

PULASKI COUNTY HEALTH CENTER & HOME HEALTH AGENCY



Annual Report

Public Health: Better Health. Better Missouri.



2016



Public Health
Prevent. Promote. Protect.

101 12TH STREET ~ CROCKER, MO 65452
704 HISTORIC RT. 66 ~ WAYNESVILLE, MO 65583

Letter from your Director

Dear Community Member,

Another great year of service is in the books! 2015 proved to be a great year for myself and staff. It was my first full calendar year as Health Director and I am happy with the progress our team was able to make in such a short amount of time.



In last year's report, I quoted Zig Ziglar saying, "You don't build a business; you build people- and then people build the business." I feel that this is an area I have worked the hardest by allowing them opportunities to grow and discover their own potential. Staff development will remain a high priority in 2016. Your Health Department staff understands the constraints that today's economy puts on not only our budget but your household budget. Therefore, they work tirelessly to find ways to grow within our limited funding and ensure you the high-quality, affordable service you expect.

I look forward to 2016 being another fantastic year. Our water lab officially opened on March 1 and we are excited about being able to provide another service to the community. We have also written a grant to expand our men's and women's health services and hope this opportunity is extended to our residents. We will continue to look for funding to help sustain current services and add new and innovative services to Pulaski County.

I look forward to the year ahead and the great things to come.

Sincerely,

A handwritten signature in black ink that reads "Deborah Baker". The signature is fluid and cursive.

Deborah Baker, BS

Executive Summary

The Pulaski County Health Center & Home Health Agency's 2016 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 2015.
- A brief look at the 2016 Roadmap for 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 24 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 2015, they were able to provide 1763 services to 1180 patients. In addition to these services, 1,754 birth certificates and 2047 death certificates were issued. They were also able to provide 1,508 vaccinations, 164 visits for STD testing and treatment and 201 visits for TB testing and/or treatment. There were 772 communicable diseases reports to the Health Center in 2015 with 397 being STD cases. Through women's wellness services, there were 57 women seen with 59 also receiving additional educational and preventative services and 21 receiving mammograms. On top of its clinical services, the agency provides education to various individuals, groups and organizations. In 2015, they had 6,819 contacts through community outreach and health education programs.

The Environmental Public Health section strives to educate food establishments, lodging facilities, and child care providers on 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 three acres. In 2015 they conducted a total of 670 inspections to include: 466 food inspections, 79 lodging inspections, 29 child care inspections, and 96 OWTS inspections. They also pulled 17 private well samples, had 83 food recalls and 13 emergency calls.

Funded by the USDA, the Women, Infants and Children (WIC) Program was able to issue 18,455 benefits to participants. They averaged 1538 clients per month. The breastfeeding peer-counselor was able to educate and encourage 823 fully breastfeeding and 335 partially breastfeeding moms.

Pulaski County Home Health Agency celebrated its 40th Anniversary in 2015 and the year with a seven percent 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 2016, the center will be applying for re-accreditation through the Missouri Institute for Community Health. Public Health will be building up community garden, tobacco-free policies and provide educational opportunities. The Environmental section has recently opened a new water lab to test recreational water as well as private well water. They will achieve lab certification by mid-year and will be able to also test public water samples. The WIC program is working on child retention and continues to look for ways to grow their program. 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.

2016 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 professionals 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:

