

REACHING

The Community



Orange County Health Department 2007-2008 Annual Report

Orange County, North Carolina

This electronic version has links to audio, PDF, and web files. Click on the blue icon/text throughout the report to access additional sounds, documents, and images. Speakers and an Internet connection are recommended.

Orange County Health Department Mission and Core Functions

The Orange County Health Department's mission is to enhance the quality of life, promote the health, and preserve the environment for Orange County residents. Under the direction of the Health Director, the health department's five divisions (Central Administration, Dental Health, Environmental Health, Health Promotion and Education, and Personal Health) and one unit (Quality Assurance/Risk Management) work together and independently to achieve the stated mission.

The following core functions were adopted by the department and Orange County Board of Health in 1998:

- Prevent and intervene in epidemics and spread of disease
- Protect against environmental hazards
- Promote and encourage safe and healthy behaviors
- Assure the quality and accessibility of health services
- Assure compliance with laws and regulations that protect health and safety

Reaching the community

with positive health messages is an everyday challenge for Orange County Health Department staff. We, however, find creative ways to turn challenges into success stories. This annual report highlights many of our successes over the past year in delivering health messages, programs, and services to the public.

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Accreditation: Something Great to Shout About!

Local health departments across the state are beginning to undergo a formal accreditation process to show that they meet core public health functions. North Carolina is the only state with a mandatory accreditation requirement for local health departments.

The Orange County Health Department began preparing for its first accreditation site visit in 2007. We first met with the Orange County Board of Health to assess our ability to meet required benchmarks. Our management team and other key

employees then met bimonthly to compile the necessary documentation.

After a year of preparation that included a rigorous three-day site visit, the Orange County Health Department received official accreditation status by the North Carolina Local Health Department Accreditation Board. The health department met 100% of the benchmarks and activities. Our status will expire in 2012, at which point we will seek renewal.



Health Director Dr. Rosemary Summers and Quality Improvement Manager Carla Julian pose with Site Accreditation Team.

 [Appreciation Letter from Sen. Ellie Kinnaird](#)

A Letter from the Health Director

Rosemary Summers, MPH, DrPH

I am pleased to release the Orange County Health Department's 2007-2008 Annual Report. This report presents expenditures and performance outcomes for the fiscal year ending June 30, 2008.

For this year's report, we decided to use stories from staff and community members to better explain our public health role. The title, "Reaching the Community," was chosen because our work touches every Orange County resident at some point in their lives. From processing birth certificates to immunizing older adults, the health department helps residents of all ages achieve and maintain good health.

As you'll soon read, becoming an Accredited Health Department was just one of our accomplishments for the year. We're proud to report that several programs received grants to continue activities, our primary care clinic and nutrition program increased service encounters, new programs were added to address emerging health needs, and staff members participated in professional development opportunities such as trainings, conferences, and academic research. All of these activities resulted in a more productive and effective agency.

Thank you for taking time to read this report. We hope you come away from it with a better understanding of how the department works for and with the community to improve public health. Please contact us with any comments or suggestions.

Department Financials

County General Fund	\$4,567,951
State and Federal Funds	\$640,197
Medicaid	\$774,804
Patient Fees	\$225,066
Regulatory Fees	\$436,943
Grant Funded Projects	\$436,501
<hr/>	
Total Revenues	\$7,081,462
Total Expenditures	\$7,081,462

Vital Records

The health department reviews all county birth and death certificates for accuracy before they are filed with the NC Vital Statistics Branch and made available through the Orange County Register of Deeds. During the year, our Vital Records Registrar processed 3,918 birth certificates and 1,448 death certificates of which 31 were fetal deaths.

