

Florida Department of Health

Nassau County

2013-2014

Annual Report

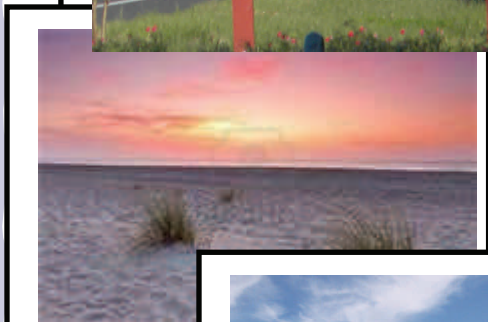
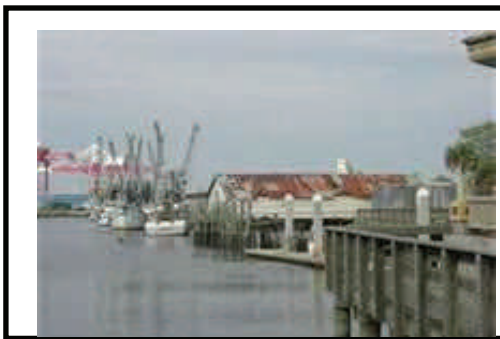


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Mission

To protect, promote, & improve the health of all people in Florida through integrated state, county, & community efforts.

Vision

Healthiest State in the Nation.

Values

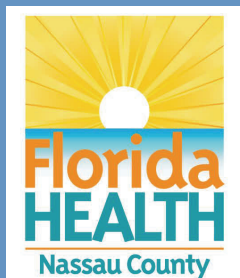
Innovation

Collaboration

Accountability

Responsiveness

Excellence



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State Surgeon General

John Armstrong, MD, FACS



To the People of Nassau County:

This year, we are celebrating 125 years of public health in Florida. By preventing infectious diseases and supporting livable environments, public health has opened all of Florida to opportunity through a great quality of life. Your Department of Health continues this legacy in Nassau County by advancing initiatives to protect, promote and improve health in all communities.

Recognizing that weight challenge is the top public health threat to our future, we have developed Healthiest Weight Florida, a public-private collaboration that brings together state agencies, local governments, businesses, schools, not-for-profit organizations, faith-based groups, and entire communities to reshape environments so that healthy choices become easier choices. We encourage all children, adults, and families in Nassau County to make healthy choices about food and active living every day. After all, our health reflects the sums of seemingly small choices that we make over time.

This past year has seen remarkable successes for health in Nassau County, yet challenges remain. It is by working with our communities that we will become the healthiest state in the nation!

Sincerely,

John H. Armstrong, MD, FACS

State Surgeon General and Secretary of Health



HealthiestWeight



Director's Message

Eugenia Ngo-Seidel, MD, MPH

PUBLIC HEALTH HEROES



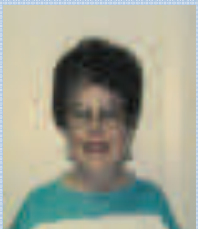
Betty P. Cook, RN
CHD Nursing
Director
1948 - 1979



**Gene Lund Craig,
MD**
CHD Director
1973 - 1987



Dolvin Foreman
Environmental
Manager
1966 - 2003



Dorine Fulmer
Senior Community
Health Nursing
Supervisor
1972 - 1997



**John W. McClane,
MD**
CHD Director
1942 - 1956



**Jo Ann Swafford,
RN**
Senior Community
Health Nurse
1980 - 2012

Dear Nassau County Community:

In February of this year, Public Health in the state of Florida celebrated its 125th anniversary. Our Nassau agency dates back over seventy years and has a rich history of promoting and protecting the health of the people of Nassau County. Today, as in the past, we continue to serve as a touchstone in controlling and preventing infectious and chronic diseases as well as addressing environmental factors that impact the health of the individual and the community.

This Annual Report summarizes our services, successes, and challenges. Our agency is committed to quality improvement as we strive for national public health accreditation in the coming year. Our dedicated staff pay tribute to our six Local Public Health Heroes and are deeply committed to continuing their tradition of working with the community to achieve health and wellness for all.

