

Making a Difference in the Community



Orange County Health Department

2010-2011

Annual Report

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, North Carolina.



a Message from the Health Director



The work highlighted in this annual report is remarkable. The staff involved in doing the work are among the best in the nation. For every accomplishment listed there were 10 others that didn't make the cut. Still, the report is missing something. What's missing is who we're missing. This year was the last year for Health Director Rosie Summers and Nursing Director Wayne Sherman. So as we look back on yet another amazing year at the Orange County Health Department, we do so with a mixture of pride and sadness. Rosie and Wayne were involved in every one of these projects either brainstorming their nascence, advocating for funding, working out the logistics or rolling up their sleeves to pitch in and help out.

Every annual report offers us an opportunity to stop the daily busy-ness of what we're doing, breathe and reflect for a moment on all that we did. This report gives us that but it also allows us to reflect on how lucky we were to have worked with Rosie and Wayne; and to miss them for a moment before we take another deep breath and get back to work.

As the new Orange County Health Director, I'm excited about our public health future because of the solid foundation developed by people like Rosie and Wayne. I'm also excited about our public health future because of the current Health Department employees. They are dedicated, committed and consumed by their desire to make life healthier for the people of Orange County. Here in the Triangle, we are surrounded by some of the best teams in the nation. The team at the Orange County Health Department is no exception and I'm proud to be a member.

This report is dedicated to Rosie and Wayne. We admire, respect, and miss you terribly.

Yours in good health,

Colleen

Colleen Bridger, MPH, PhD
Health Director

Finance

and Administrative Operations Division

In the spring of 2011, the Orange County Health Department combined its Central Administration Services Division and Risk Management/Quality Improvement Unit to create the Finance and Administrative Operations (FAO) Division. The FAO team provides financial and information management services to aid service delivery. Major services of the division include strategic planning, oversight of the department's budget, vital records processing, and quality improvement.

Annual Highlights

- The Quality Improvement/Risk Manager audited 12 programs, conducted 25 divisional quality improvement consultations, and provided oversight of a four-day Kaizen Rapid Improvement event to improve client flow and reduce wait times in the Southern Human Services Center medical clinic.
- Revised the Health Department's financial and administrative policies to meet state requirements.
- The Health Department reviews all county birth and death certificates for accuracy and signature before they are filed with the NC Vital Statistics Branch and made available through the Orange County Register of Deeds. The Deputy Registrar processed 3,734 birth certificates and 1,474 death certificates during the year.

Why Vital Records is so Vital

Birth and death certificates are documents that are essential to Orange County residents for many reasons. Parents may need a certified copy of their child's birth certificate to obtain insurance coverage, a passport, medical services, educational or other support services. Without certified copies of a death certificate, families cannot access life insurance, bank accounts, settle estates, or conduct other legal business relating to the deceased.

Financial Statement for FY 2010-2011

County General Funds		\$ 4,880,982
Revenues		
State and Federal Funds	\$	874,421
Medicaid	\$	330,394
Fees and Insurance	\$	621,270
Grant-Funded Projects	\$	171,337
Total Revenue	\$	1,997,422
TOTAL	\$	6,878,404
Expenditures		
Personnel	\$	5,747,860
Operating	\$	1,051,676
Capital	\$	78,868
TOTAL	\$	6,878,404

Dental

Health Services Division

The Dental Health Services Division provides low-cost dental care to adults and children living in Orange County. Screening and educational services are provided in a variety of settings, including childcare centers, schools, and community health events. Clinical services are available to residents during the week by appointment in the Hillsborough dental clinic.

Carrboro Dental Clinic Consolidation

The Health Department began offering dental clinical services in the early 1980s through a grant from Robert Wood Johnson Foundation in conjunction with the UNC School of Dentistry. When the grant expired in the mid-80s, the county absorbed the funding shortfall to keep dental services operational at the same level: two days per week in Carrboro and two and one-half days per week in Hillsborough. Since the beginning, dental staff split their time between the Carrboro and Hillsborough locations, leaving the Carrboro clinic vacant three days each week. Located in Carr Mill Mall, the Carrboro dental clinic operated in rental space and not county-owned property.

In recent years, county departments have been asked to examine service delivery and analyze whether non-mandated services should continue. Health departments are not required to provide dental services unless there is insufficient access to services in the county and the service can be funded. Most counties providing dental services do so in one location and are required to provide services without county funding.

