

ANNUAL REPORT 2017



ALLEN COUNTY PUBLIC HEALTH: ENGAGED FOR THE HEALTH OF THE COMMUNITY

Kathleen A. Luhn, Health Commissioner

As 2017 came to a close and I thought back on the year, a word that came to mind was “engaged.” We engaged our staff in all of the processes involved with our journey towards public health accreditation – a journey that will continue throughout 2018. We also had the opportunity to engage with our local partners in several new ways, as well as through some familiar activities.

The accreditation process is itself like an enormous quality improvement project. Part of any quality improvement process is asking two important questions – are we doing the right things and are we doing things right. We engaged our staff by being introspective. We began by measuring ourselves against the 10 Essential Public Health Services captured in the accreditation standards. Some of the areas include how we assess and investigate health issues in the community, how well we inform and engage the public on key health issues, and how we plan as an agency and as a community to address health issues and threats. We also reviewed how we enforce policies, link people to health and community services, and maintain quality staff, services and administrative capacities. We will continue to engage staff, the Board of Health, and our stakeholders as we update our Strategic Plan this year.

Engaging customers and stakeholders through surveys helped identify areas where we could improve our services. Internal Quality Improvement projects helped determine ways we can be more efficient. Some of our quality improvement projects are highlighted elsewhere in this report.

The real measure of what we do, though, is reflected by the health of the community. Because there are so many social, economic, and environmental factors that impact health, we rely on engaging with our community partners to help “move the needle” on community health issues. Some of the new community collaborations in 2017 included involvement with transitioning Activate Allen County from a CDC-funded project to a local collaborative, and our participation in the Allen County Opiate Commission. As part of the community response to the opiate crisis, Allen County Public Health is pleased to be a Project DAWN community naloxone education and distribution site. Naloxone reverses the effects of opiates in the body to reduce the risk of death by opiate overdose.

One of our familiar community collaborations in 2017 was the completion of a Community Needs and Health Risk Assessment. Results demonstrated that progress has been made in some areas, while there are other measures that point out where disparities exist and work is still needed. This information will be used in the first half of 2018 to update our Community Health Improvement Plan – a roadmap to help us improve the quality of life for all in our community. We will include community member input to assure our plans are meeting relevant community needs.

I invite you to review the rest of our annual report. As your local public health department, we are here to protect and promote your health. I hope we are able to engage with you as we continue to make our vision of healthy people living, working, playing and learning in a healthy environment a reality for all.

Respectfully submitted,

Kathleen A. Luhn, MS, MCHES

ACCREDITATION

ACCREDITATION measures a health department’s performance against nationally recognized standards, or domains. The goal of accreditation is to improve and protect the quality of life for residents in the health department’s jurisdiction. Achieving ACCREDITED STATUS will confirm a health department’s work contributes to residents’ health and well-being. ACCREDITATION also confirms to stakeholders (funders, partners and collaborators) that a health department adheres to evidence-based processes when providing community health services. The National Public Health Accreditation Board (PHAB) evaluates health departments in the following 12 Domains of Public Health:

ASSESS	POLICIES & PLANS	QUALITY IMPROVEMENT
INVESTIGATE	PUBLIC HEALTH LAWS	EVIDENCE-BASED PRACTICES
INFORM & EDUCATE	ACCESS TO CARE	ADMINISTRATION & MANAGEMENT
COMMUNITY ENGAGEMENT	WORKFORCE	GOVERNANCE

Allen County Public Health is pleased to be working towards achieving Accreditation. Throughout this 2017 Annual Report are examples of how ACPH is working to provide the essential public health services (domains) listed above. Look to the bottom of each page for the highlighted Domain(s) of Public Health that are addressed.

FINANCIAL REPORT

RECEIPTS	2016	2017
January 1 BALANCE	\$686,743	\$745,047
Grants & Contracts	\$1,676,331	\$1,669,431
Permit & Service Fees	989,788	956,103
Townships, Villages, & Cities	644,306	644,306
Medicaid/Insurance Reimb	458,086	479,619
County Commissioners	33,911	33,911
State Subsidy	35,574	25,874,
TOTAL	\$3,837,996	\$3,809,244
BALANCE AND RECEIPTS	\$4,524,739	\$4,554,291