Sincerely,

Eugenia Ngo-Seidel, MD, MPH

Director, Florida Department of Health in Nassau County



Senior Leadership Division Directors



Kimberly Geib, DNP, ARNP
Disease Control &
School Health Division
Director



Mary von Mohr, MSW, CTTS
QI Coordinator
Intervention & Prevention
Services Division Director



Mike Godwin
Environmental Health
Services Division Manager



Mike Beard
Administrative Services
Division Director



Tracy Canady
Dental Program
Division Director



Heather Huffman, MS, RDN,
LD/N, IBCLC
WIC & Health Education
Services Division Director



Sherry Linback, MSN, ARNP
Clinical Services Coordinator



Terrence Collins, MD
Medical Director



Kathy Adams
Vital Statistics Coordinator

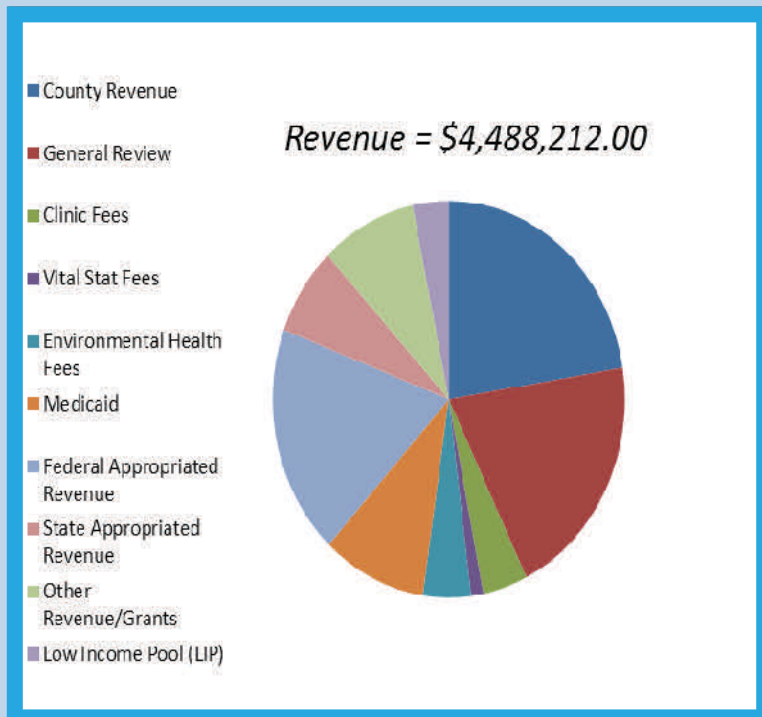
Business Operations

The Florida Department of Health in Nassau County had a budget of **\$4,488,212.00** for fiscal year 2013-2014. With a staff of **59 full time and 16 part time employees**, the department provides public health, clinical and field services to the residents of Nassau County. The Administrative Services Division is responsible for the business operations of the department:



- General Services & Purchasing
- Human Resources
- Information Technology
- Finance & Accounting
- Vital Statistics
- Records Management
- Training

The focus of the administrative division is to promote productivity, increase efficiencies, and develop innovative and resourceful staffing that is ready to provide timely and quality health services to the community. Major commitments in planning and ongoing evaluation drive the success of our programs and resulting improved health outcomes.



