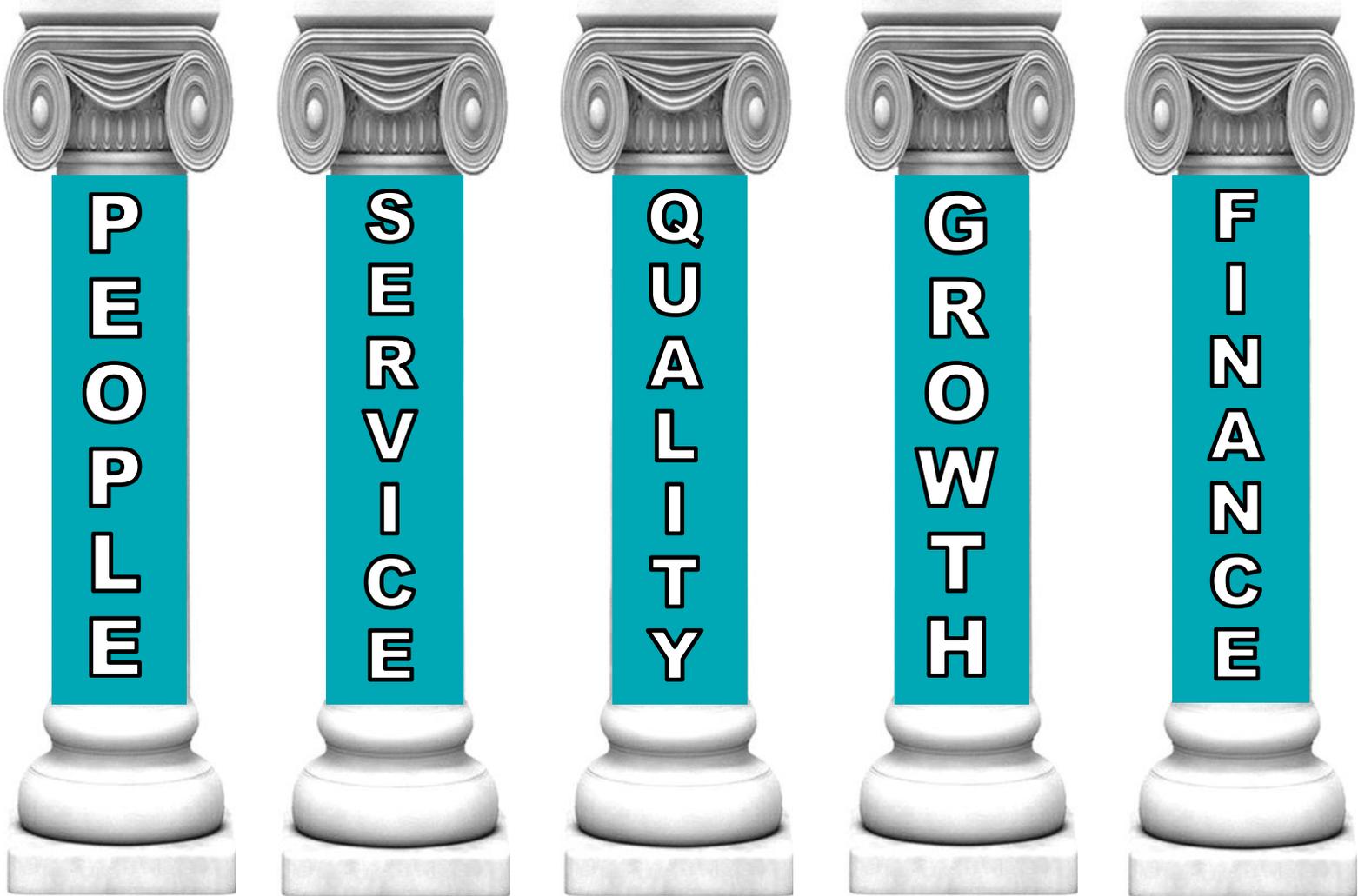




HENRY
COUNTY
HEALTH
DEPARTMENT

2014 ANNUAL REPORT

Improving Health and Achieving Excellence



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 or on social media



COMMISSIONER'S LETTER



Our Pillars of Excellence

HENRY COUNTY RESIDENTS:

Here at Henry County Health Department, we are committed to improving the quality of life of residents of Henry County and northwest Ohio through health promotion, health education, and disease prevention. We are proud of our long history of dedicated public service, and continue to strive to better serve our residents and improve the health of the county.

