



**Florida Department of Health
Alachua County Health Department**

2013 ANNUAL REPORT

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A Message from Administration



Welcome to the Alachua County Health Department's 2013 Annual Report. We are pleased to provide you with a summary of our efforts aimed at protecting, promoting and improving the health of all people in Florida through integrated state, county, and community efforts. As the landscape of healthcare continues to change, the Florida Department of Health in Alachua County remains committed to providing core public health services in a compassionate and sustainable way.

In 2013, the Alachua County Health Department provided over 33,000 clients with clinical services. The majority of these were to underinsured and uninsured individuals. These efforts have improved the health and wellbeing of our community, and reduced avoidable hospitalizations and inappropriate utilization of our emergency rooms. The impact of communicable diseases has been mitigated by our epidemiologists, disease investigation specialists and our immunizations staff. Environmental health continues to be a strength in Alachua County, continuing a tradition that began in 1889 with the formation of the Florida Department of Health. Our efforts in preparing for and responding to manmade and natural disasters remain a department priority and are augmented by our robust Alachua Area Medical Reserve Corps. Effective public health efforts are best achieved through collaborations. Our community continues to benefit from partnerships amongst numerous public and private entities aimed at strengthening our public health system and improving health outcomes. Please take a moment to review a list of our invaluable associates on page 26 of this publication.

At the Alachua County Health Department, we continue to be fully integrated into the Florida Department of Health while operating on the premise that a county health department is what a community wants and needs it to be. Meeting an increase in demand for services in an environment of declining resources required investing in innovative strategies. Our transition to an electronic medical record is complete. We have cross trained staff, maximized economies of scale, added value to services by focusing on client needs, eliminated waste and streamlined operations through process management. In 2012, we began the unprecedented process along with the 66 other Florida Department of Health county health departments in pursuing National Public Health Accreditation, and continued these efforts throughout 2013. We expect to achieve accreditation in 2014, an accomplishment that underscores our commitment to quality assurance and improvement.

Our priorities have been shaped by the completion of a Community Health Assessment and we published the results in the Community Health Improvement Plan in Spring of 2013. Through the efforts of these initiatives, the four pillars of public health in Alachua County: communicable disease, environmental health, clinical care and emergency response, continue to be well utilized community assets.

We continue to improve access to healthcare by providing staff to the University of Florida's mobile health clinic and student health center, in addition to supporting Alachua County government's southwest health clinic's development (SWAG neighborhood). Our efforts to vaccinate school children against influenza infection through the FluMist program continue to be recognized on a state and national level. As the US EPA continues to work towards a clean-up of the Cabot Carbon/Koppers Superfund site, we diligently work with local stakeholders in providing current health recommendations and study results.

Addressing these issues would not have been possible without the Alachua County Health Department's greatest resource: our professional and dedicated staff that, on a daily basis, provides our community with the ten essential public health services. These are listed and described in the following pages.

On behalf of all of the employees at the Alachua County Health Department, thank you for taking the time to familiarize yourself with our quality services and accomplishments. We sincerely hope that 2014 and beyond endows you with good health, hope, and prosperity.

In service,

A handwritten signature in blue ink, appearing to read "Paul D. Myers".

Paul D. Myers, MS

Administrator

Alachua County Health Department

State of Florida Department of Health



Clinical Services

The Florida Department of Health (FDOH) Alachua County Health Department (ACHD) provides multiple medical services which are being utilized daily by our residents and visitors. In 2013, the main site in Gainesville and the outlying clinic in Alachua provided over 136,000 services for more than 33,000 active clients.

Primary care services are provided through adult health and pediatric clinic. To qualify for these services, all clients must be Alachua County residents, have Medicaid, Medicare, a third payer source, or be at or below 100% of federal poverty level. All children eligible for Medicaid are accepted into the Pediatric Clinic and given three months to be enrolled in Medicaid.

Clinics are provided five days a week. Services include: physical exams, screenings, lab services, certain prescription meds, referrals to a contracted x-ray provider, vaccines, treatment of sexually transmitted diseases, and specialty referrals—including We Care volunteer physicians network for eligible adults, and pediatrics through Children’s Medical Services.

Primary Care

Family Planning services are for all females in their reproductive years seeking contraceptive services and education, information or counseling to assist in planning or preventing pregnancy. Clinics are provided five days per week. There are no county or income restrictions to participate in the services. There is a sliding scale fee for services according to a client’s income.

Services include: Pregnancy tests, physical examinations, certain labs, family planning education and counseling, and birth control methods as prescribed. Birth control methods include birth control pills, Depo, Ortho Evra patches (prescription only), Nuva Ring (by prescription only), IUD insertion, spermicide and condoms.

We also provide referral for male and female sterilization and colposcopy services for females with abnormal pap smears. Also, our department is the lead agency for the determination of eligibility for family planning waiver services which provides funding for family planning services for qualifying individuals.

Pregnant clients can receive an eligibility determination for Presumptive Eligibility for Pregnant Women (PEPW), a Medicaid program, which provides funding for qualified individuals for access to prenatal services.



Family Planning

The Alachua Clinic continues to strive to meet the healthcare needs of the people in the city of Alachua and its surrounding community. The clinical services offered include Adult Health, Female Health, Pediatrics, Immunizations, and the treatment of communicable diseases.

The Open Access Scheduling System implemented in 2011 allows clients to be seen on the same or next day and continues to improve clinic flow and reduce no-shows. Client feedback is positive as wait times are reduced and timely access to care is increased. Another success in 2013 was the continued popularity of the Florida birth certificate service available at the Alachua clinic site. The number of birth certificates purchased increased from 964 in 2012 to 993 purchased in 2013. The ability to provide vital services in rural areas is being sustained and improved at the Alachua Clinic site.



Alachua Clinic

HIV Clinics are held on Monday through Thursday, from 8:00 am to 5:00 pm. The clinics are staffed with local infectious disease providers and our own expert providers. Anyone who is HIV positive can participate in the clinic, and case management can be provided by the Ryan White Program.

STD Clinics are available daily. Anyone requesting screening, diagnoses, and treatment for a sexually transmitted disease is seen by appointment or on a walk-in basis. Charges for services are on a sliding fee scale.

Specialty Care Clinics

Clinical Services (continued)

In February of 2010, the Alachua County Health Department partnered with the University of Florida College of Medicine to equip and staff a mobile clinic (see photo right) to offer Primary Care and other health resources to underserved areas in Alachua County. Four to six days per week, the mobile clinic is parked at a designated location such as a library, apartment complex, or church parking lot. Services offered include family medical services, family planning, health screenings, counseling and testing, health education, and referral to other resources.

When first introduced, response was tentative. Over the past 4 years, as the route has been refined and a schedule established, attendance has grown steadily. All users express appreciation for increased access to services. Service data, client demographics and payer source data is currently being compiled and evaluated by the University of Florida.

The Alachua County Health Department's Medical Reserve Corps has been an excellent staffing resource in providing medically needy patients in Alachua County with a high standard of services. These medical professional volunteers are an integral component of the Health Department's efforts in improving the health of our citizens.