ACCREDITATION DOMAINS

- Policies & Plans
- Administration & Management
- Governance

EXPENSES	2016	2017
Salaries & Benefits	\$2,647,632	\$2,735,836
Clinic Supplies	276,597	280,723
Payments to State**	199,291	190,200
Building/Occupancy Costs	187,595	163,834
Other (Insurance, Audit, etc.)	177,643	169,200
Other Supplies	117,693	98,708
Equip/Equip Repair/Service	116,885	88,070
Transportation	29,032	22,502
Contractual Services	11,448	28,442
Training/Continuing Ed	10,332	5,665
Lab Expenses	5,544	6,861
TOTAL	\$3,779,692	\$3,790,041
December 31 BALANCE	\$745,047	\$764,250

**Each year we collect fees that are required to be sent to the state of Ohio. Most fees go to the Ohio Department of Health. Smaller shares go to Ohio Children’s Trust Fund, Ohio Family Crisis Centers, the Ohio Environmental Protection Agency, the Ohio Department of Agriculture, and the Ohio Department of Natural Resources.

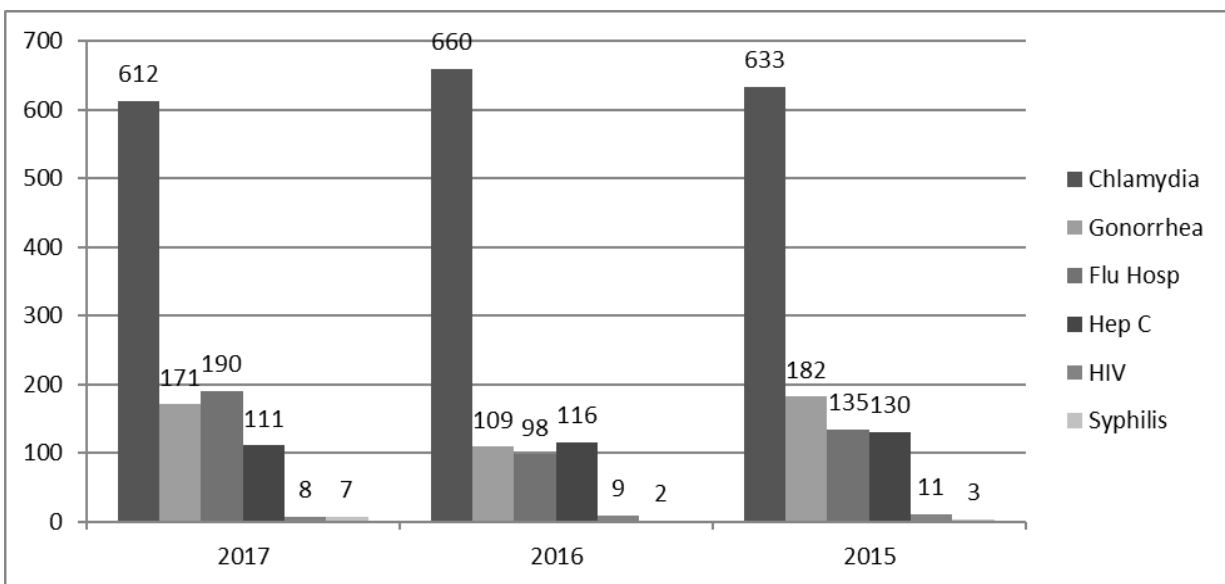
NURSING SERVICES AREA

Service	2015	2016	2017
Immunizations Given	7,964	8,823	7,026
Vaccines For Children	4,803	5,111	3,197
State Funded	465	85	180
Private Pay/Private Insurance	2,696	3,627	3,649
Family Planning Visits	1,788	1,460	1,297
New Patients	343	398	342
TB Skin Tests	839	811	798
BCMh Caseload	670	661	411
Communicable Diseases	1,359	1,231	1,275

The Nursing Services Area staff utilizes customer satisfaction surveys to address any concerns that our patients have in regard to the nursing services that they receive from Allen County Public Health (ACPH). In 2014, one common suggestion for improvement was the ability to schedule appointments online. Many of our patients were asking for a more convenient way to schedule their immunization appointments versus only being able to call in and schedule during ACPH's normal business hours. Many patients noted that restricting their ability to schedule an appointment created an obstacle to actually receive the needed immunization services. Debra Hattery-Roberts BSN, RN, Director of Nursing, in conjunction with Michell Holmes, Administrative Assistant, researched and selected an online scheduling program for ACPH.

ACPH continued to monitor survey responses, and many responses indicated positive feedback for having the ability to schedule online appointments. However, in 2017, there was one common concern that was identified from the surveys and that was the complexity of the process of online immunization appointment scheduling and the amount of information that needed to be entered. Patients wanted the process to be more user-friendly. Debra Hattery-Roberts BSN, RN, Director of Nursing, reviewed those concerns with the vendor of the program. In working with the staff at Eppointments, the issue was resolved by limiting all required information from patients to strictly demographic information including name, date of birth, address, and phone number. Those seeking to schedule an immunization appointment online with ACPH now can do so in much less time, making it more convenient for our patients. ACPH staff will continue to monitor Customer Satisfaction Surveys to ensure we are seeking and maintaining excellent, customer-focused service.

