



# CITY OF MANITOWOC

WISCONSIN, USA  
[www.manitowoc.org](http://www.manitowoc.org)



TO: Personnel Committee  
FROM: Jessie Lillibridge, Human Resources Director  
RE: Human Resources Office Update  
DATE: October 2, 2017

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The Human Resources Office has worked on the following projects and initiatives since our last meeting:

### **Recruiting**

- Hired: Library Clerk
- Hired: Bridgetender
- Hired: Library Assistant
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: WWTF Electrician
- Advertising: Election Inspector
- Advertising: Seasonal positions
- Interviewing: Firefighter/Paramedic

### **Employee Relations**

- Continuing to respond to employee concerns/questions.
- A tentative agreement has been reached with the Teamsters (transit employees). We hope to have the contract ratified at the next Council meeting.
- Investigation and discipline for employees continues as necessary.
- The firefighter agreement will expire in 2018. Presumably negotiations will be forthcoming.

### **Organizational Development & Training**

- Succession Planning –working with departments on succession planning with employees. Discussing a reorganization of DPI due to an upcoming retirement.
- The Tuition Reimbursement program continues to be successful.
- Spot Award program has been well-received. We continue to remind employees about the STAR Award and Spot Award programs.
- Performance management training for supervisors and employees was held the last week of September. We plan to begin using the new forms for 2018 goal setting.
- The People Development Committee is developing a years of service recognition program.
- We will recognize veterans that work for the City again this year with posters, certificates, and pins.

- The HR Director and Generalist will attend the state SHRM conference in Wisconsin Dells from October 11-13<sup>th</sup>, 2017.

#### **Compensation, Benefits & Wellness**

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report. A new provider will be taking over as the clinic NP beginning in October.
- Continuing to work through some issues with Anthem. We have scheduled a monthly call with Anthem and ABRC (Associated Benefits & Risk Consulting) to discuss issues.
- Wellness committee meeting and actions – continuing monthly health topics and lunch and learn programs. Planning for 2018 will begin next month.
- Wellness & Safety Fair was successful and well-attended. The plan is to have this fair every other year going forward.
- With the assistance of ABRC per our service agreement, we have chosen a wellness platform, GO365. The program has gone live and employees that are on our health plan are able to register and participate.
- Several meetings and calls have been held to discuss the recommendations for the 2018 health care plan and additional benefits.
- Open enrollment is scheduled for the last week of October.

#### **Safety & Risk Management**

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees are enjoying it and continue to report safety concerns. Three lost time incidents so far for 2017.
- Workers Compensation review and addressing concerns.
- Emergency response plans for all City buildings in progress.
- Respiratory Policy, Silica Dust Policy, and Chlorine Storage Policy (WWTF) are under development with the assistance of CVMIC.
- The Safety Committee has recommended that we develop a schedule to perform drills (fire, tornado, active shooter) periodically throughout the year. Additionally, the Committee is recommending that we hold an EOC (Emergency Operations Center) drill.
- We continue to work with the CVMIC legal team to respond to a discrimination complaint that an employee made to the DWD.
- CVMIC was onsite the last week of September to do facility inspections.
- Aurora has indicated that they plan to donate up to six AEDs for several City locations. Additionally, another AED was donated by Heart-A-Rama.

#### **Administration**

- Working with departments on job description updates. This is an ongoing project.
- Working on a New Employee Orientation program for all new employees. We plan to hold our first quarterly session on November 15.
- Working with the Manitowoc Public Library to merge the Library's Employee Policy Manual into the City of Manitowoc Employee Policy Manual.
- The MLC group forwarded recommendations on adding personnel in 2018 to the Mayor.
- The Human Resources 2018 budget requests have been submitted to the Mayor and Finance Department.

### Separations

- Bridgetender
- RWAM Security Guard
- RWAM Art Instructor
- Transit Driver (2)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Clinic Summary