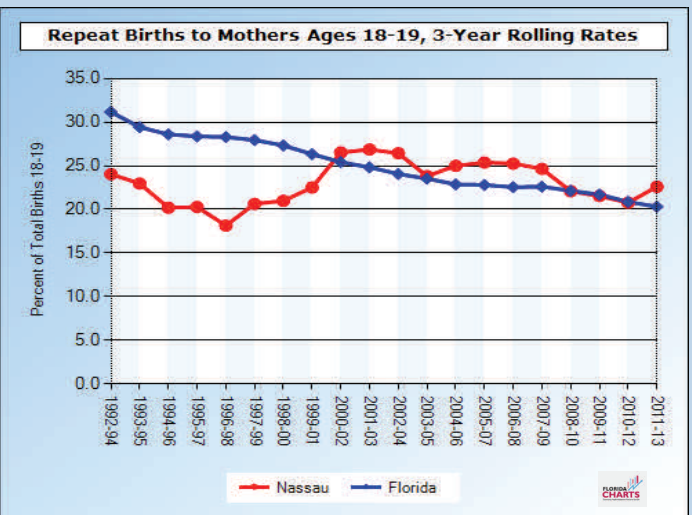
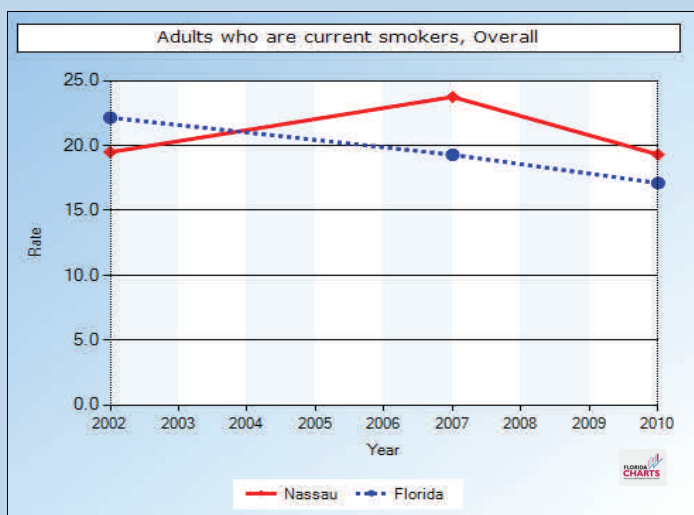
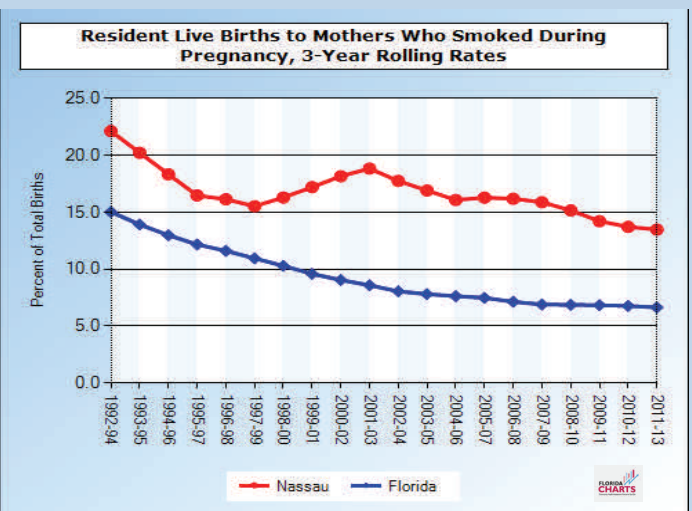
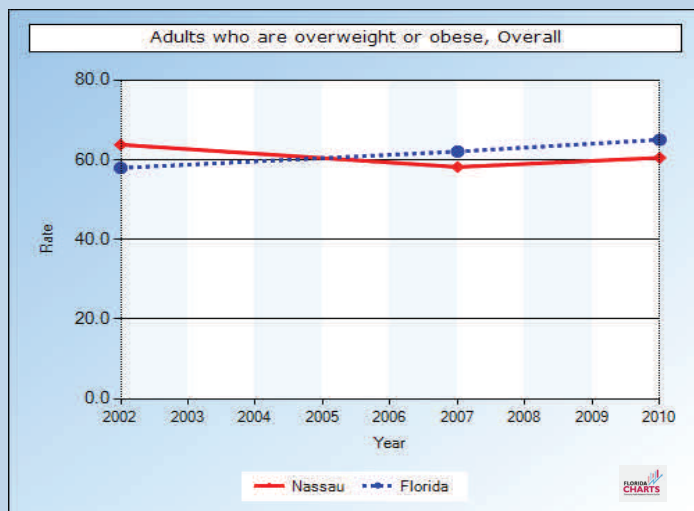
| Program | Expense | Percent |
|-------------------------------------|---------|---------|
| Communicable Disease | 300,537 | 6.53% |
| Emergency Preparedness and Response | 137,251 | 2.98% |
| Vital Statistics | 69,205 | 1.50% |
| Chronic Disease | 168,387 | 3.66% |
| WIC | 703,449 | 15.29% |
| Family Planning | 470,661 | 10.23% |
| Healthy Start Prenatal | 291,452 | 6.34% |
| School Health | 315,991 | 6.87% |
| Adult and Child Health | 817,686 | 17.78% |
| Community Health Development | 149,706 | 3.25% |
| Dental Health | 755,838 | 16.43% |
| Environmental Health | 419,292 | 9.12% |