In 2010, the Orange County Board of Health studied data and options for service delivery and reluctantly concluded that combining dental health services to one full-time location in Hillsborough offered the most efficient use of resources and that having two clinics with full-time staff in both locations was not possible due to cost.

The Health Department began notifying its Carrboro dental clients of the closure in the spring and conducted a survey to determine whether clients would use the Hillsborough dental clinic. The dental program purchased bus vouchers to help ease transportation costs for those without a car. In July 2011, the Health Department began renovating the Hillsborough dental clinic to expand into the former medical clinic space in Whitted Human Services Center. With increased space, the dental clinic received four more exam rooms, a larger waiting area for clients, and separate check-in and check-out windows.

Annual Highlights

- The dental clinics had a total of 4,922 patient visits of which 1,123 of these visits were covered by Medicaid and 778 were covered by private insurance.
- Dental care providers placed 1,132 dental sealants on teeth to prevent tooth decay for children and adults.
- Dental care providers screened 1,444 Smart Start children for dental caries of which 122 (8.4%) had dental needs.

Environmental Health Services Division

The following four service areas comprise the Environmental Health Services Division:

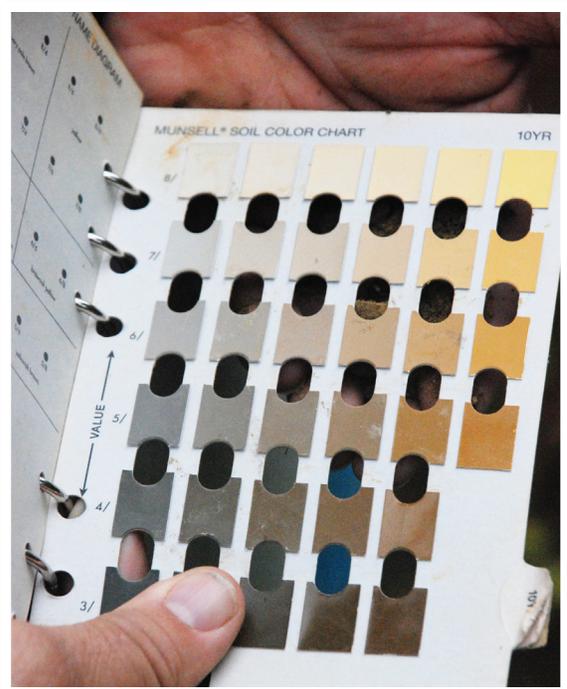
- **Food and Lodging Inspections**
Coordinates permitting and inspection of public swimming pools, restaurants, and places that prepare food for sale to the public. Inspection of childcare centers, nursing homes, hotels, and other facilities are also included in this program.
- **Well Construction & Water Sampling**
Oversees permitting and inspection of well construction to ensure a safe drinking water supply and to protect groundwater resources. Staff also collects water samples to help identify contaminated drinking water sources.
- **On-site Wastewater**
Handles permitting, design, and inspection of new septic systems. Staff also monitors the repair, installation, and operation of existing septic systems.
- **Childhood Lead Poisoning Prevention**
Assists with identifying environmental sources of lead and assures removal of the hazards when children with elevated lead levels are identified.

Annual Highlights

- Environmental Health Specialists conducted 384 wastewater treatment management inspections. Specialists visited residential septic systems to evaluate maintenance needs and overall operation of the system.
- The Well Construction Program provided 485 consultative visits and permitted 221 new wells. Twenty-six wells were properly

abandoned.

- Food and Lodging staff conducted 704 establishment inspections.
- Food and Lodging staff inspected and permitted 121 public swimming pools in the county.
- Environmental Health Services staff worked with staff from Personal Health Services to respond to a Norovirus outbreak in a nursing home in December 2010. Staff followed-up with the facility to review cleaning protocols and visitation precautions to help prevent the spread of the virus.
- There were no cases of elevated lead levels in children identified as needing an environmental investigation.



Health Promotion and Education Services Division

The Health Promotion and Education Services (HPES) 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. The HPES Division consists of the following programs: Healthy Carolinians of Orange County, Health Communication, Health Promotion, Immigrant and Refugee Health, Nutrition Services, and Orange County Tobacco. Reality. Unfiltered. (TRU).

