

# 2012 ANNUAL REPORT



**Henry County  
Health Department**

*Continuing our pursuit of excellence!*

**PEOPLE**

**SERVICE**

**QUALITY**

**GROWTH**

**FINANCE**



Serving **ALL** residents of Henry County

1843 Oakwood Avenue

Napoleon, Ohio 43545

(419) 599-5545

Office Hours: Monday - Friday, 8:30 AM - 4:30 PM

Visit us at [www.henrycohd.org](http://www.henrycohd.org) or on Facebook

# COMMISSIONER'S LETTER

## Our Pillars of Excellence

### HENRY COUNTY RESIDENTS:

Henry County Health Department employees believe that you deserve to have the best health department in the entire state of Ohio. We are proud of our long history of dedicated public service, and we believe that we can get even better and do more to improve the health of our county.

We believe we have the ability to achieve excellence in five key areas (which we call our Pillars of Excellence):

- People - by being the best public health employer in northwest Ohio
- Service - by consistently providing exceptional service
- Quality - by providing client-centered services that are safe, effective, timely, efficient, and equitable
- Growth - by implementing effective public health interventions that improve the lives of Henry County residents
- Finance - by maintaining adequate funding to support the provision of all ten essential public health services

2012 was a very busy year, and our goals and accomplishments in each Pillar of Excellence are outlined for you in this annual report. One major achievement was the completion of a detailed 3-year strategic plan in August 2012. Our key focus areas are:

1. Effectively using technology;
2. Making strategic funding decisions;
3. Communicating to improve your awareness of our services;
4. Increasing collaboration with local partners to improve the health of Henry County residents;
5. Improving our facility to better meet public needs; and
6. Improving our internal processes to achieve greater efficiency.

We've made significant headway in several of these areas, and 2013 will bring marked improvements in our use of technology (to make our payroll process more efficient, our fiscal data more capable of supporting strategic funding decisions, and our staff more efficient and effective in meeting residents' and business owners' needs).

A second major achievement in 2012 was the creation of Henry County's first-ever comprehensive Community Health Improvement Plan to reduce childhood and adult obesity in our county. Created with our local health partners, the plan focuses on evidence-based tactics that we can implement together to improve nutrition, increase physical activity, and increase breastfeeding.

Our vision is to be a public health leader that embraces excellence and collaboration to optimize the health of residents of Henry County and northwest Ohio. We believe you deserve nothing less!

Anne Goon, MS, RD, LD  
Health Commissioner



# PEOPLE

The **PEOPLE Pillar** is all about being a GREAT place for our friendly, caring, and competent staff, leaders, and Board of Health to work and provide services to local residents. *Our goal is “to be the public health employer of choice in northwest Ohio.”* To accomplish this, we combine our staff and leaders’ passion with evidence-based leadership principles to create a quality work environment. This allows our empowered and engaged staff to do great work.

## Our 2012 Goals:

1. Increase % of staff completing our annual Employee Satisfaction Survey.
2. Increase % of staff strongly satisfied with their current position.
3. Increase % of staff strongly agreeing that they would recommend employment at Henry County Health Department to others.

## Our 2012 Strategies:

- ☑ Weekly Health Commissioner newsletters for staff and Board of Health
- ☑ Bi-weekly or monthly staff meetings
- ☑ Quarterly Employee Forums for communication, training, and education
- ☑ Communication Board reporting actions and results for each Pillar
- ☑ Quarterly Leadership Development Institutes for all management and supervisory staff, in collaboration with Williams County Health Department
- ☑ Monthly manager “rounding” with staff (to learn what is working well, who deserves special recognition, what tools and equipment are needed, and what processes can be improved- and how)
- ☑ Board of Health trainings (open to entire northwest region)

## Our 2012 Accomplishments:

1. 72% of our staff completed our Employee Satisfaction Survey, up from 60% in 2011.
2. 34% of staff reported they were strongly satisfied with their current position, up from 27% in 2011.
3. 40% of staff strongly agreed that they would recommended employment at Henry County Health Department to others, up from 24% in 2011.
4. We implemented a worksite wellness program by participating in the Fit-Friendly luncheons coordinated by Henry County Hospital; introducing and exploring the Dimensions of Wellness at Employee Forums; participating in United Way’s Coming Alive campaign; and challenging staff to use pedometers and walk 10,000 steps per day.
5. We recognized 9 staff for reaching service milestones totaling 100 years of public health service to the residents of Henry County!