Dental Health Services Division

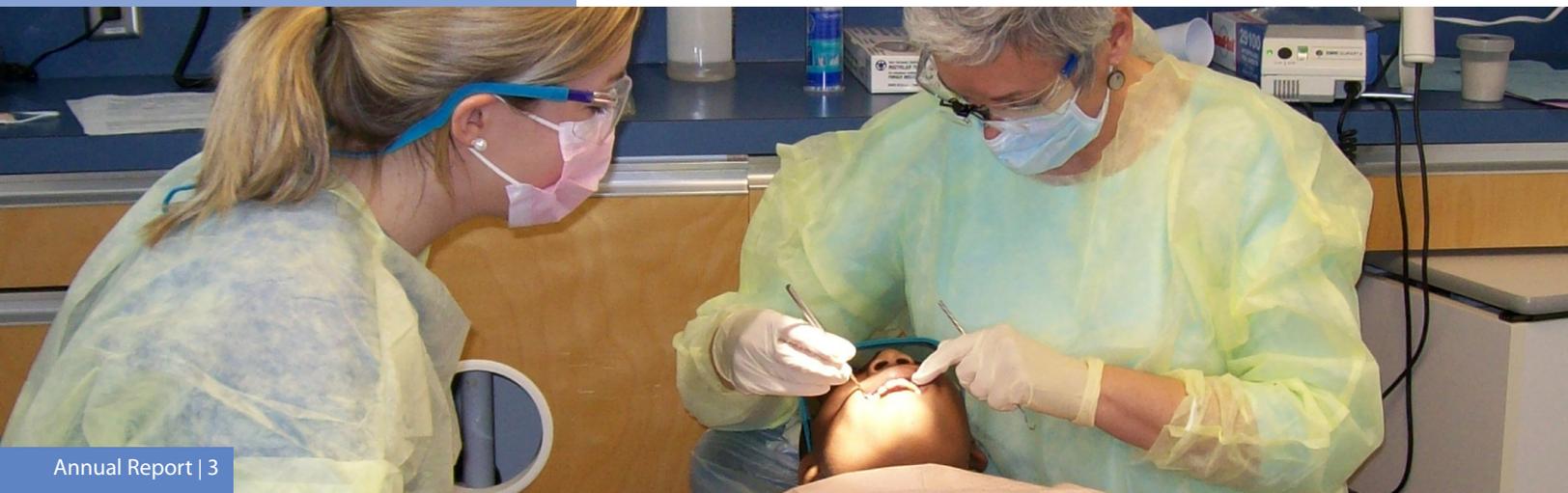
Division Overview

The Dental Health Services Division provides low-cost dental care to adults and children living in Orange County. Clinical services are available to residents during the week in our Hillsborough and Carrboro dental clinics. Screening and educational services are provided in a variety of settings including childcare centers, schools, and community health events. Orange County is one of the top two counties in the state to have the lowest decay rate for kindergarten children (11%). The county is also one of the top four counties in the state to have the lowest tooth decay rate for fifth graders (1%). We believe these statistics reflect our dental health team's knowledge of oral health and dedication to providing quality care.

2007-2008 Outcomes

- Had a total of 3,642 patient visits during the year, of which 454 (12%) were new dental patients.
- Provided dental health education to 5,092 pre-school children, school-age children, and adults.
- Applied 958 dental sealants on teeth to prevent tooth decay for children and adults.
- Treated 351 dental emergency patients.
- Screened 1,347 fifth graders for dental caries.
- Screened 1,330 kindergartners for dental caries.
- Screened 1,649 Smart Start pre-school children for dental caries.
- A total of 1,801 patient visits were on a sliding-fee pay scale. Of these visits, 222 were new dental patients.
- A total of 1,192 patient visits were covered by Medicaid.

 *Dental Staff in the Clinic and Community*



Diners, Dental Care, and Dives

We served a 50-year old man with a disability who was in need of dental care. He dined at Elmo's Diner in Carrboro. Members of the Dental Health Services staff often talked with him during lunch and suggested that he schedule a dental appointment at our Carrboro Dental Clinic.

Since the man felt comfortable with our dental staff, he finally made an appointment. One challenge in serving this patient was providing care while he remained seated in his wheelchair. The wheelchair reclined, but not in the position needed for treatment.

He was impressed with the services and care provided and stated that he never had such a thorough dental examination. Because of his disability and other medical conditions, he felt that no one wanted to take the time necessary for treating him.



Dental Clinic Renovation

After being closed for renovation for several months, our Carrboro Dental Clinic reopened in January with notable improvements to make the patient experience better. The health department added new paint, privacy walls, and replaced the flooring. These renovations have enhanced the

dental clinic's appearance and increase patients' comfort level during their visit.

The Carrboro Dental Clinic, located on the second floor of Carr Mill Mall, is a small, but highly functional facility. Appointments are scheduled here two days out of the week.

During fiscal year 2007-2008, 39% of dental patient visits were at our Carrboro location. The facility is also used two evenings per week by the UNC School of Dentistry's Student Health Action Coalition as an evening dental clinic.