City of Manitowoc  
YTD August, 2017



*Aurora BayCare Medical Center*

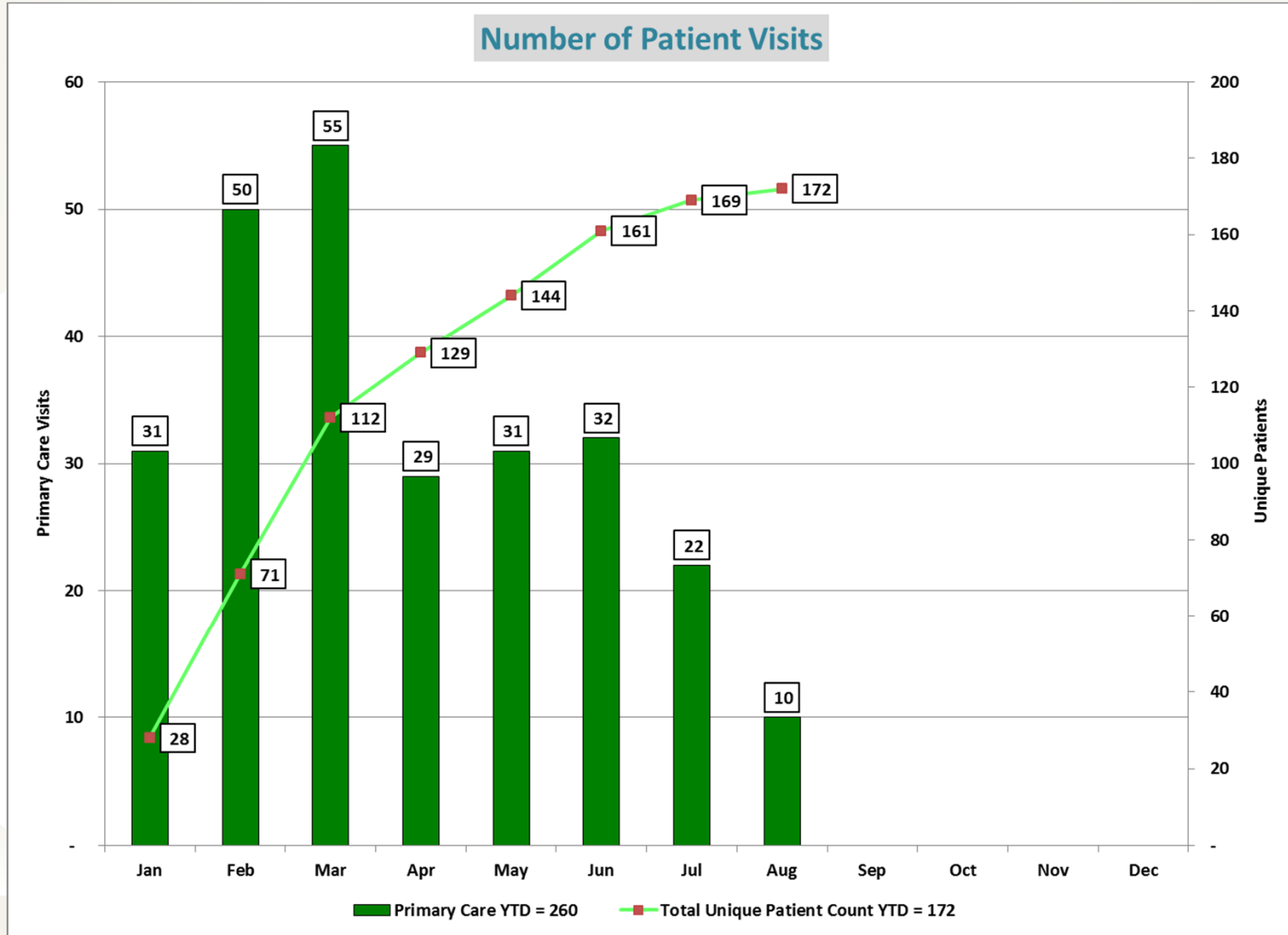


Aurora Health Care®

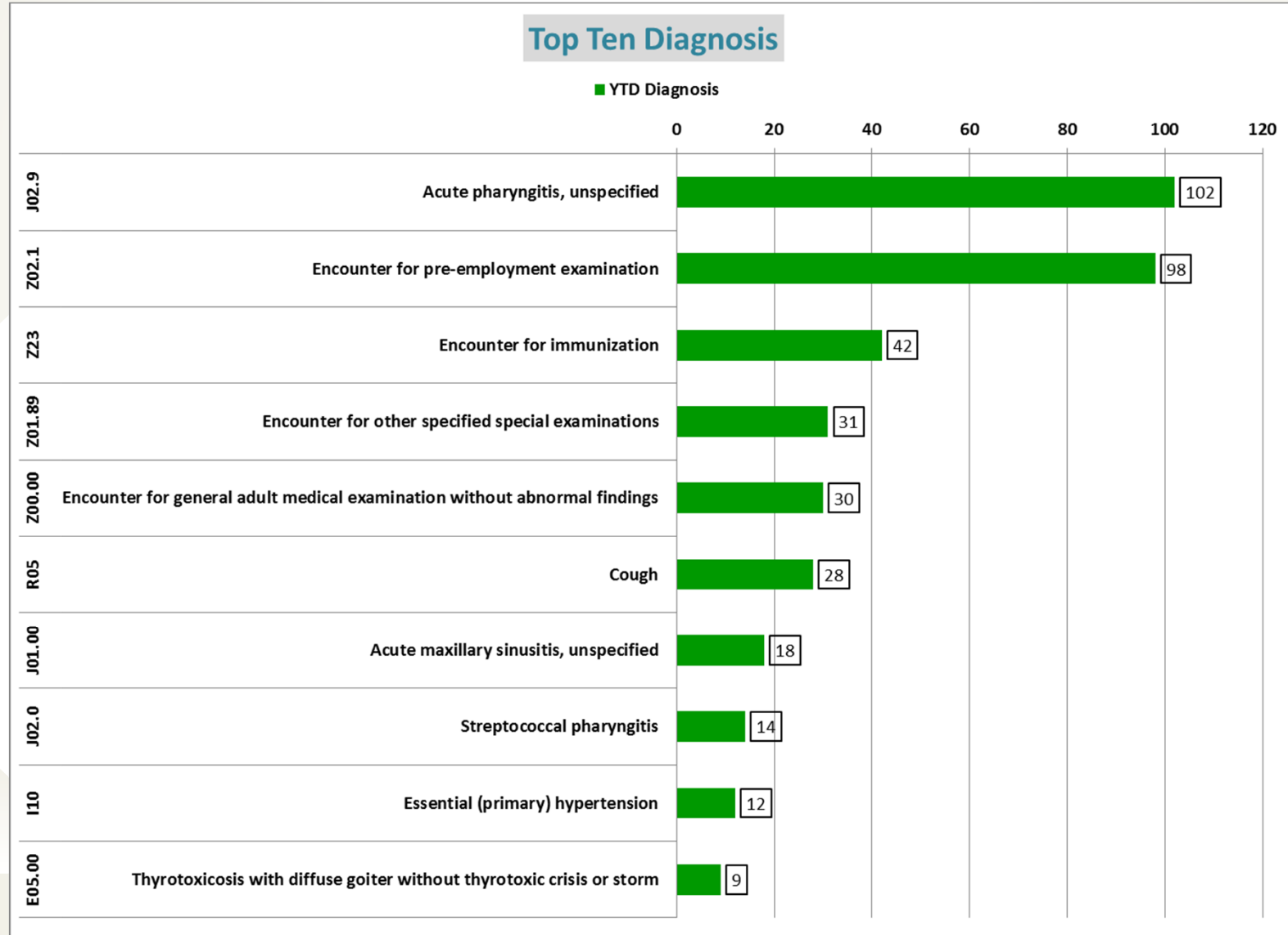


BAYCARE CLINIC

# Utilization of Clinic



# Utilization of Clinic



# Utilization of Clinic

City of Manitowoc				
CPT Code	Proceed Description	Unit Price	Sum of Qty	Total Cost
36415	OP/OR VENOUS DRAW	\$ -	6	\$ -
36415	VENIPUNCTURE	\$ -	4	\$ -
80048	BASIC METABOLIC PNL	\$ 3.65	3	\$ 10.95
80053	COMP METABOLIC PNL	\$ 4.54	27	\$ 122.58
80053	COMP METABOLIC PNL	\$ 4.50	2	\$ 9.00
80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.04	12	\$ 48.48
80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	3	\$ 12.03
80061	LIPID PNL W/O REFLEX	\$ 4.04	1	\$ 4.04
