Celebrating Excellence

2016 ANNUAL REPORT

Henry County Health Department
HENRY COUNTY RESIDENTS:

2016 was a great year here at Henry County Health Department!

We achieved national public health accreditation by the Public Health Accreditation Board in March 2016, a prestigious honor awarded to fewer than 10% of health departments across the nation. Henry County Health Department was one of the first 10 local health departments in Ohio to become accredited and the smallest by far!

We have worked hard over the past six years to make Henry County Health Department one of the best local health departments in the state of Ohio. We pursue excellence in five key areas—People, Service, Quality, Growth, and Finance—which we call our Pillars of Excellence. This entire report outlines our goals and successes, all which serve to deepen our impact on the health of Henry County.

National accreditation sets a health department apart by recognizing its commitment to continually improving its operations and the health of its community. To achieve accreditation, a health department undergoes a rigorous assessment process to ensure it meets or exceeds a set of quality standards and measures.

While our efforts resulted in national public health accreditation for five years, our commitment to excellence has made us a better employer, public servant, and steward of public funds. We focus on improving the quality of life for residents of Henry County and northwest Ohio through health promotion, health education, and disease prevention. We’re proud of our long history of dedicated service to Henry County, and we’re striving to grow and do more to improve our county’s health.

It’s your support that makes all of this possible. 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 your on-going financial support of Henry County Health Department and partnering with us to improve our county’s health! We couldn’t do it without YOU!

Anne Goon, MS, RD, LD
Health Commissioner

BOARD OF HEALTH

A seven-member Board of Health oversees the operations of Henry County Health Department. It meets at 12:30 p.m. on the second or third Wednesday of each month; all are public meetings. For more information about the Board of Health, visit www.henrycohd.org/administration/board-of-health.

2016 Board of Health Members

<table>
<thead>
<tr>
<th>President</th>
<th>President Pro-Tempore</th>
<th>RN</th>
<th>MD, FACS</th>
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<tbody>
<tr>
<td>Roger Richard</td>
<td>Joel Miller</td>
<td>Marilyn Bremer</td>
<td>Doug Lindsey</td>
</tr>
<tr>
<td>Sharon Miller</td>
<td>Char Weber</td>
<td>Al Wiederwohl</td>
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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 competent, compassionate, and friendly staff with evidence-based leadership principles to create a quality and enriching work environment.

**Our 2016 Goals:**
1. Increase employee retention to >80% through continued implementation of proven employee engagement strategies.
2. Measure the Health Department’s financial investment in employee training and development.

**Our 2016 Accomplishments:**
- We successfully kept 81% of our staff.
- Our 2016 Employee Engagement survey showed that...
  - 97% of staff strongly agreed or agreed they are treated with courtesy and respect as an employee;
  - 86% strongly agreed or agreed they feel part of a team working toward a common goal; and
  - 80% strongly agreed or agreed they would like to be working at the health department three years from now.
- We invested nearly $76,000 in training and development of our 50+ staff to ensure they have the knowledge, skills, and experience to competently serve local residents’ personal and public health care needs.
- Each staff member completed over 10 hours of online computer skills and data security training courses. Managers participated in over 25 hours of leadership development courses provided in collaboration with Williams County Health Department.
- During National Public Health Week (April 4-10, 2016), we recognized three staff and two Board members for reaching service milestones totaling 55 years of public health service to the residents of Henry County!
The SERVICE Pillar focuses on providing timely, courteous, and respectful customer service. We pride ourselves on ensuring all clients and residents have a positive experience with Henry County Health Department, our staff, and the Board of Health.

Our 2016 Goals:
1. Achieve ≥95% of customers strongly agreeing they were treated with courtesy and respect.
2. Improve timeliness of services using formal quality improvement (QI) methods.
3. Measure community benefit provided by the Health Department through personal healthcare services provided free or at reduced cost to local residents.