Annual Highlights

- The Healthy Carolinians of Orange County Partnership (HCOC) established the Community Health Assessment Leadership Team (CHALT) to complete the 2011 Orange County Community Health Assessment. Members of CHALT, with assistance from public health students and volunteers, compiled secondary data, conducted opinion surveys, and held nine focus groups with harder to reach populations to begin identifying health care needs and resources.
- The Health Communication Program implemented a public outreach campaign recognizing November as American Diabetes Month. Staff disseminated messages regarding type 2 diabetes prevention and management by launching a two-week radio campaign on WCHL 1360AM, hosting seminars, and providing diabetes prevention toolkits to eight African-American churches.
- The Health Promotion Program continued youth obesity prevention efforts in Orange County Schools through the Orange County Preparing Lifelong Active Youth (PLAY) to Move More program. A total of 858 middle school students participated in PLAY after school activities to learn basic sports-related skills and become more active.
- The Immigrant and Refugee Health Program's contract and staff interpreters assisted with 2,336 Limited English Proficiency encounters. The Program also coordinated translation of 82 Health Department documents and introduced new information features, including a Spanish-language phone directory and multilingual accessibility notices for Health Department locations.
- The Nutrition Services Program enhanced service delivery through outreach, marketing, and quality improvement initiatives. Activities during the year included educating medical providers about the Diabetes Self-Management Education and Medical Nutrition Therapy (MNT) programs; creating MNT marketing materials; conducting program audits; and improving billing procedures to ensure reimbursement for services.
- Orange County TRU peer educators conducted Tobacco 101 presentations for over 800 middle school students. Post-presentation evaluations showed that 95% of students who attended the presentations felt tobacco use harmed a person's health.

Personal

Health Services Division

Personal Health Services has three focus areas: Clinical Services, Community Health Services, and 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.

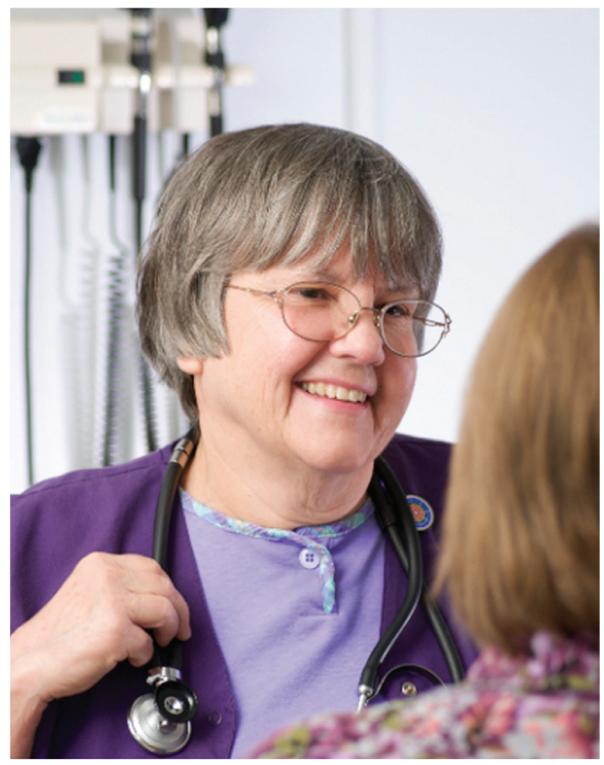
The Division's Community Health Services Section provides communicable disease identification, investigation, control, and reporting. This section also manages potential human rabies exposures and provides immunizations, child care health consulting, and refugee health services. Family Home Visiting provides maternity care coordination and outreach, postpartum home visits for high-risk parents, and case management for children who have or are at risk for developmental delays.

Annual Highlights

- Provided primary care services to 383 clients resulting in 757 clinic encounters.
- Served 1,037 family planning clients of which 120 were teenagers.
- Investigated and followed all 688 reportable communicable disease cases, contacts, and suspects. (This measure does not include HIV/STD cases.)
- Provided maternity care coordination services (i.e. counseling, education, and referral services for Medicaid-eligible pregnant women through clinic and home

visits) to 137 women.

- Provided 974 case management encounters to serve 211 children who had or were at risk for developmental delays.
- Over 90% of prenatal clients gave birth to newborns weighing more than 2500 grams (or 5 pounds and 8 ounces).



