

CLAY COUNTY PUBLIC HEALTH CENTER

Mission

Clay County Public Health Center's mission is to deliver the essential public health services of Prevention, Promotion and Protection to the communities of Clay County.

Vision

Empowering all people in Clay County to lead healthier lives!

Core Values

Professionalism: We will provide quality services essential to the public's health with professionalism, progressiveness, competency and integrity.

Quality: We will meet and aim to exceed the expectations of service for our customers, visitors, and all who benefit from the services we provide.

Respect: We will treat each other, volunteers, the business community, and the community at-large with courtesy and respect, and will foster the principle of mutual accountability.

Stewardship: We will strive to be leaders and partners with others to improve community health and prevent injury and illness in every community in Clay County.

2013-2015 Strategic Goals

- 1) Assess the health status of communities in Clay County
- 2) Evaluate the local public health system specific to the communities in Clay County
- 3) Enhance and assure a competent workforce
- 4) Assure resources are available to enable CCPHC to meet the identified needs of Clay County
- 5) Mobilize community partnerships to prioritize health problems specific to a community
- 6) Inform, educate, and empower Clay County communities about health issues
- 7) Assist communities in developing interventions necessary to support improvement in personal and population-based health
- 8) Deliver the essential public health services of prevention, promotion and protection to improve the health of communities in Clay County
- 9) Assure CCPHC resources are aligned with the local public health system to meet the identified needs in each community.

Clay County Public Health Center
800 Haines Dr.
Liberty, MO 64068

General Information	816-595-4200
Birth/Death Certificates	816-595-4200
Women, Infants and Children Nutrition Program (WIC)	816-595-4358
Women's Health Services	816-595-4357
STD Testing	816-595-4261
Immunizations & Pregnancy Tests	816-595-4355
Communicable Disease Prevention/Control	816-595-4256
Environmental Health Services	816-595-4350
Public Health Emergency Response	816-595-4254
Health Policy & Planning (Assistance with health data)	816-595-4211
Community Development /Health Improvement	816-595-4211
Lending Library for Health Education Programs	816-595-4235



For more information on the health center and its activities see www.clayhealth.com or subscribe to Facebook (Clay County Public Health Center) or Twitter (claymohealth).

A graphic with a blue background. At the top, it says "MOVING FORWARD 2013" in large white letters. To the right of "2013" is the Clay County Public Health Center logo. Below this, it says "CLAY COUNTY PUBLIC HEALTH CENTER" and "ANNUAL REPORT" in white. To the right of the main text, there is a list of achievements: "Celebrated 60 Years", "Accreditation", "Strategic Plan", "Community Health Improvement Plan", and "Community Health Assessment".



Foreword

Welcome to our 2013 Annual Report! The following pages offer a brief review of the many accomplishments of Clay County Public Health Center during 2013. We continue to work hard every day to assure conditions exist in which all of our citizens can be healthy. Our Board of Health is committed to providing the highest standard of public health services to the residents of Clay County.

Highlights during 2013 include:

- Implementation of year one of the [2013-2015 CCPHC Strategic Plan](#). This effort led to the successful completion of established Goals and Objectives by the Board of Health. One of these objectives included a comprehensive program services assessment. This resulted in a realignment of how we utilize our limited resources to best meet the identified needs of Clay County. This has led to a more efficient and effective local public health agency. We are more efficient in how we conduct business every day and more effective in our efforts to meet those identified needs in each community of Clay County. To learn more about our Strategic Planning efforts go to our website, www.clayhealth.com, and select the "About Us" tab to open a copy of our Strategic Plan.
- The work accomplished by Vision North 2010-2015 and the Community Health Assessment Data Sets were used to create the [Clay County Missouri 2013-2015 Community Health Improvement Plan](#). A major goal was to develop a community health improvement plan specific to the identified needs of each community in Clay County. We have started our first effort, a 3-year plan called LCHAT (Liberty Community Health Action Team). This is a collaborative partnership of a large variety of stakeholders in Liberty which includes the health center, Liberty Hospital, Liberty Parks & Recreation, and Liberty School District. Together we are working with community members on ways to increase active living and decrease obesity in Liberty youth. A Community Health Action Plan will be developed to address those issues.
- CCPHC continues to practice leadership by example. In September 2013, we completed all requirements necessary in our application for national accreditation from Public Health Accreditation Board (PHAB). There are 12 Domains containing 32 Standards which we must meet or exceed in order to achieve national accreditation status. Our PHAB accreditation site visit occurs on April 2nd and 3rd, 2014. We anticipate learning our national accreditation status by mid to late summer.