Nassau County Health Indicators

Community Opportunities and Threats

| Opportunities | Threats |
|--|--|
| <ul style="list-style-type: none"> Electronic Health Records Information Technology Expanding Information & Research Community Partnerships & Alliances National Public Health Accreditation Community Health Improvement Plan | <ul style="list-style-type: none"> Population Shifts and County Growth Sustainable Funding Shrinking Resources Lack of Public Transportation Federal Healthcare Reform State Medicaid Reform |

Selected Priority Community Health Needs



Source: Florida Charts

What We Do

PREVENT

- ◆ Operate 6 clinic locations providing medical, family planning, dental, primary care services, and WIC services.
- ◆ Provide over 939 immunizations, including 129 influenza vaccines to high risk children and adults.
- ◆ Investigate, educate, and provide care to approximately 1,943 residents annually to prevent the spread of HIV/AIDS, STDs and TB .
- ◆ Provide more than 160 women over 50 years of age low cost yearly women's health screenings.
- ◆ Provide case management to approximately 23 HIV patients including education and counseling, assistance with prescription drugs and dental services.
- ◆ Deliver 17,063 services to 512 pregnant Healthy Start clients and 12,249 services for 308 infants and 30,500 WIC services to mothers and children in Nassau County.

PROMOTE

- ◆ Partner with over 50 different agencies and community organizations to educate the community on healthy lifestyles, connect people to medical homes, and promote policies that ensure support for healthy living.
- ◆ Publish monthly EPIGRAM to local physicians offices and medical society to educate providers on current diseases outbreak trends.
- ◆ Participate and coordinate the Nassau County Health Improvement Coalition to work collaboratively among health organizations to reduce duplication and work the most efficiently.
- ◆ Continued the 4 Me Teen Health Project where 10 youth completed the 4 part series and 4 teens participated in the Teen Leadership Council.
- ◆ Participate and coordinate the Partnership for a Healthier Nassau Community Health Improvement Plan (CHIP), a five year plan to improve the health of all Nassau residents.



Public Health
Prevent. Promote. Protect.

PROTECT

- ◆ Monitor 13 miles of local beaches, storm water runoff to rivers, public swimming pools, wells and septic tanks systems. 248 septic systems were permitted from January to December 2014.



Monitor Health

Environmental Health supports the community by ensuring safe drinking water and safe wastewater disposal, preventing food-

borne illnesses, addressing the environmental aspects of infectious diseases, preventing human diseases from animals, mosquitoes, and ticks, ensuring basic sanitation services and promoting personal hygiene. The Environmental Health team performed over 3,000 major services, including inspections of regulated facilities, complaint investigations and issuance of construction permits.

Environmental Public Health Permit holders can now pay for their annual license renewals online! Allowing permit holders to pay invoices and print their permits, saving time and mailing costs for both clients and the department. There is no sign up cost, and clients can pay their renewals by credit card or e-check at their convenience.

The Division of Environmental Health in Nassau County is responsible for protecting the community from all environmental hazards.

⇒ From Jan 14—Dec 14, staff Issued 248 permits for the

construction, repair & modification of septic tank systems, conducted 520 system-related inspections, and investigated 67 complaints.

- ⇒ Staff conducted over 1,100 facility inspections in the Group Care Facilities which also includes the Food Safety and Sanitation Program.
- ⇒ The water program monitored compliance for 86 active public water systems and the construction of water wells through the review of permit applications and monitoring reports.
- ⇒ 10 coastal beaches were sampled for potential bacteriological contamination by collecting samples every two weeks. A total of 153 samples were collected and analyzed with no advisories being issued.
- ⇒ Staff managed, maintained and collected regular blood samples from six flocks of chickens that are kept as sentinels for early warnings for mosquito-borne diseases such as West Nile Virus and encephalitis.
- ⇒ The Environmental Health Division in partnership with the local County Animal Control Service investigated animal bites and prevented potential rabies fatalities.
- ⇒ Processed 140 operating permit applications, conducted 281 inspections, and investigated 3 complaints for public pools and bathing places.

