



# 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: September 7, 2017

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

### **Recruiting**

- Hired: Police Officer (2)
- Hired: Deputy City Clerk
- Hired: Transit Driver (2)
- Hired: Administrative Support Specialist – Finance/Clerk
- Hired: WWTF Operator (2)
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Library Clerk
- Advertising: RWAM Security Guard
- 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). The union has a ratification meeting on September 24.
- 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 is scheduled the week of September 25<sup>th</sup> for supervisors and employees.

### **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.
- Wellness & Safety Fair will be held on September 14.
- With the assistance of ABRC per our service agreement, we have chosen a wellness platform, GO365. We currently are in the process of implementing the program with bi-weekly calls. We will go live on October 1.
- Health Risk Assessments (biometrics) were held the first two weeks in August.
- Compensation plan recommendations will be made at the meeting.

### **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. We have addressed some concerns about the return-to-work slips that we are receiving from area providers.
- 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.

### **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 has another meeting on Monday to discuss adding personnel in 2018.
- The Human Resources 2018 budget requests have been submitted to the Mayor and Finance Department.

### **Separations**

- Library Page (2)
- Admin Support Specialist – Finance/Clerk
- Transit Driver – PT
- Crossing Guard
- WWTF Operator
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Clinic Summary

City of Manitowoc  
YTD July, 2017



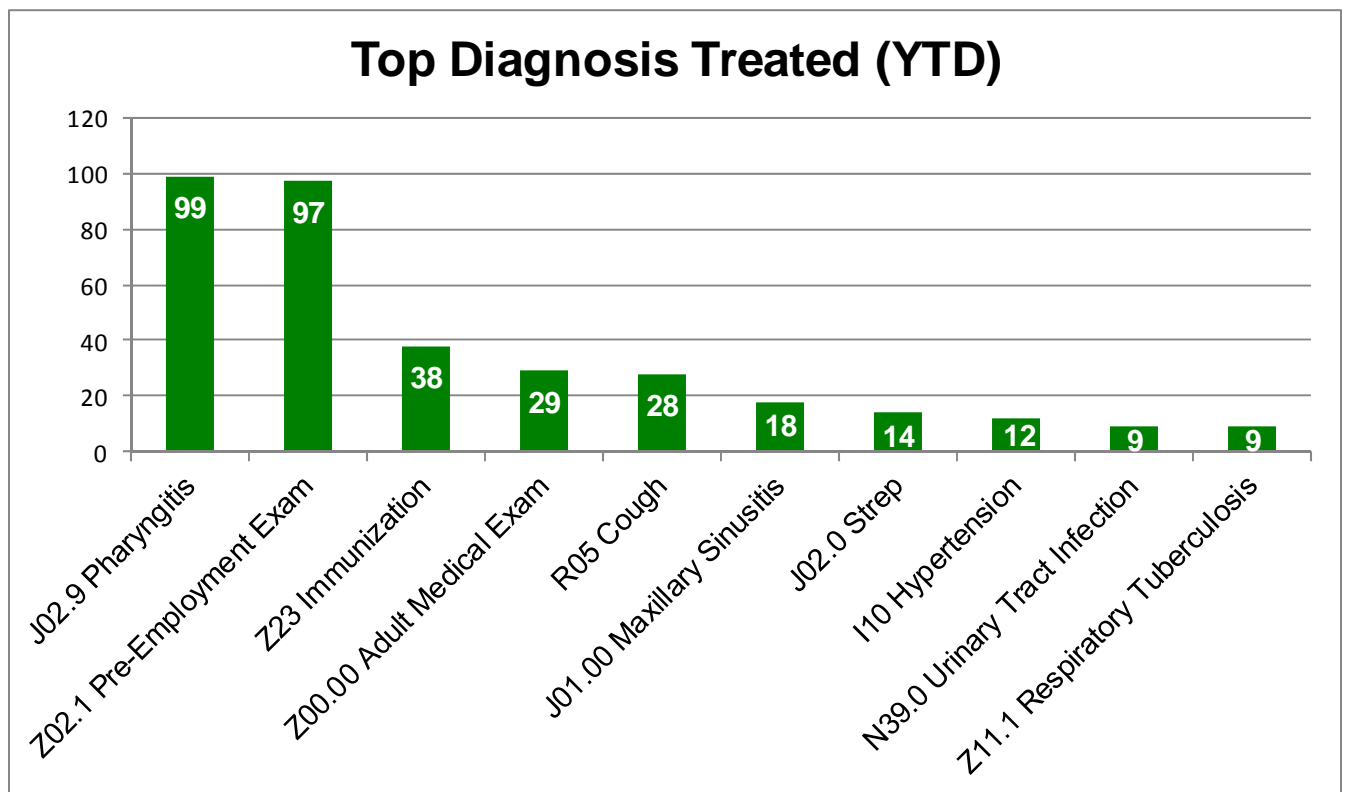
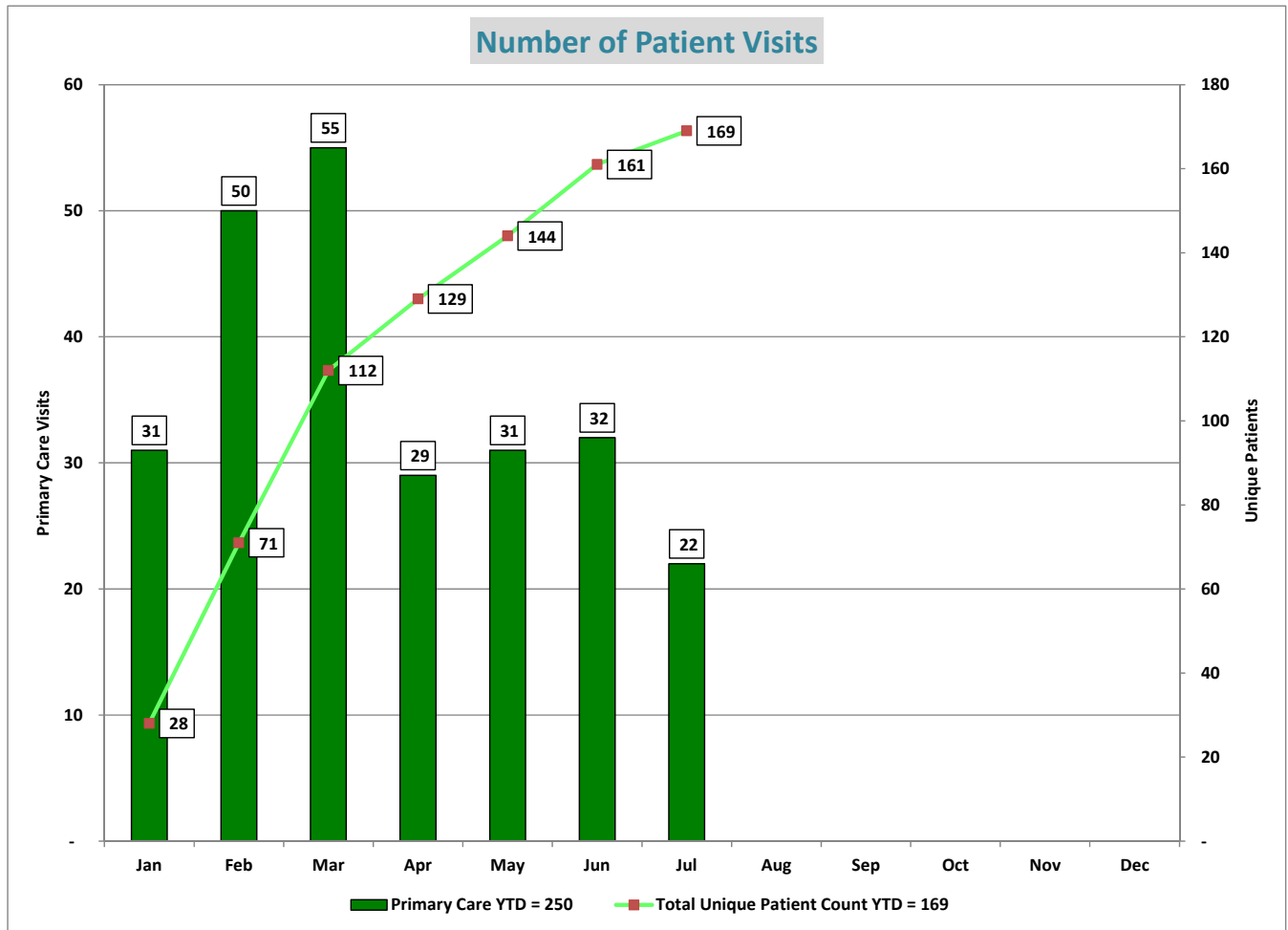
*Aurora BayCare Medical Center*



