Meet your new Health Director

Deborah Baker is a lifelong resident of Pulaski County. She graduated from Dixon High School and is also a graduate of Columbia College with a Bachelors of Science in Management Information Systems.

She began her career with the Pulaski County Health Center in 2004 as a WIC clerk. In 2006 she moved into a financial function by managing grants and as a home health billing clerk and then into payroll. She also early in her career took on the role of the Public Information Officer and IT Technician. In 2013, Deborah was promoted to Administrative Director and then became the Health Director in August 2014.

Aside from her career she is married to Guy Baker, a Mill Operator for APAC-Missouri. Together they have two daughters, ages 13 and 11. She volunteers at her church through teaching Sunday school, event planning and IT projects. She enjoys spending time with her family, doing anything outdoors, riding horses, traveling and retail therapy.

Letter from your Director

Dear Community Member,

I am honored to serve the community, and I am proud to have always called Pulaski County my home. I share the vision of the Health Center in that I am dedicated to the citizens of the county by assuring a healthy environment, promoting healthy behaviors and preventing disease. I feel my experience in Public Health combined with my roots in Pulaski County further enhances the quality of service I can offer.

Zig Ziglar once said, “You don’t build a business; you build people- and then people build the business.” I strive to invest in staff development by providing growth opportunities that build even greater professionals. Our staff works as a team to do the very best they can for each individual in our community. You may not know each staff member personally, but be assured that each one is extremely passionate about what they can do to serve you and improve your quality of life. We will continue to grow together, ensuring you the high-quality, affordable services you expect.

The Pulaski County community has blessed me with so many opportunities. I come from a great line of strong women who instilled in me the value of selflessly serving others and also believe you should give back. I’ve recently discovered a deeper desire to give more of myself to the community that has given so much to me. I look forward to the years ahead and the great things to come.

Sincerely,

[signature]

Pulaski County Health Center: Annual Report 2015
Executive Summary

The Pulaski County Health Center & Home Health Agency’s 2015 Annual Report contains:

- An overview of the department’s vision, mission and values
- A review of the Public Health, Environmental, WIC and Home Health services rendered in 2014.
- A brief look at the vision and goals for 2015 within the department.

The Pulaski County Health Center was established in 1950 to provide public health service to Pulaski County residents. The health center has also housed the WIC Program since 1974 and Pulaski County Home Health Agency since 1975. The strategic activities of the center are carried out by 20 staff members and the Board of Health Trustees.

The Public Health section holds clinics at its locations in Crocker and Waynesville to increase accessibility to the public. In 2014, they were able to provide 3,563 services and 1,519 visits. In addition to these services, 1,694 birth certificates and 1,935 death certificates were issued. They were also able to provide 1,133 vaccinations, 124 visits for STD testing and treatment and 173 visits for TB testing and/or treatment. There were 612 communicable diseases reports to the Health Center in 2014 with 394 being STD cases. Through women’s wellness services, there were 82 women seen with 74 also receiving additional educational and preventative services and 34 receiving mammograms. On top of its clinical services, the agency provides education to various individuals, groups and organizations. In 2014, they had 9,442 contacts through community outreach and health education programs.

The Environmental Public Health section strives to educate food establishments, lodging facilities, and child care providers the importance of food safety while enforcing the Missouri Food Code. They also inspect and permit on-site wastewater treatment systems (OWTS) on property less than five acres. In 2014 they conducted a total of 703 inspections to include: 433 food inspections, 92 lodging inspections, 37 child care inspections, and 141 OWTS inspections. They also pulled 20 private well samples, had 87 food recalls and 8 emergency calls.

Funded by the USDA, the Women, Infants and Children (WIC) Program was able to issue 19,240 benefits to participants. They averaged 1603 clients per month. The breastfeeding peer-counselor was able to educate and encourage 368 fully breastfeeding and 154 partially breastfeeding moms.

Celebrating its 40th Anniversary in 2015, the Pulaski County Home Health Agency ended 2014 with a 33.5% growth in patient admissions over the previous year. Patient surveys hold steady with high ratings in overall care, patient care, communication, specific care issues and the willingness to recommend to others.