Our 2016 Accomplishments:
- 96% of clients strongly agreed they were treated with courtesy and respect.
- Staff completed 4 QI projects to improve the timeliness of our services, resulting in wait times for birth and death certificates being reduced by 45% and wait times for water well permit approvals being reduced by 2 days for 90% of applications. Other projects improved the timeliness of preparedness plan reviews and website postings.
- Our Home Health program was awarded Pinnacle Quality Insight’s Customer Experience Award™ in all five customer service areas: Care of Patients, Communications, Specific Care Issues, Caring Staff, and Recommend Agency to Others.
- We provided roughly $710,171 in free or reduced cost personal health services to local residents in 2016, including charges written off due to our sliding fee scale.

“Thank you for taking care of me and giving support also to my family. It sure takes special people to do the job you all do. Thank your staff from the bottom of my heart for taking care of me.” -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 safest, most effective and efficient manner to achieve better health outcomes. We want to make sure all local residents are receiving the public health services they need.

**Our 2016 Goals:**

1. Achieve ≥90% of clients strongly agreeing the quality of services were “Excellent”.
2. Improve safety of staff and/or clients in at least two programs using formal quality improvement (QI) methods.
3. Improve effectiveness of at least two programs using formal QI methods.
4. Improve efficiency at least two programs using formal QI improvement methods.

**Our 2016 Accomplishments:**

- 96% of clients strongly agreed the quality of the services they received was “Excellent”.
- Throughout 2016, multiple QI projects were completed to improve safety, effectiveness, and efficiency of our programs and services. Some of these projects included:
  - Improving the Health Department’s incident reporting process;
  - Enhancing employee safety through an improved respirator fit testing process;
  - Reducing the amount of time it takes to pay bills (the accounts payable process); and
  - Improving the Health Department’s request for leave process.
- 37 staff were recognized by name for providing excellent service through our Client Experience Survey.
- Health Department staff continued to meet all 17 of Ohio’s new Public Health Quality Indicators for the second year in a row.
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 2016 Goals:**

1. Identify existing internal capacity to lead public health efforts by assessing current staff competencies against Core Competencies for Public Health Professionals.
2. Work with stakeholders to assess the community’s health, implement community health improvement strategies, and evaluate effectiveness of collaborative efforts.

**Our 2016 Accomplishments:**

- We achieved national public health accreditation in March 2016, joining only 127 health departments in the nation.
- We partnered with many local entities to conduct the 2016 Community Health Status Assessment. Among other things, it revealed that 98% of adults in Henry County now have health insurance.
- We increased the total number of community partners involved in Henry County Health Partners to 41.
- We and our local partners completed 12 strategies in the 2015-2018 Community Health Improvement Plan (CHIP) in three priority areas: Risk Factors of Obesity, Healthcare Access and Cost, and Behavioral Health Issues.
- A quality improvement (QI) team identified the best method for completing a workforce competency assessment, which was completed in December 2016. It identified areas for future training and development, including community engagement, data analysis, and policy development.
The **FINANCE Pillar** ensures that adequate resources are maintained to provide the public health services that are mandated, needed, and expected by our community. To do this, we pursue diverse types of funding, including federal, state, and local grants, insurance payments, contracts, fees, a local health levy, and donations. These diverse funding sources ensure we can continue meeting local needs.

**Our 2016 Goals:**

1. Implement at least three key financial analysis and business management practices. (minimum fund balance requirements, positive operating margins, and effective utilization of grant funds).
2. Sustain foundational public health services by pursuing at least two funding strategies (health district levy and shared services arrangements).

**Our 2016 Accomplishments:**

- The General Fund balance was maintained above the minimum fund balance of four months of operating reserves throughout 2016. General Fund spending was held below collected revenues, resulting in a positive 1.14% operating margin for the year.
- The 1.2 mill, 5-year health district operating levy passed in November 2016 with 61% of voters approving the renewal.
- Health Commissioner Anne Goon worked with the Mid East Ohio Regional Council (a Council of Governments made up of 18 developmental disabilities boards) to obtain $75,000 for a joint study to see how they could collaborate to efficiently and effectively establish a public health shared services Council of Governments without duplicating infrastructure or costs.
- Architects were engaged in November 2016 to begin creating facility renovation plans to utilize space that formerly housed the Northwest Ohio Dental Clinic at the Health Department.