Aurora Health Care®

 BAYCARE CLINIC

# Utilization of Clinic



# Utilization of Clinic

Procedure / Visit Types (YTD)				
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
80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.04	12	\$ 48.48
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 WITH REFLEX	\$ 4.87	10	\$ 48.70
84481	FREE T3	\$ 11.40	9	\$ 102.60
85004	DIFFERENTIAL	\$ -	34	\$ -
85007	BILL MANUAL DIFF	\$ 8.38	2	\$ 16.76
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
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	\$ 21.34	4	\$ 85.36
87081	CULTURE STREP GRP A	\$ 2.40	71	\$ 170.40
87086	URINE CULTURE	\$ 15.37	16	\$ 245.92
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
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
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
			<b>Total</b>	<b>\$ 2,366.57</b>

# Utilization of Clinic

Vaccine Summary		
CPT Code	Description	YTD Qty
90471	IMMUNIZATION ADMIN SINGLE OR FIRST	19
90472	IMMUNIZATION ADMIN 2+	1
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACCINE	8
90714.02	TD 7 YRS+ PRESERVATIVE FREE	2
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	5
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	5
J7613	ALBUTEROL INH SOL UNIT DOSE PER 1 MG FDA	9
<b>Total</b>		<b>49</b>

Utilization by Day Summary - July, 2017							
Appointment Time	Appointment Length	Monday	Tuesday	Wednesday	Thursday	Friday	Total
7/3/2017	15	1					1
7/6/2017	15				3		3
7/6/2017	30				1		1
7/7/2017	15					2	2
7/10/2017	15	1					1
7/11/2017	15		1				1
7/14/2017	30					1	1
7/18/2017	60		2				2
7/19/2017	60			1			1
7/20/2017	60				4		4
7/21/2017	15					1	1
7/24/2017	60	1					1
7/25/2017	60		1				1
7/26/2017	15			1			1
7/26/2017	45			1			1
7/27/2017	60				1		1
7/28/2017	60					1	1
<b>Grand Total</b>		<b>3</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>5</b>	<b>24</b>