Diagnose & Investigate

Diagnosing & Investigating local health problems and health hazards in the community is another essential role for which Florida Department of Health in Nassau County assumes responsibility.

Disease Control Services provided:

- ◆ Conducted over 1,941 disease investigations and surveillance services in 2013-2014, including:
 - ⇒ Animal bites: 156; 10 rabies vaccinations
 - ⇒ Sexual transmitted diseases (STDs): 224
 - ⇒ Human Immunodeficiency Virus (HIV) & AIDS cases: HIV: 7; AIDS: 6
 - ⇒ Tuberculosis (TB): 0
 - ⇒ Notifiable Cases to Epidemiology Program: 188
 - ⇒ Outbreaks associated cases: 24

⇒ Investigated non-notifiable conditions: 33

⇒ Foodborne illness complaint investigations: 18

- ◆ Produced 12 EPIGRAM publications and disseminated to over 70 community partners
- ◆ Community consultations and advice to healthcare providers and the public: 207
- ◆ Community presentations: 95



Inform, Educate & Empower



Programs that empower people to make healthy lifestyle choices include:

- ◆ *W.I.C. Program Services* provides services to over ~3100 participants monthly with nutrition education, breastfeeding education and support, and supplemental healthy food vouchers. These vouchers provide over \$150,000 totally in food each month to participants.



- ◆ *Healthy Start Program* provides case management, counseling, childbirth education, parenting education, breastfeeding education, smoking cessation, inter-conceptional education to pregnant women, infants and their families. The car seat project provides education, car seats, and booster seats at a discounted rate to those who qualify. We provide 'Pack n' Plays' for families who do not have a safe place for their infant to sleep and use incentives such as the baby bucks program when clients meet goals and participate in the Healthy Start Program. These 'baby bucks' can be used at our internal store to purchase items.

- ◆ *Tobacco Education Program* provides anti-tobacco education, employer cessation services, and promotes smoke free dwellings. The Tobacco Free Nassau Partnership (TFNP) and Students Working Against Tobacco (SWAT) worked together with county and city officials to pass Resolutions on Candy Flavored Tobacco in the town of Hilliard and Callahan as well as a county wide Resolution in Nassau. TFNP and SWAT also educated decision makers on E-cigarettes to help pass an Ordinance to protect youth in Nassau County
- ◆ *Community Health Education Program* provides a lending library and a train-the-trainer session for community led health education classes including diabetes self-management series, healthy cooking classes, healthy savvy supermarket shopper classes, healthy lifestyles classes, and walk with ease.



Mobilize Community Partnerships

Coalitions & Partnerships:

- ◆ Amelia Urgent Care
- ◆ Baptist Nassau
- ◆ Barnabas Interagency Council
- ◆ Chamber of Commerce Healthcare Council
- ◆ Coalition for the Reduction & Elimination of Disparities in Health (CREED)
- ◆ Domestic Task Force and Community Action Team
- ◆ Federal Qualified Health Center Steering Committee
- ◆ Hilliard Life Care Center
- ◆ Infant Mortality Task Force
- ◆ Interfaith Health Ministry
- ◆ Nassau Alcohol, Crime & Drug Abatement Coalition
- ◆ Nassau County Health Improvement Coalition
- ◆ Nassau County Medical Society
- ◆ Nassau County School Health Advisory Council
- ◆ Nassau Traffic Safety Council
- ◆ NEFL Area Health Education Center
- ◆ NEFL Breastfeeding Collaborative
- ◆ NEFL Counts Steering Committee
- ◆ NEFL Fetal Infant Morality Review
- ◆ NEFL Healthy Start Coalition
- ◆ NEFL Metropolitan Area HIV Planning Council
- ◆ NEFL Uninsured Work Group
- ◆ Partnership for a Healthier Nassau
- ◆ Partnership for Child Health
- ◆ Quality Health
- ◆ Safe Kids Coalition of NEFL
- ◆ St. Johns River Rural Health Network
- ◆ St. Mary's River Management Committee
- ◆ St. Vincent's Mobile Health Unit/NEFL Baptist Dental Unit
- ◆ Teen Pregnancy Prevention Task Force
- ◆ Tobacco Free Nassau Partnership
- ◆ Women's Center of Jacksonville