Mobile Clinic Bus Project



This program was initiated by Department of Corrections (DOC) in an effort to reduce the cost of antiretrovirals and provide specialty care to HIV-infected inmates. After evaluating all the options, DOC and FDOH agreed to develop an STD program that would screen all male and female inmates under the age of 27. This program started December 8, 2008, with FDOH Alachua and then expanded to FDOH Jackson in May 2009. DOC pays each CHD a fee for specialty services per patient.

ACHD formed teams composed of one physician, one nurse and one clerk. The first visit was to Hamilton Correctional Institution (CI), on December 8, 2008. We now provide HIV specialty care and treat for STD's at Hamilton CI, Florida State Prison-West unit, Columbia CI, Union CI, and Lowell CI (female), Lowell CI, Lawtey CI, and Baker CI.

The Project Six Years Later:

At this time we provide HIV specialty services to over 500 prisoners in eight prisons. Team efficiency has been maximized and staff now consists of one physician and one med tech.

Outcomes:

- improved long term outcomes and immune status through antiretroviral therapy.
- identified and prevented complications associated with antiretroviral therapy.
- educated DOC clinicians on management of HIV infection with educational programs developed by the Florida/Caribbean AIDS Education and Training Center.
- Treatment of sexually transmitted disease including Gonorrhea, Syphilis, Herpes, Hepatitis, and Chlamydia.

DOH/DOC 340B Program

The Medication Room provides pharmaceutical procurement, distribution and reporting services for the following programs:

- Vaccines for Children
- Vaccines for Foreign Travel/Adult Vaccines
- Rabies Vaccines
- Hepatitis Program
- TB Medications
- Patient Assistance Program
- Family Planning
- Epilepsy
- Insulin Program
- STD Program

The Patient Assistance Program:

With 297 applications and 90 active patients enrolled in the Patient Assistance Program, medications valued at \$124,852.57 were issued in 2013. Protocol for this program includes enrolling clients, tracking through Meddata Services, issuing original prescriptions and refills, re-verification of continued client eligibility as appropriate, and inventory control.

Medication Room Services



Clinical Services (continued)

The FDOH Alachua County Health Department Low Income Pool Program (LIP) is designed to reduce avoidable use of hospital services through several strategies:

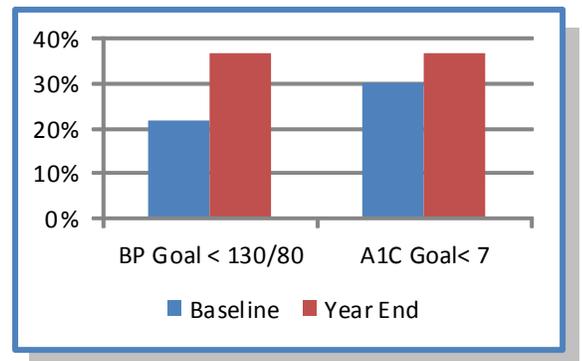
Expanded Primary Care Services: The ACHD provides primary care to over 7,000 uninsured patients. These patients receive ongoing preventive care, screening, management of chronic conditions, urgent care in the clinic, as well as 24/7 access to telephone consultation.

Diabetes Management: LIP funds have been used to enhance primary care services by providing a patient centered medical home approach including consistent continuity of care, education, case management, mental health services, and medical supplies for adults who have diabetes. The biometrics and patient reports demonstrate the program has been successful at helping patients control their blood sugar and lipids through lifestyle changes. This improved management of diabetes can result in reduced use of hospital services.

Medicaid Outreach: The LIP program has a Medicaid Liaison able to assist eligible individuals enroll into the Medicaid program. This overcomes the possible barrier that online registration presents for many people who are otherwise eligible.

Targeted Interventions: The ACHD LIP program has established a partnership with the University of Florida Health Shands Hospital and is engaged in efforts to reduce both re-admissions and use of the emergency room. Hospital clients are referred to LIP Care Coordinators, who assist them in obtaining medical care and other resources that will help them to better manage their health-related needs. In 2013, 172 patients received extensive care coordination to assist in stabilizing their health situation. In this way, the LIP program offers immediate medical follow-up, aimed to shorten hospital stays and reduce the risk of re-admission.

Low Income Pool (LIP) Project



In 2013, the FDOH Alachua continued its partnership with the Oral Health Coalition of Alachua. Financial support was provided by the DentaQuest Foundation, a private foundation located in Boston, Massachusetts. The Coalition, now entering its fourth year, has conducted a successful oral health surveillance program for the last three years in collaboration with the University of Florida College of Dentistry. Alachua County continues to be the only county in the state with an oral health surveillance program.

Oral Health Coalition

Data for the surveillance program are gathered by conducting oral health screenings of third grade students in Alachua County. With the support of the UF College of Dentistry, Santa Fe Dental Hygiene program and volunteers, the Coalition conducted screenings at all 23 Alachua County public elementary schools in 2013. Of the 1,978 third graders screened in 2013, 31.7% had an untreated cavity at the time of the screening and 51.6% had experienced at least one cavity in the past. Based on the results of the screening, a letter is sent home with the student to notify parents of any dental needs and to guide parents to affordable treatment options in the community. In 2013, 7.9% of students were determined to have urgent dental needs, including pain or infection, while 24.8% needed early dental care. On a positive note, the percentage of third graders with sealants present increased from 36.9% in 2012 to 49.6% in 2013, largely in part to the United Way's school-based sealant program.



With tooth decay identified as the most common chronic disease in children of the United States, the Coalition has also implemented an oral health prevention program in childcare facilities in Alachua County. Currently, 16 daycare centers in Alachua County assist young children with brushing their teeth at least once a day, usually after lunch. The Coalition plans to expand this program to more Alachua County childcare facilities in 2014.

Clinical Services (continued)

Medical Records and Billing

Working at the point of entry as well as behind the scenes, the Medical Records and Billing team are a vital part of the service infrastructure for all clinical functions. The staff is cross-trained and versatile, and able to fill many roles in the course of duty. Efficient fulfillment of these functions ensures appropriate services are provided to eligible clients, and payor sources are efficiently billed.

Medical Records Services:

- Maintenance of 125,000+ medical charts including onsite active records, offsite inactive records for retention up to a 7 year period.
- Pulling and re-filing active records for use during charts reviews, in addition to providing documentation from the Electronic Health Records.
- Medical information release for records requested by clients and community medical partners for continuity of health care.
- Phone bank operation for switchboard, appointments, and referrals to community resources for services not provided by FDOH Alachua.
- Scanning all new medical and financial documentation into the Health Management System (HMS) electronic record.
- Scanning all existing stored records into a data base outside of HMS.



Front Desk-Client Intake Services Provided:

- Performing the initial and annual face-to-face financial eligibility screening to determine program eligibility for ACHD programs.
- Creating new electronic client charts for initial visits, updating necessary forms for the type of visit, and scanning all required documentation into HMS.
- Registering client in the HMS client database and/or updating existing computer information at each visit. Verifying current data each visit.
- Informing clients of ACHD resources and available community resources.