80076	HEPATIC FUNCTION PNL	\$ 3.49	6	\$ 20.94
80197	TACROLIMUS	\$ -	2	\$ -
81001	COMP.UA, C/S IF IND.	\$ 5.36	6	\$ 32.16
81001	URINE COMPLETE	\$ 5.36	2	\$ 10.72
81003	UA,C/S IF IND.	\$ 3.84	2	\$ 7.68
81015	URINE MICROSCOPIC Order With UACS Code Only	\$ -	1	\$ -
82043	MICROALBUMIN,RANDOM	\$ 4.63	1	\$ 4.63
82150	AMYLASE	\$ 3.62	2	\$ 7.24
82607	VITAMIN B12	\$ 5.63	1	\$ 5.63
82728	FERRITIN	\$ 4.87	3	\$ 14.61
83036	HEMOGLOBIN A1C	\$ 4.99	7	\$ 34.93
83690	LIPASE	\$ 4.87	2	\$ 9.74
84439	FREE T4	\$ 4.87	13	\$ 63.31
84439	FREE T4 + REFLEX TEST ONLY	\$ 4.87	2	\$ 9.74
84443	TSH	\$ 4.87	19	\$ 92.53
84443	TSH	\$ 4.83	1	\$ 4.83
84443	TSH WITH REFLEX	\$ 4.87	10	\$ 48.70
84481	FREE T3	\$ 11.40	9	\$ 102.60
85004	DIFFERENTIAL	\$ -	35	\$ -
85007	BILL MANUAL DIFF	\$ 8.38	2	\$ 16.76

