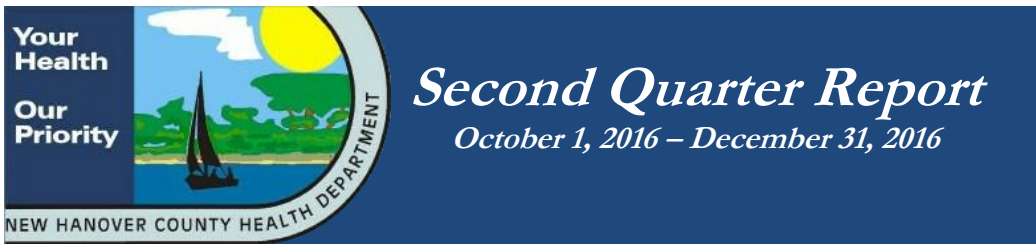


# New Hanover County Health Department



## Second Quarter Report October 1, 2016 – December 31, 2016

### LEAN/Quality Improvement Project

Health Department staff participated in a LEAN project facilitated by the Lean department at NHRMC from October 24-27, 2016. The staff members selected for the event committed their entire day for each of those four days to work together to examine the current process of the clinic visit from the time the client entered the building until the time they walked back out. It was discovered that there was a lot of wait time and a lot of moving the patient. We observed clinic flow one of the mornings, timing each step of the process and then came together afterwards to openly discuss where each of us thought we could improve the process for the client and the staff. There were team members that found their voices and offered great, innovative ideas. Having a few members who didn't work directly in the clinic allowed an objective viewpoint that was well received by the group. Provider initiated visits, standard waiting room set up, check in and registration consolidation are a few of the measures identified from the three-day process. Measurements are in place to identify success and ongoing surveillance will assist in ensuring that best practices are instituted.

We anticipate that these measures will allow us to construct a better plan when the new facility is designed and built for Public Health.



Front row: Kelley Davis, Regina James-Boston, Anne Wrenn, Carla Turner, Trena Ballard, Margaret Eaton, Lucretia Cox.  
Second row: Phillip Tarte, Stacy Yorfino, Ricky Gibbs, Beth Schrader, Tyrese Respus.

Not pictured: Kim Hansley.



Panza McNeill

Over 135 years of  
Public Health Service



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**Linda (Candy) Robbins**  
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Public Member

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Optometrist

**Rob Zapple**  
County Commissioner

**Health Director**  
**Phillip E. Tarte, MHA**

*"Healthy People, Safe Environment, Strong Community"*



*Our mission is to promote a safe and healthy community*

*Our vision is healthy people living in a safe environment to sustain a strong community focused on prevention and wellness*

## Health Programs Administration

### Environmental Health Services

Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
Total Establishment/Facility Inspections	851	979
Re-Inspections (to inspect more than once)	10	22
Permits Issued	134	170
Public Festival Permits/Temporary Food Establishments	111	159
Compliance, Complaint and Consultative visits	375	309
Swimming Pool Inspections (Public pools/ spa )	18	79
Water Samples Collected (Bacteriological and Other)	127	93
Customer Service Requests for Vector Control	141	34
Spraying-Man Hours	323.75	124
Acres Larvacided	22.83	34
Mosquito Light Trap Totals	21,153	13,514

### Health Promotion

Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17	Trained health educators give community presentations and provide programs on various subjects (sexual health, nutrition, stress, injuries, tobacco etc.) for free. Health promotion outreach events are conducted at various locations such as churches, schools, worksites, community centers and county buildings by request.
Outreach Events	39	28	
People Educated	1848	1353	
HIV Tests Completed	105	165	
Condoms Distributed	1006	3765	
Car Seats Distributed	7	16	
Car Seats Checked	18	21	

# Personal Health Services

## Clinic Services

Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
Child Health Visits	54	51
STD visits	677	628
Family Planning Visits	553	549
BCCCP Clients	21	20
TB Skin Test Read	398	352
Travel Clinic Visits	98	86
Clients Receiving Immunizations; Ages 0-18 years	804	782
Clients Receiving Immunizations; Ages 19+	2729	2118
Refugee Health Clients (Unduplicated)	13	38

**STD-** Sexually Transmitted Disease **BCCCP-** Breast and Cervical Cancer Control Program **TB-** Tuberculosis

### Lab Services

### Reportable Diseases

	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
<b><u>In House Procedures</u></b>		
Gonorrhea Cultures	632	642
Hematology	1061	1057
Pregnancy Testing	314	370
Syphilis Screening	771	841
Urinalysis	44	53
Water Bacteriology	90	106
<b><u>Referral Procedures</u></b>		
Chlamydia / Gonorrhea	470	495
HIV	760	845
Lead	349	334
Pap Smears	165	167

Samples may include blood, urine, or other bodily fluid.  
Water Bacteriology tests are samples from wells.