Our Vision is to empower all people in Clay County to lead healthier lives! Our commitment to you is to provide the highest standard of public health services to all residents and visitors in Clay County. Our professional staff works hard every day to demonstrate that commitment and be accountable to you, the taxpayer.

Yours in Good Health!



Gary E. Zaborac
Director of Public Health

Our Public Health Partners

The Clay County Public Health Center wishes to publicly thank all of our partners in public health that work tirelessly to improve the health status of our community, thus making the county one of the healthiest in Missouri.

KC and Northland Agencies	Regional Organizations	City of Liberty**
Tri-County Mental Health Services	Mid-America Regional Council	Liberty School District**
Kansas City Health Department	Mother & Child Coalition of Greater KC	Pleasant Valley Baptist Church**
Platte County Health Department	Federal Agencies	Liberty Parks & Recreation
Northland HealthCare Access	Food & Drug Administration	Liberty Hospital**
Samuel U. Rodgers Health Center	Environmental Protection Agency	William Jewell College
YMCA	Region VII-Health & Human Services	City of Excelsior Springs**
Hallmark**	State Agencies/Organizations	Excelsior Springs School District**
Rebuilding Together Clay County	MO Department of Health and Senior Services	Excelsior Springs Medical Center**
Northland Coalition	Show-Me Falls Free MO Coalition	Good Samaritan Center
Northland Community Services Coalition	MO Department of Transportation	Excelsior Springs Police Department**
Northland Medical Managers Group	ACT Missouri	Job Corps
Mid-Continent Public Library System	Organizations	Excelsior Springs Fire Department**
MOSAIC	Faith Based Organizations	City of Kearney**
Clay-Platte Senior Falls Coalition	Civic Organizations	Kearney Senior Center
Shepherd Center of the Northland	Chambers of Commerce	Westbrook Care Center
Cerner Corporation**	Ambulatory Surgical Centers**	Kearney School District**
Children's Mercy Hospital & Clinic	Menorah Legacy Foundation	Kearney First United Methodist Church**
Northland Grand Families	Area Farmers' Markets	City of Smithville**
County Agencies	NOTE: ** Closed POD's / Emergency Preparedness	St. Luke's Health Systems**
Clay County Emergency Management**		Smithville School District**
Clay County Commission		City of North Kansas City**
Clay County Sheriff's Office	Communities	North Kansas City Hospital**
Clay County Senior Services	City of Gladstone	North Kansas City School District**
Univ. of MO-Clay County Extension Office	Gladstone Community Center	North Kansas City Community Center

Programs & Services

Environmental Health

Food Establishment Inspections	1,476
Temporary Inspections & Permits	162
Food Related Complaints	69
Food Handlers Trained	1,259
Food Managers Trained	101
Food Operating Permits Issued	580
Pool/Spa Permits Issued	106
Pool/Spa Inspections/Re-inspections	417
Onsite Sewage Permits	44
Onsite Sewage Inspections/Re-inspections	57
Onsite Sewage Complaints	11
Annual Childcare Inspections	41
Lodging Inspections	6
Animal Examinations-Rabies (one positive)	34

Significant Events: Lodging inspection and Childcare Facility inspection responsibilities were transitioned to the Department of Health & Senior Services.

Staff: 6
 Fees/Contracts: \$191,893.44
 Tax Levy: \$463,571.39
Total: \$655,464.83

Communicable Disease/Epidemiology

Communicable disease prevention staff were moved into the Epidemiology program in the Health Planning and Policy Section. They continue to receive and respond to reports of communicable/infectious diseases as required by MO State Statutes.

The Epidemiology staff conduct weekly sentinel school surveillance with five of the six public school districts in the county reporting weekly. In addition, health data profiles were developed for the cities of Liberty and Excelsior Springs.