# Utilization of Clinic

85027	HEME PROFILE	\$ -	1	\$ -
85027	HEME PROFILE	\$ 3.46	34	\$ 117.64
85610	PROTHROMBIN TIME	\$ 16.56	1	\$ 16.56
85730	PTT	\$ -	1	\$ -
86308	MONO without reflex	\$ -	1	\$ -
86706	HEP B SURFACE AB	\$ 20.87	2	\$ 41.74
86706	HEP B SURFACE AB	\$ 20.69	1	\$ 20.69
86780	T. PALLIDUM IgG AB	\$ 20.80	1	\$ 20.80
86803	HEP C AB	\$ 19.92	4	\$ 79.68
87070	AEROBIC CULTURE/SMR	\$ 30.48	1	\$ 30.48
87077	AEROBIC IDENTIFICATION	\$ -	1	\$ -
87077	AEROBIC IDENTIFICATION	\$ 21.34	4	\$ 85.36
87081	CULTURE STREP GRP A	\$ 2.40	71	\$ 170.40
87081	CULTURE STREP GRP A	\$ 2.38	3	\$ 7.14
87086	URINE CULTURE	\$ 15.37	16	\$ 245.92
87086	URINE CULTURE	\$ 15.24	2	\$ 30.48
87088	URINE PRESUMPTIVE ID	\$ 13.88	2	\$ 27.76
87147	ORG.GROUPING/ID BY AGGLUTINATION	\$ 14.63	2	\$ 29.26
87186	SUSCEPTIBILITY	\$ 11.28	3	\$ 33.84
87186	SUSCEPTIBILITY	\$ 11.19	1	\$ 11.19
87205	AEROBIC CULTURE/SMR	\$ 23.52	1	\$ 23.52
87210	WET MOUNT	\$ 8.88	2	\$ 17.76
87491	CHLAM/GC, NAA	\$ 18.00	7	\$ 126.00
87529	HERPES SIMPLEX PCR	\$ 61.36	1	\$ 61.36
87591	CHLAM/GC, NAA	\$ 18.00	7	\$ 126.00
87624	HPV HIGH RISK TYPES	\$ 44.60	2	\$ 89.20
87624	HPV, HIGH RISK	\$ 44.60	1	\$ 44.60
88141	MD PAP REVIEW	\$ -	1	\$ -
88175	PAP, THIN LAYER PREP AUTO	\$ 35.22	3	\$ 105.66
82306	VIT D, 25-HYDROXY	\$ 10.90	2	\$ 21.80



# Utilization of Clinic

XXXXX	COLLECTION WORKLOAD	\$ -	5	\$ -
82746	FOLATE	\$ 5.63	1	\$ 5.63
86592	RPR	\$ 4.38	3	\$ 13.14
87389	HIV AG/AB COMBO SCR	\$ 24.73	2	\$ 49.46
86431	RHEUMATOID FACTOR	\$ 11.16	1	\$ 11.16
86618	LYME IGG/M AB SCREEN	\$ 44.28	2	\$ 88.56
85652	RBC SED RATE	\$ 8.75	1	\$ 8.75
86140	C-REACTIVE PROTEIN	\$ 4.87	1	\$ 4.87
83735	MAGNESIUM	\$ -	1	\$ -
87210-KO	KOH PREP ORAL/VAG	\$ -	1	\$ -
82248	BILIRUBIN, DIRECT	\$ 1.69	1	\$ 1.69
87808	TRICHOMONAS AG ASSAY	\$ -	1	\$ -
			<b>Total</b>	<b>\$ 2,461.93</b>

# Utilization of Clinic

<i>City of Manitowoc - Vaccine Summary</i>														
<i>CPT Code</i>	<i>Description</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>YTD Qty</i>
90471	IMMUNIZATION ADMIN SINGLE OR FIRST	4	1	19	3	1	4		1					33
90472	IMMUNIZATION ADMIN 2+			2										1
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE			1										8
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACCINE			18										2
90714.02	TD 7 YRS+ PRESERVATIVE FREE	3					1							5
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS			2	3	1	2		1					
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	1	1				1							5
J7613	ALBUTEROL INH SOL UNIT DOSE PER 1 MG FDA	3		3		3								9
<b>Total</b>		<b>11</b>	<b>2</b>	<b>45</b>	<b>6</b>	<b>5</b>	<b>8</b>		<b>2</b>					<b>79</b>