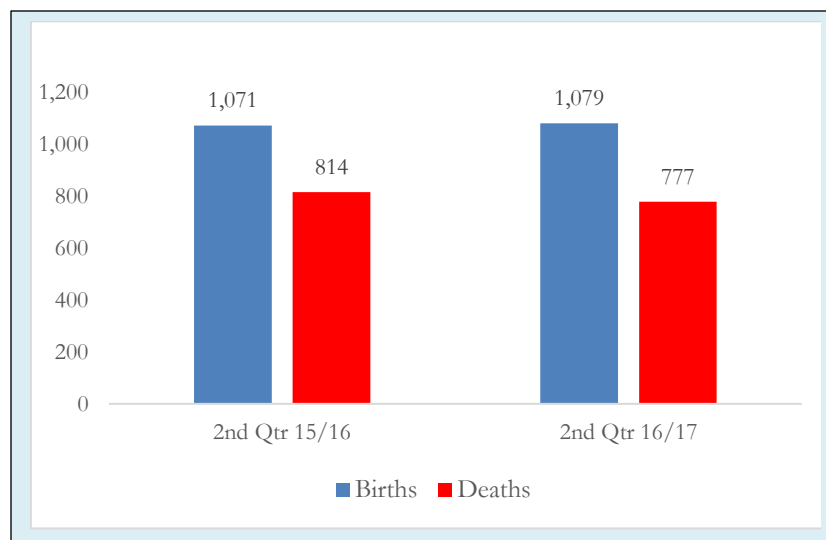
	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
Campylobacter	7	0
Chlamydia	207	324
Cryptosporidiosis	2	0
Dengue Fever	0	0
E. Coli shiga toxin producing	2	4
Ebola Monitoring	1	0
Foodborne, other	0	0
Gonorrhea	56	100
Hepatitis B, Acute	0	0
Hepatitis B, Carrier	6	5
Hepatitis C, Acute	2	3
Influenza-like Illness Outbreak	0	0
Legionellosis	1	1
Lyme Disease	0	2
Nongonococcal Urethritis (NGU)	82	77
Norovirus Outbreak/Noro-like Illness	0	46
Pertussis (Whooping Cough)	3	1
Rocky Mount Spotted Fever	1	0
Salmonella	35	32
Shigella	2	1
Streptococcal-Group A Invasive	0	2
Syphilis	12	8
Vibrio	0	0

# Personal Health Services

## Community Health

Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
Homeless Medical Clinic - Visits	219	199
Mobile Dental Unit - # of children provided dental services - Unduplicated count	194	211
Home Visits for TB Related Services-Unduplicated count	181	209
<b>TB-Tuberculosis</b>		

## Vital Statistics



## Nutrition

<b>WIC- Supplemental Nutrition Program for Women, Infants, and Children</b> providing nutritious food, nutrition education, and breastfeeding support for pregnant and postpartum women and infants and children up to age 5 years who qualify for the program.	Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
	WIC Nutrition Visits	2718	2770
	Value of WIC Food Instruments Redeemed	\$683,805	\$627,605
	General Nutrition Visits	106	49
	New Clients in Breastfeeding Peer Counseling	77	42