#Served: In-Jurisdiction Disease Reports: 547
 Out of Jurisdiction Disease Reports: 679
 Latent TB Infection cases managed: 4
 Staff: 4
 Fees/Contracts: \$ 74,441.32
 Tax Levy: \$176,421.09
Total: \$250,862.41

PH Emergency Preparedness



CCPHC maintains an all-hazard public health emergency plan. The CDC & State Emergency Management Agency reviewed the plan. A score of 87% was received.

Served: 19 Closed Points of Dispensing
 Impact: Potentially 78,000 citizens of Clay County
 CDC/Technical Assistance Review Score—100%

Staff: 1.6
 Fees/Contracts: \$163,479.47
 Tax Levy: \$ 6,300.43
Total: \$173,219.90



Health Planning & Policy Community Development

For several years the health center has been laying the groundwork to begin a Community Development Model for public health that will assist in community health improvement initiatives, either at the city level or county level. One staff person was hired and four other existing staff were transitioned to the program in mid-2013 to begin working on community health improvement plans.

The community development teams are composed of health educators, a biostatistician, a nurse and a health promotion and policy specialist.

Significant events:

- Liberty Community Health Improvement Plan members met throughout 2013. Now called Liberty Community Health Action Team (L-CHAT), are addressing obesity rates in 10-14 year olds.
- The Northland Mother & Child Health Partnership began in April and has expanded into a two-county initiative (Platte and Clay Counties). Their four goals address Tobacco, Access to Prenatal Care, Mental Health and Breastfeeding.

Staff: 5

Board of Health

The Board of Health is responsible for adopting policies, plans, and for oversight of the operation of the Clay County Public Health Center. They are also responsible for setting the annual public health tax levy rate and adopting an annual budget. The Board is instrumental in designing the strategic plan, implementing public health programs and adopting public health ordinances. The Board meets at the health center on the second Thursday of each month at 6:30 pm in Conference Room #2. Meetings are open to the public. Agendas and meeting minutes are available on the www.clayhealth.com website. In addition to regular monthly meetings, Board members attend meetings of community chambers of commerce, economic development, tax increment financing and other non-profit public health partner meetings. Board members are elected to four-year terms in a non-partisan election and receive no salary.

During the course of each year, approximately six educational sessions are held for Board members in addition to the regular meetings. At least once a year a special board meeting is called to set the annual tax levy. In addition, Board members frequent staff celebrations, provide an Employee Appreciation event and are actively engaged in the national accreditation process (PHAB).

					CCPHC Trustees Board of Health
Patricia Dixon, RN, MSN, MSA, is the Board Chair. She has been an invaluable asset to the Board for 30 years.	Freddie Nichols is Treasurer of the Board and is President of the MO Association of Local Boards of Health.	Russell Andrews, RPH, is serving his 2nd term as board member and is Vice-Chair of the Board.	Cheri Journee, BA, Graphic Design. Cheri is a dental clinic manager and joined the board in 2012.	Kathy Ellermeier, MSN, RN, Director of Health Services for Liberty School Systems and Secretary of the Board.	

Board of Health Significant Accomplishments – 2013

- Approval of a balanced budget for FY 2014
- Approval for transition or discontinuation of four existing programs (Speech/Hearing Clinics, Overseas Travel Vaccinations, Child Care Inspections and Lodging Inspections) and for the addition of Family Case Management services and the creation of a Community Development Model
- Approval of a new organizational structure
- The Board conducted an Annual Self-Assessment
- Oversight of 2013-2015 CCPHC Strategic Plan – The board receives monthly updates from the Director through “My Strategic Plan®”, a web based tracking software that provides an updated status report each month. Significant accomplishments made in the first year of the strategic plan included:
 - Updates to all CCPHC Community Health Data Sets
 - Developed a comprehensive workforce development plan and established performance measures
 - Development of staff to implement the Community Development Model for Community Health Improvement
 - Program evaluations of CCPHC programs for review and retention/modification or transition
 - Year 2 compliance with HL7 & Electronic Health Record requirements
 - Standardization of Policy/Procedures
 - Implementation of Performance Management and Quality Improvement into our business model
 - Assessed 100% of employees utilizing National Public Health Competency Assessments
 - Provided tailored on-line staff and managerial training based on staff competencies
 - Approval of the CCPHC Operational and Financial Plan

Clay County Public Health Center

the last 60 years...

April 1-7, 2013 marked both National Public Health Week and the 60th Anniversary of the establishment of the health center.

