



2013 ANNUAL REPORT

Improving Health and Achieving Excellence



Serving **ALL** residents of Henry County
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COMMISSIONER'S LETTER



Our Pillars of Excellence

HENRY COUNTY RESIDENTS:

Our mission at Henry County Health Department is to improve the quality of life of local residents through health promotion, health education, and disease prevention. We believe that you deserve to have the best local health department in Ohio. We are proud of our long history of dedicated public service, and we are committed to providing you with excellent value for your investment in us. To accomplish this, we focus on achieving excellence in five key areas:

- People- by being the best public health employer in northwest Ohio
- Service- by consistently providing exceptional service
- Quality- by providing client-centered public health 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

Our 2013 Pillar goals and accomplishments are outlined for you in this annual report. I'd like to draw special attention to several achievements:

- ✓ We became one of just 173 local health departments (out of 2,532 nationwide) pursuing national public health accreditation. We submitted our formal application in October 2013.
- ✓ We received \$35,500 in competitive grants in 2013 to help us prepare for accreditation. We developed a workforce development plan and temporarily increased staffing to collect over 300 documents showing how we meet the accreditation standards.
- ✓ We began accepting private insurance for immunization services in April 2013 after six months of contract applications. We are now contracted with 9 insurance companies, in addition to Medicare, Ohio Medicaid, and all Ohio Medicaid Managed Care plans.
- ✓ We continued our partnership with Williams County Health Department to provide quarterly Leadership Development Institutes for our managers. Thirteen guests from other local health departments and Ohio Department of Health attended to learn how they could replicate what we are doing to invest in our leadership.

As we look forward to 2014, we will continue to seek opportunities 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

SERVICE

To
consistently
provide
exceptional
service

The **SERVICE Pillar** focuses on providing our community with excellent customer service. We pride ourselves in ensuring all clients have a positive experience with Henry County Health Department, our staff, and the Board of Health. We encourage clients to give us feedback on our services, which we use to improve our programs and services.

Our 2013 Goals:

1. Achieve 85% of clients reporting they were treated with courtesy and respect in 2013.
2. Increase % of home health clients that always felt home health staff really cared about them from 77.8% in July-September 2012 to 90% in 2013.

Our 2013 Strategies:

- ☑ On-going Client Experience Surveys in English and Spanish and implement with clients of all services and programs.
- ☑ Continue Home Health Consumer Assessment of Healthcare Providers and Systems Survey (HH-CAHPS).
- ☑ Review, implement, and enforce Health Department Standards of Conduct.
- ☑ Implement Five Fundamentals of Service (AIDET).

Our 2013 Accomplishments:

1. 89% of Health Department clients reported they were treated with courtesy and respect.
2. 96% of Home Health clients stated that they always felt Home Health staff really cared about them, almost an 18% increase from 2012.
3. 94% of clients felt that the best part of their service was our friendly, helpful, and respectful staff. Additionally, 71% of clients felt having their needs, concerns, or questions answered was another benefit of Health Department services.
4. 43 staff were recognized by name for providing excellent service through our Client Experience Survey.
5. Over 79% of clients who completed the survey said they would seek services from the Health Department again and 76% would recommend Health Department services to others.

“Staff was so efficient and kind. I trust what they have to say and look forward to returning!”
-Client Survey Comment



The **QUALITY Pillar** focuses on how we provide public health services to those living and working in Henry County. We seek to provide the right services at the right time and in the most effective and efficient manner to achieve better health outcomes for our county. We want to make sure all local residents are receiving the personal health services they need, regardless of income or insurance status.

Our 2013 Goals:

1. 10% of clients of all Health Department programs will complete Client Experience Survey in 2013.
2. Increase % of clients rating the quality of services as “Excellent” from 82.7% in 2012 to 90% in 2013.
3. Reduce preventable hospital readmissions for Home Health clients from 20% in 2012 to 17% in 2013.
4. Increase % of Home Health clients who rate the care as a 10 (“best home health care possible”) from 72.2% in July-Sept. 2012 to 85% in 2013.

