

2015 - 2016

BOARD OF HEALTH

ANNUAL HEALTH DIRECTOR'S REPORT

Marlon Hunter

August 3, 2016



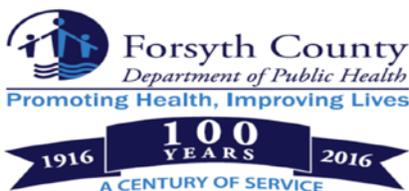
Message from the Health Director

I am pleased to present my Annual Report and our Work Plan for 2016 - 2017.

The Department of Public Health has the responsibility to prevent diseases and promote a healthy community through regulation, education and partnerships. This is an important mission that establishes a unified vision for our shared work ahead.

After 100 years of service, we can say that public health is still highly significant today as it was 100 years ago. We are working to contain emerging and re-emerging diseases and threats. Some diseases are vaccine resistant and challenging to contain. Prevention and education is the key to informing our community about public health in efforts to improve outcomes.

I am proud of the work the staff members have completed this year and I would like for everyone to know how much I have enjoyed working with the staff and all of you as board members and community partners this year.



Board of Health Annual Health Director's Report and Work Plan

This report was prepared to highlight the accomplishments of the Forsyth County Department of Public Health for 2015 - 2016 and the department work plan for 2016 - 2017.

Accomplishments

In the next section I have listed accomplishments from each service area over the past year.

➤ **Internal Health Services**

Quintana Stewart, Administrator

➤ **Community Health Services**

Edwin Stott, Administrator

➤ **Personal Health Services**

Lynne Mitchell, Administrator



Internal Health Services

Medical Records & Quality Improvement

- Improvement to departmental HIPAA Program; Compliance Software purchased and routine assessments conducted
- Formation of department QI Council; completion of PH QI 101 Program with Population Health Improvement Partners

Epidemiology & Surveillance

- Completion of 2015 Winston-Salem/Forsyth County Youth Risk Behavior High School Summary Report
- Completion of the 2015 State of the County Health (SOTCH) Report

Interpretive Services

- Each month Interpreters average 734 sessions with clients, translate 15 pages of documents and provide 752 telephone interpretations/consultations
- Assisted Dental Center and the Quality Improvement Council with several translations to include new prenatal dental brochures and a new Customer Satisfaction Survey

Information Technology

- Implementation of the new Electronic Medical Records - Cure MD
- Successful set up, training and implementation of eFax for the entire department
- Assisted WIC program to test new voucher printing for Farmer's Market

Preparedness

- Successful Full Scale Point of Dispensing Exercise with Winston-Salem State University
- Coordination of planning and communication for Ebola, Zika, Pertussis and Lead response efforts with staff and community partners
- Development of Workplace Violence Emergency Response Policy for the department

Finance & Registration

- Credit Card Machines installed May 26, 2016; collected \$14,129.35 during the first 28 days
- Business Manager completed enrollment and training in NC Debt Set Off Program
- Registration and billing staff successfully implemented new electronic health record system, Cure MD

Internal Health Services (continued)

Dental Center

- Hired second full time Dentist January 11, 2016
- From August 1, 2015 – June 30, 2016, Dental Center has completed 4,764 patient visits (1,386 child visits and 3,378 adult visits)
- In comparison to last year's 3,283 patient visits (1,070 child visits and 2,413 adult visits)
- Total Revenue billed from August 1, 2015 – June 30, 2016 was \$734,089.99

Sliding Fee Scale and \$3 Medicaid Co-Pay implemented July 1, 2015; Private Cash Payment received August 1, 2015 – June 30, 2016 was \$128,405.99

Community Health Services

Environmental Health

Food, Lodging and Institutional (FLI) Sanitation Program

- Working with the State and two local companies to try and reduce lead exposure in workers in order to reduce take home exposure.
- Secured funding using lapsed salaries and obtained four (4) part-time employees to assist with the backlog of restaurant inspections. After six (6) months, part-time inspectors have completed approximately 350 inspections.
- Secured training for two individuals in the Onsite Water and Wastewater program to assist in the FLI program after-hours.
- 313 permits for food service were issued by the section
- 97 Plans were reviewed in the FLI program (new, remodels, pushcart, child care, etc.)
- 74 permits were issued for other FLI programs (child care, tattooing, etc.)
- 1,941 Inspections were completed
- 3 Vacancies filled
- 2 New childcare authorizations
- Investigated 20 Levels of Concern and 7 Elevated Blood Levels in lead program
- Performed 27 lead environmental investigations
- Performed 36 lead clearance visits
- Performed 17 maintenance standard annual visits
- Conducted 2 community outreach

Pool Program

- 357 Pools were inspected during the 2015 pool season and 356 pools were inspected so far during the 2016 pool season. This is a 100% inspection rate.
- 5 new pools were opened in 2015 season and 2 new pools were opened in 2016.
- 9 plans have been submitted for review for 2016 season.

Mosquito Control Program

- Total of 153 Centers for Disease and Prevention Control (CDC) Light and Gravid traps set during FY2016
- 7,287 Adult mosquitoes collected and identified 23 different species of adults
- 1,056 Larvae mosquitoes collected and identified 14 different species of larvae
- Out of 101 pools, 2,045 mosquitoes were submitted for serotesting, all were negative for Chikungunya, West Nile Virus, and Eastern Equine Encephalitis for period July to December 2015.