Selected Communicable Diseases Reported in Allen County



ACCREDITATION DOMAINS

- Investigate
- Inform & Educate
- Access to Care

ENVIRONMENTAL HEALTH SERVICES AREA

In 2016, the Ohio Uniform Food Safety code adopted a requirement that most full service food facilities must have at least one employee with supervisory or managerial responsibility be Certified in Food Protection by the Ohio Department of Health by March 1, 2017.

The intention of the rule is to ensure food service operators are knowledgeable about safe food handling and their food safety responsibilities for the protection of the public's health. Passing a course, such as the ServSafe Manager course, is a requirement to become Certified in Food Protection.

Allen County Public Health has offered the National Restaurant Associations' ServSafe Manager Trainings for many years. With this new rule requirement, the demand for this training has increased since previous years when we conducted one class per year. In order to meet this increased demand, during 2016 and 2017, this department held six ServSafe classes to help operators be better informed about food safety and comply with the Ohio Food Code. In these six classes, we had 233 students participate with 187 of those passing the final exam and becoming Certified in Food Protection by the Ohio Department of Health.

ACCREDITATION DOMAINS

- Investigate
- Public Health Laws
- Inform & Educate

SERVICE	2015	2016	2017
Inspections			
Water Systems	223	211	218
Sewage Systems	1,699	1,972	2,208
Recreational Camps/Parks	34	39	77
Manufactured Home Parks	28	69	40
Public Pools and Spas	124	116	116
Open Bathing Areas	9	5	5
Solid & Infectious Waste	33	*	*
Demolition Waste/Hard Fill	96	*	*
Schools	115	107	100
Plumbing Systems	970	965	977
Food Service Operations	1,807	1,936	1,925
Food Vending	122	86	109
Tattoo/Body Piercing Service	26	17	37
Investigations			
Animal Bites	475	461	387
Environmental Complaints	501	464	475
Smoke-Free Complaints	33	13	11

*These inspections are now conducted by Ohio EPA

VITAL STATISTICS

The Vital Statistics office files records for births and deaths that occur in Lima, Delphos, and all of Allen County. Ohio law only allows for the issuance of certified copies of birth and death records. Our office can issue **Certified Birth Certificates** for all births occurring in the State of Ohio. Any births outside of Ohio must be requested directly from that state. Our office issues **Death Certificates** for Allen County deaths only. Certificates for deaths occurring outside of Allen County must be obtained from the county where the death occurred. We accept cash, money order or cashier's check (no personal checks). We also offer the use of a debit/credit card machine with an additional usage fee applied to the cardholder. When possible, Vital Statistics staff issues copies while customers wait – approximately 10 minutes. On-line ordering is available via a link on our website: www.allencountypublichealth.org. The website option is now more user-friendly as a result of a formal QI project that was conducted in 2017. We listened to feedback we received from customers and streamlined the ordering information.

Vital Statistics	2015	2016	2017
Births by County of Residence (Allen)	1,272	1,248	1,239
Deaths by County of Residence (Allen)	1,111	1,125	1,172
(2017 Data may not be complete)			

Source: Ohio Dept. Of Health Data Warehouse

Services	2015	2016	2017
Birth Certificates Issued	5,968	6,454	6,025
Death Certificates Issued	5,690	5,705	5,584

ACCREDITATION DOMAINS

- Policies & Plans
- Public Health Laws

WIC PROGRAM

WIC PROGRAM	2015	2016	2017
MONTHLY CASELOAD	3,082	2,691	2,538
Women	694	655	607
Infants	818	708	814
Children	1,570	1,328	1,117

The Allen County Women, Infants and Children Program continues to provide nutrition and breastfeeding support to the families of Allen County. Our Mission as established through the State of Ohio is to serve income eligible pregnant, breastfeeding, postpartum women, infants, and children up to age five who are at risk due to inadequate nutrition, health care, or both. Our Goal: to protect and improve the health status and prevent health problems and promote good health within this population.

At the end of the year our staff has had some changes. Our past WIC Director, Barbara Deepe, retired after 32 years of dedicated service. During her time as Director there were major changes to the way WIC delivered its supplemental food package. Initially, WIC foods were delivered to the participant's home. The next phase was the transition to vouchers or coupons that participants redeemed at the grocery store. Today WIC has a WIC Nutrition Card that acts as an electronic debit card and is more secure than the use of the paper vouchers. The new WIC Director is Melinda Hobler RD,LD,CLC.