In 2013, the Clay County Public Health Center celebrated its 60th Anniversary. In retrospect many things have changed since our humble beginning in 1953. The health center was established by a vote of the people in 1953 to assure that the citizens of the county were protected against communicable diseases such as polio and food/water-borne diseases. The first staff consisted of a medical director, clerks, nurses and environmental health specialists. They focused on restaurant inspections, on-site sewage and polio eradication as well as providing school health nursing.

Over the years, mental health services were added as were speech/hearing, pediatric dentistry, overseas travel immunizations and WIC. Of those four additional programs, only WIC is still provided by CCPHC. As other organizations and agencies began providing services (Tri-County Mental Health, Samuel U. Rodgers Health Services and other local health providers), Clay County assisted with the transition of those services into the community, enabling us to establish new programs to meet the needs of the county.

Although success in reducing communicable disease rates has happened, we now must focus our efforts on the impact and severity of chronic diseases and injuries that threaten our population. That is why we are working with numerous partners in Clay County and the metro KC area to address these emerging issues. We are shifting our priorities towards community health improvement plans by providing data, resources and assistance in empowering each of our communities to lead healthier lives.

How has our county's health changed?

- Of the ten leading causes of death in Clay County, six include chronic diseases/conditions that reduce quality of life and account for thousands of years of potential life lost. Mental health issues (Suicide and Alzheimer's) account for two spots in the top 10 causes of death. Accidents and unintentional injuries are also a leading cause of death.
- Only pneumonia/influenza (communicable diseases) remain as a leading factor in death although they are preventable through vaccines and good public health practices.
- Cancer is the leading cause of death in Clay County. Lung cancer has the highest rate of all cancers in both men and women.
- Sexually transmitted diseases have increased significantly among women ages 15 to 44 since 2001.
- Overweight and obesity rates have increased dramatically in Clay County. Diabetes is a leading cause of death.
- In 1950 Missouri had over 300,000 cases of Measles. In the past 6 years, no cases have been reported in Clay County.

Fighting chronic disease is much different than fighting infectious and communicable diseases. Unlike communicable diseases, very few vaccines exist to prevent chronic diseases. Chronic disease must be prevented/reduced through changes in behaviors such as smoking cessation/tobacco use, lowering the rate of obesity through exercise and better nutrition, access to healthy foods and even changes in the environment such as air quality and safety.

Public health can no longer address population health by itself. The population in Clay County in 1950 was 45,221; today the Census estimates 227,577 people. Our goal is to develop partnerships with others in the community-civic leaders, schools, hospitals, service providers, emergency responders and individuals-to work together to empower all people in Clay County to lead healthier lives.



Community Health Services Farmers' Market "Beans & Greens" Initiative

Access to healthy foods is important to good health. CCPHC staff worked with Clay County Farmers' Markets and the Menorah Legacy Foundation on a grant application. The purpose was to provide an incentive of matching up to \$25.00 in fresh fruits and vegetables for SNAP (food stamp) recipients. Liberty and North Kansas City received the first grants.

Significant Event: Between May and October 2013, 149 SNAP transactions were redeemed at the markets with \$2,798 (average benefit of \$18.78) in matching funds for SNAP recipients.

Staff: 0.5

Birth/Death Certificates

The Director of Public Health serves as the registrar of the State Vital Records Registry in Clay County. We provide certified copies of birth and death records.

- Death records filed for funeral homes 583
- Death Certificate copies-Funeral Directors 3,846
- Birth & Death certificates issued 14,127

Staff: 5

Fees/Contracts: \$ 224,190.96

Tax Levy: \$ 132,501.86

Total: \$ 356,692.82

Shirley Knipker, long-time volunteer for the health center received recognition from CCPHC and the State of Missouri for teaching classes to reduce the risk of falls in older adults.



Older Adult Programs

The Clay County Public Health Center continues to address the issue of falls among older adults through support from Clay County Senior Services and community organizations. Classes to reduce the risk of falls are led by volunteers at numerous sites. The health center provides master coach/leader training.