Service with a Smile

A dental patient from our Hillsborough dental clinic wrote a letter to the health director complementing our dental hygienist and one of our dental office assistants on their excellent work. According to the letter, our dental hygienist helped the patient quit smoking by providing smoking cessation information during a routine cleaning appointment. Our office assistant was recognized for her work in scheduling appointments and establishing rapport with the clients.

Environmental Health Services Division

Division Overview

Environmental Health Services has four focus areas: food and lodging inspections, well construction and water sampling, on-site wastewater, and child lead poisoning prevention. The Food and Lodging Program inspects and permits restaurants and other businesses that prepare and serve food to the public. Child care centers, schools, hotels, and public swimming pools are also inspected. The Well Construction Program permits and inspects the construction of all wells to ensure a safe drinking water supply and protection of groundwater resources. Water sampling services tell residents about the safety of their water supply and help remedy water quality problems. The On-Site Wastewater Program permits, evaluates, and monitors septic tank systems to ensure proper treatment and disposal of wastewater.

2007-2008 Outcomes

- On-Site Wastewater Program provided 2,613 consultative site visits, authorized 379 new septic system construction permits, and repaired 69 failing septic systems.
- Environmental Health Specialists conducted 511 wastewater treatment management inspections. They visited residential septic systems to evaluate maintenance needs and overall operation of the system.
- Well Construction Program provided 471 consultative visits, permitted 365 new wells, and approved construction of 356 new wells. Twenty-nine wells were properly abandoned.
- Food and Lodging staff conducted 1,188 of the 1,673 (71%) required inspections.
- Food and Lodging inspected and permitted all 123 public swimming pools in the county.
- Lead Program investigated four cases of children having intermediate blood lead levels and one lead poisoning case where a child with had an elevated blood lead level of $>20\mu\text{g}/\text{dl}$.
- The division investigated four foodborne outbreaks affecting Orange County residents.



Bed Bug Prevention

Environmental Health Services responded to over 12 bed bug complaints during the year, many of which were from residents living in apartment complexes. Environmental Health responded by inspecting the dwelling to validate the complaint and providing guidance on how to

treat the problem. The division also worked with property managers on beginning effective treatment plans with pest control companies.

To help reduce the number of complaints, the health department provided education about bed bug

prevention during community health events and online. Our bed bug web page and electronic bed bug flyer were consistently ranked as two of the department's most accessed files.

Total Recall: Investigating Foodborne Illness

Preventing foodborne illness is a top concern for Environmental Health Services. In July 2007, Environmental Health staff was involved locally in a nationwide recall effort to remove suspect canned stew and chilli with a risk of botulism from grocery store shelves and child day care centers.

All division personnel were pulled from their regular duties

to respond. Over 150 stores and day care centers were visited in Orange County. Approximately 80 person-hours of staff time were dedicated to this effort.

A few months later, the division launched an outbreak investigation of an *Escherichia coli* (*E. coli*) strain found in hamburger meat served at a picnic in Chapel Hill. Health department staff

interviewed 90 families and gathered health history on over 300 people. Two people were diagnosed with the same *E. coli* serotype associated with a nationwide recall of tainted hamburger patties. This occurrence originated from meat bought at a bulk retail store in a neighboring county and was the first known source in the state.



Leading the Pack

Our Environmental Health Services Director, along with researchers at North Carolina State University, developed a pilot research study based in Orange County that will result in a nationally accepted standard for evaluating the effect of water softener equipment on septic tank performance. This topic is of concern in both the waste treatment and water treatment industries. It is anticipated that major funding will be awarded to continue this research on a larger scale. [Water Quality Products Magazine's Article about the Study](#)