In 2015, the center will be applying for national accreditation through the Public Health Accreditation Board. Public Health will be building up worksite wellness programs, community gardens and educational opportunities. The Environmental section has the goal of going paperless by the end of the year - this will be a great benefit to staff and the facility owners. The WIC program is working on child retention and toward becoming one of the first pilot agencies in the state to test out a new system that will allow WIC benefits to be issued in the form of a debit card. Home Health will be continuing its public relations efforts to see an ongoing upward trend in its admissions. The Health Center will continue to work with community partners to promote healthy behaviors, prevent disease and protect the public health of Pulaski County.
2015 Annual Report

With this VISION:

Pulaski County residents will lead a high quality of life, from birth through death, in a clean, safe and healthy environment.

We will have this MISSION:

Pulaski County Health Department will offer the highest quality community health and environment services in a fair, compassionate and timely manner to enable our residents to strive for and reach their fullest potential while addressing the everyday challenges in their lives.

Applying these VALUES:

- Honesty and Integrity in our service to the public
- Excellence in all that we do
- Accountability to our county and the people who live here
- Loyalty to our staff, Board of Trustees and citizens of our community
- Teamwork and Respect for our healthcare partners, leaders, and peers
- Highest Commitment to Service in the prevention of communicable disease, the promotion of health and protection from environmental hazards to all residents within our community

Public Health: Better Health. Better Missouri
PUBLIC HEALTH

The Institute of Medicine has defined public health as “an organized community effort aimed at the prevention of disease and promotion of health.” Unlike our health care system which provides medical services to individuals, our public health system focuses on the health of our county/population as a whole.

Public health affects us all, all of the time. Public health efforts have increased our life span by nearly 30 years in the past century. Simple actions we take for granted today such as drinking clean water and breathing clean air, eating fresh fruits and vegetables, wearing seatbelts and bike helmets, and using pedestrian cross-walks, are benefits that we owe to the efforts of a system that is dedicated to making good health available to every citizen.

Our public health system involves many players. The Health Department has legal responsibility for ensuring public health and employs professionals, such as disease investigators, environmental inspectors, health educators, and nurses. The Health Department also relies on medical professions in public and private practice to perform public health functions and help patients practice prevention. Police and fire departments play a crucial role in ensuring public safety and well-being, and even architects, housing developers, city planners and parks and recreation staff contribute through their everyday work to the safety and health of our community. Neighborhood and nonprofit organizations are also part of the public health system. Our department has active partnerships with the American Red Cross, area health departments, the General Leonard Wood Army Community Hospital, Pathways Community Behavioral Healthcare, MOCA Head Start programs, Mercy Healthcare System, local pharmacies, Local Emergency Planning Committee and the Pulaski County Community Network.

The Main Function of a Public Health System:

1. Preventing diseases and decreasing transmission of existing diseases
2. Protecting against environmental hazards
3. Preventing injuries
4. Promoting and encouraging healthy behaviors
5. Responding to disasters and assisting communities in recovery
6. Ensuring the quality and accessibility of health services
7. Ensuring every child has a healthy start

Public health is a vital function that requires broad public concern and support in order to fulfill society’s interest in assuring the conditions in which people can be healthy. History teaches us that organized community effort to prevent disease and promote health is both valuable and effective. It is this philosophy of assuring a healthy environment, promoting healthy behaviors, and preventing disease that the staff of the Pulaski County Health Center is committed to practicing now and in the future.

Public Health Visits: The Pulaski County Health Center holds an open and/or walk-in clinic each Monday and Wednesday in its Crocker facility and each Thursday in its Waynesville facility. Appointments are requested for the Waynesville clinics. Flu clinics are held throughout the community during flu season. Core function services are provided per a sliding fee scale, but never refused due to inability to pay.
One of the major services to the community is Vital Records. We track how many we have completed. For the year 2014 we completed **1694 Birth Certificates and 1935 Death Certificates** in addition to total number of services below.

**Total Number of Clinical Services / Office Visits: 3563/1519**

![Service Totals, 2010-2014](chart)

**Immunizations Clinics:** Immunizations are provided to both children and adults through the Missouri Department of Health & Senior Services, Vaccine for Children (VFC) program. Eligibility guidelines must be met to qualify for VFC vaccine. All fees are based on a sliding scale, determined by amount of household income and number of members in the home. However, core services are never refused due to inability to pay. Clinics are held each Monday and Wednesday at the health department. A satellite clinic is held each Thursday in Waynesville and as per schedule in local school districts. Immunizations provided are as per ACIP and DHSS guidelines.