Our 2013 Strategies:

- ☑ Continue on-going Client Experience Survey in English and Spanish and implement with clients of all services/programs.
- ☑ Initiate divisional quality improvement project addressing areas where 2012 performance did not meet goals.
- ☑ Identify how clients define quality for each primary service area.
- ☑ Implement the use of key words at key times.

Our 2013 Accomplishments:

1. 16% of all health department clients completed a Client Experience Survey in 2013.
2. 88% of clients rated the quality of Health Department services as “Excellent.”
3. Hospital readmissions for Home Health clients increased to 23% for 2013. Reducing readmissions is a quality improvement focus for 2014.
4. 59% of Home Health clients rated their care as a 10 (“best home health care possible”) for fourth quarter (Oct-Dec.) 2013.
5. The Health Department’s campground and public swimming pool programs were inspected and approved by the Ohio Department of Health.
6. A Quality Improvement team addressed the staff orientation process in 2013. All new employees reported they were given adequate information about their job description, duties, and employee policies during the improved orientation process.

QUALITY



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

“The time and energy hospice staff provided was awesome, especially how staff was trying to think of different ways to get my mother to try something and the energy put in on figuring out ways to keep her comfortable. Our family appreciated everything you were able to do and commend you on an amazing job.”
-Hospice Family Comment

GROWTH

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

The **GROWTH Pillar** focuses on proactively addressing our community's health problems to improve the quality of life for Henry County residents. To achieve this, we pursue diverse partnerships and opportunities to strengthen our capacity to serve the community. By working together, we can best identify innovative ways to deliver services and solve local public health problems.

Our 2013 Goals:

1. Implement at least four strategies outlined in Community Health Improvement Plan in 2013.
2. Implement second year of agency strategic plan in 2013.
3. Apply for national public health accreditation during 2013.

Our 2013 Strategies:

- ☑ Continue implementation of Community Health Improvement Plan.
- ☑ Continue implementation of Health Department strategic plan.
- ☑ Create Workforce Development Plan.

Our 2013 Accomplishments:

1. We completed eight strategies to reduce childhood and adult obesity, including:
 - ☑ Continued Summer Nutrition and Fitness Program in partnership with Henry County Health Partners
 - ☑ Participated in Safe Routes to School planning for Napoleon Area Schools new elementary
 - ☑ Awarded gold-level Fit-Friendly Employer recognition by the American Heart Association
 - ☑ Certified Help Me Grow Program Manager as a Lactation Consultant in 2013
 - ☑ Provided Health Risk Assessments for Health Department staff
2. We completed two sections of our comprehensive community health assessment, including the 2013 Community Health Status Assessment and an assessment of the local public health system.
3. We submitted our formal application to the Public Health Accreditation Board, the accrediting body for public health, in October 2013.
4. We continued to make progress on our 3 year agency strategic plan. 34% of action steps have been completed and 30% are underway.
5. We created a Workforce Development plan to promote a culture of learning and encourage staff to develop new skills.



Working Together to Make
Our Health Department

PHAB-ULOUS

PHAB | Public Health Accreditation Board

The **FINANCE Pillar** ensures that adequate resources are maintained to provide the public health services that are mandated, expected, and needed by our community. To achieve this, we pursue diverse types of funding, including federal, state, and local grants, local levy dollars, contracts, fees, insurance payments, and donations. These diverse funding sources ensure we can continue fulfilling local needs.

FINANCE

Our 2013 Goals:

1. Achieve and maintain minimum general fund balance of at least \$417,717 (minimum of 4 months of operating expenses).
2. Achieve and maintain minimum fund balances in Home Health, Home Health Aide, Hospice, and Dental funds of at least 4 months of operating expenses.
3. Calculate and report days in accounts receivable for Dental and Immunizations on a monthly basis.