Cashier's Office Services Provided:

- Collects account balances and insurance copays for client services.
- Completes HMS data entry for services provided daily in the clinics.
- Schedules return appointments following clinic visits.
- Provide or request Medipass authorizations with community medical partners.
- Provides back-up for switchboard during heavy call volume.

Billing Department Services Provided:

- Documentation review and electronic claim submission for approximately 185 client medical visits per operational day.
- Posting and encountering of all billable client services. (HMS database).
- Accounts receivable functions of posting remittance advice information to resolve claims, resubmission of denied claims and tracking Accounts Receivable balances monthly.
- Mailing of all private pay client invoices on a monthly basis.



Alachua CHD Active Clients in 2013.....

33,108

Disease Intervention

Epidemiology

The Epidemiology Program identifies, assesses, and controls the presence and spread of communicable diseases. There are over 90 diseases and conditions listed as reportable and any grouping, clustering, or outbreak is acted upon immediately. The disease surveillance data is retrieved from the state databases Merlin, Prism, Charts, and HMS. Merlin is capable of generating disease frequencies and epidemiology curves by each individual county for the state of Florida.

Surveillance of reportable diseases requires data collection, tabulation, and assessment, as well as the dissemination of the resulting information. Diseases must first be reported to the local county health department for case and outbreak investigations to be carried out. This reporting is done via individuals, physicians, medical care facilities, laboratories, and other health care providers. The collection and dissemination of these data provides the framework for public health and its core mission to reduce and control communicable diseases. Once reported, action is taken to identify and contain the disease through education and assistance to the individual or group affected.

Reportable Disease Statistics 2013 Data contained in this report are provisional; diseases with 0 cases have been omitted.

Disease	2013	2012	2011	Disease	2013	2012	2011
Animal Rabies	6	5	8	Meningitis	1	2	4
Campylobacteriosis	28	19	20	Meningococcal Disease	1	0	0
Cryptosporidiosis	5	12	14	Pertussis	4	4	5
Cyclosporiasis	4	1	3	Rabies—possible exposure	61	68	54
Dengue Fever	2	0	0	Rocky Mountain Spotted Fever	2	3	0
Giardiasis	18	22	24	Salmonellosis	80	106	70
Haemophilus Influenzae	2	7	6	Shiga Toxin-Producing E Coli. (STEC)	4	6	6
Hepatitis B, Chronic	58	70	80	Shigellosis	6	11	17
Hep B, HBSAG in pregnant women	10	8	10	Strep Pneumoniae, Drug-resistant	7	9	4
Hepatitis C Chronic	299	399	379	Strep Pneumoniae, Susceptible	14	17	13
Lead Poisoning	5	4	3	Streptococcal disease invasive group A	9	6	5
Lyme Disease	0	3	2	Varicella	13	102	12
Malaria	2	2	4	West Nile Virus Neuroinvasive Disease	1	0	0

Case Study:

Locally Acquired West Nile Virus Illness in Alachua County

A mosquito-borne illness advisory was issued by the ACHD on 9/27/13, based on surveillance data indicating increased activity among disease vectors, including mosquito traps, sentinel chickens, and other signals. On 10/8/13, the Alachua County Health Department Epidemiology Program was notified by electronic laboratory reporting of a positive Dengue virus testing that had been collected on 9/26/13.

The ordering hospital was contacted for further information. The patient was currently hospitalized, having presented on 9/13/13 with flu like symptoms and a diagnosis of West Nile Fever, then admitted on 9/18/13. A family member reported no known blood transfusions, blood donations, or recent travel history. With this additional information, an update to the mosquito-borne illness advisory was issued with the locally-acquired WNV notice. Confirmatory testing was done and resulted positive for WNV at the Bureau of Public Health Laboratories in Jacksonville. The difference in initial and confirmed results is in alignment with the nature of the field test kit diagnostic tool, and does not affect the medical therapy.

This case highlighted the importance of our mosquito surveillance, and communications with our community health professionals about considering WNV testing in those not having a known travel history. The confirmatory testing was achieved through a partnership with our local health providers, supported by their willingness to support the importance of surveillance.

Disease Intervention (continued)

Regional Tuberculosis Program

Tuberculosis Clinic Services

The primary service of the Alachua County Health Department Tuberculosis (TB) Clinic is to identify and treat to cure any residents that are suspected of or have active tuberculosis. This is done through a diagnostic evaluation consisting of radiographic exams, bacteriologic and symptom evaluations of those with positive tuberculin skin tests or those who have symptoms consistent with active disease.

The ACHD conducts investigation to identify those who have TB disease and to find and evaluate their contacts for latent TB infection requiring treatment to prevent progression to active TB disease. The Directly Observed (DOT) program ensures that patients with TB disease complete a prescribed regimen of medication.

Tuberculosis skin testing is also provided for residents who are seeking employment or college entry. TB Clinic staff serve as a resource to our community by providing training to other agencies regarding tuberculosis, placement and interpretation of the tuberculin skin test and respirator fit testing.

The ACHD is a medium risk facility because it has consistently reported six or more active TB cases per year. In cohort year 2012 the ACHD reported two active tuberculosis cases.

Regional Tuberculosis Program (Areas 3 and 13)

The Regional Tuberculosis program was involved in two significant contact investigations in 2013. One was in Marion County at a local high school. Of the 174 contacts identified and evaluated, 11 (6.32%) had Latent Tuberculosis Infection (LTBI). No new tuberculosis (TB) Cases were identified as a result of this investigation. The second investigation occurred at a hospital in Citrus County, where 54 contacts were identified and evaluated. The investigation reached from Citrus, Marion and Monroe counties to the country of Canada. Of the 50 contacts evaluated, four (8.0%) contacts had LTBI and six (12.0%) were previously positive. One new active TB case was identified and is currently being treated for TB disease.

The Regional Tuberculosis Program provides technical assistance and surveillance for 16 counties. These counties are divided into two areas, Area 3 (Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee and Union) and Area 13 (Citrus, Hernando, Lake, Marion and Sumter). Each county is responsible of the management and treatment to cure of active TB cases and LTBI patients within its county.

Also in 2013, the FDOH-Alachua Regional TB Program Manager was asked to assist with the Duval County TB outbreak . He was at the scene as a consultant to assess the current TB Program of the Duval County Health Department and make recommendations that would prevent future outbreaks from occurring.

Trends and Statistics

In cohort year 2013, Area 3 reported 16 TB cases and Area 13 reported nine. Of the total 25 cases reported, six (24%) were Department of Corrections (DOC) inmates.

The State of Florida reported 821 active TB cases in 2009, and 652 active cases in 2013, representing a 20% (-168) decline in the number active TB cases over the course of four years. Area 3 had a 57% decrease in the number of TB case since cohort year 2009, and Area 13 had a 25% decrease in the number of TB cases during the same time period.

This rate of decline follows the same trend as reported for the state of Florida over the last four years.