ACCREDITATION DOMAINS

- Inform & Educate
- Community Engagement
- Access to Care

PREVENTION & HEALTH PROMOTION SERVICES



Current estimates indicate an average of 14 people per week are treated at an Allen County emergency department or urgent care for an opiate overdose. In May of 2017, ACPH implemented Project DAWN: an education and naloxone distribution program. The program aims to reduce the number of deaths due to opiate overdoses. Participants are educated on the signs of opiate use and abuse, administration of naloxone, importance of calling 911, and recovery services in the area to refer the individual to treatment. ACPH distributed 219 Project DAWN Kits in 2017. ACPH also participates on the Allen County Opiate Commission with community partners to combat the opiate epidemic.

Priority: Healthy Communities

Goal: Make Healthy Choices Easy For Community Members

In 2017, **Creating Healthy Communities (CHC)** developed **community gardens** at Bradfield Community Center and Delphos Public Library, and assisted the City View Terrace neighborhood with garden expansion by providing a greenhouse for their neighborhood garden. The LACNIP resource center constructed a greenhouse as well. To increase the number of people choosing bicycling for transportation, **bike racks** were installed at businesses in Spencerville, Lima, and Delphos. To decrease tobacco use, CHC helped businesses in Bluffton develop **smoke-free storefronts** and assisted with development of **smoke free events** in Lima and Delphos.

Priority: Maternal & Infant Health

Goal: Reduce Infant Mortality Rate

In the **Moms & Babies First** program, (formerly Caring for Two) 1,116 home visits were conducted in 2017 by ACPH Community Health Workers to pregnant African-American women. ACPH provided 163 Pack 'N Plays to families without a safe space for their infant to sleep through the **Cribs for Kids** Program. ACPH leads the **Maternal-Infant Task Force**, which focuses on initiatives to reduce infant mortality by addressing the risk factors of prematurity, low birth weight, non-breastfed and safe sleep.

Priority: Access to Care

Goal: Increase Breast & Cervical Cancer Screenings

The **Women's Preventive Health Care Program** helped over 125 under- or uninsured women find providers who performed screenings for them.

ACCREDITATION DOMAINS

- Evidence-based Practices
- Access to Care
- Inform & Educate
- Community Engagement



Public Health
Prevent. Promote. Protect.

MISSION:
To protect and promote
the health of Allen County

VISION:
Healthy people living, working, playing
and learning in a healthy environment

The health of Allen County residents depends upon the knowledge and vigilance of our public health workforce, which includes nurses, health educators, environmental health specialists, nutritionists, breastfeeding counselors, administrative and support personnel, a social worker and community health workers at Allen County Public Health. ACPH staff continuously evaluate the quality of services, measure staff performance against established standards, and plan proactive strategies to address health issues affecting all residents of Allen County.

BOARD OF HEALTH

As established in Ohio law, the seven member Board of Health is our policy-making body with authority to adopt regulations and establish programs to promote public health within the district. Board members during 2017 included: Wilfred Ellis, MD, President; Eric Kerner, Vice President; Marva Cowan, Janis Carse, Scott Shutt, and Ross Kauffman. Dr. Kha Tran moved out of the area and resigned from the Board in August. The Board appointed Pratap Balusu, MD, to fill his unexpired term.

Six of the Board members are appointed through the mayors, township trustees, and county commissioners of Allen County. The seventh member is a physician appointed by the other Board members. The Board meets at 8:00 a.m. on the second Friday of each month, and meetings are open to the public.



COMMUNITY ENGAGEMENT

DISTRICT ADVISORY COUNCIL

22 Political Subdivisions Reps

12 Townships

9 Cities & Villages

1 County Commissioner

PARTNERS

Health Care

First Responders

Local Government

Social Service Agencies

Community Groups

GOVERNANCE

ALLEN COUNTY

BOARD OF HEALTH

Wilfred Ellis, MD, President

Eric Kerner, Vice President

Janis Carse

Marva Cowan

Scott Shutt

Ross Kauffman, PhD

Pratap Balusu, MD

ACPH MEDICAL DIRECTOR

Christine Gaynier, MD

ADMINISTRATION & MANAGEMENT

HEALTH COMMISSIONER

Kathleen Luhn, MS, MCHES

WORKFORCE

ACPH STAFF

58 Employees

33 Full-time

25 Part-time