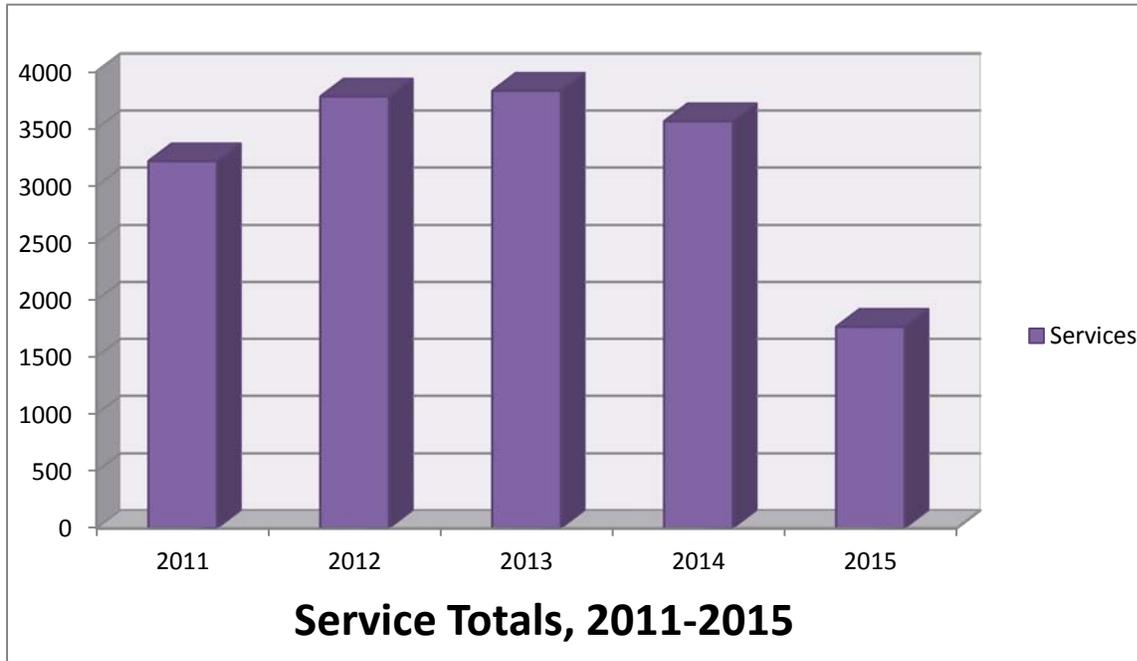
1. Preventing diseases and decreasing transmission of existing diseases
2. Protecting against environmental hazards
3. Preventing injuries
4. Promoting and encouraging healthy behaviors
5. Responding to disasters and assisting communities in recovery
6. Ensuring the quality and accessibility of health 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 2015 we completed **1754 Birth Certificates and 2047 Death Certificates** in addition to the total number of services below.

Total Number of Clinical Services / Office Visits: 1763 Services were provided to 1180 PH patients



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 the 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: 1508

The immunization rate or the number of children in Pulaski County under the age of two who are adequately immunized is 89% which is an increase from last year of 50%. Our staff continues to work diligently to improve these numbers by adopting procedures that will ensure clients are scheduled and/or notified when vaccines are due.

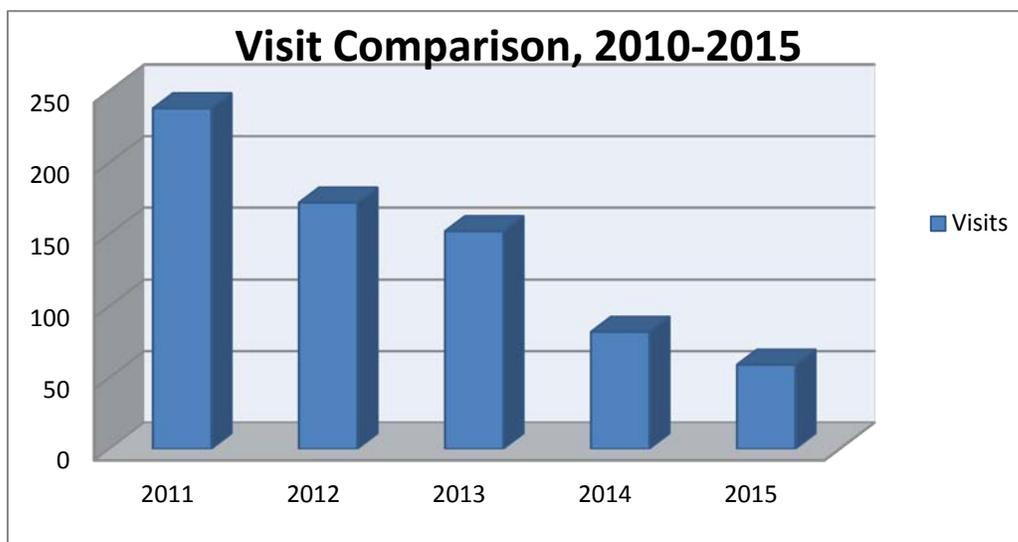
Wise Women Program: Offers cardiovascular health services that assist women in reducing their risk of heart disease and stroke. Our staff provides risk factor screenings, diagnostic and referral services, as well as life style education intervention. The Wise Women

program services are available to Show Me Healthy Women clients who meet eligibility guidelines.