Orange County

Board of Health Members

Orange County Board of Health members must meet certain qualifications [NCGS 130a-35(b)] and are appointed by the Board of County 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 Commissioner 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 Commissioner Representative

Steve Yuhasz

At-Large Representatives

Christopher Cooke, MA, MS

Anissa Vines, MS, PhD (Board of Health Chair)

Michael Wood, MS

Professional Representatives

Michael Carstens, OD

Optometrist Representative

Paul Chelminski, MD, MPH

Physician Representative

Susan Elmore, DVM

Veterinarian Representative

Carol Haggerty, DDS, MPH

Dentist Representative

Christina Harlan, RN (Board of Health Vice-Chair)

Nurse Representative

Matthew Kelm, PharmD

Pharmacy Representative

Tony Whitaker, PE

Engineering Representative

Working to make a difference in

1

Renovation Realities Improving Clinical Facilities in Hillsborough

In December 2010, the Orange County Board of Commissioners approved the scope and design of renovations to Health Department medical and dental clinics in the Whitted Human Services Center. The project would ensure

creation of quality facilities for health and dental operations for the next seven to 10 years. The project would also create additional office space for Administrative and Health Promotion staff.



2

Helping New Parents Postpartum Home Visiting Program

The Health Department's Postpartum/Newborn Home Visiting Program is offered at no charge to first time mothers and any new mother with Medicaid. A registered nurse makes a special, one-time home

visit soon after delivery to give information and care instructions to the new mother. During the year, staff completed 96% of home visits within a month of delivery.



3

What's Your Status Update? Social Norms Campaign

The Northern Orange Partnership to Prevent Underage Drinking (a HCOC subcommittee) implemented a social norms campaign for Orange High School students. A UNC School of Public Health Capstone team used primary data and to create a campaign showing that most students

preferred not to drink. The theme centered on the popularity of social media and used the tagline "When it comes to underage drinking, what's your status update?" High school students received campaign messages through posters, screen savers, video, and promotional incentives.

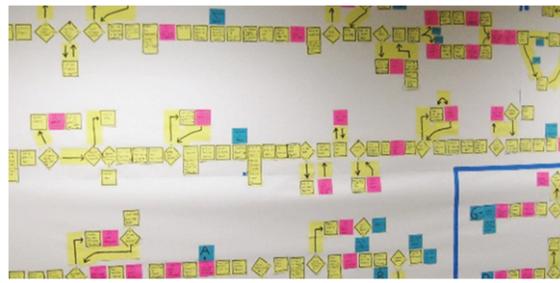


4

Kaizen Improving Quality Across Departments

The Environmental Health Services Division began a four-day Kaizen quality improvement event to improve the permitting, application, and review process for clients seeking building, septic,

and well permits. The project involved multiple departments including Orange County Information Technology and Orange County Planning and Building Inspections.



5

Rally on Raleigh Fighting for Youth Tobacco Prevention

Orange County Tobacco Reality. Unfiltered. (TRU) teens participated in Rally on Raleigh last May to prevent disbanding of the NC Health and Wellness Trust Fund (HWTF). Despite their efforts, the General Assembly dissolved the

HWTF, but later decided to transfer funding to the NC Division of Public Health to continue youth tobacco prevention efforts for FY 2011-2012. Many feel that Rally on Raleigh influenced the decision to continue funding.



6

Public Health Preparedness Volunteers, Plans, and Action

Our volunteer coordinator recruited 54 new volunteers to the Public Health Reserve Corps, bringing our volunteer count to 398 members by the end of the fiscal year. In addition, our department

participated in Orange County Emergency Services' quarterly exercises of the county's emergency automated telephone calling system.



7

Healthy Classroom Challenge 2011 Healthy Kids Day

The Healthy Classroom Challenge reinforces physical activity and nutrition messages. During the 2011 Chapel Hill-Carrboro YMCA's Healthy Kids Day event, several elementary school classes

performed original routines that incorporated NC Eat Smart, Move More campaign messages to help model healthy behaviors for children. A total of 140 children participated.



8

Swimming Safely Pool Inspection Program

The state's revised pool rules called for more stringent fencing requirements. In addition, several pool drain cover manufacturers issued recalls. Environmental Health staff conducted additional visits to pools

to make sure fences were upgraded and notified all pool operators of the drain cover recall. Food and Lodging staff and On-site/Well staff, cross-trained in pool inspections, shared the workload to meet these new demands.





Photo Credit: Orange County Courthouse by John Ripley

Orange County Health Department

Whitted Human Services Center
300 W. Tryon Street
Hillsborough, NC 27278
919-245-2400

Dental Health Services
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

www.orangecountync.gov/health

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