Disease Intervention (continued)

HIV/AIDS and STD Programs and Services

FDOH-Alachua's STD, HIV/AIDS Programs coordinate disease control response planning, development, and community mobilization. There are specialty subsections within the program: contracts, monitoring, minority issues, volunteer program, surveillance, contact tracing, billing, early intervention, testing (HIV, STD, and hepatitis), linkage to care, support groups for the infected/affected, a pilot program administering cost effective care to inmates in the Department of Corrections, and case management in fifteen counties. These efforts include CDC approved interventions, capacity building for community based organizations, and the collection and dissemination of epidemiologic data to inform the public about trends in disease.

Minority AIDS Program

The Regional Minority Program is charged with minority community development and mobilization. In 2013, the Program provided 16 mobilization events, and received a Davis Productivity Award in recognition of the effectiveness of its efforts.

Business Responds to AIDS

Twenty-six Alachua County businesses have partnered with the Minority AIDS program to provide HIV testing, educational materials, condoms or referrals to medical services. Because they are leaders in their community, business owners are respected, and able to sway public opinion while working to lower stigma against those with HIV.

Volunteers

Thirty-five volunteers provided 5,064 hours to the minority AIDS Program. The Bureau of Labor statistics estimates volunteer time to be worth \$20.85 per hour. These volunteers gave the minority AIDS Program \$105,582 worth of service. These volunteers provided services ranging from testing 851 residents to collecting needed items, such as bleach to sterilize critical surfaces in the homes of people living with AIDS.



Counseling and Testing

The HIV Counseling and Testing Program encourages residents to test for HIV, either anonymously or confidentially, at any of our clinic sites or events. Last year the program tested 5,579 people. The staff also provides technical assistance to fifteen community/faith based organizations that partner with the Department of Health to provide counseling and testing.

Patient Care

If a person tests HIV positive, the Alachua County Health Department offers HIV/AIDS specialty care clinics three days per week, in addition to our regular Primary Care clinics. Last year, our HIV/AIDS specialty clinics delivered 2,126 patient services to 449 clients.

AIDS Drug Assistance Program (ADAP)

Should a person not be able to provide for their own AIDS medications, the AIDS Drug Assistance Program (ADAP) can help. Last year 56 Alachua county residents enrolled in this program, making the total receiving assistance 189.

Case Management

The Alachua County Health Department also houses the regional federal Ryan White and the Medicaid Project AIDS Care case management programs. These programs provide assistance in arranging and paying for medical appointments, medicines, durable medical equipment, dental services, transportation, mental health services, insurance premiums, etc. In 2013 this regional program provided or arranged 16,019 services for 942 enrolled clients.

Peer Navigation Program

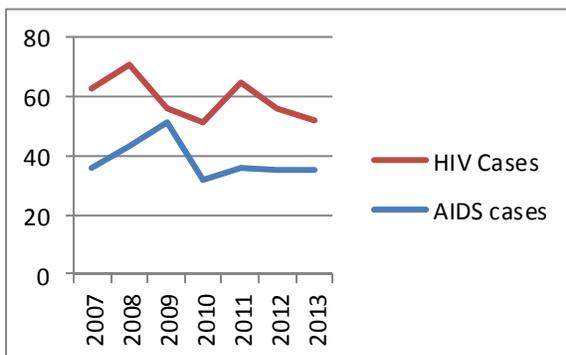
This grant funded program started in April of 2013. Its purpose is to help HIV Patients overcome barriers to keeping clinic appointments and increase compliance to medication. Between April and December the Peer Navigators have been in contact with 713 patients.

Disease Intervention (continued)

HIV/AIDS Surveillance

The Surveillance section has the task of tracking the epidemic and noting changes in risk populations. Last year Alachua County reported 39 new AIDS cases and 56 new HIV cases. This brings Alachua's cumulative totals to 1,388 HIV and 1,046 AIDS cases. Note the HIV cases were artificially high in 2007 and 2008 due to changes in the reporting system.

HIV/AIDS and
STD Programs
and Services
(continued)



Sexually Transmitted Disease

The Sexually Transmitted Disease Program is charged with notifying and treating people with sexually transmitted infections. They are also charged with informing partners of people infected with a sexually transmitted infection. Last year the regional program initiated 14,129 field investigations, 614 were for HIV. 3,976 of those were Alachua County residents, 140 were HIV related.



The goal of the Alachua County Health Department Foreign Travel Clinic is to promote and protect the public's health by preventing travelers from contracting vaccine-preventable diseases, gastrointestinal illnesses, and/or insect-borne illnesses, and from transmitting these diseases to others upon return home. The risks that travelers face are ever changing as new diseases emerge, and as natural disasters and increased populations contribute to health issues.

Foreign Travel Immunizations

The clinic provides consultation services, following the Centers for Disease Control and Prevention (CDC) guidelines. During the consultation, a travel health specialist presents and discusses aspects of concern and hazards relative to each person's situation such as country, itinerary, length of stay, age, risk behaviors, and previous vaccine history. With each client visit, aspects of required and recommended vaccines, including contra-indications and side-effects, are discussed. Education is provided about precautions for prevention of gastrointestinal and insect-borne diseases. Special situations requiring more detailed information are addressed, such as pregnancy, traveling with children, or chronic health issues. Appropriate vaccines are then administered and fees are charged for the consultation and for each vaccine administered. While the majority of clients are local residents, services have been provided to residents of more than 75% of Florida's counties, several states, and other countries. The ACHD Foreign Travel Clinic is a certified Yellow Fever Vaccine Site listed on the CDC website.



Disease Intervention (continued)

Immunizations

On the front lines of the mission of public health, the delivery of immunizations has transformed the face of health, eliminating vaccine-preventable diseases from the leading causes of death in the United States. The Immunization Program at the Alachua County Health Department provides a full range of immunization services for all ages to protect the health of all children and adults in Florida.

Immunizations for school and childcare attendance continue to be offered free of charge to children from birth through 18 years of age, through the federal Vaccines for Children [VFC] program. In 2013, a total of 21,362 childhood vaccines were administered through the age of 18 years. For adults 19 years and up, a total of 13,631 doses of vaccine were administered through the end of 2012.



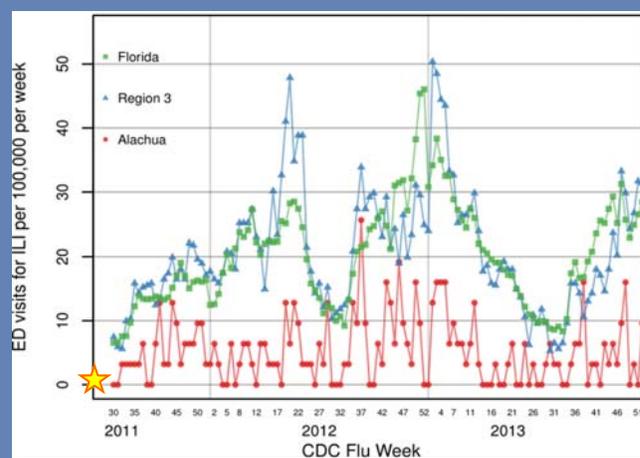
During the 2013 flu season, ACHD administered 15,138 doses of seasonal Flu Mist [live virus vaccine] and 2,098 doses of the inactivated seasonal Flu vaccine.