**FINANCE**

To maintain funding adequate to provide all essential public health services

<table>
<thead>
<tr>
<th>INCOME 2016</th>
<th>EXPENSES 2016</th>
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<tbody>
<tr>
<td>Contracts</td>
<td>$147,276</td>
</tr>
<tr>
<td>County Health Levy</td>
<td>$653,628</td>
</tr>
<tr>
<td>Fees &amp; Patient Charges</td>
<td>$119,523</td>
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<tr>
<td>Grants</td>
<td>$175,888</td>
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<tr>
<td>Insurance Payments*</td>
<td>$1,789,259</td>
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<tr>
<td>Other Local Funds</td>
<td>$204,429</td>
</tr>
<tr>
<td>Other Receipts(^\uparrow)</td>
<td>$530,925</td>
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<tr>
<td>Other State Programs(^\downarrow)</td>
<td>$342,128</td>
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<tr>
<td>State Subsidy</td>
<td>$22,695</td>
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<tr>
<td><strong>Total Income</strong></td>
<td>$3,985,751</td>
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<tr>
<td>Contract Services</td>
<td>$372,097</td>
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<tr>
<td>Equipment</td>
<td>$38,054</td>
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<tr>
<td>Fringe Benefits</td>
<td>$560,960</td>
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<tr>
<td>Office Space Costs (Utilities)</td>
<td>$38,459</td>
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<td>Other Expenses(^*)</td>
<td>$797,168</td>
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<td>Personnel Salaries</td>
<td>$1,795,432</td>
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<td>Supplies &amp; Office Expenses</td>
<td>$265,876</td>
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<td>Travel &amp; Conferences</td>
<td>$78,757</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$3,946,803</td>
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\(^*\) Medicare, Medicaid, and private insurance payments for services provided to clients.
\(^\uparrow\) Other Receipts include hospice, car seat, and diaper donations; cash advance paybacks; reimbursements for supplies, mileage, copies, postage; other miscellaneous expenses.
\(^\downarrow\) Other State Programs include BCMH, Medicaid Administrative Claiming, home health aide services.

\(^\ast\) Other expenses include postage, copying, advertising, fund transfers, tax settlement fees, hospice Medicaid beds, durable medical equipment costs.
Celebrating Our Service to Henry County in 2016

- 4,244 immunizations given
- 160 families and children served through Help Me Grow
- 41 car seats distributed with safety training
- 787 total inspections for restaurants, water and sewage systems, campgrounds, pools, and spas
- 1,017 environmental health investigations including nuisance complaints and animal bites
- 402 permits and licenses issued
- 611 reproductive health visits
- 117 HIV tests given
- 130 children with complex medical needs served through BCMH program
- 48 school nursing visits at parochial schools
- 274 hearing and 331 vision screenings for parochial students
- 40 Medical Reserve Corps Volunteers
- 33 members of Henry County Healthcare Emergency Management coalition
- 6,420 total home health visits
- 2,792 total hospice visits
- 70 health education presentations to schools, community organizations and residents reaching 829 youth and 356 adults

Top 3 Most Common Communicable Diseases Reported in 2016
1. Influenza-like illness (physician diagnosed) (90)
2. Chlamydia (73)
3. Hepatitis C (26)

148 registered births and 187 registered deaths in Henry County
776 birth and 745 death certificates issued

Top 5 Leading Causes of Death in Henry County for 2016:
1. Diseases of the heart
2. Cancer (malignant neoplasms)
3. Stroke (cerebrovascular diseases)
4. Chronic lower respiratory disease
5. Accidents (unintentional injury)