

Richard E. Whitted
Human Services Building
El Edificio de los Servicios Humanos



ORANGE COUNTY

Health Administration
Oficinas Administrativas de Salud

Vital Records
Oficina del Registro

Housing & Community Development
Vivienda y Desarrollo Comunitario

← Health Clinic
Clinica de Salud

Dental Clinic →
Clinica de Dental

300 West Tryon Street

Orange County
Health Department

Annual Report

2011-2012

Our Mission

The mission of the Orange County Health Department is to enhance the quality of life, promote the health, and preserve the environment for all people in Orange County, NC.



A Message from the Health Director

It was yet another great year at the Orange County Health Department. Our tremendously talented and dedicated staff continues to provide top-notch services to our community. In addition to providing essential services, this year we focused on identifying service gaps and health priorities, and creating action plans through the Community Health Assessment and Board of Health strategic planning processes.

We also began the transition to electronic records for our client services. We successfully rolled out an electronic record system in our dental clinic and are preparing to adopt a patient management and electronic health record system for the health clinics.

In many cases, the changes we have made, as well as those we are preparing for, will not change our scope of services, just the way we deliver them. As we have seen in our dental clinic, moving to electronic records was relatively painless and the end result is greater efficiency for staff and a more convenient process for patients.

I hope you enjoy our annual report and that you are as impressed as I am with the accomplishments of the amazing staff at the Orange County Health Department.

Yours in good health,

A handwritten signature in black ink that reads "Colleen Bridger".

Colleen Bridger, MPH, PhD
Health Director

Environmental Health

The Environmental Health Division is responsible for protection of public health through the following services:

The Food & Lodging Program coordinates permitting and inspection of public swimming pools, restaurants, and places that prepare food for sale to the public. Inspection of childcare centers, nursing homes, hotels, and other facilities are also included in this program.

- Conducted 1,377 inspections of establishments to achieve 100% of the required inspections for the first time in over 10 years
- Issued permits for 36 new restaurants and 8 mobile food units/pushcarts
- Inspected and permitted 121 public swimming pools

The Groundwater Protection Program oversees permitting and inspection of well construction to ensure a safe drinking water supply and to protect groundwater resources. Staff also collect water samples to help identify contaminated drinking water sources.

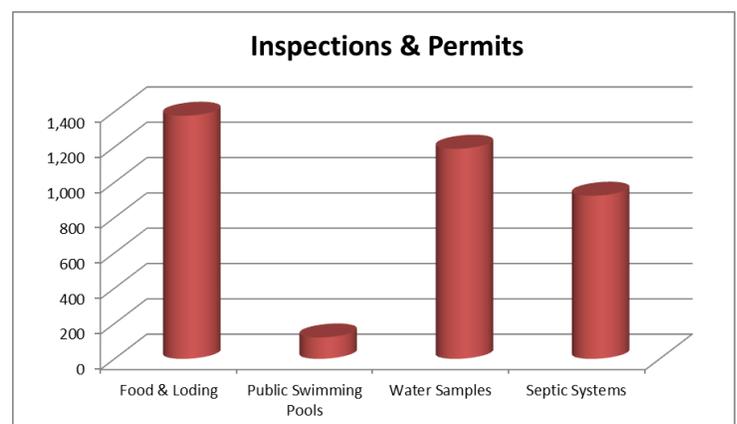
- Issued permits for 264 wells
- Approved completions of 233 new wells
- Collected 1,190 water samples and reported the results to well owners

The Septic System Program handles permitting, design, and inspection of new septic systems. Staff also monitors the repair, installation, and operation of existing septic systems.

- Conducted 924 existing septic system monitoring inspections, over three times the number inspected in FY 2010—2011
- After implementing program improvements in billing and collections, the rate of fee collection improved to 97%, compared with less than 70% for the previous three years

The Environmental Complaints & Hazards Program responds to a variety of public health concerns, identifies environmental sources of lead, and assures removal of the hazards when children with elevated lead levels are identified.

- Although staff responded to hundreds of environmental complaints and concerns, there were no foodborne outbreak investigations or cases of elevated lead levels in children identified as needing an environmental investigation.