# Utilization of Clinic

<i>City of Manitowoc - August 2017</i>							
<b>Appointment Time</b>	<b>Appointment Length (Minutes)</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Total</b>
7:15:00 AM	15					1	1
7:45:00 AM	45					1	1
8:30:00 AM	15					1	1
9:00:00 AM	15					1	1
10:45:00 AM	60					1	1
11:15:00 AM	30		1		1		2
11:30:00 AM	60		1				1
12:00:00 PM	45	1					1
12:00:00 PM	60		1			1	2
1:00:00 PM	60		1				1
1:30:00 PM	15	1					1
2:00:00 PM	60					1	1
2:15:00 PM	15	1		1			2
2:15:00 PM	30			1			1
3:00:00 PM	15		1				1
3:00:00 PM	60			1	1		2
3:15:00 PM	30				1		1
3:30:00 PM	30		1				1
4:00:00 PM	15		1				1
4:15:00 PM	30				1		1
4:45:00 PM	15			1			1
5:00:00 PM	15			1			1
5:15:00 PM	15		1				1
5:30:00 PM	15			1			1
<b>Grand Total</b>		<b>3</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>28</b>

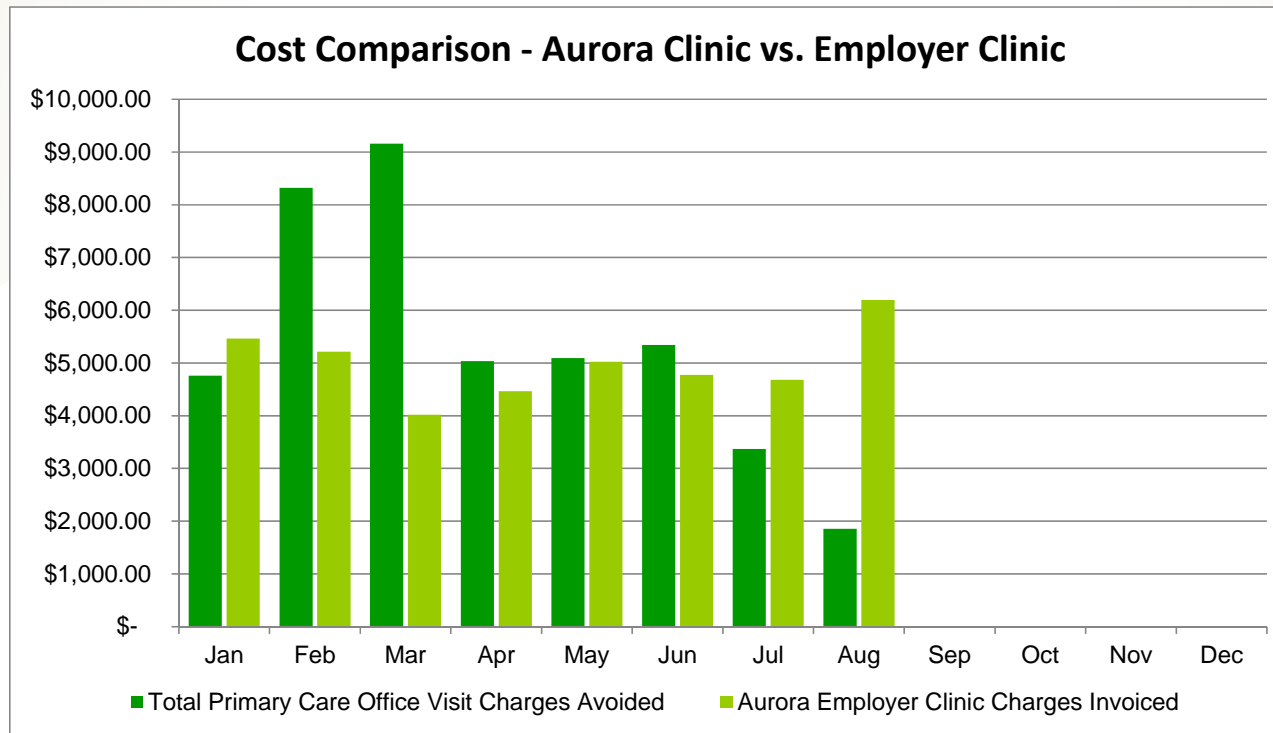
# Utilization of Clinic

<i>City of Manitowoc - August 2017</i>				
<i>Provider and Date</i>	<i># of Cancelations</i>	<i># of Completed</i>	<i># of No Show</i>	<i>Total</i>
HENNINGS, KIMBERLY M		4		4
8/21/2017		1		1
8/22/2017		1		1
8/25/2017		1		1
8/29/2017		1		1
PAUL, CHERYL A		5		5
8/2/2017		2		2
8/9/2017		2		2
8/30/2017		1		1
TUSZKA, LISA M	8	9		17
8/3/2017		3		3
8/4/2017	1			1
8/8/2017		1		1
8/15/2017	1	2		3
8/18/2017	2	1		3
8/21/2017		2		2
8/22/2017	2			2
8/24/2017	1			1
8/25/2017	1			1
YINDRA, MELLISSA		2		2
8/11/2017		1		1
8/16/2017		1		1
<b>Grand Total</b>	<b>8</b>	<b>20</b>		<b>28</b>