Alachua County's ControlFlu program's mission is "to protect individuals, families and communities from the potential life-threatening consequences of influenza by immunizing children in school."

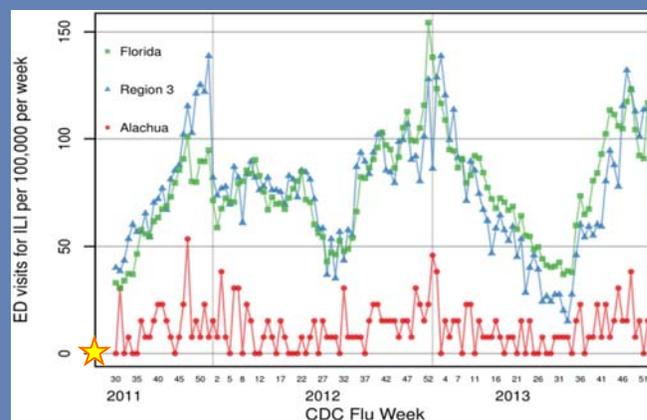
Alachua County ControlFlu Program

The UF Emerging Pathogens Institute, the ACHD and Alachua County School Board, with help from community sponsors and volunteers, coordinate FluMist Clinics at the schools so children can be vaccinated without having to take a trip to their doctor's office. The goal of the program is to "reduce the number of flu cases by immunizing 70% of school children against the flu."

Community Immunity occurs when a significant proportion of the population receives vaccination; chains of infection will be disrupted when a large number of the population are immune. Since children shed more virus during their first flu infection and do so for a longer period of time, vaccinating the young population is the most effective way to reach our goal. During the 2013-2014 influenza season, 61% of elementary school children in Alachua County received the FluMist vaccine, as a result of these partnerships in the ControlFlu Program.



Weekly Incidence of ILI (5-17 year-olds)



Weekly Incidence of ILI (0-4 year-olds)

★ Alachua County Incidence



Planning

In the interest of public health preparedness, the Planning Department is responsible for ensuring the ACHD has plans in both written and electronic format for any natural or man-made disaster or epidemic that may affect our county. This would include, but is not limited to hurricanes, bio-terrorism, pandemic influenza, and other events of public health significance. Per state statutes, all local Comprehensive Emergency Management Plans (CEMPs) from local home health agencies, nurse registries, Hospices, and durable medical equipment facilities are submitted to the Planning Department for review and verification of compliance.

In addition, the Alachua County Health Department (ACHD) Planning Department serves as the organizational headquarters of the Alachua Area Medical Reserve Corps (AAMRC), an extension of the ACHD. The AAMRC is a cadre of local volunteers, predominately from the medical field, equipped and ready to assist in the event of disaster. Functions of the AAMRC include recruiting, training, equipping and credentialing volunteers.

The Planning Department represents the ACHD in efforts to build community partnerships and strengthen Alachua County's ability to respond to disasters. These partnerships have resulted in a stronger organizational readiness community wide.

Alachua CHD and the Alachua Area Medical Reserve Corp 2013

- The ACHD has established a free clinic within our health department to care for the indigent and underserved in our community without regard for ability to pay. This clinic is supported by AAMRC personnel.
- AAMRC members took steps to provide 50% of the staffing for a mobile free clinic bus sponsored by the University of Florida and the ACHD. The bus travels to medically underserved areas of the county, and averages approximately 15 uninsured/indigent patients per day.
- The annual flu-mist influenza immunization program in county schools was a documented success. The Alachua Area Medical Reserve Corps volunteers contributed significant hours towards the 2013 program.
- The ACHD provided flu-shots in several community based clinics including the Alachua County Sheriffs office, the county courthouse, the county administration building, the public works building, and Oak Hammock retirement center. AAMRC volunteers contributed over 80 hours of time.

Readiness
and Response



Mass Casualty Exercise

In May the Alachua County Health Department and the Alachua Area Medical Reserve Corps participated in a County-wide mass casualty exercise. The exercised mock scenario involved an aircraft accident at a large sporting event which resulted in a large number of injuries and some fatalities. As part of the County's medical surge effort, the Alachua County Health Department and the Alachua Area Medical Reserve Corps set up and operated an Alternate Medical Treatment Site (AMTS) outside of the emergency department at North Florida Regional Hospital. The purpose of the AMTS is to reduce the number of victims surging to the Emergency Rooms by treating victims with more minor injuries. The AMTS is set up in two 860 square foot inflatable tents. The tents are stationed immediately outside the hospital's emergency department. They are equipped, supplied, and staffed by the Alachua County Health Department and the Alachua Area Medical Reserve Corps. During the exercise our staff triaged and treated over 80 mock victims. The AMTS system allows the emergency room staff to focus on the more severely injured victims, and significantly increases the county's capacity to respond to a large scale mass casualty incident.

Environmental Health

The Environmental Health Section at the Alachua County Health Department employs 11 full time staff who perform services in 16 programs covering up to 12 counties. Environmental Health also maintains a NELAC certified bacteriological water lab and employs two certified lead inspectors as a part of the Childhood Lead Poisoning Prevention Program.

Community Health Services	
Biomedical Waste	761
Body Piercing/Tattoo	38
Food Hygiene	782
Group Care	374
Mobile /RV Parks	66
Public Swimming Pools	746
Tanning	44
TOTAL SERVICES	2,930

Summer Food Program

As a part of the Summer Food Program, 119 inspections were conducted at 62 sites.

Childhood Lead Services—25

Well Surveillance

Well Surveys	122
Wells Sampled	530
Limited Use Public Wells	355
DRINKING WATER SERVICES	1,007

SANITARY NUISANCE SERVICES—144

Services 2013

Basic sanitation is a primary public health function and vitally important to the health and safety of all Floridians. Protecting the health of our families and all citizens in Florida is the primary, positive result from properly designed, installed, and maintained onsite sewage systems. The onsite sewage treatment and disposal program requires close coordination with local building departments and contractors. County-level offices and staff provide for cost-effective service to the public. Florida's program is nationally recognized by the US EPA as a leader in onsite sewage program management and research.

OSTDS Applications

Alachua County 2012

New	148
Repair	354
Modification	12
Existing	65
Abandonment	25
TOTAL SERVICES	2,149

On-site Sewage Treatment and Disposal Services (OSTDS)

In 2013, The Environmental Health Section took an active role in many community health presentations:

- Koppers Superfund Site Open House
- Koppers Superfund Site Quarterly Updates for the Stephen Foster Neighborhood
- Santa Fe River Springs Basing Workgroup Discussion on Septic Systems
- Tattoo Program in Alachua County
- Public Swimming Pools in Alachua County
- Alachua County's Arbovirus Surveillance Program

Development Review Services

Development plans are reviewed by Environmental Health staff providing professional comments and recommendations for the Alachua County Office of Growth Management for inclusion in the DRC staff reports.