Personal Health



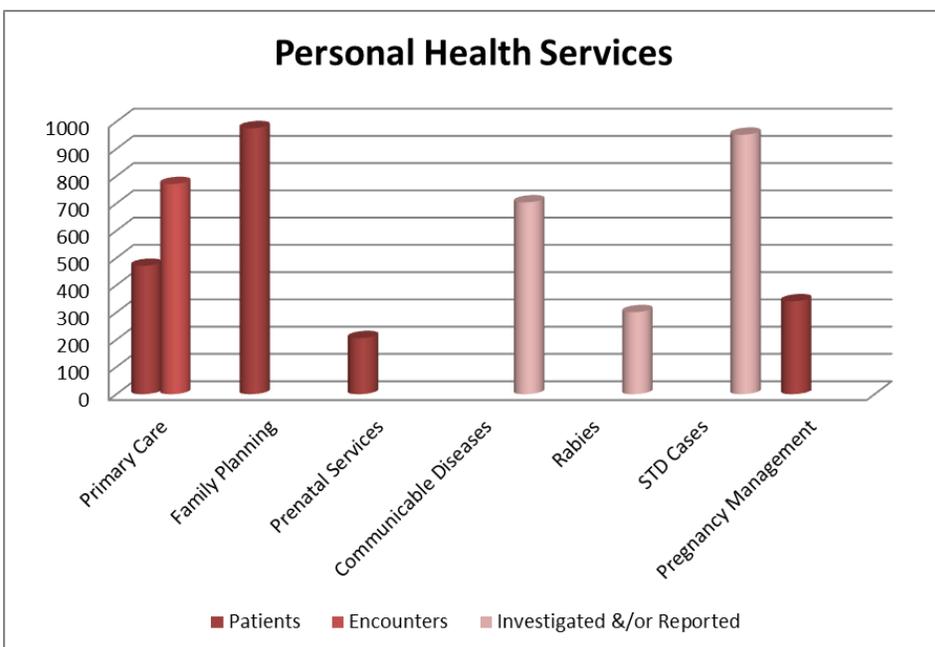
Personal Health Services Division has three focus areas: 1) Clinical Services, 2) Community Health Services, and 3) Family Home Visiting Services.

Clinical Services offers preventive and diagnostic care through the Health Department's Chapel Hill and Hillsborough medical clinics. Major services include family planning, primary care, prenatal care, and well-child care.

The Division's **Community Health Services Section** provides communicable disease identification, investigation, control, and reporting. This section also manages potential human rabies exposures and provides immunization and refugee health services.

The **Family Home Visiting Section** provides pregnancy care management services for high risk pregnant women, care coordination for children with special health care needs or toxic stress, breastfeeding support services and postpartum and newborn care home visits for new mothers and their infants.

- Provided primary care services to 471 people resulting in 771 clinic encounters
- Served 976 family planning clients of which 106 were teenagers
- Provided prenatal services to 206 women, 17% of which were teens
- Investigated and followed 704 reportable communicable disease cases, contacts, and suspects (*This measure does not include HIV/STD cases*)
- Investigated 301 exposures to potentially rabid animals (CY 2011)
- Performed communicable disease screens for 87 newly arriving refugees (CY 2011)
- Investigated and reported 691 new STD cases in Orange County residents and reported and referred an additional 261 non-Orange County STD cases (CY 2011)
- Provided pregnancy care management services to improve birth outcomes to 341 at-risk women
- Provided care coordination for children with special health care needs and/or toxic stress to 323 children
- Provided postpartum and newborn assessment and care home visits to 168 new mothers and 156 infants
- 93% of women seen in our prenatal clinic gave birth to newborns weighing more than 2500 grams (5 pounds and 8 ounces)



Dental Health

The Dental Health Services Division provides low-cost dental care to adults and children living in Orange County. Since the mid-1980s, the Dental Clinic operated two days per week in a rental space in Carrboro and two and one-half days per week in Hillsborough. In 2010, the Orange County Board of Health concluded that combining dental health services to one full-time location in Hillsborough offered the most efficient use of resources. The Dental Division completed its consolidation to the Hillsborough location in September 2011 and now has eight operatories to treat patients.

- The Orange County Board of County Commissioners approved a 20-hour per week dental hygienist position for FY 2012—2013
- Began providing limited endodontic treatment
- Converted to electronic dental health records for patient scheduling, charting, and production tracking
- On average, 400 pediatric and adult patients are treated per month
- Provided nearly \$800,000 worth of dental services
- Smart Smiles hygienists, in collaboration with the UNC School of Dentistry Hygiene Program, screened 1,567 preschool children in 60 Orange County child health centers and referred 97 of those screened (6%) for “some dental health needs” and 6 for urgent needs



Health Promotion & Education

The Health Promotion and Education Services Division works with community groups throughout the County to guide local policy and environmental change efforts, provide health education, develop and implement community health programs, and provide public health data for program planning efforts. Programs consist of the following: Healthy Carolinians of Orange County, Child Care Health Consultant Program, Health Promotion, Immigrant and Refugee Health, Nutrition Services, and Orange County *Tobacco. Reality. Unfiltered.* (TRU).