# Utilization of Clinic

<i>City of Manitowoc Visits</i>	<i>Jan YTD</i>	<i>Feb YTD</i>	<i>Mar YTD</i>	<i>Apr YTD</i>	<i>May YTD</i>	<i>Jun YTD</i>	<i>Jul YTD</i>	<i>Aug YTD</i>	<i>Sep YTD</i>	<i>Oct YTD</i>	<i>Nov YTD</i>	<i>Dec YTD</i>
Walk-In Visits	2	7	5	3	-	2	1	-	-	-	-	-
<b>Total Walk-In Visits Count</b>	<b>2</b>	<b>9</b>	<b>14</b>	<b>17</b>	<b>17</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>
<i>Total Visits Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>August YTD 2017</i>
Office Visit, New Patient	2	-	1	3	3	1	2	-	-	-	-	12
Office Visit, Est Patient	29	50	54	26	28	31	21	10	-	-	-	249
<b>Grand Total</b>	<b>31</b>	<b>50</b>	<b>55</b>	<b>29</b>	<b>31</b>	<b>32</b>	<b>23</b>	<b>10</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>261</b>

# Utilization of Clinic



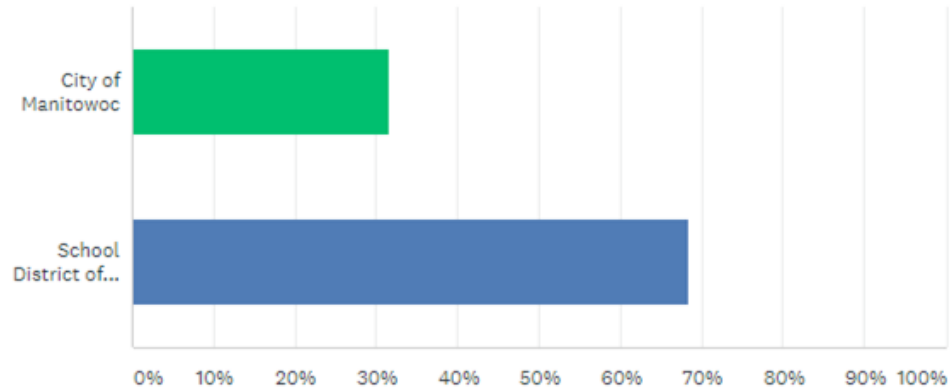
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Dec 2017
<b>Customary Clinic Charges</b>	\$4,760.51	\$8,320.51	\$9,158.09	\$5,032.17	\$5,094.31	\$5,342.37	\$3,368.47	\$1,853.93					\$42,930.36
<b>Employer Clinic Charges</b>	\$5,463.31	\$5,214.16	\$4,016.91	\$4,466.16	\$5,021.98	\$4,773.58	\$4,680.84	\$6,194.68					\$39,831.62
<b>Estimated Savings</b>	\$ (702.80)	\$3,106.35	\$5,141.18	\$566.01	\$72.33	\$568.79	\$ (1,312.37)	\$ (4,340.75)					\$3,098.74

# Manty Clinic Patient Survey YTD

Q1

Please select the employer who provides you/your family with access to the Manty Health and Wellness Clinic.

Answered: 152 Skipped: 2



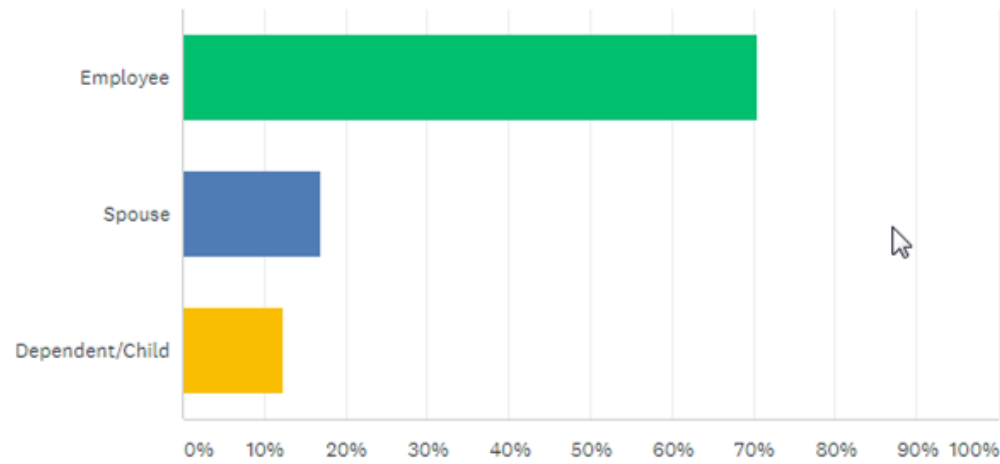
ANSWER CHOICES	RESPONSES
▼ City of Manitowoc	31.58% 48
▼ School District of Manitowoc	68.42% 104
<b>TOTAL</b>	<b>152</b>

# Manty Clinic Patient Survey YTD

Q2

Please select the option that best describes the patient.