Develop Policies & Plans

Florida Department of Health in Nassau County assists in the *Development of Policies & Plans* to support individual and community health efforts.

- ◆ Monitoring contractors and providers
- ◆ Community health planning
- ◆ Strategic and performance planning
- ◆ Establishment of procedures for water well permits
- ◆ Develop and Exercise Disaster Preparedness Plans (Project Public Health Ready)
- ◆ Develop School Health policies
- ◆ Promote tobacco free policies within the community.

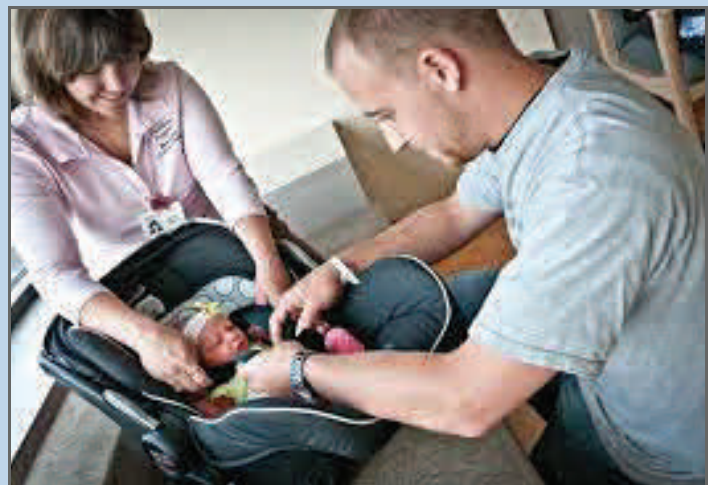


Enforce Laws

Florida Department of Health in Nassau County *Enforces Laws* and regulations that protect and ensure safety throughout the county. It is our job as a community based, regulatory agency to be attentive, responsive and informative. We play a major role in the protection of drinking water, regulation of care provided in health care facilities and programs & education about child car safety usage and childhood immunizations. These include:

- ◆ Environmental Health Division provides enforcement to promote safe food, clean air, water and other places such as community swimming pools.
- ◆ Car seat safety technicians performed over 195 inspections to ensure infants and children were accurately and securely buckled in their car seat.

- ◆ School Health Program assures compliance with Florida statues for the following: immunizations, school entry health exams, health screenings and basic student health services and health maintenance is provided for students with health conditions.



Link to & Provide Care

Nassau County provided care or linked people to care through the following activities:

- ◆ Administered 703 immunizations to 332 children through the Vaccine for Children's Program that provides immunizations for children birth through age 19 that do not have insurance or Medicaid.
- ◆ Administered 236 immunizations to 191 adults age 19 or older.
- ◆ Delivered family planning services to 985 clients for a total of 1,899 visits.
- ◆ Provided primary care services to 450 primary care enrolled patients for a total of 3,000 client visits.
- ◆ Provided diabetic care and education to 244 clients through individual clinic and group visits.
- ◆ Delivered primary care to 57 clients with chronic health conditions through our Mobile Health Van in collaboration with St. Vincent Rural Health Network.
- ◆ Dental Services: Provided 4,232 patients services, including 669 new patients for a total of 14,740 dental services. Screened 295 children at 2 Title 1 schools and placed 260 dental sealants. Provided community Dental Health education throughout the county on the importance of Oral Health. Visited two Head Start Program locations where 65 exams, 65 oral hygiene instructions, and 65 fluoride varnish treatments were provided.
- ◆ Processed 141 Presumptive Eligibility for Pregnant Women Applications.
- ◆ Issued 1,889 birth certificates and 4,809 death certificates.