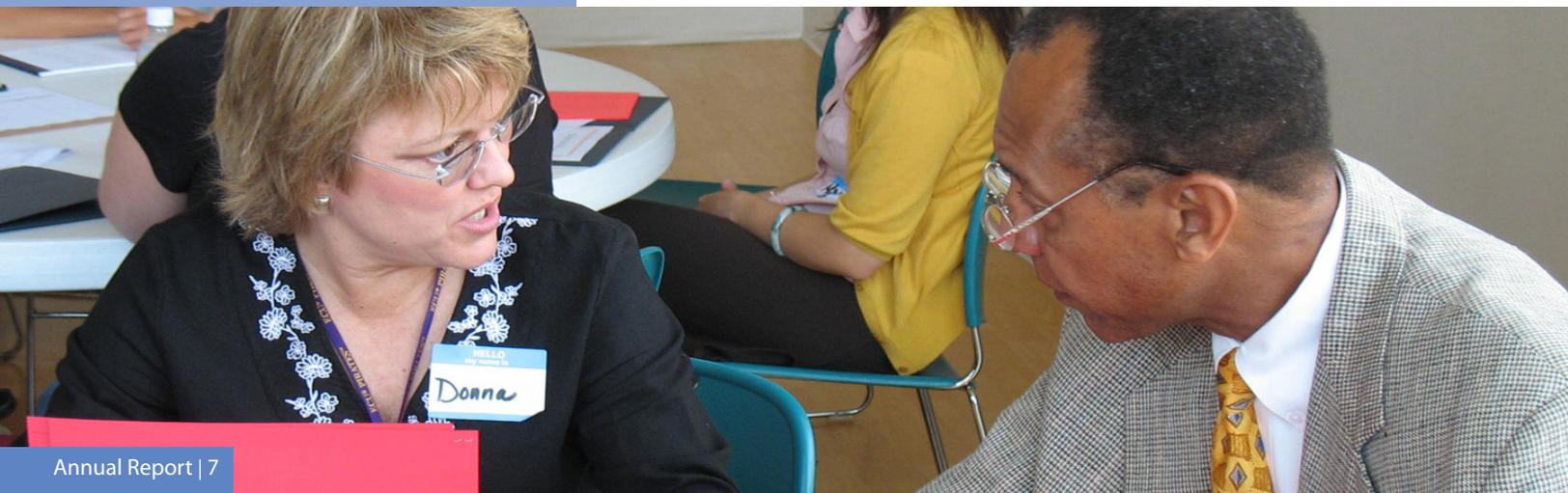
Health Promotion & Education Services Division

Division Overview

The Health Promotion and Education Services Division works with community groups and agencies throughout the county to provide educational materials, design community programs, and provide health data for community planning and implementation efforts. The division consists of the following programs: Healthy Carolinians of Orange County, Health Communication, Health Promotion, Immigrant and Refugee Health, Nutrition, and Orange County Youth Tobacco-use Prevention (also known as Orange County Tobacco Reality Unfiltered).

2007-2008 Outcomes

- Implemented campaigns for Child Abuse Prevention Month, National Nutrition Month, Public Health Month, Kick Butts Day, and the state's Eat Smart, Move More campaign's *Maintain, Don't Gain! Holiday Challenge*.  [Public Health Month PSA](#)
- Healthy Carolinians of Orange County published and distributed its 2007 Orange County Community Health Assessment report and executive summary.  [Full Report](#) |  [Executive Summary](#)
- Health Promotion awarded mini-grants to nine churches through its Orange County Churches Eating Smart...Moving More program. Churches implemented wellness activities that included walking, blood pressure checks, gardening, and health fairs.
- The Nutrition Program provided services to 397 clients through private, clinic, or Child Service Coordination appointments. The registered dietitian increased the number of clients served and decreased missed appointments for Spanish-speaking clients.
- Orange County Tobacco Reality Unfiltered (TRU) Program provided tobacco prevention and cessation training to 11 health department nurses and social workers and to 15 school faculty members so that anti-tobacco messages could be communicated to those at risk.
- Developed a Health Communication Program to deliver health messages through information campaigns, marketing, and educational materials.



Meeting New Challenges

The health department created an Immigrant and Refugee Health Program in response to an increase in refugee arrivals in the county. From July to December 2007, 151 refugees arrived in Orange County, in contrast to 33 in the first six months of 2007. We adjusted staff and resources to accommodate the influx of mostly Karen and Burmese refugees originally from Myanmar (Burma).

Services expanded so that refugees could receive not only communicable disease screenings, but also physical exams as part of their full health assessment. Refugees accessed other medical

and social support services through the department's existing programs. The health department improved communication by contracting with local Karen interpreters and a new telephone interpretation service. We also precepted a graduate student who developed a refugee health education curriculum.

In serving the local Latino immigrant population, we continued to manage the Orange County Latino Health Coalition and also used the outreach skills of our lay Latino Health Promoters during health fairs.



Eating Smart and Moving More

An 8-year old boy was referred for nutrition counseling for weight management. His mother was very involved in helping him achieve healthy behaviors, but worried that the weight would not come off.