Answered: 153 Skipped: 1



ANSWER CHOICES	RESPONSES
Employee	70.59% 108
Spouse	16.99% 26
Dependent/Child	12.42% 19
<b>TOTAL</b>	<b>153</b>

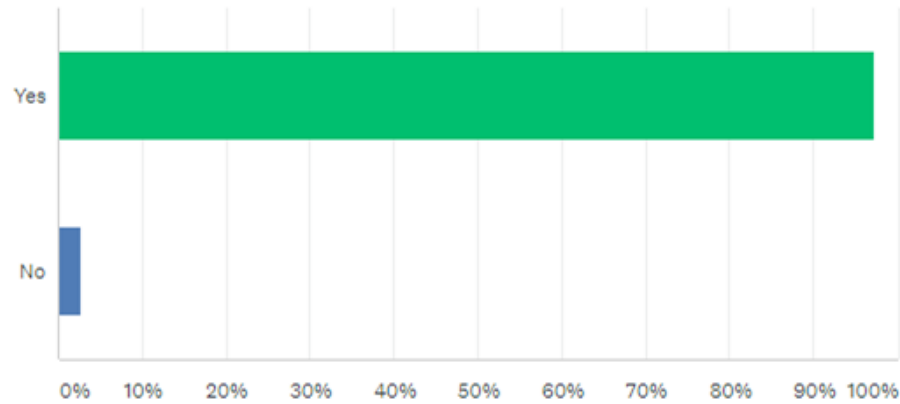


# Manty Clinic Patient Survey YTD

Q3

Was your appointment scheduled before you arrived at the clinic?

Answered: 151 Skipped: 3



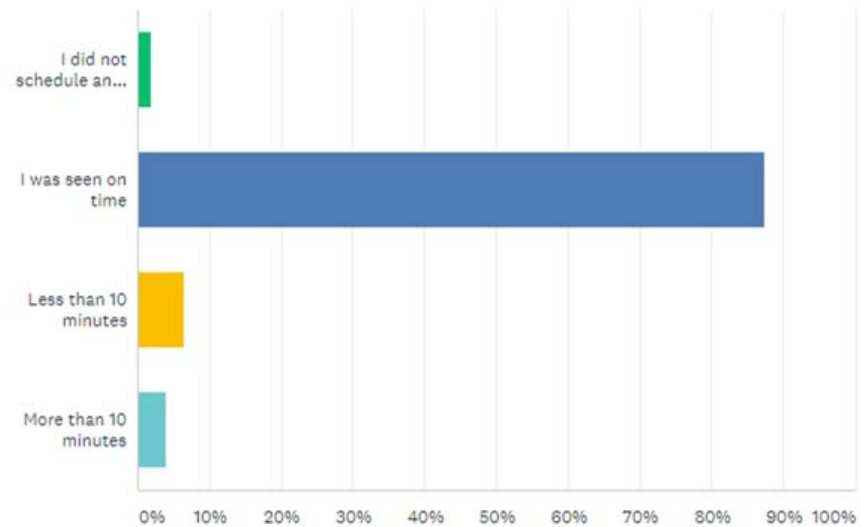
ANSWER CHOICES	RESPONSES	
▼ Yes	97.35%	147
▼ No	2.65%	4
<b>TOTAL</b>		<b>151</b>

# Manty Clinic Patient Survey YTD

Q4

If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 152 Skipped: 2



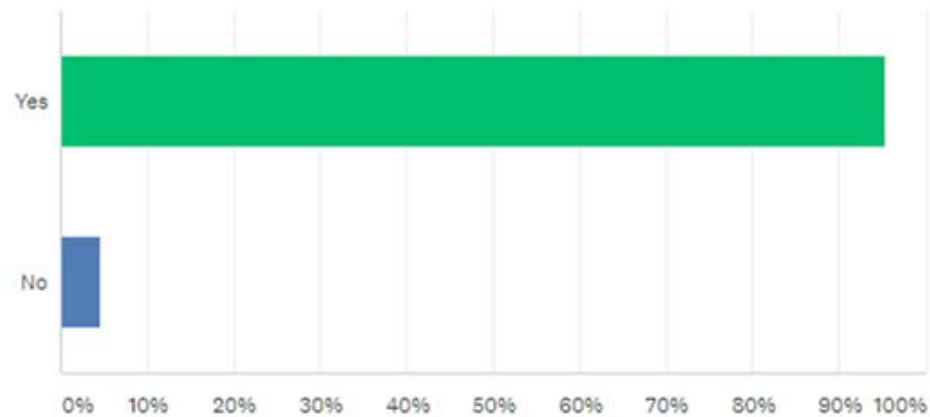
ANSWER CHOICES	RESPONSES
▼ I did not schedule an appointment in advance	1.97% 3
▼ I was seen on time	87.50% 133
▼ Less than 10 minutes	6.58% 10
▼ More than 10 minutes	3.95% 6
<b>TOTAL</b>	<b>152</b>