To be the  
public  
health  
employer  
of choice  
in  
northwest  
Ohio



# SERVICE

To  
consistently  
provide  
exceptional  
service

The **SERVICE Pillar** is about providing excellent customer service to all of Henry County and northwest Ohio. We measure *our goal “to consistently provide exceptional service”* by regularly asking our clients how we are doing. We ask how long it took to receive services and how this compared to their expectations. We ask about staff that provided excellent service. We ask how we could improve our service to Health Department clients.

## Our 2012 Goals:

1. Increase % of clients reporting the length of time for services was “much less than expected.”
2. Increase % of home health clients that always felt home health staff really cared about them.

## Our 2012 Strategies:

- ☑ On-going Client Experience Surveys in English and Spanish (online and on paper)
- ☑ Increased communication with clients about the length of time that their services will require
- ☑ Share Client Experience Survey results quarterly with staff and Board of Health
- ☑ Post Client Survey results quarterly on Communication Board
- ☑ Personal thank you notes to staff recognized by clients for providing exceptional service

## Our 2012 Accomplishments:

1. We began offering appointments for childhood immunizations several days per week, in response to client requests.
2. 36% of all clients (and 60% of childhood immunization clients) got in and out of the Health Department in 30 minutes or less.
3. 20% of clients reported the length of time for services was “much less than expected” in 2012, down from 28% in 2011. However, the % of clients reporting the length of time for services was “about as long as expected” rose to 70% in 2012.
4. 23 staff were recognized by name for providing excellent service.
5. 78% of Home Health clients stated that they always felt Home Health staff really cared about this, down slightly from 84% in 2011. Home Health staff is concentrating more heavily in this area in 2013.
6. Despite 57% less grant funding for Reproductive Health and Wellness services, we served 88% of our previous clients by increasing the efficiency of our clinics, improving insurance billing, increasing donations, and decreasing medication costs.



# QUALITY

The **QUALITY Pillar** is about public health services that result in better health outcomes for people living or working in Henry County. *Our goal is “to provide safe, effective, timely, efficient, and equitable client-centered services.”* We want to provide the right public health services at the right time and in the right way to improve health and quality of life. We also want to make sure local residents receive the personal health services they need, regardless of income or insurance status.

## Our 2012 Goals:

1. Increase % of clients rating the quality of services as “Excellent.”
2. Keep readmissions to the hospital from Home Health at or below the national rate of 29.0.
3. Continue to have at least 84.5% of Home Health clients rating the care as a 10 (“best home health care possible”).

## Our 2012 Strategies:

- ☑ Create and implement Community Health Improvement Plan with our Henry County Health Partners.
- ☑ Share results of Client Experience Surveys with staff and Board of Health to identify opportunities for improvement.
- ☑ Establish agency-wide Quality Improvement (QI) Team.

## Our 2012 Accomplishments:

1. 83% of clients rated Health Department services as “Excellent,” down slightly from 86% in 2011.
2. Home Health continued a 14-year record of passing Ohio Department of Health Medicare surveys without any deficiencies.
3. Hospital readmissions for Home Health clients was held to 27.0, below the national rate of 29.0.
4. Help Me Grow achieved 100% compliance in key areas for properly transitioning 3 year olds with developmental disabilities to other providers when they become too old for Help Me Grow services.
5. 77% of Home Health clients rated their care as a 10 (“best home health care possible”), down from 85% in 2011. This is a QI focus in 2013.
6. Henry County Health Department’s private water system program was inspected and approved by the Ohio Department of Health. The retail food establishment program was inspected and approved by the Ohio Department of Agriculture.
7. The Health Department’s QI Team selected the staff orientation process as its initial improvement project for 2012-2013.