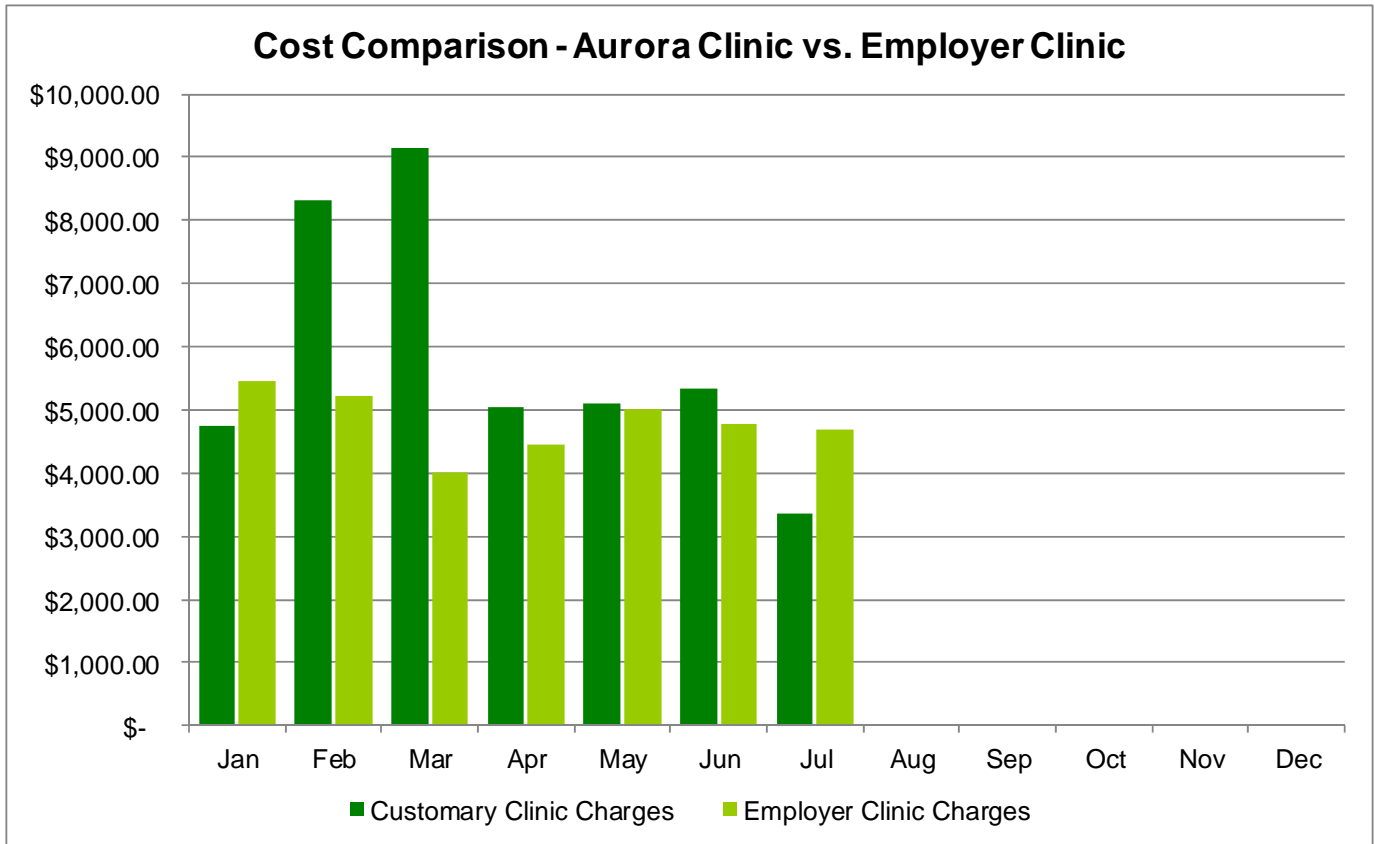
# Utilization of Clinic

City of Manitowoc - July 2017				
Provider and Date	# of Cancelations	# of Completed	# of No Show	Total
TUSZKA, LISA M	3	11		14
7/3/2017		1		1
7/6/2017		4		4
7/7/2017		2		2
7/10/2017		1		1
7/11/2017		1		1
7/18/2017	1			1
7/19/2017		1		1
7/20/2017	1	1		2
7/21/2017	1			1
YINDRA, MELLISSA		10		10
7/14/2017		1		1
7/18/2017		1		1
7/20/2017		2		2
7/24/2017		1		1
7/25/2017		1		1
7/26/2017		2		2
7/27/2017		1		1
7/28/2017		1		1
<b>Grand Total</b>	<b>3</b>	<b>21</b>		<b>24</b>

City of Manitowoc Visits	Jan YTD	Feb YTD	Mar YTD	Apr YTD	May YTD	Jun YTD	Jul YTD	Aug YTD	Sep YTD	Oct YTD	Nov YTD	Dec YTD
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>

Total Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	July YTD 2017
Office Visit, New Patient	3	-	1	3	3	1	2	-	-	-	-	-	13
Office Visit, Est Patient	28	50	54	26	28	31	21	-	-	-	-	-	238
<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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>251</b>

# Clinic Analysis



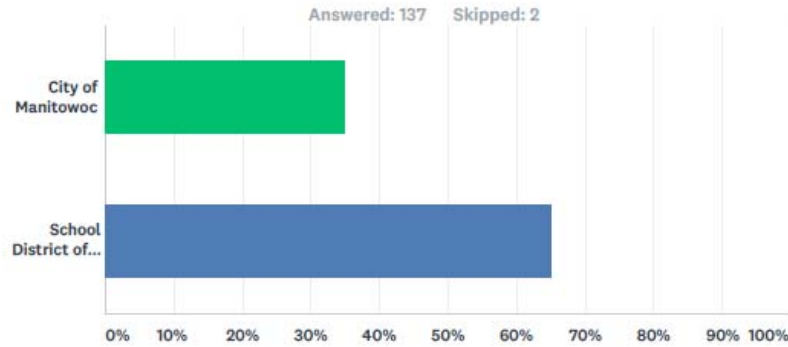
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Dec 2017
<b>Customary Clinic Charges</b>	\$4,760.51	\$8,320.51	\$9,158.09	\$5,032.17	\$5,094.31	\$5,342.37	\$3,368.47						\$41,076.43
<b>Employer Clinic Charges</b>	\$5,463.31	\$5,214.16	\$4,016.91	\$4,466.16	\$5,021.98	\$4,773.58	\$4,680.84						\$33,636.94
<b>Estimated Savings</b>	\$ (702.80)	\$ 3,106.35	\$ 5,141.18	\$ 566.01	\$ 72.33	\$ 568.79	\$ (1,312.37)						\$ 7,439.49



# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

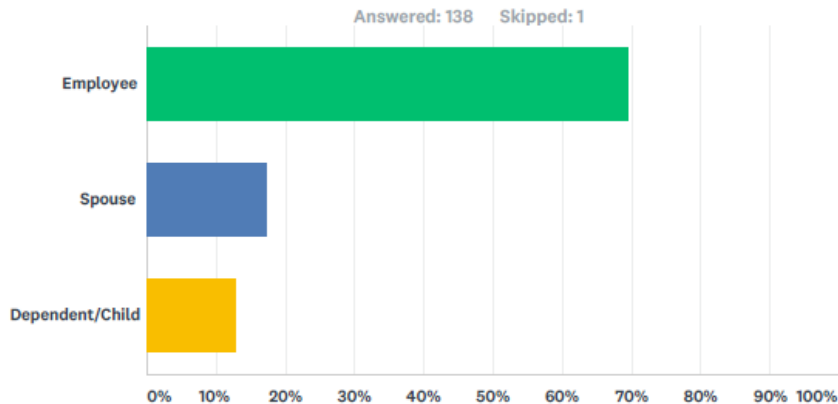
**Q1 Please select the employer who provides you/your family with access to the Manty Health and Wellness Clinic.**



Answer Choices	Responses
City of Manitowoc	35.04% 48
School District of Manitowoc	64.96% 89
Total	137

Manty Health and Wellness Clinic

**Q2 Please select the option that best describes the patient.**

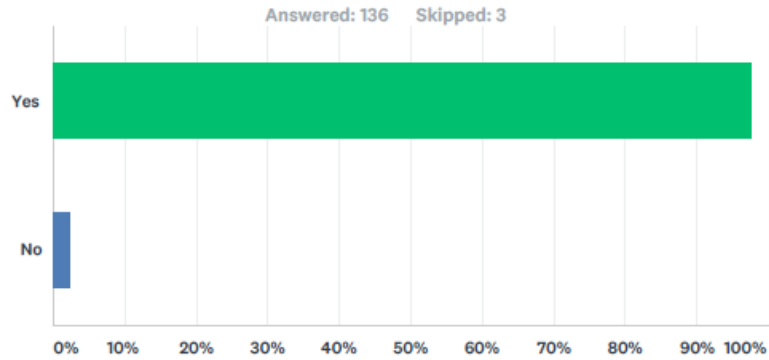


Answer Choices	Responses
Employee	69.57% 96
Spouse	17.39% 24
Dependent/Child	13.04% 18
Total	138

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

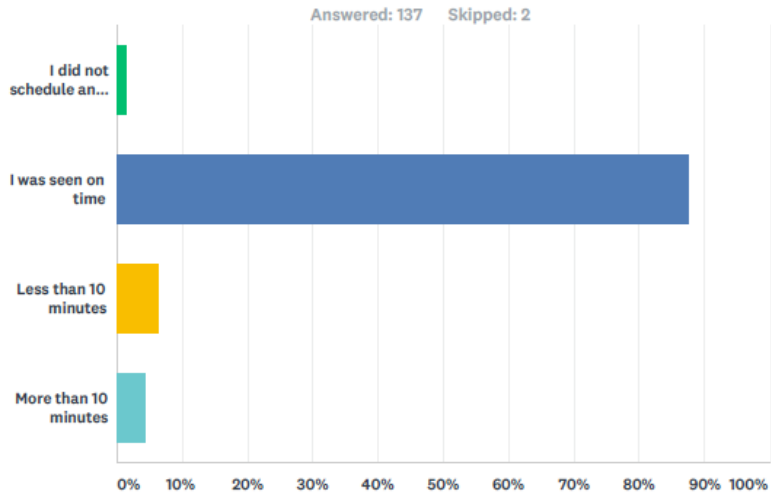
## Q3 Was your appointment scheduled before you arrived at the clinic?