Served:

- Matter of Balance-fall prevention course 134
- PEPPI—Exercise program 422
- Volunteer hours for programs 1,732

Staff: 1

Fees/Contracts: \$ 41,000.00

Tax Levy: \$ 19,377.98

Total: \$ 60,377.98



Health Education Maternal/Child Health Focus on Injury Prevention

Maternal/Child Health focuses on Injury Prevention through assessment of current laws, policies and practices and interventions addressing education, advocacy and changes in social norms. Safety topics being addressed are: risky driving and traffic safety practices—(pedestrian, bicycle safety, speeding, seat belts, distracted, impaired driving, teen substance use, and alcohol, Rx & OTC drug misuse). This program fosters support for law enforcement efforts in communities across Clay County and the Northland. The program is partially funded by a contract from the MO Department of Health & Senior Services and works in collaboration with the Northland Coalition and Tri-County Mental Health Services.

Significant events

- Four Clay Co. High Schools (1818 students) increased use of seat belts through Battle of the Belt program. Each school saw 8-11% increase in seat belt usage.
- Increased use of bike helmets with 65 Head Start students
- 52 child safety seat inspections/installations completed for WIC participants

Served: 9,112

Staff: 1

Fees/Contracts: \$ 33,343.59

Tax Levy: \$ 17,320.24

Total: \$ 50,663.83

Dental Screenings/Education

CCPHC Registered Dental Hygienists visit all elementary schools in Clay County twice a year-once to screen children for dental issues and make referrals and then to provide dental/oral health education using a curriculum that was developed by CCPHC and designated as a Model for Dental Health Education in Missouri. Twelve percent of children screened are referred for dental health services.

Significant events

In addition to the school-based program, the dental hygienists are conducting (in cooperation with UMKC) a 5-year study on the impact of fluoride varnish on WIC children age 0-5 years. The study completed its 4th year in 2013.

- # Served: Dental Screenings 18,941
- Dental Education 18,908
- Education Sessions 597
- Fluoride Varnish Enrollment 309

Staff: 1.75

Fees/Contracts: \$ 0

Tax Levy: \$130,587.18

Total: \$130,587.18



Programs & Services



Women's Health Services

Women's Health serves female adolescents and women up to age 65 who are uninsured or have Medicaid. It is funded in part by a contract with the MO Department of Health & Senior Services and Medicaid. Staff provide well woman checkups, PAP tests, clinical breast exams, and protection against unintended pregnancies.

CCPHC partners with St. Luke's Health Systems to obtain free mammograms for clients who cannot afford them. A chili cook-off fund raiser was held by CCPHC staff and proceeds were donated to St. Luke's Health Systems that help provide mammograms for uninsured women.

Sixty-three clients were provided breast/cervical exams. Another 478 received family health services. Altogether there were 983 patient visits and 2,858 services provided. The program reduces cancer risks and STDs as well as prevents unintended pregnancies.

Significant Event: In the 4th quarter of 2013 a study was initiated to explore funding and staffing to include STD testing for me. Also in 2013 the STD clinic was moved to the Women's Health Clinic area.

Staff: 4
 Contracts/Fees: \$ 50,700.00
 Tax Levy: \$ 263,724.22
Total: \$ 295,193.69



Women, Infants & Children Supplemental Nutrition Program (WIC)

WIC served 23,957 pregnant, postpartum, and breastfeeding women, infants (0-12 months) and children up to their fifth birthday. Qualifying for the program includes the three categories above plus meeting financial guidelines and being at nutritional risk. Partial funding for the program is from USDA.

WIC provides a full-time breastfeeding peer counselor as well as 6 other staff including two nutritionists, two nurses and two WIC certifiers.

Significant Event: In 2013 the rate of Clay County infants still breastfeeding at 1, 3 & 6 months of age were higher than the state rates.

USDA/WIC: \$408,526.41
 Tax Levy: \$110,292.52
Total: \$518,818.93

The first Annual WIC Breastfeeding Celebration was held in August. Approximately 50 people attended.



Immunizations

Vaccines for Children (VFC) & Adults are available. Fees, Medicaid/Medicare and some private insurance dollars also help cover the cost. In 2013 CCPHC participated in a pilot project for billing private insurance companies for immunizations.

Significant Event: Free Tdap Clinics were held at three hospitals and six day care facilities to protect the most vulnerable populations against Pertussis (Whooping Cough).