To provide  
safe,  
effective,  
timely,  
efficient,  
and  
equitable  
**client-  
centered  
public  
health  
services**



# GROWTH

To  
implement  
effective  
public  
health  
interventions  
that  
improve the  
lives of  
local  
residents

The **GROWTH Pillar** is about proactively taking action to improve the health of Henry County residents. *Our goal “to implement effective public health interventions that improve the lives of local residents”* requires that we pursue diverse partnerships to strengthen our capacity to improve our community’s health. By working together, we can best identify innovative ways to deliver public health services and solve local health problems.

## Our 2012 Goals:

1. Complete all prerequisites and initial application process for voluntary public health accreditation.
2. Adopt and implement first year of Health Department strategic plan.

## Our 2012 Strategies:

- ☑ Complete state biennial Improvement Standards report (mirroring accreditation standards).
- ☑ Assign accreditation team to assess readiness and create action plan to complete prerequisites and application process.
- ☑ Adopt and begin implementation of Health Department Strategic Plan.

## Our 2012 Accomplishments:

1. We completed all 3 prerequisites for accreditation:
  - ☑ Community Health Assessment (in 2010)
  - ☑ Community Health Improvement Plan (see page 1 for details)
  - ☑ Health Department Strategic Plan (see page 1 for details)
2. Our statement of intent to apply for national accreditation was accepted by the Public Health Accreditation Board in November 2012.
3. We received one of 20 national Accreditation Support Initiative grants to help us prepare for accreditation, and an Accreditation Coordinator and Team were named.
4. Implementation of our Strategic Plan began in August, and progress is being reported to staff and Board quarterly to maintain momentum.
5. Two Help Me Grow staff became Certified Child Passenger Safety Technicians in 2012, and a total of 66 trainings were provided to local parents to teach proper usage of car seats. 141 free car seats were provided to low-income parents (in contrast to 55 in 2011).
6. We signed agreements with 5 nursing/residential facilities so that they can be Point of Dispensing sites (of medications or vaccines) for their staff and residents during public health emergencies.
7. We accepted authority from Ohio EPA to approve Small Flow Onsite Treatment Systems to make the process easier and quicker for small businesses.



# FINANCE

The **FINANCE Pillar** is about having adequate resources to provide the public health services that are mandated, expected, and needed by local residents. *Our goal “to maintain adequate funding to support the provision of all essential public services”* requires us to pursue diverse funding streams (e.g. local, state, and federal funds; grants and contracts; fees, insurance payments, and donations). As a result, our ability to meet local needs is not dependent on a single funding source.

## Our 2012 Goals:

1. Maintain adequate reserves in the general fund to cover 90 days of operating expenses for non self-supporting programs.
2. Maintain or improve positive cash flow in self-supporting programs.
3. Achieve passage of a 5-year 1.2 mill replacement health levy.

## Our 2012 Strategies:

- Seek replacement health levy on March 2012 ballot.
- Implement Medicaid Administrative Claiming to recover costs.
- Cap cash transfers to Environmental Health fund at \$60,000.

*Thank you  
Henry County!*

## Our 2012 Results:

1. Henry County voters approved a replacement health levy in March 2012.
2. We recouped \$38,106 through Medicaid Administrative Claiming.
3. We kept  $\geq$  90 days of reserves in the General Fund 7 out of 12 months.
4. Cash transfers to Environmental Health fund were limited to \$50,000.
5. We met cash flow goals in 1 of 4 and fund balance goals in 2 of 4 self-supporting programs. This is a focus area in 2013.

<u>INCOME</u>		<u>2012</u>	<u>EXPENSES</u>		<u>2012</u>
Contracts	\$	217,740	Contract Services	\$	274,048
County Health Levy	\$	488,006	Equipment	\$	56,526
Fees	\$	396,229	Fringe Benefits	\$	398,179
Grants	\$	262,801	Office Space Costs	\$	153,696
Insurance Payments*	\$	1,425,749	Other Expenses <sup>#</sup>	\$	339,571
Other Local Funds	\$	143,148	Personnel Salaries	\$	1,744,801
Other Receipts <sup>^</sup>	\$	202,366	Supplies & Office Expenses	\$	195,697
Other State Programs <sup>v</sup>	\$	147,696	Travel & Conferences	\$	57,771
State Subsidy	\$	5,799	<b>Total Expenses</b>	<b>\$</b>	<b>3,220,289</b>
<b>Total Income</b>	<b>\$</b>	<b>3,289,534</b>			

\* Medicare, Medicaid, and private insurance payments for services provided to clients.