We believe that you deserve to have the best health department in the entire state. We strive for excellence in five key areas- People, Service, Quality, Growth, and Finance- which we call our Pillars of Excellence.

Our 2014 goals and accomplishments are outlined for you in this annual report. I'd like to highlight some of these achievements:

- ✓ We received a \$100,000 Local Government Innovation Fund grant to work with Defiance, Fulton, Paulding, Putnam, and Williams Counties' Health Departments to increase shared public health services in northwest Ohio.
- ✓ We partnered with Henry County Medical Reserve Corps to conduct a full-scale, all-staff Zombie Apocalypse exercise at Holgate Local Schools. This tested our ability to provide residents with the information and medication needed in the event of a widespread outbreak.
- ✓ We continued our efforts to effectively use technology by adopting electronic timesheets, moving to a cloud-based policy management system, converting from paper to electronic health records, and upgrading from outdated to more robust environmental health software.
- ✓ The Board of Health proactively adopted a Tobacco-Free Workplace Policy that addresses e-cigarettes, which few agencies have done.
- ✓ We conducted focus groups to identify barriers and gaps in local health care services and released the results of four assessments that make up our comprehensive Community Health Assessment. These results are being used to update our county's Community Health Improvement Plan (to be completed by mid-2015).
- ✓ We made significant progress toward achieving national public health accreditation by identifying multiple documents that show how we meet these national standards. When we submit our documents in February 2015, we will be one of about 300 local health departments in the nation to reach this milestone!

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 for your investment in us. Thank you for partnering with us to improve our county's health!

Anne Goon, MS, RD, LD
Health Commissioner

The **PEOPLE Pillar** focuses on being a great place for our caring, friendly, and knowledgeable staff and Board of Health to work and provide excellent services to our residents. To achieve this, we combine the passions of our empowered and engaged staff with evidence-based leadership principles to create a quality and enriching work environment.

Our 2014 Goals:

1. Maintain % of staff completing our annual Employee Satisfaction Survey at $\geq 90\%$.
2. Increase % of staff strongly agreeing with the statement "I would recommend employment at this Health Department to others" from 36% in 2013 to 45% in 2014.
3. Reduce voluntary staff turnover from 22% in 2013 to 15% in 2014.

Our 2014 Strategies:

- Continue weekly Commissioner e-newsletters, monthly divisional staff meetings and Board of Health meeting notes, quarterly employee forums, and on-going communication board.
- Continue employee service recognition pins and luncheon.
- Refine performance evaluation process.
- Implement personal development and/or performance improvement plans with all staff.

Our 2014 Accomplishments:

1. 94% of staff completed our Employee Satisfaction Survey.
2. 38.5% of staff strongly agreed they would recommended employment at Henry County Health Department to others, up from 36% in 2013.
3. Voluntary staff turnover decreased from 22% in 2013 to 20% in 2014.
4. We recognized seven staff for reaching service milestones totaling over 65 years of public health service to the residents of Henry County!

Top 3 Reasons Why Henry County Health Department is a Great Place to Work

1. *Caring and friendly co-workers*
2. *Flexibility to accommodate staffs' schedules*
3. *Providing needed services to Henry County residents*

*Results from 2014 Employee Satisfaction Survey



PEOPLE

To be the
**public
health
employer
of choice**
in
northwest
Ohio



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 performance, which we use to improve our programs and services.

Our 2014 Goals:

1. Increase % of clients strongly agreeing they were treated with courtesy and respect from 88% in 2013 to 95% in 2014.
2. Complete client follow-up within 7 days with 90% of clients requesting post-survey call or email.

Our 2014 Strategies:

- ☑ Continue Client Experience Surveys in English and Spanish and expand implementation with clients of all services and programs.
- ☑ Continue Home Health Consumer Assessment of Healthcare Providers and Systems Survey (HH-CAHPS).
- ☑ Implement Five Fundamentals of Service (AIDET).