Vaccinations given: 13,523
 # Immunization clients: 5,866

Staff: 4.4

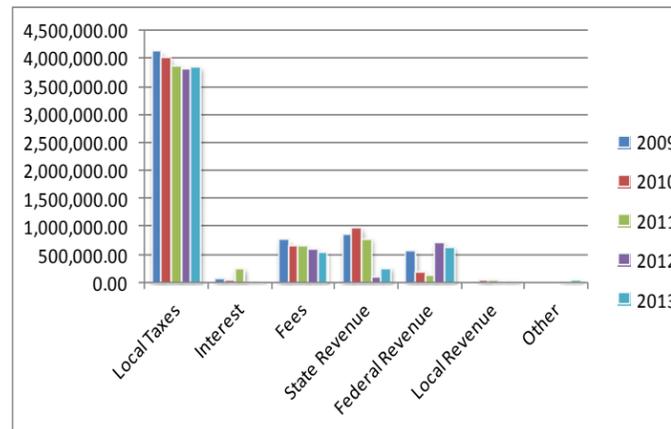
Fees/Medicaid: \$128,353.96
 Tax Levy: \$296,914.93
Total: \$425,268.89

2013 Revenue/Expenses

Revenues	2013
Taxes	\$3,856,335.68
Interest	\$29,263.37
Vital Records	\$224,092.00
Fees	\$321,532.59
Medicaid/Medicare	\$39,986.23
DHSS (Federal grants)	\$637,418.99
DHSS (State grants)	\$271,595.97
Other Sources	\$4,815.35
Local Grants	\$41,000.00
Other State Depts.	\$498.86
TOTAL	\$5,426,539.04

Expenditures	2013
Salaries/Wages	\$3,042,985.69
Fringe Benefits	\$1,216,417.76
Supplies/Equipment	\$159,360.94
Contract Service	\$452,333.05
Travel	\$30,334.93
Utilities/Rent	\$70,212.48
Interest/Lease Purchase	\$117,423.63
Depreciation	\$294,163.02
Amortization	\$3,071.61
TOTAL	\$5,386,303.11

Five-Year Trends in Finances & Population



Financial Stewardship

In 2009 the health center revenues increased due to H1N1 funds received at the end of the year. This one-time funding somewhat skewed the revenue vs. spending as other decreases in local revenues and grants had already begun. In 2011 it was apparent that strategic initiatives were needed to meet new requests for programs.

Even with the transition of the health center's dental clinic and primary care clinic to Samuel U. Rodgers, it was clear that changes in the services offered would have to occur.

Each program was evaluated against the 10 Essential Public Health Service Standards, the cost per client ratio and whether there were others in the county who could, or did, provide the same service.

In 2013, four programs were transitioned to other community providers so that the health center could begin focusing on two new initiatives; Family Case Management and Community Development for community health improvement plans.

The programs transitioned were Speech/Hearing Clinic, Lodging Inspections, Child Care Inspections, and Overseas Travel Vaccinations. These programs were not transitioned until it was assured that the same services were available elsewhere in Clay County.

Population Trends & Per Capita Expenditures

2009	2010	2011	2012	2013
221,939	223,370	223,370	223,370	225,000
\$27.40	\$27.00	\$27.44	\$26.27	\$23.94

Twelve Essential Public Health Standards

Essential Standard #1

Conduct and disseminate assessments focused on population health status and public health issues facing the community



The Maternal, Infant & Child Health Assessment released during April's Public Health Week drew a large crowd of interested parties. Following the data presentation, Susan McLaughlin, Director of the Maternal & Child Health Coalition of Greater KC presented awards to Liberty Hospital, North Kansas City Hospital and CCPHC for their Breast-Feeding Friendly policies established for employees. This combination of public health and hospital awards is the first of its kind in the metropolitan KC area.

Essential Standard #2

Investigate health problems and environmental public health hazards to protect the community

- Standardized Operating Procedures to initiate investigations when potential outbreak of disease is indicated were implemented in 2013.
- CCPHC Environmental staff on scene of fire at local food store within minutes of notification to assure safety of retail food.
- Regional Memorandum of Agreement with metro health departments for coordination of school outbreaks and for food handler training signed between several metro KC agencies.

Essential Standard #3

Inform and educate about public health issues and functions

In November 2013, the Board approved a comprehensive Communication Plan for the health center that was developed by Christy Vogt, Univ. of Wisconsin Masters of Public Health candidate. Implementation of the plan includes both internal and external improvement plans in communication.