<sup>^</sup> Other State Programs include BCMH, Medicaid Administrative Claiming, Home health aide services.

<sup>v</sup> Other Receipts include Hospice, car seat, and diaper donations; Cash advance paybacks; CPR class fees; Reimbursements for supplies, mileage, copies, postage; other miscellaneous expenses.

<sup>#</sup> Other expenses include postage, copying, advertising, fund transfers, tax settlement fees, hospice Medicaid beds, durable medical equipment costs.

To  
maintain  
adequate  
funding  
to support  
the  
provision  
of all  
essential  
public  
services



**THE PILLARS OF EXCELLENCE PROVIDE THE FOUNDATION FOR HENRY COUNTY HEALTH DEPARTMENT TO PROVIDE A WIDE VARIETY OF PUBLIC HEALTH SERVICES TO IMPROVE THE QUALITY OF LIFE FOR RESIDENTS OF HENRY COUNTY AND NORTHWEST OHIO.**

**Immunizations**

***Providing of immunizations for Henry County***

- 5,616 total immunizations
- 1,595 Children received vaccinations
- 899 Adults received vaccinations
- 994 Influenza vaccinations
- 114 Travelers vaccinations

**Family Planning**

***A Reproductive Health and Wellness Clinic***

- 727 Clients received services
- 739 Clinical appointments

**Bureau for Children with Medical Handicaps**

***Serving Children with complex medical needs***

- 1,648 Contacts with families
- 154 Children received services

**Communicable Disease Investigation**

***Investigating and controlling disease outbreaks***

- 3 Outbreaks (106 cases) investigated

***Most common communicable diseases reported:***

1. Influenza, influenza-like illnesses (349)
2. Chlamydia (78)
3. H3N2(v) novel influenza (35)
4. Norovirus (21)
5. Hepatitis C (14)

**Help Me Grow**

***Helping children ages 0-3 meet developmental milestones***

- 1,097 Home Visits
- 72 Families Served

**Ohio Buckles Buckeyes**

***Providing car seats and safety training to eligible parents***

- 141 Car seats distributed with safety trainings

**Northwest Ohio Dental Clinic**

***Providing a full range of dental services for uninsured and Medicaid clients***

- 727 Clients received services
- 5,216 Dental appointments

**Children's Hearing and Vision Clinics**

***Free or low-cost screenings for children***

- 62 Hearing screenings
- 40 Vision screenings

**Environmental Health**

***Inspecting and licensing to keep our food and environment safe***

- 781 Inspections:
  - Food service operations,
  - Retail food establishments,
  - Private sewage & water systems,
  - Campgrounds, pools & spas
- 959 Investigations
- 301 Permits and licenses issued

**Hospice of Henry County**

***A special way of caring for the terminally ill***

- 71 Unduplicated patients
- 1,189 Total Hospice Visits

**Henry County Home Health**

***Providing in-home services to homebound residents***

- 249 Unduplicated patients
- 6,458 Total Home Health visits

**Emergency Preparedness**

- Preparing Henry County in the event of a health emergency***
- 40 Medical Reserve Corps Volunteers

**Vital Statistics**

***Providing certified birth and death records***

- 770 Birth Certificates Issued
- 826 Death Certificates Issued
- 104 Registered Births
- 179 Registered Deaths

***Leading Causes of Death:***

1. Heart Disease
2. Cancer
3. Stroke
4. Unintentional Injuries
5. Alzheimer's Disease

**BOARD OF HEALTH**

**Roger Richard, President**

**Joel Miller, President Pro-Tempore**

**Eric Damman**

**Doug Lindsey, MD, FACS**

**Sharon Miller**

**Alice Schwiebert, RN**

**Al Wiederwohl**

Meetings are held the second Wednesday of each month at 12:30 p.m. at the Henry County Health Department. All meetings are open to the public.