

# Dickinson County Newsletter # 37

July 23, 2007

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**New Courthouse Update:** McHan is predicting a 2 to 4 weeks delay, making the move possibly the end of October to middle of November. Mike McCline has promised a firm date by August 1<sup>st</sup>.



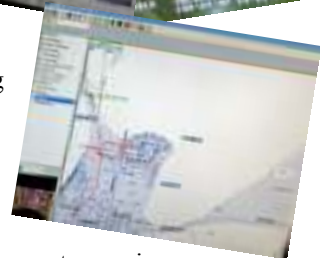
**Veterans Community Based Outpatient Clinic opens:** The Department of Veteran Affairs prepared to open the new Community Based Outpatient Clinic (CBOC) on July 2 with the new staff receiving their final training on VA systems the last two weeks in June. There were a few computer glitches but the staff responded and the clinic opened July 2<sup>nd</sup> as planned. A grand opening and ribbon cutting was held July 9<sup>th</sup>. The picture from the ribbon cutting includes from left to right, Ernie Cupp, Dr. Steven Julius Director of Medicine Sioux Falls Medical Center, Cyndi Breyfogle (Assoc Director VISN 23), & Steve DiStasio (Director Sioux Falls Medical Center). The CBOC is opening with a staff that can handle 2,000+ patients from all over northwest Iowa and Southwest Minnesota. Included in the staff are a physician, one physician assistant, two RN's, one phlebotomist and several other support staff for the primary care area. There is also a nurse practitioner and two RN's for the home health care side of the house. The home health people will cover an area within one hour of

Spirit Lake. The CBOC will share a mental health professional and a clinical pharmacist with the Sioux City CBOC. The home health program and a program to draw and test blood for patients using blood thinners are first in the nation trials for a CBOC. The clinic will be a terrific benefit to area businesses and is expected to add over \$1.5 million dollars to the community the first year.

**Mandatory Safety and HIPAA training:** Mandatory safety training was held on June 15<sup>th</sup> and June 22<sup>nd</sup>. Training started with discussions about hazard communications – read all labels, also label all unmarked containers with contents, instructions for use and precautions. Mike Reiner reviewed the procedures to use when presented with blood born pathogens. He also reviewed the causes for back injuries and reminded everyone to review the procedures for lifting before the Courthouse move. The safety training concluded with hands-on fire extinguisher instructions. The annual HIPAA training has nearly been completed for another year. Many employees were trained during the mandatory safety meetings. It seemed to work out well to add a few minutes to those meetings as opposed to setting up separate meetings. So far 106 employees have received the annual HIPAA training. There are still 4 people that need to see Sue to get their training completed. Sue would like to have everyone done by July 20<sup>th</sup>. So if you haven't completed this for the year please see her. Thanks again everyone for your cooperation in getting this completed for another year!



**Call 911 – Can you multi-task?** This writer spent several hours in the Communications Center watching the various tasks needing attention as Linda Gano, Com Center dispatcher, took care of business. She remained calm and collected while buzzers, patrol radios, telephone calls and prisoner's intercoms went off. The dispatchers sit among 6 screens that report and provide critically important information used to answer the calls from the Deputies on duty. Linda has 33 years of service with the Dickinson County Com Center and tells me if she were to consider taking this job today, she would not! The stress of handling the various tasks all alone and as a newly trained employee would be too much. July 1, 2007, four new employees started in the Com Center and will provide 24/7 coverage along with the current staff. Linda felt that the additional staff will help the new ones learn faster and will relieve the feeling that everything is on one person's shoulders. During the first hour I was in the Com Center, I recorded 78 calls, buzzers, and intercom calls and I am sure I did not record them all. Almost every call required research on the State computer and each call was typed into the computer. The 6 computers vary in function. The first one on Linda's right in the picture is the door viewing screen. The dispatcher can view who is at any door with a camera and can view the activities of the inmates. Screen 2 is the door control screen, which shows the location of any alarm in the courthouse. Screen 3 is the State system and gives access to state and national information. Screen 4 is a touch panel for the various emergency services and radio channels. Screen 5 is used to record the activities of the Com center and Deputy's requests. Screen 6 is the 911 mapping system.



Linda has a variety of stories she could tell about 911 calls she has received. Some very very serious and some not so serious. She told me a funny story about an ice fisherman who was so intent on his fishing that he had no idea that the ice he was sitting on had broken away from the main and he was floating away. He had no idea why the Sheriff's Deputy and fire and rescue were on the shore.

I left that day with an even higher regard for those who man the Com Center...so much to know and the responsibility is huge!

**IT Update:** Alissa is leaving Dickinson County and will be joining Tyler Technologies the 6<sup>th</sup> of August. August 2<sup>nd</sup> will be her last day with the County. Ads were run in the local newspaper, online classifieds and Sioux Falls and Sioux City Sunday, July 22. The County will be taking applications until the 8<sup>th</sup> of August. The plan is to have Alissa's replacement hired as much before the Phase II move as possible. In the meantime you have received an email address to send your technical support needs. Please use it as the County will be contracting with Alissa for support that can be performed through remote access. We wish Alissa the best in her new endeavors. She will be greatly missed.