Public Education and Outreach



Environmental Health maintains a NELAC certified bacteriological water lab. The following is a breakdown of the various sample sources:

- Private Well Analysis – 716
- Limited Use Sample Analysis - 432
- FSDWA Sample Analysis – 992

Microbiology Water Lab

Environmental Health (continued)



Rabies Surveillance

Rabies is one of the most feared zoonoses because, untreated, it nearly always results in fatal, acute encephalitis. This disease can be transmitted to humans when the virus is introduced into an open wound or abrasion of the skin or mucous membranes following exposure to the saliva of a rabid animal.

Alachua County Rabies Tests 2013		
Species	Tested	#Poz
Dogs	25	0
Cats	19	0
Fox	3	1
Horse	14	0
Raccoons	19	4
Panthers	10	0
Bats	16	2
Other	12	0
Total	128	8

Environmental Surveillance

Arbovirus Surveillance

Arbovirus is short for arthropod-borne virus. In the United States, arboviruses are spread mainly by mosquitoes. Birds are often the source of infection for mosquitoes, which can then transmit the infection to horses, other animals, and people.

Arboviruses can cause life-threatening infections, including Eastern Equine Encephalitis (EEE), West Nile Virus (WNV), Yellow Fever, and Dengue Fever. *(Directors of Health Education and Promotion)*

Arbovirus Activity 2013

- 14 citizen complaints
- 578 sentinel chicken samples collected at 6 flocks
- **1 Human WNV positive**
- **1 Horse WNV positive**
- **2 Horse EEE positive**

Environmental Health Public Service Announcement:

What Can You Do to Prevent Infection from Mosquito-borne Illness?

Prevention is the key. The best way to avoid infection is to avoid getting mosquito bites. The Health Department recommends the use of the "Five D's" of prevention.

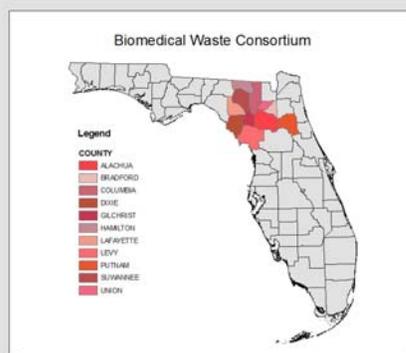
Dress appropriately. The use of barrier clothing to prevent bites includes long sleeve shirts, pants, and socks.

Dusk and Dawn: Avoid outdoor activities during dusk and dawn hours when mosquitoes are most active.

DEET: If you must be outdoors, cover up by wearing shoes, socks, long pants and long-sleeved shirts, and use mosquito repellent with DEET. This is a chemical that is used in a variety of commercial products and repels mosquitoes. Use in accordance with package directions (more is not necessarily better) and re-apply as needed on skin that will be exposed.

Drain: During normal rainfall patterns, significant amounts of standing water can make any container the breeding ground for mosquitoes. Remove or empty water in old tires, tin cans, buckets, drums, bottles or any other containers. Check clogged gutters and flat roofs that may have poor drainage. Make sure cisterns, cesspools, septic tanks, fire barrels, rain barrels and trash containers are covered tightly with a lid or with 16-mesh screen.

Environmental Health Service Consortiums



Preventive Programs

At the heart of the Alachua County Health Department, the preventive programs address health issues in the community before they become medical problems. Dedicated and creative staff find a variety of ways to reach individuals and groups at risk, bringing positive and self-perpetuating change with far-reaching affects.

The Florida Breast and Cervical Cancer Early Detection Program (formerly the Believe in Miracles Program) is providing many women in Florida with breast and cervical screening services that include a mammogram, breast ultrasound (if necessary), pelvic exam, pap exam and, when indicated, surgical consultations and surgical biopsies. If a cancer diagnosis is made after further screening, Medicaid works with the client to provide recommended treatment.

In order to qualify for the program, the applicant must be between 50 and 64 years of age. However, the program also assists financially qualified women between 40 and 49 years with abnormal clinical breast exam results. In either case, the potential client must be a U.S. citizen, a Florida resident, and have no insurance with an income less than 200% of the U.S. poverty level.

The Florida Breast and Cervical Cancer Early Detection Program is one way that Florida residents can access the diagnostic screening and follow-up care they need in order to sustain quality of life while preventing unnecessary medical costs.

Early Detection Program



2013	
Services 2013	Clients
Applications	123
Services Provided	100

We Care provides volunteer healthcare services to uninsured residents with low income. The program can provide general medical care, specialty medical care, diagnostic services, in and out-patient hospital care and oral health services.

We Care is a community-based partnership of public and private healthcare institutions in the region. Collaborators include Florida Department of Health – Alachua County, Shands UF Healthcare, North Florida Regional Hospital, Alachua County Medical Society, Alachua County Dental Association, Santa Fe College Dental Program, UF College of Dentistry, North Florida Surgical Pavilion, and hundreds of physicians and dentists in the local community.

The FDOH Alachua is a vital collaborator in this project; providing administrative overview, offices, staffing, and operational guidelines.

Through We Care, eligible participants receive necessary medical and dental services from volunteer physicians, dentists, hospitals, and ancillary providers.

Screen for Life Colorectal Screening Program

In 2013, the Screen for Life Colorectal Cancer Control Project Health Care Navigator conducted over ten promotional activities in the region.



We Care Network

Healthcare referral requests January 2013 – December 2013:

2,623

Total value of healthcare services provided to clients in 2013

\$5.9 million

Healthy Start is a voluntary program which is designed to ensure that pregnant women and young children from birth to three years have access to health care and other services that promote good pregnancy outcomes and improve infant mortality rates. The Healthy Start Program located at the Alachua County Health Department served all citizens of Alachua County and was administered through the North Central Healthy Start Coalition of Florida. In September of 2013, the North Central Healthy Start Coalition of Florida transferred the grant-funded program to Kids Central, Inc. The program continues to provide services to pregnant women in Alachua County.

Healthy Start

Preventive Programs (continued)



Mom Care

MomCare is a Medicaid-funded program authorized by a federal law called SOBRA (Sixth Omnibus Budget Reconciliation Act), which permits states to expand Medicaid eligibility to pregnant women. The Alachua County Health Department MomCare Program serves twelve counties in North Central Florida including Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Marion, Putnam, Suwannee, and Union. The goal of Florida's MomCare program is to improve birth outcomes and reduce infant mortality rates through a simplified application, guidance, education, and care coordination services. A Maternity Care Advisor employs these methods to assist each client throughout her pregnancy to meet these goals:

- Encourage early prenatal care by providing choice counseling for a maternity care provider.
- Increase Healthy Start Screening Rates
- Increase WIC participation
- Identify clients' needs and referring them to community resources
- Assistance with resolving problems with access to prenatal care
- Ensure activation of newborn's Medicaid

Prenatal Contract Performance	No.	%
Received an attempt to contact within 5 working days of referral	5,764	100%
Successfully contacted	5,216	90.49%
Enrolled with a prenatal care provider within 30 days of referral	5,577	96.76%
Facilitated WIC	5,198	99.65%
Referred to the Healthy Start Program	5,173	99.18%



In accordance with the School Health Services Program, ACHD partners each year with the county school district to provide preventive health care to all students K-12. For the academic year of 2012-2013, ACHD had the specific responsibility of serving selected elementary, middle and high schools in Alachua County, a total of 12 schools. Basic services provided included health appraisals, nutritional assessments, record reviews, grade appropriate screening for vision, hearing, development, and scoliosis, provision of non-emergent and emergency health services, development and delivery of health education curriculum, and parent and teacher consultation.