Answer Choices	Responses	Count
Yes	97.79%	133
No	2.21%	3
<b>Total</b>		<b>136</b>

Manty Health and Wellness Clinic

## Q4 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

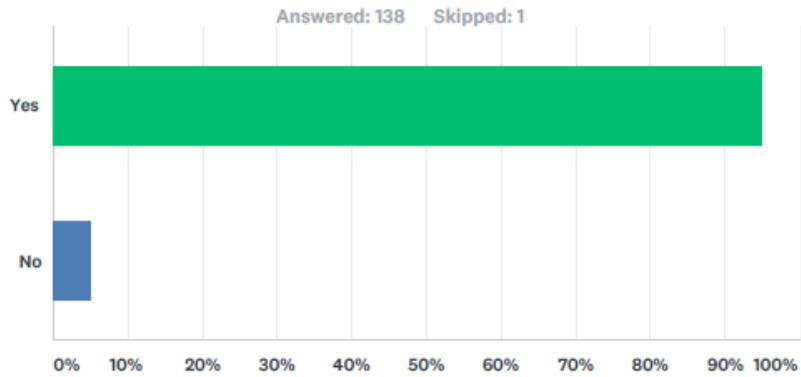


Answer Choices	Responses	Count
I did not schedule an appointment in advance	1.46%	2
I was seen on time	87.59%	120
Less than 10 minutes	6.57%	9
More than 10 minutes	4.38%	6
<b>Total</b>		<b>137</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

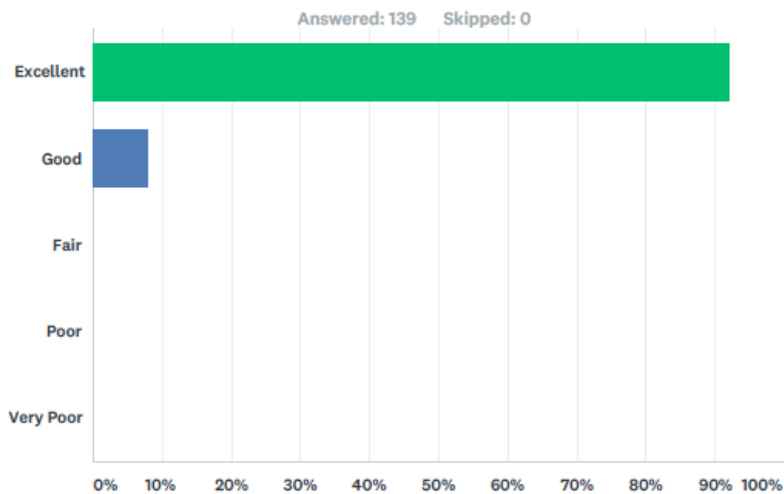
## Q5 Were you able to be seen when you needed an appointment?



Answer Choices	Responses	Count
Yes	94.93%	131
No	5.07%	7
Total		138

Manty Health and Wellness Clinic

## Q6 How would you rate the care that you received?

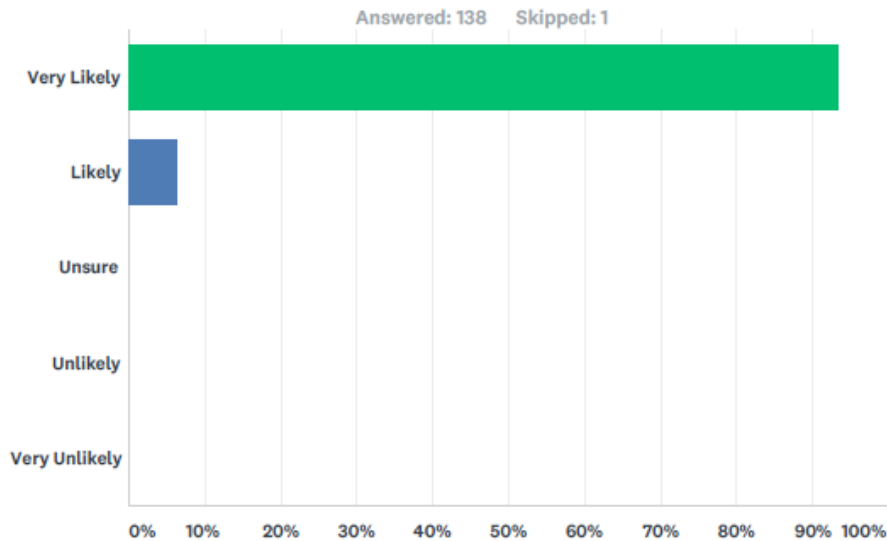


Answer Choices	Responses	Count
Excellent	92.09%	128
Good	7.91%	11
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
Total		139

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

## Q7 What is the likelihood that you will recommend the Manty Health and Wellness Clinic to other employees?



Answer Choices	Responses	Count
Very Likely	93.48%	129
Likely	6.52%	9
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
<b>Total</b>		<b>138</b>