Our registered dietitian helped them set lifestyle goals instead of dieting and encouraged them to never give

up, as small changes make the overall goal easier to maintain over a lifetime. On his first day of high school, his mother sent a thank you note:

Hey Renee,
Just wanted to share this picture with you. I must say you were right and I did worry that he would be chubby. Thank you for working with [us]. He has really grown and is much healthier. He does reflect back to the session he had with you and exercises every day. He

plays many sports and his speed has increased greatly. Now he just has to balance all of this work with excelling in school. Today's his first day of high school. Have a great day!
- S.F.

Our dietitian believes change like this takes a multi-level approach involving policy and environmental changes, group programs, family involvement, and individual interventions.

“A lot of people in my family smoke.

I saw my grandfather in the hospital dying of lung cancer. That motivated me to join TRU because

I didn't want to see other people suffer like that.”

-Lasheka Pride, 12th Grade
Cedar Ridge High School



Tobacco-Free in the O.C.

Our Orange County Tobacco Reality Unfiltered (TRU) Program trains high school students in Chapel Hill-Carrboro City Schools and Orange County Schools as peer educators to deliver tobacco prevention and cessation messages to teens. During the year, TRU Peer Educators gave 10 *Tobacco 101* presentations reaching over 500 middle school students. Peer Educators also wrote and recorded a radio advertisement that aired on the popular radio station K97.5 FM in April.  *Orange County TRU “I Wish” Radio Ad*

Personal Health Services Division

Division Overview

Personal Health Services, the health department's largest division, has three sections: Clinical Services, Community Health Services, and Family Home Visiting Services. Clinical Services offers preventive and diagnostic care to residents through its Chapel Hill and Hillsborough clinics. Major services include family planning, primary care, prenatal care, and well-child care. Community Health provides many services including immunizations, child care health consulting, rabies exposure counseling, and communicable disease screening, investigation, and control. The Family Home Visiting section provides maternal care coordination and outreach services, home visiting for postpartum mothers and high-risk parents, and child service coordination for children with or at risk of developmental delays.

2007-2008 Outcomes

- Provided 2,113 injectable flu vaccines with 63% (1,323) going to those older than 65 years of age.
- Served 4,803 clients in all preventive care clinics.
- Performed 5,568 Sexually Transmitted Disease (STD) tests of which only 141 (3%) were positive. (Testing included syphilis, Chlamydia, herpes, and gonorrhea.)
- Vaccinated 532 people against Hepatitis A.
- Vaccinated 217 young women against Human Papilloma Virus (HPV) using the free HPV vaccine provided by the NC Division of Public Health.
- Primary care provided to 398 clients. The division received two primary care grants, which provided support for part-time, temporary personnel.
- Served 1,111 family planning clients of which 189 (17%) were teenagers.
- Over 90% of our prenatal clients gave birth to newborns weighing more than 2500 grams (or 5lbs and 8 ounces).
- Every parent enrolled in our Families in Focus Program (a program to prevent child abuse and neglect) reported an increase in child development knowledge and parenting skills.



It Takes a Village to Raise a Healthy Child

The health department's Child Services Coordination Program provides case management through home visits and telephone contact to families with children 0-5 years of age who are at risk for or diagnosed with developmental delays. During the fiscal year, 406 children were served in the program. The success story below, detailing one of these accounts, was provided by one of our Child Service Coordinators.

A child was enrolled in Child Services Coordination at birth with multiple risk factors; most notably, both parents had a disability. At age one, this child received routine lead screening and the results were high at 22 (normal range is 0-9). A high lead level can result in

organ damage and learning disabilities.

The child's Primary Care Provider and the Child Services Coordinator (CSC) had been working together to address health and psychosocial issues. In follow up to the high lead level, the CSC consulted with a health department nurse, Environmental Health Services staff, and the state's lead specialist. A joint home visit was made to investigate the residence. The investigation proved to be quite challenging, since the family moved in and out of the county multiple times during a nine month period.

