

2018

# Pulaski County Health Center Annual Report

Public Health: Better Health. Better Missouri.



**Public Health**  
Prevent. Promote. Protect.

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## Letter from your Director

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Dear Community Member,

Another year in the books and it proved to be a busy one. We experienced significant revenue loss from discontinued state contracts and low service utilization. We have had to make some tough cuts to areas of the budget. Despite the change the staff keeps pushing forward and assisting in looking for areas of improvement and potential expansion.

As we move into 2018 we see even more changes coming to our department in the way of our workforce and programming. Retirement of some staff members will bring about the most change as there will be some realignment with the potential for opening up a few positions within the department. Program activities and standards continue to evolve and so we adjust, improve and evolve with them. A friend and colleague recently said that change is hard and he would be correct. However, he also says that change isn't always bad as long as the change is creating progress. I couldn't agree more; so this year, we plan to progress in a forward direction making one good decision at a time to continue to provide quality public health service to the residents and patrons of Pulaski County.

Our residents and patrons can rest assured that our mission will not change. We will face changes head on and continue to serve our community.

I look forward to 2018 and the great progress to come!

Sincerely,

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

Deborah Baker  
Health Director

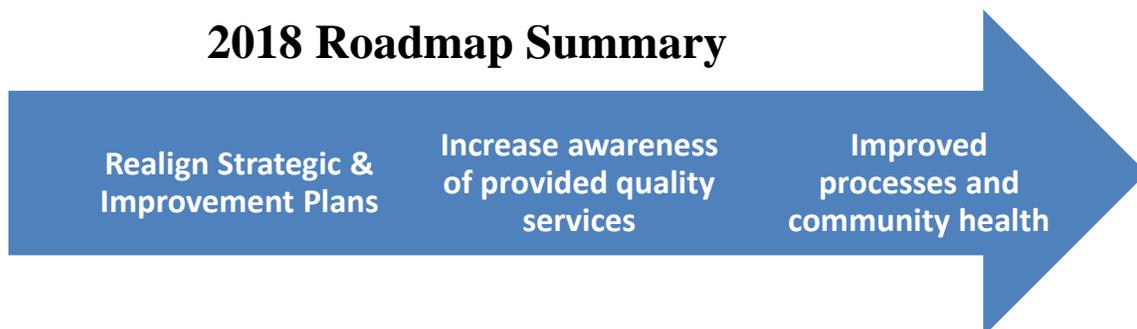
# Executive Summary

The Pulaski County Health Center & Home Health Agency's 2017 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 2017.
- A brief look at the 2018 Roadmap for the department.



## 2018 Roadmap Summary



# 2018 Annual Report

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**Our HISTORY:** 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 22 staff members and the Board of Health Trustees.

**With this VISION:** Pulaski County residents will lead a high quality of life, from birth to 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.

**How we get a HEALTHY 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 (LEPC) and the Pulaski County Community Network (PCCN).

### **The Main Function of a Public Health System:**

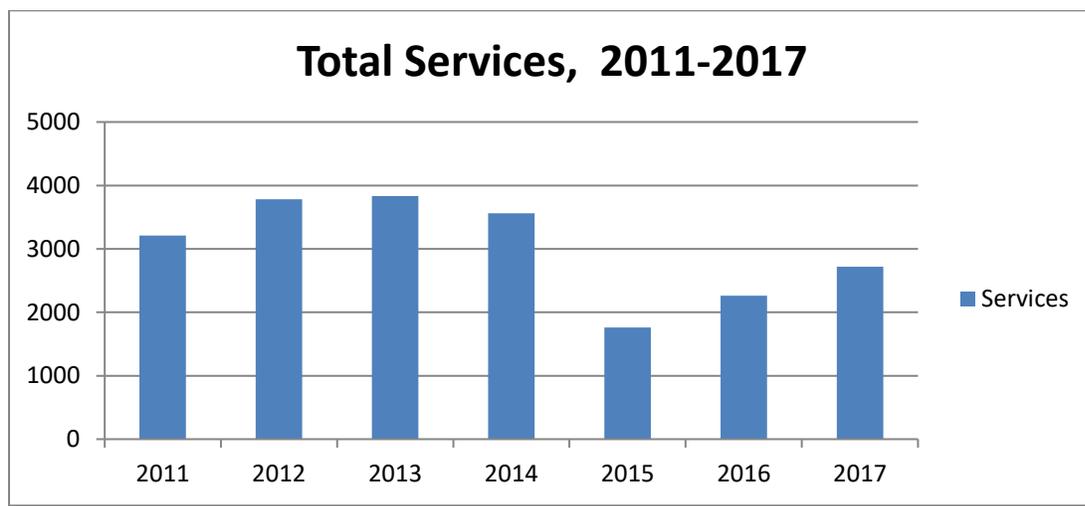
1. Preventing diseases and decreasing transmission of existing diseases
2. Protecting against environmental hazards
3. Preventing injuries
4. Promoting and encouraging healthy behaviors
5. Responding to disasters and assisting communities in recovery
6. Ensuring the quality and accessibility of health 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 between the Crocker and Waynesville facilities. For the year 2017 we completed **1581 Birth Certificates and 2145 Death Certificates** in addition to the total number of services below.