The **Healthy Carolinians of Orange County** partnership is a network of agencies and citizens partnering to promote health and wellness in Orange County.

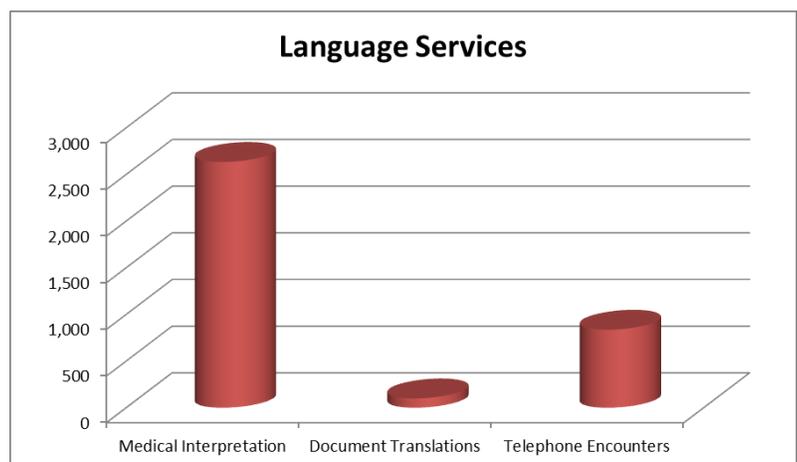
- Over 125 individual members from 80 partner agencies and community representatives worked collaboratively with the health department to complete the 2011 Community Health Assessment (CHA)
- HCOC created four-year Community Action Plans and Workgroups to address the five priorities identified in the CHA. Top issues are 1) Access to Health Care, Insurance, and Information 2) Chronic Disease and Health Promotion 3) Mental Health 4) Substance Abuse and 5) Injury

The Health Promotion Program seeks to reduce the burden and risk of chronic disease through policy and environmental change aimed at nutrition, physical activity, and tobacco use.

- A total of 1,134 Orange County Schools middle school students participated in the Orange County PLAY (Preparing Lifelong Active Youth) to Move More program where UNC Sports Clubs athletes teach sports-related skills, create opportunities for structured physical activity, and encourage middle school students to be more active
- Nine classrooms and more than 100 children participated in the Third Annual Healthy Classroom Challenge, culminating in six classrooms and 30 children performing routines at Healthy Kids Day
- A \$6,000 NACCHO (National Association of County and City Health Officials) grant funded the convening of the first Orange County Tobacco Control Workgroup to examine local tobacco policies resulting in a recommendation to the Board of Health for a comprehensive tobacco-free public places rule for Orange County

The Immigrant and Refugee Health Program creates and manages policies, systems, and resources to provide access to care for the Orange County Health Department's immigrant and refugee clients, especially those who are Limited English Proficient.

- Fostered interagency collaboration and community capacity-building with over 25 local, regional, and state agencies through facilitation of the Latino Health and Refugee Health Coalitions
- Staff Medical Interpreters, along with contract interpreters, covered 2,634 encounters, and translated almost 100 documents. Telanguage, a telephonic interpretation agency, assisted with an additional 836 calls/encounters
- Hired a second full-time Spanish Medical Interpreter/Translator with partial funds from a three year NC Office of Minority Health and Health Disparities grant
- Facilitated participation in medical interpreter training for local interpreters from Burma and organized workshops tailored to their unique needs with grant funds awarded from Strowd Roses, Inc. and a subcontract with UNC Hospitals



Orange County Tobacco. Reality. Unfiltered (TRU) empowers youth to implement local strategies that aim to prevent youth tobacco use, promote tobacco cessation among youth, and eliminate youth exposure to secondhand smoke.

- Peer educators from all five local high schools conducted 16 “Tobacco 101” presentations for approximately 1,100 middle school students. Post-presentation evaluations showed that 93% of students who attended the presentations felt tobacco use harmed a person’s health.
- TRU youth advocacy efforts resulted in the Chapel Hill Town Council’s adoption of tobacco-free parks in March 2012

The Nutrition Services Program provides Medical Nutrition Therapy (MNT) and Diabetes Self-Management Education (DSME) services as part of the medical care team.