Our 2014 Accomplishments:

1. 91% of Health Department clients strongly agreed they were treated with courtesy and respect, an increase of 3% from 2013.
2. 100% of clients who requested a post-survey call or email were contacted within 7 days.
3. 55 staff were recognized by name for providing excellent service through our Client Experience Survey.
4. Over 99% of clients who completed the survey said they would seek services from the Health Department again and 98% would recommend Health Department services to others.
5. All staff received the Five Fundamentals of Service (AIDET) training through employee forums in 2014.
6. A Quality Improvement team worked to increase the level of courtesy and respect provided to clients. Vital Statistics staff began using the Five Fundamentals of Service and key words at key times to ensure excellent customer service is consistently provided to all clients.

“I was impressed with the services and all the information given to me. They went above and beyond to provide the information I needed for my mission trip.”

-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 2014 Goals:

1. Achieve $\geq 10\%$ of clients of all Health Department services/programs completing a Client Experience Survey.
2. Achieve $\geq 90\%$ of Health Department clients reporting the quality of services as “Excellent”.

Our 2014 Strategies:

- ☑ Continue On-going Client Experience Surveys in English and Spanish and expand implementation with clients of all services and programs.
- ☑ Implement Health Department Quality Improvement (QI) plan.
- ☑ Implement Ohio Public Health Quality Indicators.
- ☑ Initiate quality improvements projects addressing areas where 2013 performance or Quality Indicators did not meet goals.
- ☑ Implement the use of key words at key times.

Our 2014 Accomplishments:

1. 16% of all Health Department clients completed a Client Experience Survey in 2014.
2. 91% of clients strongly agreed the quality of the services they received was “Excellent”, an increase of 3% from 2013.
3. Through the implementation of the Quality Improvement Plan, a Quality Council was established to oversee all quality improvement projects.

“The staff went above and beyond the provided service of a yearly flu shot. They took the time to contact the insurance company about our issue. Can’t thank them enough for going above and beyond. It is much appreciated.”
-Client Survey Comment

QUALITY

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** 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 2014 Goals:

1. Implement at least six strategies outlined in the Henry County Community Health Improvement Plan .
2. Implement third year of the Health Department strategic plan.
3. Submit all documentation required for voluntary public health accreditation by the Public Health Accreditation Board.

Our 2014 Strategies:

- ☑ Continue implementation of Henry County Community Health Improvement Plan.
- ☑ Continue implementation of Health Department strategic plan.
- ☑ Create Standard Operating Guidelines and Procedures for all sections of the health department.
- ☑ Prepare for 2015 accreditation site visit.

Our 2014 Accomplishments:

1. We and our many local partners completed eight strategies to reduce childhood and adult obesity, including:
 - ☑ Screening Reproductive Health and Wellness Program clients for obesity by measuring BMI and providing nutrition education and access to community fitness facilities through 5 As Healthy Weight program.
 - ☑ Provided MyPlate nutrition education and fun physical activity to youth in Holgate Local Schools' 21st Century Community Learning Center.
 - ☑ Partnered with OSU Extension/SNAP-Ed to provide community nutrition education during Henry County United Way's Coming Alive campaign.
2. 77% of documents needed for public health accreditation were compiled by December 2014.
3. We improved from 34% of strategic plan action steps completed and 30% underway to 45% completed and 32% underway by the end of 2014.
4. We used grant funding to implement electronic policy management software to ensure all staff have easy access to Standard Operating Guidelines and Procedures for the Health Department.



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 2014 Goals:

1. Achieve and maintain minimum General Fund balance of at least \$434,900 (equal to 4 months of operating expenses).
2. Achieve/maintain minimum fund balances equal to 4 months of operating expenses in Dental, Home Health, Home Health Aide, and Hospice funds.
3. Reduce delinquent Dental and Immunization accounts by 75%.
4. Maintain expenditures within 3% of budgeted expenses.