Our 2013 Strategies:

- Adopt formal Board of Health policies on general fund balance and Special Revenue Fund Balances.
- Implement electronic billing of private insurance companies for immunization services.
- Continue to participate in Medicaid Administrative Claiming (MAC).

Our 2013 Results:

1. The general fund balance finished the year at 9.4 months of operating reserves.
2. The Board of Health adopted formal policies for minimum fund balance in the general fund and several special revenue funds.
3. We contracted with nine insurance companies for immunization services and continued to accept Medicare, Ohio Medicaid, and Ohio Medicaid Managed Care plans.

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

INCOME		EXPENSES	
	2013		2013
Contracts	\$ 235,190	Contract Services	\$ 291,358
County Health Levy	\$ 632,234	Equipment	\$ 124,615
Fees & Patient Charges	\$ 476,213	Fringe Benefits	\$ 500,007
Grants	\$ 209,301	Office Space Costs (Utilities)	\$ 24,096
Insurance Payments*	\$ 1,443,701	Medical Supplies	\$ 199,881
Other Local Funds	\$ 154,396	Other Expenses [#]	\$ 714,942
Other Receipts [∨]	\$ 781,870	Personnel Salaries	\$ 1,834,394
Other State Programs [^]	\$ 151,773	Supplies & Office Expenses	\$ 238,649
State Subsidy	\$ 7,517	Travel & Conferences	\$ 75,899
Total Income	\$ 4,092,195	Total Expenses	\$ 4,003,841

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

[^] Other State Programs include BCMH, Medicaid Administrative Claiming, Home health aide services.

[∨] Other Receipts include Hospice, car seat, and diaper donations; Cash advance paybacks; Reimbursements for supplies, mileage, copies, postage; other miscellaneous expenses.

[#] Other expenses include postage, copying, advertising, fund transfers, tax settlement fees, hospice Medicaid beds, durable medical equipment costs.

**The Pillars of Excellence are the foundation for Henry County Health Department.
We improve the quality of life and achieve excellence for residents of Henry County
through People, Service, Quality, Growth, and Finance.**

Immunizations

Providing of immunizations for Henry County

5,384 total immunizations
1,519 Children received vaccinations
751 Adults received vaccinations
855 Influenza vaccinations
111 Travelers vaccinations

Family Planning

A Reproductive Health and Wellness Clinic

771 Clients received services
807 Clinical appointments

Bureau for Children with Medical Handicaps

Serving Children with complex medical needs

1,366 Contacts with families
154 Children received services

Communicable Disease Investigation

Investigating and controlling disease outbreaks

1 Outbreaks (109 cases) investigated

Most common communicable diseases reported:

1. Chlamydia (86)
2. Hepatitis C (22)
3. Influenza-Associated Hospitalization (11)
4. Salmonellosis (7)
5. Gonococcal (Gonorrhea) infections (5)

Help Me Grow

Helping children ages 0-3 meet developmental milestones

1,378 Home Visits
111 Families Served

Ohio Buckles Buckeyes

Providing car seats and safety training to eligible parents

136 Car seats distributed with
safety trainings

Northwest Ohio Dental Clinic

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

3,184 Clients received services
5,545 Dental appointments

Children's Hearing and Vision Clinics

Free or low-cost screenings for children

22 Hearing screenings
9 Vision screenings

Environmental Health

Inspecting and licensing to keep our food and environment safe

787 Inspections:
– Food service operations
– Retail food establishments
– Private sewage & water
systems
– Campgrounds, pools & spas
899 Investigations
381 Permits and licenses issued

Hospice of Henry County

A special way of caring for the terminally ill

80 Unduplicated patients
1,188 Total Hospice Visits

Henry County Home Health

Providing in-home services to homebound residents

253 Unduplicated patients
7,588 Total Home Health visits

Emergency Preparedness

Preparing Henry County in the event of a health emergency

70 Medical Reserve
Corps Volunteers

Vital Statistics

Providing certified birth and death records

103 Registered Births
179 Registered Deaths
680 Birth Certificates Issued
700 Death Certificates Issued

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**
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.