School Health services are provided in partnership with the Nassau County School District. (2013/2014 School Year)

- ◆ 3,347 vision screenings
- ◆ 2,334 hearing screenings
- ◆ 2,331 growth & development screening (BMI/Age)
- ◆ 23,939 first aid services
- ◆ 12,315 complex medical procedures
- ◆ 1,994 Reported Health Conditions in Students ranging from asthma to diabetes to cancer.

School Health Room Visit

- ◇ Kindergarten - 12th Grade Students = 11,087
- ◇ Annual Average Number of Health Room Visits per Student = 7.69
- ◇ % of Students Returning to Class after Health Room Visit = 91.67%
- ◇ Annual Average Number of Services per Student = 12.85

Assure Competent Workforce

Florida Department of Health in Nassau County **Assures a Competent Workforce** through recruiting, training and planning a competent public health and personal health care workforce. We strive to continuously improve and develop programs and staff of the public health workforce, including opportunities for formal and informal public health leadership. We frequently provide student and interns opportunities to learn through internships and community rotations. Highlights include:

- * Provided a number of students and interns opportunities to obtain on the job and public health training. Many of these opportunities were in partnership with local schools and universities.
- * AmeriCorps volunteer worked full time for the Healthy Start Program.
- * Florida Epidemic Intelligence Service (EIS) Fellow two year grant award for a post graduate Master's fellow in applied epidemiology. This fellow will continue the fellowship through 2014/2015.
- * Provided quarterly and ongoing staff training opportunities; Provided several managers and supervisors opportunities to attend a variety of Leadership Institutes to increase leadership competencies, including the DOH Leadership Institute. One staff received a graduate certificate in Public Health Programs & Management.
- * Ongoing progress on the workforce development plan for the county health department. Many of the employees have a developed and ongoing Individualized Development Plan.

Evaluate & Research

Florida Department of Health in Nassau County provides **Evaluation & Research** services to the community to improve the effectiveness, accessibility and quality of services and programs we provide. We provide data to community partners to assist partnership building within the local public health system.

- ⇒ Health Needs Assessment
- ⇒ Community SWOT Analysis, Issue Focus Groups
- ⇒ Customer complaint policy and procedures (100% compliance “complaint resolved within 24 hours”)
- ⇒ Annual Customer Satisfaction Survey with the following increased results:
 - ◆ 2010-2011 SFY results = 98.6% (595 surveys completed)
 - ◆ 2011-2012 SFY results = 99.2% (839 surveys completed)
 - ◆ 2012-2013 SFY results = 99.4% (914 surveys completed)
 - ◆ 2013-2014 SFY results = 98.0% (825 surveys completed)
- ⇒ Quality Assurance & Performance Improvement initiatives
- ⇒ Health Department snapshots and scorecards



Business Measures for Success

Partnership for Healthier Nassau Community Accomplishments

Access to Care – Formed Family Health and Wellness Center of Nassau which will expand primary and integrative care to adults at or below 200% FPL; Barnabas Center expanded its health services for lower income, uninsured adults in January 2014 to include primary care, dental care, behavioral health services, nutrition education, vision & hearing services. UF/Nassau County Extension service provides assistance with Medicare/Medicaid questions and enrolls eligible individuals into financially subsidized programs.

Behavioral Health – Starting Point Behavioral Healthcare (SPBH) staff certified Mental Health First Aid trainers to train community organizations and members. Trauma Informed Care trainers for the Criminal Justice System by Substance Abuse and Mental Health Services Gaines Center will train judiciary and jail staff; New partnerships with Skeeterhawk and Byrns Foundation for Awareness; Increase permanent drop box locations and participate in DEA Drug Take Back twice yearly, 12 month action plan to assist with funding and conduct trainings; Creation of several resource guides to offer assistance to residents in need Question, Persuade, Refer gatekeeper training to work with training youth in peer to peer monitoring program for suicide prevention.

Chronic Disease – Promotion of Walk with Me Program; Adult tobacco cessation classes; SWAT advocacy in promoting candy flavor tobacco ban; Diabetes Self Management Classes held; ACHIEVE initiatives for worksite wellness activities.