**Total Number of Clinical Services / Office Visits: 2719 Services were provided to 1183 PH patients**



Insurance coverage status was monitored on the patients provided service in 2017. The following shows the status of those we served.

- Insured: 368
- Uninsured/Underinsured: 449
- Temp Cards for Pregnancy: 138
- Medicaid: 88

**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: 748**

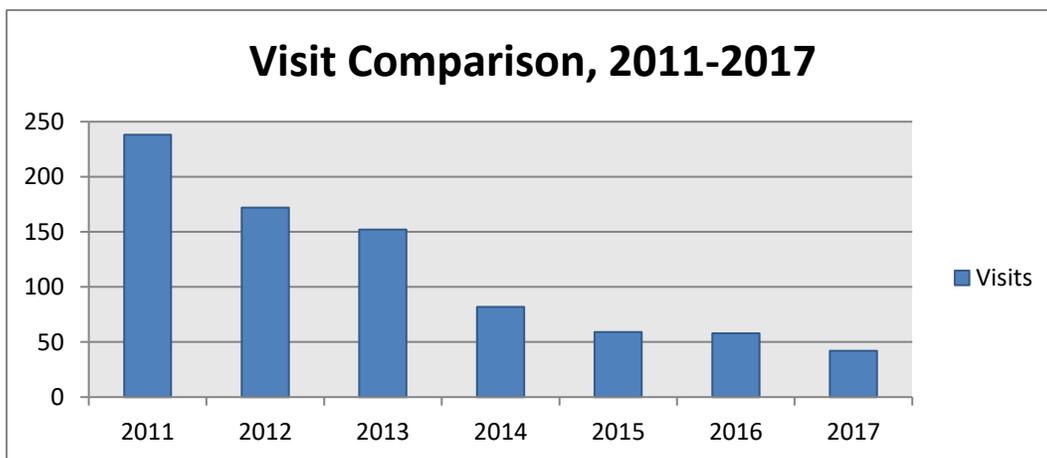
The immunization rate or the number of VFC eligible children under the age of two under our care who are adequately immunized is 100% which is increase from last year's rate of 73%. Our staff continues to work diligently to improve these numbers by adopting procedures that will ensure clients are scheduled 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: 38**

**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: 8**
- **Number of Clients Seen:38**
- **Number of Total Visits: 42**



\*Family Planning clinics were discontinued and are not reflected in the 2015-2017 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 2017, mammography services were available quarterly with **32** clients being seen of which 15 were also Show Me Healthy Women patients.

**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:

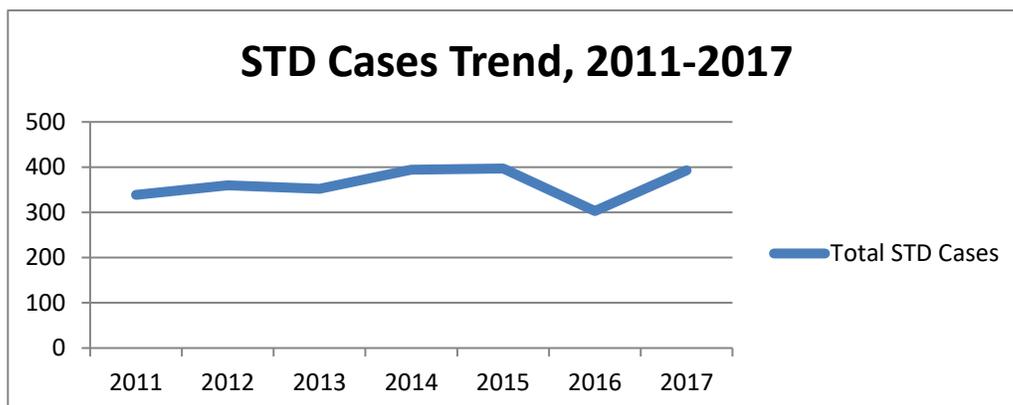
- Presenting to health care providers and mandated disease reporter’s information about reporting requirements, methods of reporting and response to critical incidents.
- Providing the community with information on community health risk.
- Providing health education information on specific diseases to individual clients.