Our 2014 Strategies:

- ☑ Implement new timesheet and accounting software.
- ☑ Adopt formal Board policies on Fees and Charges.
- ☑ Create Standard Operating Procedures for Accounts Receivable.
- ☑ Implement strategies to increase effectiveness and efficiency of Health Department billing operations.

Our 2014 Accomplishments:

1. The General Fund balance was maintained at 8.1 to 10.6 months of operating reserves the entire year.
2. Home Health, Home Health Aide, and Hospice fund balance goals were met the entire year, while the Dental fund balance improved to meet the goal one month in 2014.
3. We adopted new delinquent account procedures and dropped the number of delinquent Dental and Immunization accounts by 71%.
4. We maintained expenditures at 1.5% over budgeted expenses.

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

INCOME	2014	EXPENSES	2014
Contracts	213,701	Contract Services	396,689
County Health Levy	640,526	Equipment	104,051
Fees & Patient Charges	368,688	Fringe Benefits	517,462
Grants	431,487	Office Space Costs (Utilities)	31,484
Insurance Payments*	1,674,818	Medical Supplies	274,378
Other Local Funds	194,682	Other Expenses [#]	1,246,912
Other Receipts [∨]	947,145	Personnel Salaries	1,950,069
Other State Programs [^]	165,657	Supplies & Office Expenses	65,347
State Subsidy	7,614	Travel & Conferences	75,746
Total Income	\$ 4,664,318	Total Expenses	\$ 4,662,138

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

∨ Other Receipts include hospice, car seat, and diaper donations; cash advance paybacks; reimbursements for supplies, mileage, copies, postage; other miscellaneous expenses.

^ Other State Programs include BCMH, Medicaid Administrative Claiming, home health aide services.

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 by
focusing on People, Service, Quality, Growth, and Finance.**

Immunizations

Providing of immunizations for Henry County

4,282 total immunizations
1,350 Children received vaccinations
867 Adults received vaccinations
754 Influenza vaccinations
62 Travelers vaccinations

Reproductive Health and Wellness

Confidential care for both men and women

645 Clients received services
674 Clinical appointments

Bureau for Children with Medical Handicaps

Serving Children with complex medical needs

1,012 Contacts with families
155 Children received services

Communicable Disease Investigation

Investigating and controlling disease outbreaks

1 Outbreak investigated

Most common communicable diseases reported:

1. Chlamydia (71)
2. Influenza-Associated Hospitalization (24)
3. Hepatitis C (21)
4. Campylobacteriosis (6)

Help Me Grow

Helping children ages 0-3 meet developmental milestones

1,420 Home Visits
Over 93 Families Served

Ohio Buckles Buckeyes

Providing car seats and safety training to eligible parents

65 Car seats or booster seats distributed
with safety trainings

Northwest Ohio Dental Clinic

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

2,351 Clients received services
5,379 Dental appointments

Children's Hearing and Vision Clinics

Free or low-cost screenings for children

250 Hearing screenings
294 Vision screenings

Environmental Health

Inspecting and licensing to keep our food and environment safe

763 Inspections:
– Food service operations
– Retail food establishments
– Private sewage & water
systems
– Campgrounds, pools & spas
976 Investigations
425 Permits and licenses issued

Hospice of Henry County

A special way of caring for the terminally ill

61 Unduplicated patients
1,304 Total Hospice Visits

Henry County Home Health

Providing in-home services to homebound residents

427 Unduplicated patients
6,808 Total Home Health visits

Emergency Preparedness

Preparing Henry County in the event of a health emergency

70 Medical Reserve Corps Volunteers
Completed full-scale emergency
exercise for dispensing medications to
county residents

Vital Statistics

Providing certified birth and death records

108 Registered Births
196 Registered Deaths
722 Birth Certificates Issued
813 Death Certificates Issued

Leading Causes of Death:

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

BOARD OF HEALTH

The Board of Health meets on the second or third Wednesday of each month at 12:30 p.m.
at the Henry County Health Department. All meetings are open to the public.

Roger Richard, President

Joel Miller, President Pro-Tempore

Doug Lindsey, MD, FACS Sharon Miller

Alice Schwiebert, RN Char Weber

Al Wiederwohl