**Total Vaccine Given:** **1133**

The immunization rate or the number of children under the age of two who are adequately immunized is 50%. Our staff is working diligently to improve these numbers by adopting procedures that will ensure clients are scheduled and/or notified when vaccines are due.

**Wise Women Program:** Offers cardiovascular health services that assist women in reducing their risk of heart disease and stroke. Our staff provides risk factor screenings, diagnostic and referral services, as well as life style education intervention. The Wise Women program services are available to Show Me Healthy Women clients who meet eligibility guidelines.
Number of Wise Women Contacts: 74

**Women Wellness / Show Me Healthy Women Program:** Offers well women exams to women age 35 – 64 years of age. The program consists of an annual Pap, clinical breast exam, and screening mammogram (> 50 age requirement). These services are free to women who meet income and insurance status eligibility guidelines. Well Women clinics are scheduled monthly and are available by appointment only.

- Number of Clinics: 12
- Number of Clients Seen: 82
- Number of Total Visits: 82

*Mammogram Services:* The Pulaski County Health Department partners with the Ellis Fischel Cancer Center to provide mammography services to clients within Pulaski & surrounding counties. Mammogram services are provided through the Ellis Fischel Mobile Mammogram Van. During 2014 mammography services were available quarterly, with 34 clients being seen.

**Communicable Disease:** Each year the Pulaski County Health Department reports, investigates and educates on the communicable diseases in the county. A system is in place to receive and transmit information on reportable communicable, environmental and occupational disease reports received from laboratories, physicians, hospitals, clinics, or other public/private institutions as defined in CSR 20-20.020. The Communicable Disease Prevention program is responsible for:

- Presenting to health care providers and mandated disease reporter’s information about reporting requirements, methods of reporting, and recognition of, and response to critical incidents.
- Providing the community with information on community health risk.
- Providing health education information on specific diseases to individual clients.
The total number of communicable diseases reported to the health department in 2014 is **612**.

**Communicable Disease Prevention:** The prevention and spread of disease is a major public health concern. Prevention programs by education and/or screenings are provided throughout the community via presentations, display boards, news releases and public health updates.

Disease surveillance of local doctor’s offices, schools, nursing homes and child care facilities is collected and analyzed by the health department’s CD nurse and is forwarded to the Region Epidemiologist. The environmental specialist and/or community health nurse investigates any disease with an abnormal amount of increase.

The leading communicable disease in Pulaski County is sexually transmitted diseases, which includes Chlamydia, Gonorrhea, and Syphilis.

**Sexually Transmitted Disease:** The health department does testing and treatment for sexually transmitted diseases during walk-in clinics on Mondays and by appointment Tuesday through Thursday. Treatment is provided to all positive cases and their partner(s). There were **124 office visits** in 2014 for STD testing and treatment. Services for testing and treatment are on sliding scale fee and waived if patient cannot pay. There were **394 cases** in 2014. The graph below shows the 2014 trend analysis of incidence or number of sexually transmitted diseases (Chlamydia, gonorrhea, and syphilis) in Pulaski County.

![STD Cases Graph]

**Tuberculosis:** The Pulaski County Health Department offers TB skin testing, TB medications (if indicated) and TB counseling / prevention education for residents of the community. When indicated (positive case), the health department offers case management to the clients – this includes monthly health assessments, medications as ordered, interaction with physician concerning the health status of the client, and frequent follow care with the patient and/or family. Visits related to the prevention and treatment of tuberculosis in 2014 was **173**. This number can be misleading related to the decreased number of clients tested related to the New Day Care Requirements for employment.
Maternal Child Health: The health department offers health prevention services and education programs through the Maternal Child Health Contract. The Pulaski County Health Department formed a Maternal Child Health (MCH) Coalition. We merged the MCH Coalition with the Healthy Futures Pulaski County Coalition in 2013. In October, 2014 our priority problem continued to be “Prevent and reduce obesity among children, adolescents, and women”. We will continue to do car seat safety training and installation as long as the funding is available. The MCH Coalition partnered with local police and businesses to participate in the “Prescription Drug Take Back.”

The objectives of the MCH Program are as follows:

- Development of a Maternal Child Health (MCH) Coalition
- School Education, Health and Safety Fairs focusing on Obesity.
- Obesity and increased activity and BMI for all school grades
- Car Seat Check points: Total of 22 car seats were given out and installed with education.
- CPR to local district (student and staff) and Day Care providers.