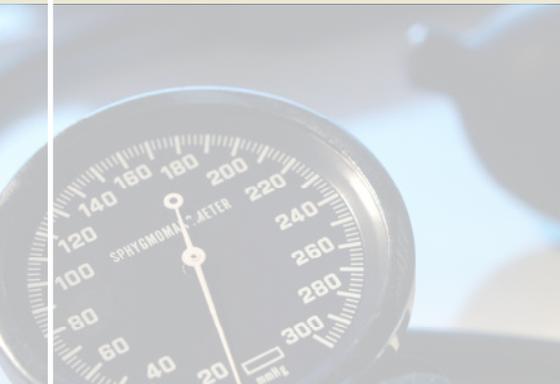
Despite their frequent moves and having no phone, the family remained connected to the Child

Services Coordination Program. In addition to the service providers and specialists noted above, the family worked with a vocational rehabilitation counselor and a non-profit family support worker. The child's lead level steadily decreased and the level at her routine, two-year well-child appointment was five. In addition, her most recent developmental screening was within normal limits.

Although there are ongoing challenges faced by the family, collaboration among the family, providers, and specialists has offered this family encouragement and empowerment in keeping their child healthy.

A Patient's Perspective

Affordable Care: With the addition of our Primary Care Clinic, one of our longstanding Family Planning clients can now afford to have her blood pressure treated and managed. She works full-time, but does not have insurance and cannot afford a private practice for her hypertension management.  [Personal Health Services Online](#)



Quality Assurance/Risk Management Unit

Unit Overview

The Quality Assurance/Risk Management Unit coordinates internal program audits, develops and provides mandatory staff training, and ensures that employee safety programs are implemented. The unit also houses the health department's public health preparedness coordinator and emergency response volunteer programs the Orange County Public Health Reserve Corps and Orange County Community Emergency Response Team.

2007-2008 Outcomes

- Quality Improvement Manager audited the Child Health and Family Home Visiting Programs, Child Primary Care Program, and Women's Health Clinical and Community Health Programs.
- Public Health Preparedness Coordinator updated the Core Public Health Emergency Operations Plan, Orange County Mass Medication Dispensing/Strategic National Stockpile Plan, Orange County Bioterrorism Preparedness and Response Plan, and Orange County Public Health Risk Communication Plan.
- Volunteer Coordinator recruited 51 new volunteers to the Public Health Reserve Corps (PHRC).
- Ninety-two PHRC volunteers participated in ongoing public health programs such as the Community Health Assessment and health fairs.
- Thirty-two residents received Community Emergency Response Team (CERT) training.
- Staff participated in Orange County Emergency Services' Operation Quailview Mass Casualty Exercise to practice the health department's role in mass sheltering. Public Health Reserve Corps and CERT volunteers also participated in this activity.
- Received two North Carolina Citizen Corps grants to continue volunteer recruitment activities for the PHRC and CERT programs.

 *Health Department Volunteers in Action*



Neighbors Helping Neighbors

In 2007, the health department partnered with Orange County Emergency Services to start the Orange County CERT Program. We have since held six training sessions to teach over 60 residents how to prepare for and respond to local disasters. The following letter was written to the volunteer coordinator by a participant from our June 2008 training for Carrboro United Methodist Church.

September 27, 2008

Amanda,

I have worked in health care for more than 30 years. Part of my responsibilities include hospital based disaster training and preparation and availability to my work area should there be a

disaster. When I was approached about training to be a member of the Carrboro CERT, I thought I would not be a good team member because of my obligation to be present in my workplace if there is disaster. The coordinator for the Carrboro team felt my being part of the group would help it to be a stronger team even if I could not be available in the event of a disaster.

What I found during the training was a focus on everyday home safety, building of relationships within neighborhoods and preparation for disasters from the personal to the community perspective. As you know, I attended a "make up" session with a different CERT training group last week. What I observed there was senior citizens developing confidence in their

ability to keep a safe environment for themselves and their neighbors during natural or man-made disasters.

We are fortunate that major disasters are rare in our area. However, this rareness can lead to a lack preparation for the disaster that occurs. The focus of the CERT training teaches basic safety skills and reinforces the necessity of being prepared in the event of a disaster.

Thank you for your work to promote CERT training in Orange County.

- Dorothy Taylor-Senter
Carrboro CERT Member



"Thank you for sending the backpack in the mail.

It was the small incentive I needed to finalize the emergency plan for my family, which you indicated was an important first step in becoming an effective volunteer. With the emergency plan in place I feel that I am more ready to involve myself as a volunteer."