# Personal Health Services

## Maternal Health

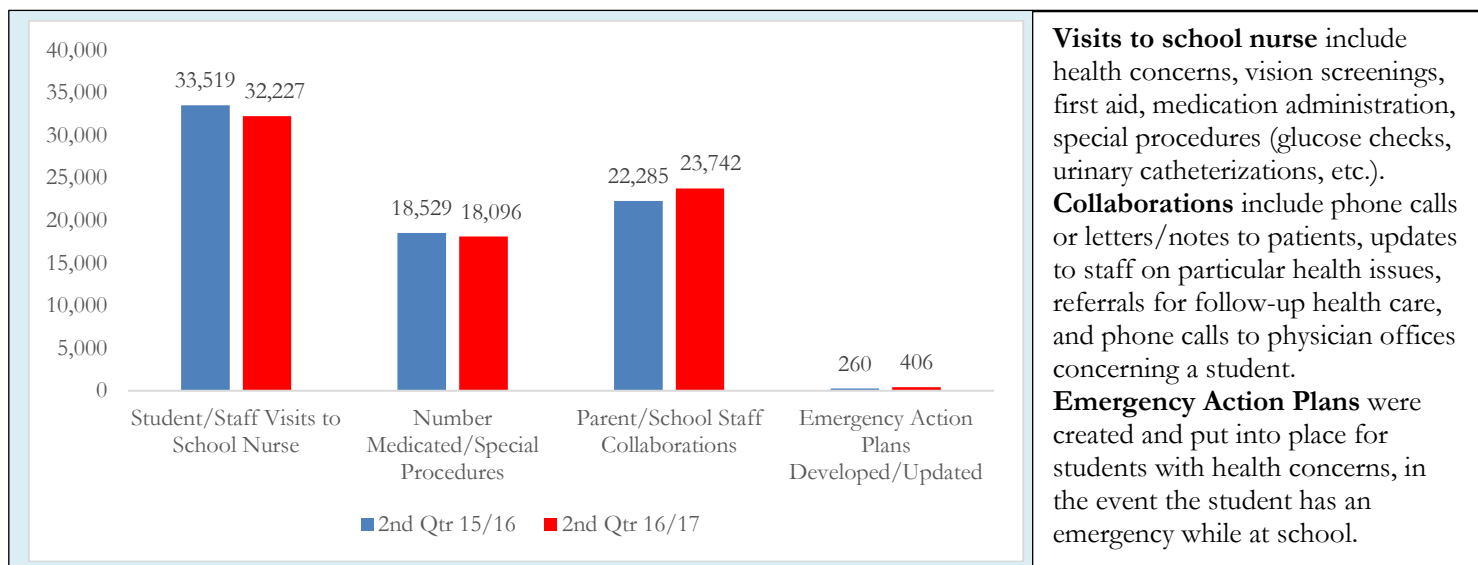
Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17
Pregnancy Care Management Enrolled	475	407
Diabetic Teaching	7	8
Postpartum/Newborn Home Visits	42	38
Health & Behavior Interventions	2	48

**Pregnancy Care Management:** Case management and home visiting for pregnant women.

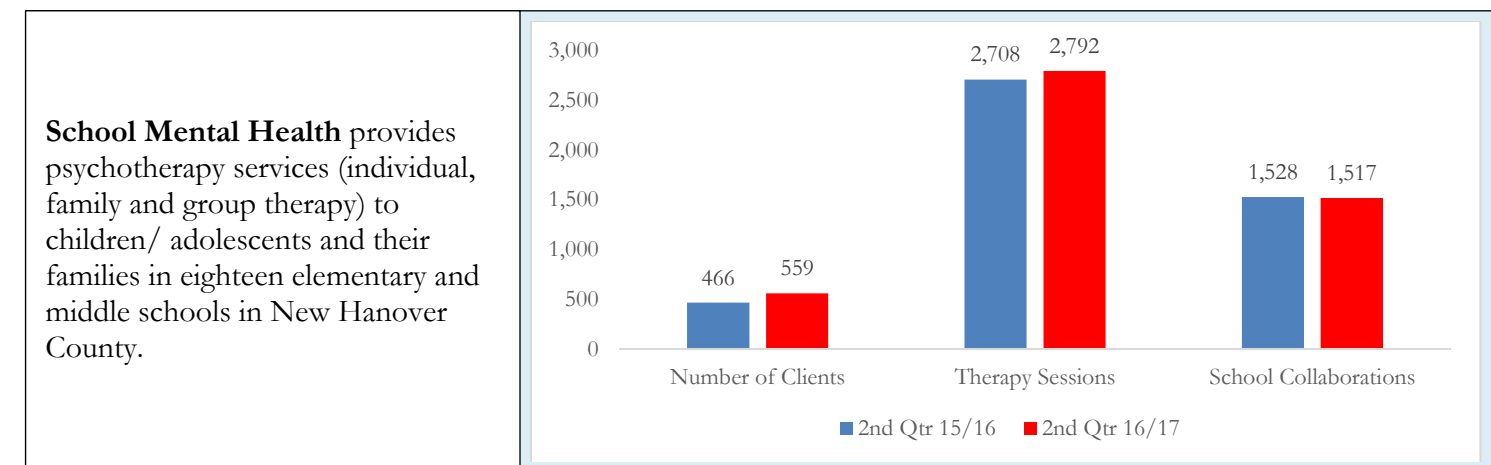
**Postpartum/Newborn Home Visits:** Home visits for new moms and babies discharged, recommended within 2 weeks, upon discharge from the hospital.