# Manty Clinic Patient Survey YTD

Q5

Were you able to be seen when you needed an appointment?

Answered: 153 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ Yes	95.42%	146
▼ No	4.58%	7
<b>TOTAL</b>		<b>153</b>

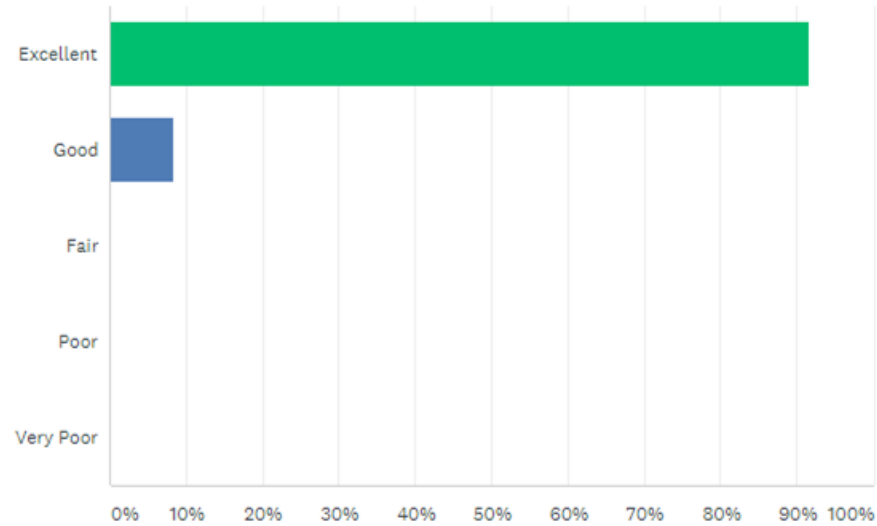
[Comments \(5\)](#)

# Manty Clinic Patient Survey YTD

Q6

How would you rate the care that you received?

Answered: 154 Skipped: 0



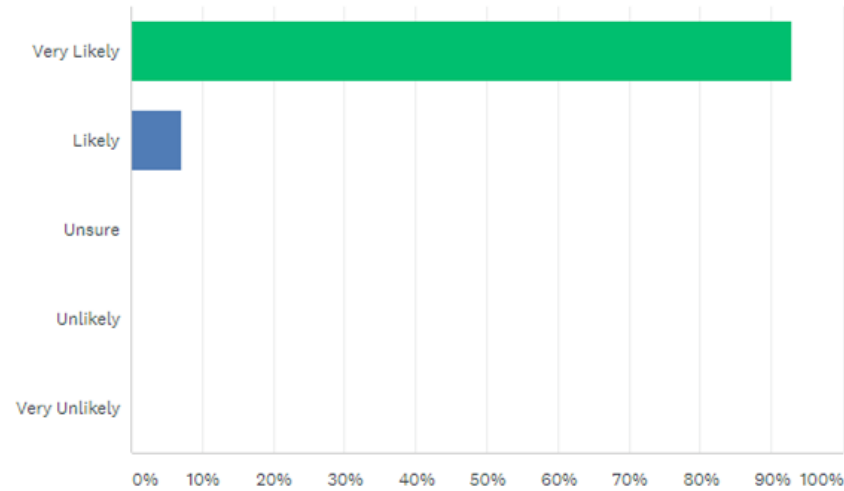
ANSWER CHOICES	RESPONSES
▼ Excellent	91.56% 141
▼ Good	8.44% 13
▼ Fair	0.00% 0
▼ Poor	0.00% 0
▼ Very Poor	0.00% 0
<b>TOTAL</b>	<b>154</b>

# Manty Clinic Patient Survey YTD

Q7

What is the likelihood that you will recommend the Manty Health and Wellness Clinic to other employees?

Answered: 153 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Very Likely	92.81% 142
▼ Likely	7.19% 11
▼ Unsure	0.00% 0
▼ Unlikely	0.00% 0
▼ Very Unlikely	0.00% 0
<b>TOTAL</b>	<b>153</b>