The total number of communicable diseases reported to the health department in 2017 was 505 with 101 of these related to 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 Wednesdays and by appointment Tuesdays and Thursdays. Treatment is provided to all positive cases and their partner(s). There were 167 office visits in 2017 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 393 cases (343 Chlamydia-343, gonorrhea-49, and syphilis- 1) in 2017 reported to State through November 2017. This number can change as the reports continue to come in from the end of the year. The graph below shows the 2017 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 2017 was 260.

**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, 2017 our priority problem continued to be “Prevent and reduce obesity among children, adolescents, and women” and cancer prevention related to smoking. We discontinued our car seat safety training and installation at the end of 2017.

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
- ▶ CPR training to local district (student and staff) and Day Care providers.

**Total Number of MCH Educational Contacts: 4691**

**Day Care Contacts: 193**

**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, works with community leaders in preparation for a pandemic flu event, promotes public health nursing to higher learning institutions and offers health education programs to area businesses. Outreach programs offered in 2017 totaled 3079 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 for 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 establishment 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 1<sup>st</sup> 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 will be 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.

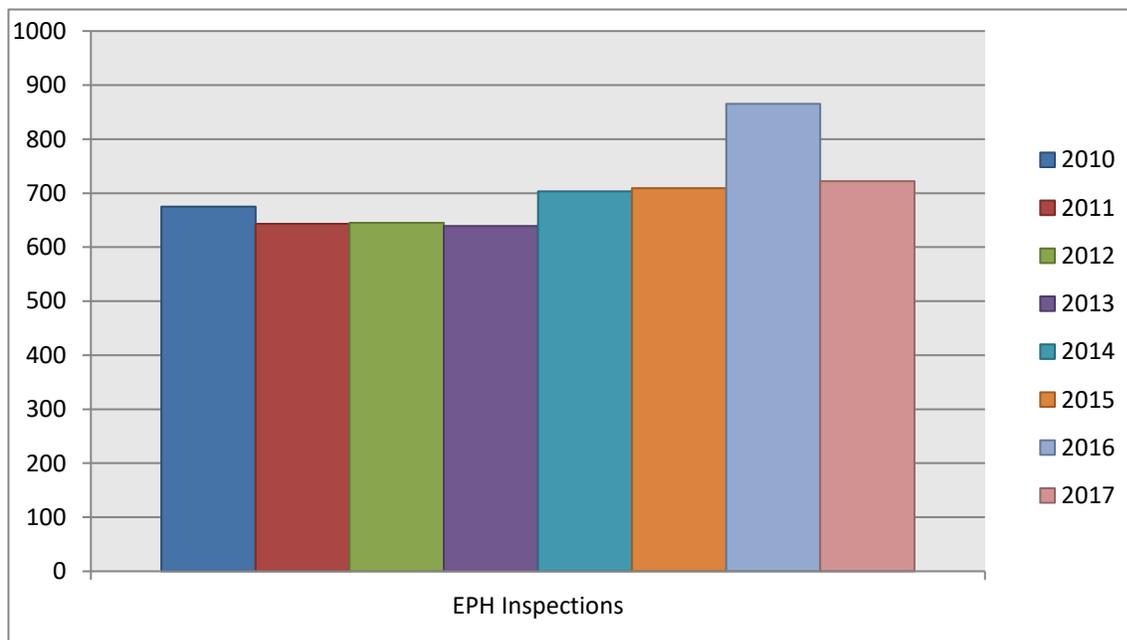
Lodging establishments are inspected for safety standards pertaining to life safety, fire safety, electrical wiring, fuel-burning appliances, plumbing and swimming pools/spas. Establishments are inspected every 12 months in cooperation with the Department of Health and Senior Services (DHSS) and Bureau 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 Department opened a new water lab this year that tests private and recreational water samples. The EPHS collects and analyzes private well water samples for the public. The samples are analyzed in the water lab for total Coliform and E-coli. The EPHS also collects and analyzes recreational water samples from our local river ways for E-coli levels. The results of the recreational samples are then posted on our website for the public.

The Environmental staff worked hard this year conducting food, lodging, child care, and OWTS inspection throughout the county. The EPHS conducted **485** food inspections, **121** lodging inspections, **44** child care inspections, **49** OWTS inspections, **185** private well samples and **156** recreational water samples. The Environmental staff had **90** food recalls and **5** follow-ups concerning the food recalls. There were also **23** emergency calls for either a restaurant fire, truck wrecks involving food or boil orders.

The Environmental Department currently manages six different sections which include food, child care, lodging, on-site waste water, water lab and emergency response. The six different sections that the department has to manage the EPHS and staff busy throughout the year. The EPHS conducted a total of **722** inspections in 2017 as compared to **865** in 2016.



**\*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 751 fully breastfeeding moms and 217 partially breastfeeding moms. 13.4 % of infants were still breastfeeding at one year in Pulaski Co compared to 10.4% statewide.