-Mickey Dougherty, PHRC Volunteer

Volunteer Appreciation

Orange County Public Health Reserve Corps volunteers are asked to make a 72-hour disaster supply kit, so they're ready to help the health department respond at a moment's notice. During our 2007 volunteer appreciation ceremony, volunteers received emergency preparedness training that included safety tips and educational materials. They also received a backpack first-aid kit, and flashlight, which were purchased with the help of a state Citizen Corps grant.

Orange County Board of Health

Board of Health Overview

Orange County Board of Health members meet qualifications established by North Carolina General Statutes [NCGS 130a-35b] and are appointed by the Orange County Board of Commissioners.

Members can serve a maximum of two, three-year terms. The Board of Health is composed of the following eleven members: an Orange County Commissioner, three at-large representatives, a state-certified physician, and a licensed dentist, nurse, pharmacist, engineer, optometrist, and veterinarian.

2007-2008 Accomplishments

The Board of Health completed a variety of activities related to its oversight and rule making duties. In addition to regular items such as budgetary oversight, the Board:

- Reviewed and adopted amendments to Groundwater Protection Rules, also known as Well Rules. These amendments govern the construction of all wells in Orange County and including testing private well drinking water.
 [Groundwater Protection Rules](#)
- Reviewed and adopted amendments to The On-Site Wastewater Rules. These amendments govern the siting and construction of septic systems in Orange County.
- Provided input and reviewed the 2007 Community Health Assessment processes and documents.
- Reviewed patient and customer satisfaction surveys for all health department programs.
- Provided input on the development of a county Social Justice Goal, on Health as a Human Right, and on the Comprehensive Land Use Plan.
- Actively participated in the preparations for health department accreditation.



ORANGE COUNTY
GOVERNMENT SERVICES CENTER

Board of Health Members

Orange County Board of Commissioners Representative

Moses Carey, Jr.

Christina Harlan, RN (Board Chair)
Nurse Representative
Term Expires June 30, 2011 (2nd Term)

At-Large Representatives

Rev. Sharon Freeland, BA, MTS
Term Expires June 30, 2009 (1st Term)

Jessica Y. Lee, DDS, MPH, Ph.D.
Dentist Representative
Term Expires June 30, 2010 (2nd Term)

Anissa Vines, MS, Ph.D. (Board Vice-Chair)
Term Expires June 30, 2009 (1st Term)

Jim Stefanadis, BS Pharm.
Pharmacy Representative
Term Expires June 30, 2010 (2nd Term)

Michael Wood, MS
Term Expires June 30, 2011 (1st Term)

Matthew Vizithum, OD
Optometrist Representative
Term Expires June 30, 2009 (2nd Term)

Profession Representatives

DeWana Anderson, DVM
Veterinarian Representative
Term Expires June 30, 2011 (2nd Term)

Maximum Term Expired
Sharon Van Horn, MPH, MD
At-Large Representative
Term Expired June 2008

Timothy Carey, MPH, MD
Physician Representative
Term Expires June 30, 2010 (2nd Term)



[Orange County Board of Health Online](#)

Ernest Dodson, PE
Engineering Representative
Term Expires June 30, 2009 (1st Term)

Looking Ahead

The Orange County Health Department looks forward to another year of serving the health needs of Orange County residents. Our accomplishments during fiscal year 2007-2008 were the result of internal collaborations and partnerships with community organizations, medical and public health professionals, neighborhoods, and individual residents. We will build on this work throughout the 2008-2009 year and continue delivering quality services so that every resident can live in a safe and healthy community.

Reaching the Community

Orange County Health Department
2007-2008 Annual Report

Orange County Health Department

Whitted Human Services Center

300 W. Tryon Street
Hillsborough, NC 27278
(919) 245-2400

Southern Human Services Center

2501 Homestead Road
Chapel Hill, NC 27516
(919) 968-2022

Dental Health Services

Hillsborough Dental Clinic
300 West Tryon Street
Hillsborough, NC 27278
(919) 245-2435

Carrboro Dental Clinic
200 N. Greensboro Street, Suite D-15
Carrboro, NC 27510
(919) 968-2025

Environmental Health Services

306-C Revere Road
Hillsborough, NC 27278
(919) 245-2360

www.co.orange.nc.us/health

Prevent, Promote, Protect...Partnering for the Public's Health

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Designed by Candice Watkins Robinson, Orange County Health Department
Pictures on Pages 9 and 13 by David Hunt, Orange County Government



North Carolina Public Health
Working for a healthier and safer North Ca
Everywhere. Everyday. Everybody.

A Service of Orange County Government