All 12 schools required expanded nursing services including screening for risk factors, care for chronic health conditions, mental health assessment, and expanded health education.

Eight are designated as Comprehensive (two middle schools and six high schools); three designated as Full Service (one elementary school and two middle schools), and one elementary school is designated as Basic.

Nursing staff at these schools formed partnerships with community-based service providers who donated counseling and support services to the youth and their families. During the 2012-2013 school year, the ACHD School Health team partnered with University of Florida, community partners, and the local school district to administer Seasonal FluMist to all eligible children in the county. During the 2012-2013 influenza season, 61% of school-aged children in Alachua County received the FluMist vaccine, as a result of these partnerships.

In the 12 schools served, 14 nursing staff helped provide approximately 50,000 clinic services to the more than 9,963 total student enrollment in the public schools during the academic year of 2012-2013. Of these student visits to the school clinics, 68% (33,235 out of 48,993) had their issues resolved and were returned to class.

School Health



Preventive Programs (continued)

Health
Promotion
and
Disease
Prevention



Tobacco Free Alachua

The Alachua County Health Department (ACHD) Tobacco Prevention and Control program has served Alachua County residents since 2008. The program's emphasis is on achieving community-level policy and systems changes through support of the Tobacco Free Alachua community partnership. Tobacco Free Alachua fosters collaborative initiatives to develop and promote tobacco-control policies that will:

- 1) prevent youth and young adults from starting to use tobacco products
- 2) protect Alachua County citizens from involuntary exposure to secondhand smoke
- 3) provide support for current tobacco users who want to quit.

2013 Accomplishments:

- Tobacco Prevention and Control staff, the Tobacco Free Alachua community partnership, and youth leaders from Students Working Against Tobacco (SWAT) assisted several local businesses and organizations in implementing tobacco-free policies. Some of these institutions included Meridian Behavioral Health Care, the Alachua County School Board, and Sandvik Mining Company.
- Throughout the year, Tobacco Prevention and Control staff provided leadership and guidance to two local SWAT (Student's Working Against Tobacco) clubs. These high school clubs worked closely with Tobacco Free Alachua partnership members to educate local decision makers about the dangers of flavored tobacco.
- March 2013: Tobacco Prevention and Control staff coordinated and co-hosted a training workshop for approximately 40 school health officials (nurses, health and safety coordinators) on identifying and referring youth tobacco users to cessation services.
- June 2013: Tobacco Prevention and Control staff developed three toolkits for the Bureau of Tobacco Free Florida (BTFF) on the benefits of a tobacco-free workforce. These toolkits will be distributed state-wide, and will be used by BTFF grantees to help employers adopt tobacco-related insurance benefits and tobacco-free grounds.
- July 2013: Tobacco Prevention and Control staff, in conjunction with Tobacco Free Alachua and Florida Surgeon General Dr. John Armstrong, recognized the University of Florida for their outstanding tobacco-free policies in their campus housing facilities.
- August 2013: Tobacco Prevention and Control staff presented to members of the Tobacco Advisory Council at the Florida Department of Health in Tallahassee on the best practices for promoting tobacco cessation through employers.
- October 2013: The Tobacco Prevention and Control Program and Tobacco Free Alachua partnered with the Florida Works Board of Alachua and Bradford County (Florida Works) and the Gainesville Area Chamber of Commerce to present the first installment in a series dedicated to workplace wellness. Tobacco Prevention and Control staff presented to a group of local business leaders on the monetary and health benefits of a tobacco-free workforce. Staff also educated attendees on the Tobacco Free Florida 3 Free and Easy Ways to Quit program.
- October 2013: Tobacco Prevention and Control staff conducted a state-wide training webinar for Bureau of Tobacco Free Florida (BTFF) grantees. This training provided BTFF grantees with talking points to use when discussing the benefits of a tobacco-free workforce with local organizations and businesses.

Florida State Surgeon General speaks at the University of Florida, July 2013



Preventive Programs (continued)

CHOICES Health Education and Wellness Program

The CHOICES Health Education and Wellness Program (CHOICES HEW) was designed to address the most common preventable chronic diseases affecting Alachua County residents. The program focused on changing three key behaviors: 1) increasing physical activity, 2) improving dietary intake, and 3) eliminating tobacco use. The program used a variety of evidence-based and best practice strategies (a Youth-Based Initiative, a Faith-Based Initiative, Community-Based Group Fitness Classes, Smoking Cessation Classes, Community Health Education, Electronic Health Education, Worksite Wellness, and Community Health Screening Events) to change these behaviors. All program services were provided free of charge to all Alachua County residents.

Over the course of the program, a total of 9,957 activities were conducted with 289,819 individual encounters and 32,062 one-on-one contacts. This includes 15,593 youth encounters, 15,379 encounters in the Faith-Based Initiative, 111,525 community-based fitness group encounters, 134,018 community education encounters, and 13,304 worksite wellness encounters. CHOICES HEW grew substantially from 2008 until 2013, when program funding was reduced by \$100,000. In order to adjust to these new budgetary restrictions, the Faith-Based Program was eliminated and exercise class offerings were reduced. In addition, the program reduced the number of staff, limiting the number of community education activities and other services provided.

The diversity of fitness and health education offerings appealed to a range of county residents. Program activities were conducted in every city in the county and have reached diverse segments of the population. In 2013 alone, 33.8% of the participants the reported demographic information were black, compared to 20.3% of Alachua County residents and 16.6% of Florida residents.¹ These numbers indicate that CHOICES HEW served groups whose minority status puts them at disproportionately high risk for morbidity and premature mortality from preventable, chronic conditions.

Community Exercise:

In 2013, 605 fitness classes were held at over 14 locations. These classes provided opportunities for residents to increase physical activity in a fun and supportive setting, and program evaluation data indicate high levels of participant satisfaction. A sustainability plan was implemented to continue fitness classes following the end of the program in the rural areas of Archer, Hawthorne and High Springs. Additionally, two additional sponsors were found to continue all three of the Zumba Gold classes at the Senior Recreation Center free of charge to participants.



Smoking Cessation:

In July 2008 CHOICES HEW offered free smoking cessation classes and nicotine replacement therapy for Alachua County residents entitled “How to Commit to Quit Smoking”. In 2012 and 2013, CHOICES HEW partnered with Suwannee River AHEC to offer a one-hour group counseling tobacco cessation program entitled “Tools to Quit”. A total of 210 individuals attended the tobacco cessation classes provided by CHOICES HEW since they began.

Electronic Education:

In addition to the face-to-face programs, the CHOICES HEW offered health tips and newsletters to the community electronically. Health tips were generated weekly and are short, single-topic messages that include a simple-to-make, nutritious recipe. In 2013, the health tips were generated every other week. The health tips were disseminated to a distribution list that includes individuals who provided their email address for inclusion, representatives of various work sites who disseminate them via email to their workforce, and others who may post or otherwise share them. A total of 244 electronic health tips were sent out over the course of the program, resulting in 992,490 electronic encounters.