- Generated approximately 400 MNT encounters and 1,300 units of billable services to residents with high-risk nutrition-related conditions
- Conducted 13 medical provider presentations/outreach events to increase awareness of Nutrition Services programs and to promote healthy eating and physical activity behaviors
- Awarded a three-year Community Focused Eliminating Health Disparities Grant in May 2012 from the Office of Minority Health and Health Disparities; subcontractor with UNC Family Medicine and AccessCare
- Enrolled 131 clients in the DSME program; 78% have completed nine of 10 hours and 51% have completed all 10-hours of education. Of those who have completed all program components, 80% have shown improved A1C levels, and 100% of program clients reported conducting self-foot exams

The Child Care Health Consultant (CCHC) serves as a resource for health and safety information to all licensed child care centers and family care homes in Orange County through consultation, staff training, assessments, and site visits.

- 80 child care facilities received child care health consultation services
- 2,377 children were enrolled in the child care facilities that benefited from on-site consultations
- 158 teachers, representing 33 facilities, participated in at least one training conducted by the CCHC

The Centers for Disease Control and Prevention’s Public Health Associate Program (PHAP) associates are assigned to state, tribal, local or territorial public health agencies and work alongside local public health professionals on the frontlines of public health for two years.

- Led a social marketing project to revitalize a community garden in a low-income, minority area (Fairview, Hillsborough, NC). Increased community participation and attendance in garden activities by 150% and, over the long-term, aimed to reduce chronic disease related to obesity and nutritional deficiencies
- Established a communication network for approximately 20 community garden leaders and key players within the region
- Led marketing efforts for the first annual “Growing Healthy Families Community Garden Expo” which had over 100 people in attendance



Financial & Administrative

The Financial and Administrative Services Division provides Budget, Financial, and Fiscal Management to aid in the delivery of services. The division is committed to providing financial and administrative support in a timely, accessible, and accurate manner to ensure essential public health services are made available to residents of Orange County and the community as whole.

Major services of the division include oversight of the department's budget, health informatics and analysis, workforce development, financial and statistical reporting, contracts management, quality improvement, risk management, and vital records processing.

FY 11-12 Budget Highlights

Revenues	
State & Federal Funds	\$ 834,671
Medicaid	\$ 339,554
Fees & Insurance	\$ 550,206
Grant-Funded Projects	\$ 22,056
Total Revenue	\$ 1,746,487
Expenditures	
Personnel	\$ 5,804,475
Operating	\$ 984,419
Capital	\$ 770
Total Expenditures	\$ 6,789,664
County Appropriation	\$5,043,177

Vital Records Processing

Category	Outcome
Birth Certificates Processed	3,785
Affidavits of Parentage Completed	64
Death Certificates Processed	1,424



Board of Health

The Orange County Board of Health is the primary policy-making and adjudicatory body for the Health Department and is charged to protect and promote the public health of Orange County. Board of Health members must meet certain qualifications [NCGS 130a-35(b)] and are appointed by the Board of Commissioners from a pool of qualified applicants. Members may serve a maximum of two, three-year terms.

The Board of Health is comprised of eleven members: one Orange County Board of County Commissioners representative, three At-Large Representatives, and one Professional Representative from each of the following public health fields: Engineering, Dentistry, Medicine, Nursing, Optometry, Pharmacy, and Veterinary Medicine.

Orange County Board of Commissioners' Representative

Steve Yuhasz

Professional Representatives

Mike Carstens, OD

Paul Chelminski, MPH, MD

Susan Elmore, DVM

Carol Haggerty, DDS

Matt Kelm, PharmD (Board of Health Vice-Chair)

Liska Lackey, RN

Tony Whitaker, PE (Board of Health Chair)

At-Large Representatives

Corey Davis, JD, MSPH

Anissa Vines, PhD

Michael Wood, MS

Orange County Health Department

Whitted Human Services Center
300 W. Tryon Street
Hillsborough, NC 27278
919.245.2400

Dental Health Clinic
300 W. Tryon Street
Hillsborough, NC 27278
919.245.2435

Southern Human Services Center
2501 Homestead Road
Chapel Hill, NC 27516
919.245.2400

Environmental Health Services
131 W. Margaret Lane, Suite 100
Hillsborough, NC 27278
919.245.2360

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