**Health and Behavior Interventions:** Counseling services for high risk pregnant women.

## School Health



## School Mental Health

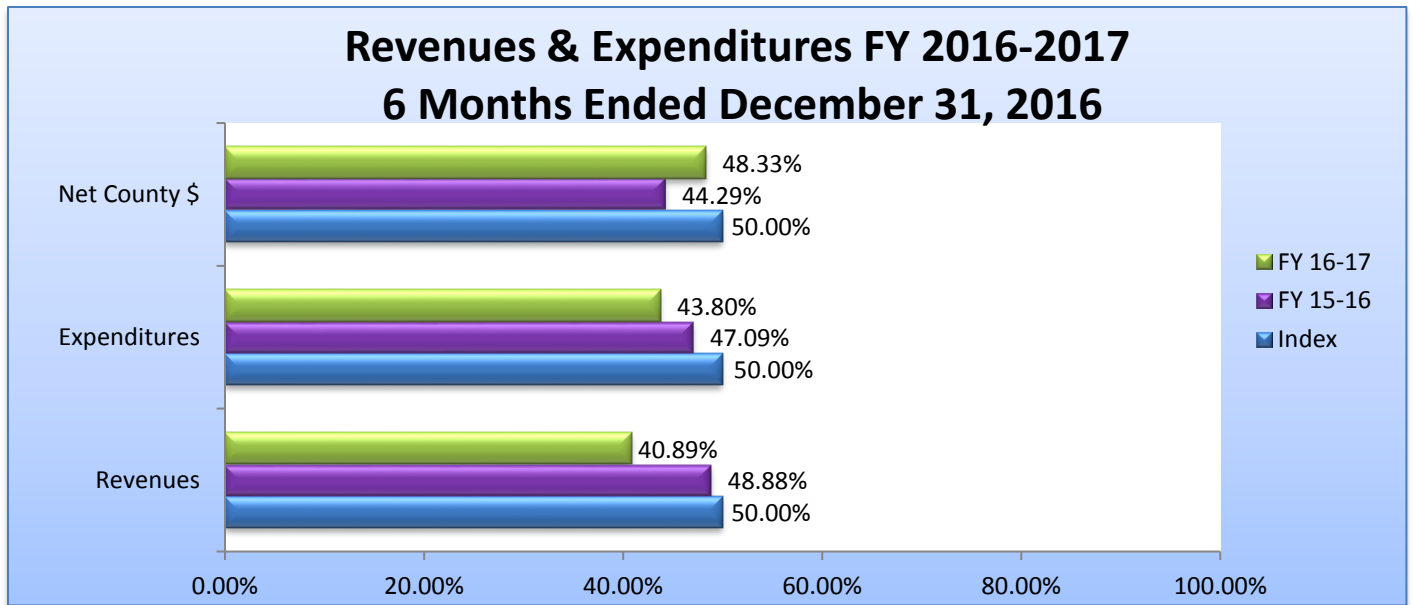


# Personal Health Services

## Care Coordination for Children (CC4C)

Services	2 <sup>nd</sup> Qtr. 15/16	2 <sup>nd</sup> Qtr. 16/17	<p><b>CC4C Contacts:</b> number of contacts with families either by phone, home visits or contacts with someone in the community on their behalf</p> <p><b>CC4C Clients Receiving Services:</b> total number of children served for the quarter, unduplicated</p> <p><b>In Home Counseling – Service Contacts:</b> number of face-to-face contacts for family therapy.</p>
CC4C Contacts	1635	1699	
CC4C -Clients Receiving Services	475	477	
In-Home Counseling/Home Visits	72	83	

## Financial Report



Revenues and Expenditures FY 2016-2017 - 6 Months Ended December			
	Index	FY 16-17	FY 15-16
Revenues	50.00%	40.89%	48.88%
Expenditures	50.00%	43.80%	47.09%
Net County \$	50.00%	48.33%	44.29%