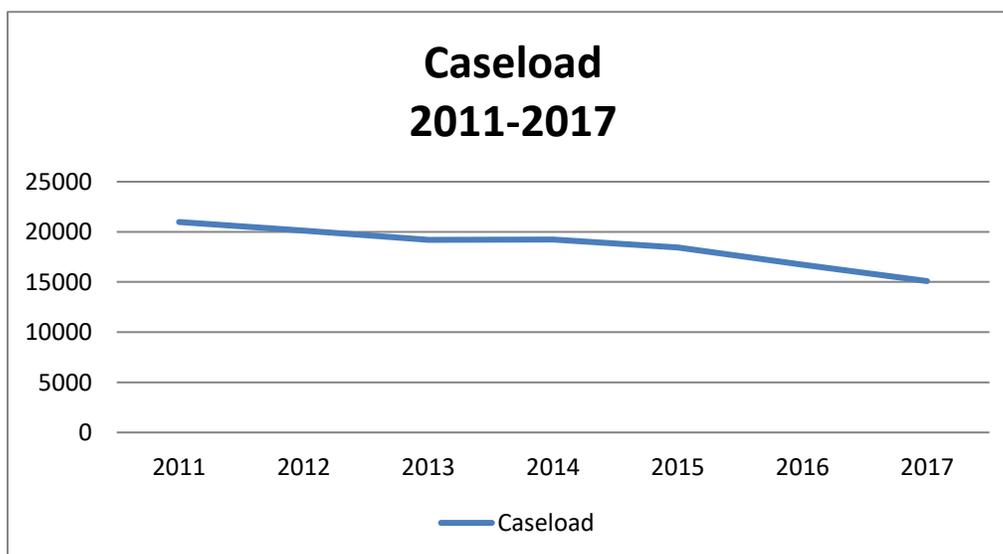
### Who qualifies for WIC and how do you qualify for WIC?

- 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 at 704 Historic Rte 66, Suite 104 in Waynesville.

**Total Number of WIC Benefits Issued in 2017: 15,091**  
**Average Monthly Case Count in 2017: 1,258**





## Pulaski County Home Health Agency

**2017**  
**156 Patient Admissions**

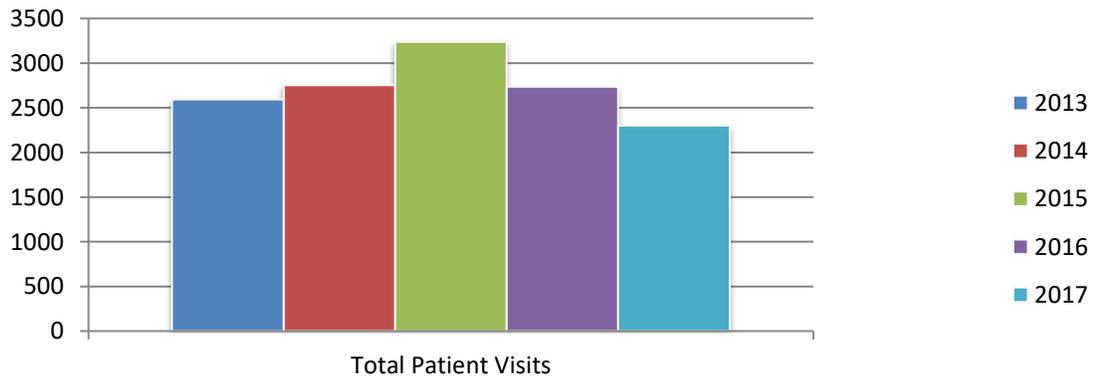


**Provided 2,301 Visits**

Skilled Nursing	1,248
Physical Therapy	866
Home Health Aide	185

## 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, Tri-care 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 and aide services.



## What is Home Health Compare?

Home Health Compare has information about the quality of care provided by "Medicare-certified" home health agencies throughout the nation. "Medicare-certified" means the home health agency is approved by Medicare and meets certain federal health and safety requirements.

Home Health Compare can help you or your family or friends choose a quality home health agency that has the skilled home health services you need. The information on Home Health Compare:

- Helps you learn how well home health agencies care for their patients
- Shows you how often each agency used best practices when caring for its patients and whether patients improved in certain important areas of care
- Shows you what other patients said about their recent home health care experience

## What is the overall quality of care from the home health agency?"

(Based on the most current data collection period of 7/1/2016 to 6/30/2017)



Only 14% of Missouri agencies received a 4-star rating. Most agencies are rated at 3.5 or fewer stars. Nine percent score 4.5 and only two percent receive 5-stars.

The Pulaski County Home Health Agency is licensed by the Missouri Department of Health; certified by Medicare and Medicaid. We have provided services to Camden, Miller and Pulaski Counties and portions of Laclede and Maries counties for over 43 years.

# 2018 Roadmap