Injury and Violence – Time study completed regarding cell use while driving; promoted Distracted Driving program; Partnership created for Nassau County Traffic Safety team; Micah's Place promoted Domestic Violence Awareness Month; Community Education on dating violence; Support services for survivors of domestic violence; Family Support Services promoted Child Abuse Prevention Month.

Maternal & Child Health - Establish infant mortality task force; partnered with other agencies to continue Pack and Play Program; Piloted "Teening Up" class for parents of 9-16 year olds; Expand resource library to include Whole Lives Curriculum; New protocol to contact all teens that miss their scheduled family planning appointments.

Strategic Plan Accomplishments

The Nassau Strategic Plan serves as a guiding tool and is aligned with the FDOH central office agency Strategic Plan. Key focus areas remain the same. The plan will be reassessed and updated for years 2016-2018.

The Action Plan objectives include strategies which focus on:

- Personal Health/Maternal and Child Health— Reducing STD rates and teen pregnancy.
- Chronic Disease Prevention—Reducing the incidence of adult and teens using tobacco.
- Performance Improvement—Compliance with National Accreditation Public Health measures and services.
- Marketing Public Health and Sustainment of Public Health Competency—The promotion of targeted health issues, workforce training competencies and customer satisfaction.

Quality Improvement Achievements

- ◆ Electronic Health Record Implementation in Clinical Services.
- ◆ Quality Improvement Project—Employee Satisfaction.
- ◆ Quality Improvement Committee reviewed audit findings of six programs: Environmental Health Water program, Healthy Start program, Teen Prep grant, Immunization program, School Health Nursing program, HIV program and Epidemiology program.

Major Events & Accomplishments for 2013/2014



The Florida Department of Health in Nassau County celebrated its 125th Anniversary by hosting an open house of our Hilliard location. Six local Public Health Heroes were recognized, current staff and programs were highlighted and new initiatives in telehealth and Healthiest Weight were highlighted.

Walk with Program is a uniquely branded community initiative that started from the Partnership for a Healthier Nassau or Community Health Planning group. The mission of the program is to increase walking programs throughout the county.



The Healthy Start Program received additional funding to continue its 4 Me Teen Health Project. The program is a community level comprehensive sex education and prevention program for teens. It also provides an opportunity to establish Teen Health Councils.

State Surgeon General initiative between public-private collaboration bringing together entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living.



National Public Health Accreditation



Accreditation using the PHAB standards and measures can help a health department achieve performance excellence.

The standards and measures are the framework for evaluating a health department's processes and services, their outcomes, and progress toward specific goals and objectives. The standards and measures were developed after a thorough process of study, vetting and testing. Building on years of work developed by state-based public health accreditation programs, the National Public Health Performance Standards Program, and the Operational Definition of a Local Health Department, a workgroup composed of public health professionals, experts, and researchers developed the standards and measures. The standards and measures can be used to advance the practice of public health, should reinforce the role of public health, demonstrate accountability and should apply to all sizes of health departments and all forms of governance.

The Florida Department of Health as a whole agency is committed to National Public Health Accreditation. Evidence are been submitted at the State level and from every county health department to meet public health accreditation standards. Site visits are scheduled in the next state fiscal year.

Office & Clinic Locations

Administrative Office

30 S. 4th Street, (904) 548-1800

Administrative Services

Environmental Health Services

James Page Governmental Complex

96135 Nassau Place, (904) 548-1830

Yulee Full Service School

86207 Felmor Road

(904) 548-1849 Dental Services

(904) 548-1853 Health Education

Fernandina Beach

1620 Nectarine Street

(904) 548-1860 Clinical Services

(904) 548-1810 Healthy Start

Yulee

86014 Page's Dairy Road

(904) 548-1880 Clinical Services

(904) 548-1890 WIC Services

Hilliard

37203 Pecan Street

(904) 845-4761 Dental Services

(904) 845-2660 WIC Services

Callahan

45377 Mickler Street

(904) 879-2306 Clinical Services

(904) 879-6377 WIC Services

Baker County WIC

85 W. Railroad Ave.

(904) 259-3233 WIC Services



Florida Department of Health in Nassau County

30 South 4th Street

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