Clay County Public Health Center
Communication Plan 2013



Essential Standard #4

Engage with the community to identify and address health problems

A financial and collaborative partnership was developed between Liberty School District, Liberty Hospital, City of Liberty & Parks and Recreation with Clay County Public Health Center to begin a Community Health Improvement Plan that addresses obesity rates in 10-14 year olds. This group has enlisted the services of GPreD® to assist in the development of the Liberty Plan.

The Liberty Community Health Action Team (L-CHAT) completed its first year of planning in 2013.



Essential Standard #5

Develop public health policies and plans

State, regional and local officials and partners held a tabletop exercise at the Liberty Community Center to discuss issues in responding to a highly communicable disease outbreak.



In addition to a successful exercise, 19 schools, hospitals, businesses and faith-based organizations have signed agreements to become closed points of dispensing (PODS) in the event of a need to mass-vaccinate or dispense medications during an emergency to their employees and families. The 19 Closed PODS can help reduce the anticipated public PODS census by approximately 70%.

Essential Standard #6

Enforce public health laws

Environmental Health

- Responded to 5 on-site sewage complaints, 9 pool/spa complaints and 82 food-related complaints. **More information on regulatory functions on page 10.**
- Maintained local ordinances for on-site sewage, food establishments, spas/pools.
- Maintained courier service for laboratory testing of reportable diseases and animal bites. Twenty-seven animals shipped for testing at State Public Health Lab.

Essential Standard #7

Promote strategies to improve access to health care services



James Torres, Health Insurance Marketplace Coordinator, Samuel U. Rodgers Health Services assists a couple in navigating through the "marketplace." This counseling was available at CCPHC every week from October through December.

CCPHC is a host site for **CLAIM**—the state's health insurance assistance program. Two volunteer counselors assist new and existing Medicare recipients with claims, enrollment, reviews, etc. They are available each Tuesday at the health center. **In 2013, 157 people received assistance.**

Essential Standard #8

Maintain a competent public health workforce

CCPHC maintains a monthly staff training schedule. As part of a quality improvement process, all staff meeting events were leveraged to maximize learning opportunities and improve collaboration and communication. In order to assure a competent workforce, a new online system of training was implemented to achieve a well-trained workforce. A comprehensive workforce development plan was completed and implemented.



Staff training and development is a monthly occurrence—time to network, share and provide solutions to problems. In this session staff are learning about QI processes to improve services.

Essential Standard #9

Evaluate and continuously improve health department processes, programs, and interventions

As part of a quality improvement project implemented in 2013, a copier/printer consolidation project was completed and is expected to reduce the equipment lease budget and save approximately \$40,000 per year.

Essential Standard #10

Contribute to and apply the evidence base of public health in practice



In June 2013, two representatives from the University of North Carolina-Greensboro, Department of Public Health Education, conducted a 2-day site visit at CCPHC. The purpose was to gather input for a case study being conducted by the University for the National Association of City & County Health Officials (NACCHO) on the use and impact of employing evidence based public health activities in the community. CCPHC had been identified as a high-performing local health department that uses evidenced based decision making in implementing public health programs and services.

Staff from the health center, its board members, and local community partners engaged in one-on-one interviews with UNC faculty during the two day study to evaluate evidenced based activities. The results of the study are expected to be released in 2014. **CCPHC was one of four health departments selected to participate from a field of 2,800 health agencies across the country!**

Essential Standard #11

Maintain administrative and management capacity

- A centralized Standard Operating Procedures manual was developed for the health center. Now all policies and procedures can be accessed by staff from a central source. This completed a large step to assure business continuity for the health center.
- CCPHC maintains HL-7 compliance and has completed the first two stages of Electronic Health Record requirements.
- A comprehensive Cultural and Linguistic Assessment was completed and plans are underway to improve services to all residents.

Essential Standard #12

Maintain capacity to engage the public health governing entity

The Board of Health (**see page 3**) are actively engaged at the local, state and national levels through memberships in the MO Public Health Association (MPHA) and offices held in MO Association of Local Boards of Health (MALBOH), monthly meetings with Economic Development and area Chambers of Commerce. The board meets at a minimum of once a month.