Total Number of MCH Educational Contacts: 4963

Day Care Contacts: 655

Chronic Diseases Prevention: Services such as education - assistance with dressing changes, referrals, moral and mental support, etc., are given to county residents that suffer from chronic diseases such as: cancer, heart and circulatory, communicable diseases, diabetes, mental health, high risk pregnancies and many other chronic diseases.

We are very proud of our community outreach programs and have worked very hard promoting population-based nursing projects. The health department staff attends annual health and safety fairs, work with community leaders in preparation for a pandemic flu event, promote public health nursing to higher learning institutions, and offer health education programs to area businesses. Outreach programs offered in 2014 totaled 3802 contacts.
ENVIRONMENTAL HEALTH PROGRAM:

Food Service / Retail Food inspections are provided to all food service establishments that handle, prepare, serve or store food. These inspections are crucial to ensure compliance with sanitation standards and sanitary practices which is necessary to the prevention of food-borne disease outbreaks. All schools are inspected twice a year per Department of Elementary and Secondary Education (DESE) standards and more often if a problem arises. School lunchroom inspections include, but not limited to; safety of food, food storage areas, food equipment, general sanitation, and lighting.

The Consumer Food Safety Regulation, adopted in August 2013, requires each permanent food establishments within Pulaski County Health Center’s jurisdiction to obtain and post in view of the public, a county food establishment permit in order to operate a permanent food establishment. Each permit shall be renewed on or before October 1st of each year and annually thereafter.

An inspection of a food establishment is based on the priority status of the establishment. Food establishments that are medium or high priority facilities will be inspected every 12 months, low priority establishments will be inspected every 18 months and seasonal establishment that operate 9 months or less each year will be inspected one per season of operation. All schools are inspected twice a year per Department of Elementary and Secondary Education (DESE) standards and more often if a problem arises. School lunchroom inspections include, but not limited to; safety of food, food storage areas, food equipment and general sanitation.

The EPHS inspects and documents any violations observed in accordance with the DHSS Rules and Regulations pertaining to the environmental programs with technical and/or enforcement assistance from the Missouri Department of Health and Senior Services. The EPHS works closely with personnel from Preventive Medicine and Veterinary Sections, Fort Leonard Wood, in the areas of environmental programs that may affect the health of the military and civilian populations. The EPHS keeps current on changes in health rules and regulations by attending educational health conferences pertaining to food, water, lodging, child care, OWTS and emergency response.

The Environmental Public Health Specialist(s) (EPHS) respond to emergency response calls pertaining to food and/or drugs that have been involved in fires, floods, motor vehicle accidents, or train derailment. Truck wrecks involving large quantities of food and meats occur frequently in Pulaski County due to the many miles of interstate highway that runs through the County.

Child Care facilities are inspected for safety and sanitation. These facilities are inspected in cooperation with the Department of Health and Senior Services (DHSS) and Bureau of Environmental Regulation and Licensure (BERL). Reports and recommendations are submitted to the above agencies.

Lodging establishments are inspected for safety standards pertaining to life safety, fire safety, electrical wiring, fuel-burning appliances, plumbing and swimming pools/spas. Establishments are inspected every 12 months in cooperation with the Department of Health and Senior Services
(DHSS) and Bureau of Environmental Regulation and Licensure (BERL). Inspection reports and recommendations are then submitted to the agencies. No one can operate a lodging establishment without a license for the DHSS.

The EPHS inspects and permits On-Site Wastewater Treatment Systems (OWTS) on 5 acres or less in the county. An OWTS application will be reviewed by experienced EPHS staff and if the application meets, or exceeds the minimum requirements a site visit will be conducted. A permit will be issued if no deviation from the application is present. A final inspection is conducted once the system is installed.

The Environmental staff worked hard this year conducting food, lodging, child care, and OWTS inspection throughout the county. The EPHS conducted 433 food inspections, 92 lodging inspections, 37 child care inspections, 141 OWTS inspections and 20 private well samples. The Environmental staff had 87 food recalls and 9 follow-ups concerning the food recalls. There were also 8 emergency calls for either a restaurant fire, truck wrecks involving food, or boil orders.

The five different sections that the Environmental Department has to manage, keeps the EPHS and staff busy throughout the year. The EPHS conducted a total of 703 inspections in 2014 as compared to 639 in 2013.

