HEH Program expand its ability to work with key partners by hiring staff with skills in partnership convening and collective action.
- Supporting the growth of key community partners via ARPA for them to expand their lead abatement work.