Number of Wise Women Contacts: 59

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: 11**
- **Number of Clients Seen: 57**
- **Number of Total Visits: 57**



*Family Planning clinics were discontinued and are not reflected in the 2015 numbers.

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 2015 mammography services were available quarterly, with **21** 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 response to critical incidents.
- Providing the community with information on community health risk.

- Providing health education information on specific diseases to individual clients.

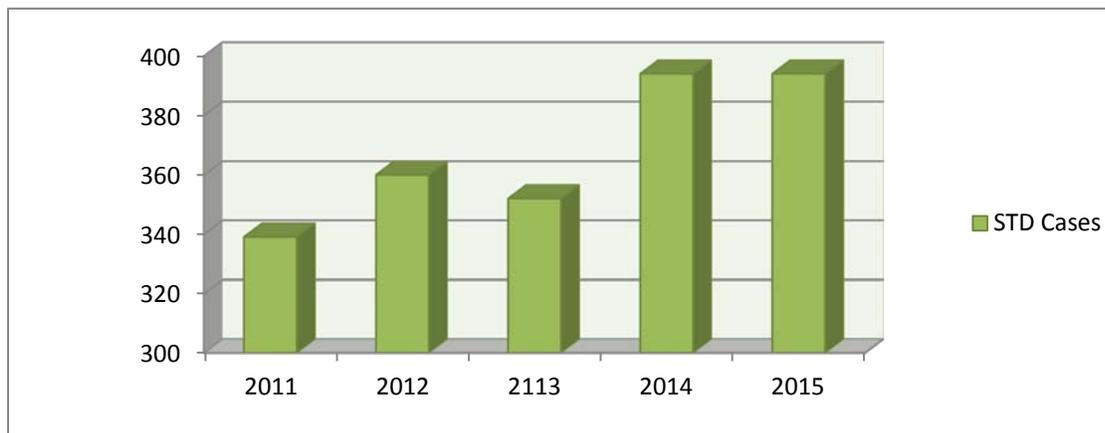
The total number of communicable diseases reported to the health department in 2015 is 375 plus 60 animal bites that were investigated.

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 **164 office visits** in 2015 for STD testing and treatment. Services for testing and treatment are on a sliding scale fee and waived if the patient cannot pay. There were **397 cases** in 2015. The graph below shows the 2015 trend analysis of incidence or number of sexually transmitted diseases (Chlamydia, gonorrhea, and syphilis) in Pulaski County.



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 2015 was **201**. This number can be misleading related to the decreased number of clients tested due 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, 2015 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 checks for all school grades
- ▶ Car Seat Check points: Total of **12** car seats were given out and installed with education.
- ▶ CPR training to local district (student and staff) and Day Care providers.

Total Number of MCH Educational Contacts: 3380

Day Care Contacts: 209

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 2015 totaled **3230** 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 are 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 are 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 January 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, seasonal establishment that operate 9 months or less each year will be inspected one per season of operation and schools are inspected twice a year.

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 run 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.