*Only one inspector was on staff from Jan-Oct in 2013.*
WOMEN, INFANT & CHILDREN (WIC) PROGRAM: WIC saves lives and improves health of nutritionally at-risk women, infants and children. The result of studies conducted by Food Nutrition Services (FNS) and other non-government entities, have shown that WIC is one of the nation’s most successful and cost-effective nutrition intervention programs. Since its beginning in 1974, the WIC program has earned the reputation of being one of the most successful federally-funded nutrition programs in the United States.

Who qualifies for WIC and how do you qualify for WIC?

- Women who are pregnant, breastfeeding (nursing a baby up to one year old), and postpartum (up to 6 months after a pregnancy has ended)
- Infants (a child under one year old)
- Children (from 1 year old up to age 5)

All women, infants, and children must meet income guidelines and medical criteria to qualify for WIC.

WIC foods are intended to supplement the diet. The food packages approved for use in the Missouri WIC program are designed to help meet infants' developmental needs and current pediatric feeding recommendations, and to complement the eating patterns of preschool children. WIC foods also supplement the special requirements of pregnant and breastfeeding women and help to re-supply the nutrient stores women use during pregnancy.

The Pulaski County WIC office operates Monday at our main clinic in Crocker and Tuesday, Wednesday, Thursday, and Friday at our satellite clinic in Lincoln Square 704 Historic Rte 66, Suite 104 in Waynesville.

Total Number of WIC Benefits Issued in 2014: 19,240
Average Monthly Case Count in 2014: 1603

Our WIC Program is committed to helping women understand the benefits of breastfeeding to both mother and infant. Our Breastfeeding Peer Counselor provided education and encouragement to 368 fully breastfeeding moms and 154 partially breastfeeding moms.
HOME HEALTH: The Pulaski County Home Health Agency was instituted in 1975 as one of the original agencies in the state. It is the goal of home health to provide continuing health care to clients in their own homes; to minimize the negative effects of illness, accident, or disability. The Pulaski County Home Health Agency provides in-home services to patients who qualify for skilled services. Home health care is for acute phases of illness and is not intended for long term care. It is the vision of our agency to provide professional, quality healthcare to patients while promoting healthy healing and independence in the comfort of their own home. Our qualified staff provides skilled nursing, physical therapy, speech therapy, occupational therapy and aide services.

Provided 2753 visits in 2014, up 6.2% from 2592 in 2013

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<th>Hours</th>
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<tr>
<td>Physical Therapy</td>
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<td>Occupational Therapy</td>
<td>32</td>
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<tr>
<td>Speech Therapy</td>
<td>32</td>
</tr>
<tr>
<td>Home Health Aide</td>
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</tr>
</tbody>
</table>

207 Admissions in 2014, up 33.5% from 155 in 2013

Home Health Consumer Assessment of Health Providers and Systems (HHCAPS) most recent patient satisfaction survey results from April, 2014 to August, 2014

The Home Health CAHPS Quality Report from July-November, 2014:

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<th>Category</th>
<th>Our Agency</th>
<th>State Benchmark</th>
<th>National Benchmark</th>
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<tr>
<td>Willingness to recommend</td>
<td>92%</td>
<td>82%</td>
<td>79%</td>
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2015 Roadmap

Organization-wide
- We strive for high standards and excellence and therefore will be applying for nation accreditation with the Public Health Accreditation Board by July 2015.
- We will enhancing our marketing and branding efforts to further promote all of the services available at PCHC.

Public Health
- Extensive work will be done to build sustainable worksite wellness programs to improve the overall health of the community’s workforce.
- Community gardens will be expanded to increase access to fresh fruits and vegetables and to promote healthy behaviors.

Environmental
- To increase efficiency and quality of service, the staff will move to a highly mobile and paperless inspection software system.
- Education efforts will be continued to help business owners meet standards and reach their fullest potential.

WIC
- The retention rate of children on the program after they turn 1 year of age is a challenge and will be the focus of a high impact media campaign throughout the year.
- It is the goal to be one of the pilot agencies to test a new system that would allow WIC participants to be issued their benefits on a debit card.

Home Health
- Public relations will be an ongoing effort to continue the exponential admission growth rates.
- Quality patient care will remain a priority. Quality improvement efforts are continual.