Community Health Services (continued)

Women, Infants and Children (WIC)

- This year two nutritionists and one peer counselor were sent to the NC Lactation Educator Program. This program not only enhances the nutritionists' knowledge about breastfeeding but it really empowers them to advocate and understand how to help women when faced with the decision of how to feed their babies.
- WIC Management Staff was able to attend the National WIC Conference in Cincinnati, OH. This Conference focused on improving caseload and on expanding outreach efforts among other topics.
- WIC's caseload continues to be under the mandate requirements (97%) but we are conducting a series of outreach events that will be continued until the end of 2016. We have visited three Pediatrics offices and one daycare. We have presented at three staff meetings in Social Services. We have participated in one of the Food Bank's outreach campaigns. We have also participated in two community events.
- The latest participation report indicates that we have an average of 10,085 active participants as of February 2016.
- The total amount redeemed in Forsyth County WIC Program for the State fiscal year July 1, 2014 to June 30, 2015 was \$8,463,818.63. The total amount for the fiscal year 2015-2016 will be released sometime in September.

Pharmacy

- For the period July 1, 2014 to June 30, 2015, the pharmacy filled a total of 38,986 prescriptions averaging approximately 156 per day.
- Billing
 - Private/Medicare D = \$1,626,318.34
 - Cash = \$81,930.70
 - WIC = \$5633.31
 - NC Medicaid = \$1,110,168.82
 - CenterPoint/County = \$1,821,155.06
 - EMS = \$165,051.04
- Working with Cardinal and MedAssist in planning an Over-the-Counter giveaway early in FY2017.

Laboratory

- 60,872 samples tested in-house
- 14,500 samples were processed and completed at the State Lab
- Installed a new instrument to improve STD testing with a rapid turnaround.

Personal Health Services

Case Management Nursing

- The Pregnancy Care Management and Care Coordination for Children programs have implemented a targeted outreach program that will provide additional case management services for high-risk pregnant women and at-risk children 0-5 in areas with the highest infant mortality rates (based on distressed communities' data from Map Forsyth).
- In January 2016, we graduated our second group of 22 Nurse-Family Partnership (NFP) participants and their two year olds. We celebrated their successes with other NFP families, Community Advisory Board members, Kate B. Reynolds Charitable Trust, NFP and health department staff, and volunteers at the conference center of Forsyth Medical Center.

Family and Community Health Education and Outreach

- Baby Love Plus (BLP) Family Care Coordinators celebrated the first 2-year old graduation class at Children's Museum with Mr. Hunter as the "playmate of the day". Baby Love Plus has 97 mothers enrolled in case management and made 144 referrals to DHHS for data analysis of Forsyth County birth outcomes.
- Forsyth County was asked to participate in the NC BLP Quality Improvement team in the development of the pilot project for improving the Reproductive Life Planning (RLP) benchmark and will be a participate in the Reproductive Life Planning pilot project.
- Forsyth Adolescent Health Coalition has increased average meeting attendance from 18 to 43 and is working with WFUMC on a strategic plan to increase teen parent graduation rates and review causes of teen parent toxic stress in Forsyth County.



Personal Health Services (continued)

Public Health Nursing

- School Nurse to student ratio changed from 1:2,821 to 1:1,814 with the addition of 8 school nurse positions in the FY16 budget.
- Out of school suspensions for non-compliance with mandatory Kindergarten school physicals or up-to-date immunizations dropped from 299 children suspended in school year 14-15 to 101 children suspended in 2015-16. The upcoming school year will be a challenge as the law now requires a child moving to NC from out of state to get a physical within 30 days of starting school.

Health Policy Unit

- Forsyth County's infant mortality (IM) rate reaches historic lows in 2014!
 - Overall IM rate was 6.4 infant deaths per 1,000 live births.
 - African American non-Hispanic rate was 10.6 deaths per 1,000 live births
 - White non-Hispanic rate was 5.2 deaths per 1,000 live births
 - Hispanic rate was 3.1 deaths per 1,000 live births

Health Promotion/Disease Prevention

- POSSE's HIV/STI testing and outreach is being recognized on a national level as it will be presented at two national conferences this fall: American Public Health Association National Conference and CDC STD Prevention Conference. Projects to be presented include: Photovoice project with HIV positive African American men, HIV education project with Latino men, Straight Talk peer health educator training program for ex-offenders, general testing/outreach initiative, and partnership with Wake Forest medical students.

Preventive Health Services

Clients screened for STI's through POSSE	11,155
Coalition meetings conducted	49
Coalition meeting attendees	653
Educational sessions/classes	997
Number of participants in educational sessions	13,336
Number of children receiving oral health assessments	14,192

Pregnancy Care Management

Patients touched	4,101
Home visits	341
Phone calls	4,975
Practice Visits	1,760

Personal Health Services (continued)

Care Coordination for Children

Patients touched	3,094
Home visits	1,217
Phone calls	5,250

Nurse-Family Partnership

Patients managed	156
Home visits	1,800

Public Health Nursing

STD Clinic (STD exams, treatment, HIV testing and repeat syphilis testing)	4,679
Family Planning Clinic (comprehensive Family Planning services)	2,710
Animal Bite Reports	1,019
Communicable Disease Investigations	811
Occupational Health	889
Refugee Health	159
Vaccines administered in all PH Clinics	13,730
Breast and Cervical Cancer Control Program (BCCCCP)	406

Of the 1,019 animal bite reports, eleven (11) tested positive for rabies which included the following: Raccoons-4; Bats-4; Foxes-2; Skunks-1

2016 - 2017 Work Plan

Review and Access all Program
Productivity Levels and Standards



Customer
Service, Quality
Improvement
and Quality
Control
Processes

Maintaining Accreditation
Standards



Community Level Accomplishments

- The Legislator of the Year Award – Representative Donnie Lambeth - State Health Director's Conference
- Successful Full Scale Point of Dispensing Exercise with Winston-Salem State University
- 100 Years of Public Health
- Zika Preparedness