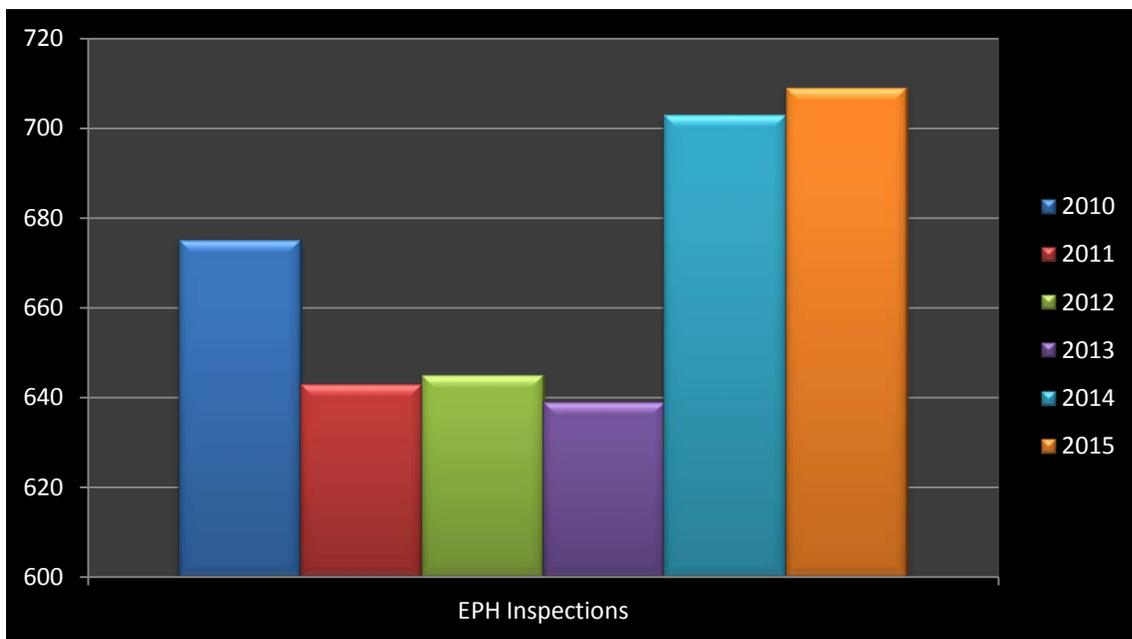
Lodging establishments are inspected for safety standards pertaining to life safety, fire safety, electrical wiring, fuel-burning appliances, plumbing and swimming pools/spas. Establishments are inspected every 12 months in cooperation with the Department of Health and Senior Services (DHSS) and Bureau 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 from the DHSS.

The EPHS inspects and permits On-Site Wastewater Treatment Systems (OWTS) on 3 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 **466** food inspections, **79** lodging inspections, **29** child care inspections, **96** OWTS inspections and **17** private well samples. The Environmental staff had **83** food recalls and **9** follow-ups concerning the food recalls. There were also **13** emergency calls for either a restaurant fire, truck wrecks involving food, or boil orders.

The Environmental Department currently manages five different sections but will be adding number six in the coming year. The Department will be opening a new water lab in 2016 that will test water samples from private wells and recreational water samples from our local river ways.

The six different sections that the Environmental Department has to manage, keeps the EPHS and staff busy throughout the year. The EPHS conducted a total of **709** inspections in 2015 as compared to **703** in 2014.



***Only one inspector was on staff from Jan-Oct in 2013.**

WOMEN, INFANT & CHILDREN (WIC)

PROGRAM: WIC saves lives and improves the 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 nations' 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 U.S.

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 823 fully breastfeeding moms and 335 partially breastfeeding moms.

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.

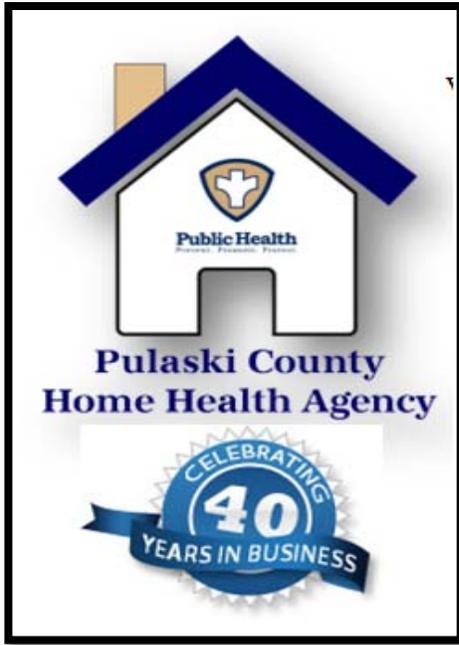
The Pulaski County WIC office operates Monday at our main clinic in Crocker and Tuesday, through Friday and the third Monday of each month at our satellite clinic in Lincoln Square 704 Historic Rte 66, Suite 104 in Waynesville.

Total Number of WIC Benefits Issued in 2015: 18,455
Average Monthly Case Count in 2015: 1538



* These pictures are to show the differences in food packages for women, infants and children. All food is to be stored appropriately in homes.

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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. We are providers for Medicare, Medicare HMOs, Medicaid, Tricare and VA patients. 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, and aide services.



The HomeCare Elite recognition program lists the top 25 percent of home health agencies in the country. Pulaski County Home Health Agency was recognized in 2015 as a top agency based upon five categories: quality of care, best practice implementation, quality improvement and consistency, patient experience and financial performance. The HomeCare Elite agencies were compiled using publicly available data from Home Health Compare and the Centers for Medicare & Medicaid Services Cost Reports.

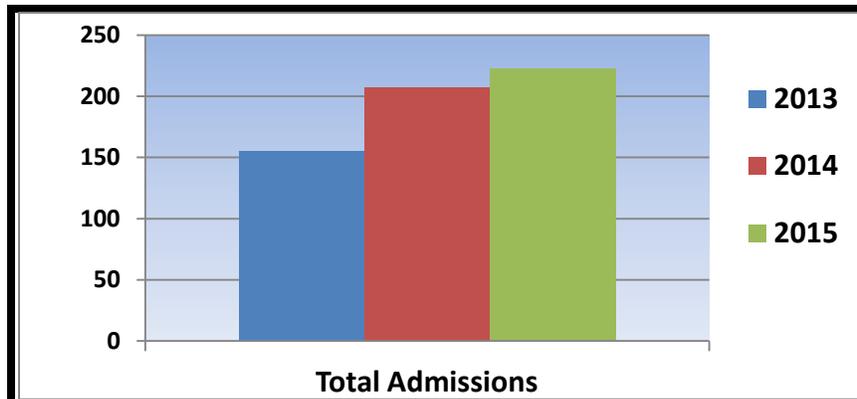
Medicare/Medicaid Services Home Health Quality of Patient Care Star Rating Provider Report for Pulaski County Home Health Agency for the period of July 1, 2014 to June 30, 2015.



The **quality of patient care star rating** summarizes 9 of the 29 quality measures* reported on Home Health Compare. It provides a single indicator of an agency's performance compared to other agencies.

- A 4 or 5 star rating means that the agency performed better than other agencies on the 9 measured care practices and outcomes.
- A 1 or 2 star rating means that the agency's average performance on the 9 measured care practices and outcomes was below the averages of other agencies.
- Across the country, most agencies fall "in the middle" with 3 or 3½ stars.

*The 9 quality measures include timely initiation of care, drug education, flu immunization, improvement in ambulation, bed transferring, pain, shortness of breath and number of re-hospitalizations.



222 Patient Admissions in 2015, Increase of 7% from 207 in 2014

<p>Provided 3,239 visits in 2015 Increase of 17.6% from 2014</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Skilled Nursing</td> <td style="text-align: right; padding: 5px;">1,595</td> </tr> <tr> <td style="padding: 5px;">Physical Therapy</td> <td style="text-align: right; padding: 5px;">1,269</td> </tr> <tr> <td style="padding: 5px;">Occupational Therapy</td> <td style="text-align: right; padding: 5px;">102</td> </tr> <tr> <td style="padding: 5px;">Speech Therapy</td> <td style="text-align: right; padding: 5px;">11</td> </tr> <tr> <td style="padding: 5px;">Home Health Aide</td> <td style="text-align: right; padding: 5px;">262</td> </tr> </table>	Skilled Nursing	1,595	Physical Therapy	1,269	Occupational Therapy	102	Speech Therapy	11	Home Health Aide	262	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Year</th> <th>Total Patient Visits</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>2600</td> </tr> <tr> <td>2014</td> <td>2750</td> </tr> <tr> <td>2015</td> <td>3239</td> </tr> </tbody> </table>	Year	Total Patient Visits	2013	2600	2014	2750	2015	3239
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2016 Roadmap