Health
Promotion
and Disease
Prevention
(continued)

Preventive Programs (continued)

Health
Promotion and
Disease
Prevention
(continued)

Community Education:

CHOICES HEW provided a variety of educational resources to Alachua County residents. Beginning in 2010, the program offered a four-part ongoing educational program (four related 15-minute presentations on a health topic) presented at the beginning of the community-based group fitness classes. Self-reported participant data indicated that 75% of fitness class participants surveyed had increased their physical activity due to CHOICES HEW health talks, and 46% had improved their nutrition as a result of the health talks. Health educators offered over 30 different classes covering a range of topics such as: diabetes prevention, heart health awareness, nutrition information, cancer prevention, and smoking cessation. A total of 646 community education presentations were made in 2013, which meant 28,767 encounters with residents.

Worksite Wellness:

Choices Health Education and Wellness (HEW) offered free, limited worksite wellness consulting for businesses in Alachua County. Worksite wellness programs offer positive solutions to rising health care costs and improve recruitment and retention. Tailored to employee needs, the program successfully accomplished the following:

- Assisted each worksite in developing a mission statement appropriate for their company.
- Administered Health Risk Assessments including biometric screenings and provided employee's with individualized reports.
- Developed a year operation plan for each worksite that included quarterly goals and objectives.
- Conducted a total of 23 events for worksites and had 1035 encounters with employees.



Youth Based Series:

A primary goal of CHOICES HEW was to work with youth to develop healthy lifestyles in order to offset some risk factors and help prevent the development of chronic disease. Over the course of the program, CHOICES HEW worked with 12 youth-based organizations to conduct a total of 773 activities with 15,593 encounters. CHOICES HEW used evidence-based curriculum to provide health promotion services to a range of youth programs in the county. A total of 129 youth-focused activities were delivered with 2,049 encounters. Nutrition and physical activity program were implemented at 3 community youth organizations: Reichert House, The Girls Place Inc., and the Alachua County School's EDEP (Extended Day Enrichment Program).

At the end of the CHOICES HEW program, The Girls Place, Inc. continued to incorporate a healthy living component to their after-school program including physical activity, nutrition and gardening. In addition, the fitness classes that CHOICES HEW started at Reichert House with high-risk boys will continue on a weekly basis.



Faith Based Series/Support:

For the 2012-2013 year, CHOICES transitioned from working with faith based programs on a one year wellness programs to providing services and faith based support when requested. This allowed the program to reach out to more churches throughout the county. All of the churches that CHOICES partnered with continued to have a health ministry.



Quality Improvement



The Accreditation Challenge

In 2012, The Florida State Surgeon General, Dr. John Armstrong, announced the Florida Department of Health is taking steps to apply for accreditation for all 67 county health departments as a single entity. There is no precedent for this all-inclusive approach, and no standardized application process designed to encompass so many ser-

vice sites over a state-wide geographic area. The Alachua County Health Department immediately began to prepare its application materials, and by the close of 2013 was on track to meet the February 2014 deadline.

A Quality Improvement Tool

Accreditation is universally accepted as an indication of meeting a high standard of quality. The entire application process is an exercise in demonstrating that the agency is meeting the performance measures associated with that standard of excellence. The Public Health Accreditation Board (PHAB) provides a breakdown of the performance measures to be demonstrated, organizing them into 12 “Domains” comprised of their related standards. The full list is available at <http://www.phaboard.org/>

“A goal of public health department accreditation is to promote high performance and continuous quality improvement.”
(PHAB Standards and Measures, 2012)

As an example of what is required, Domain 2 asks us to show appropriate and efficient response to environmental public health hazards. Domain 6 asks us to work with local government on policy issues while educating the public on the meaning of public health laws and ways to comply. Domain 8 has us monitor staffing levels, determine the optimum, and follow through with our own assessment. And Domain 11 requires that we demonstrate that supporting operations infrastructure and effective financial management system are in place and in step with our programs.

The QI Benefits of Accreditation

The primary benefit of accreditation is that the application process functions as a tool for raising our standard of service. Having demonstrated proficiency in the standards of all 12 domains, we will have brought together the information and insight we need to understand what is working well for us, what needs to be refined, and what can be further developed. After successfully achieving accreditation, we will need to maintain performance levels and measures in order to meet not only the annual reporting requirements, but also the renewal application that must be completed every five years. In this way, we will continue to benefit from the essential components of continuous quality improvement that are embedded in the accreditation system. We look forward to keeping you posted on our progress as we achieve this goal.

“Public health department accreditation is defined as the development of a set of standards, a process to measure health department performance against those standards, and reward or recognition for those health departments who meet the standards.”
(PHAB Accreditation Overview, 2012).



Quality Improvement Report 2013

The FDOH Alachua County Health Department has a Quality Improvement process that is committed to evaluating and improving the quality of programs, processes and services to achieve a desired goal. Our focus is inline with the mission, vision and values of the Florida Department of Health. The County Health Department performance snapshot provides a look at how our local CHD is performing. Two highlights from 2013 are:

- 93% of all 2-year-old clients of the ACHD were fully immunized in 2013.
- 80% of clients surveyed reported they were “satisfied” or “very satisfied” with their health improvement.

Administrative Services

The Administrative Services section of the Alachua County Health Department include Fiscal, Budget, General Services such as Maintenance and janitorial, and also includes Vital Statistics where birth and death certificates are issued. Our fiscal office is set up as a “Consortium” in that we perform fiscal functions for not only the Alachua County Health Department but also for nine surrounding County Health Departments to achieve savings through economies of scale.

The Alachua County Health Department annual budget for the past year was just under \$13,000,000 dollars. The funding for the Alachua County Health Department includes the State of Florida General Revenue, Other State Funds, Federal Grants, Local Grants and Agreements, and an annual contribution from the Alachua County Board of County Commissioners. In addition, revenue is earned from Medicaid, Medicaid HMO’s Medicare, Third Party insurance, and clinic fees billed and collected for medical clinic operations. Also, the Health Department earns funds from Environmental Health permits and services and Vital Statistics sales of birth and death certificates. The Health Department internal departmental budgets are developed to facilitate the delivery of the various services and programs including direct medical services, disease control, community health, environmental health, pharmacy, immunizations, vital statistics, bioterrorism preparedness, school health, and administration. The Alachua County Health Department fiscal section, personnel, Information Technology, and legal are part of the North Central Florida Consortium made up of eleven counties in our surrounding area. We perform financial functions such as processing invoices, for payment, perform IT support, process personnel requirements, and perform legal duties for these counties and share the cost of expenses and staff.

Budget and Finance

REVENUE		EXPENSE	
Federal Funds (via State)	\$1,680,828	Direct Services	\$7,029,253
Other State Funds	\$363,626	Disease Control	\$612,138
General Revenue	\$3,710,131	Community Health	\$631,523
Medicaid	\$2,499,985	Environmental Health	\$692,004
Medicare	\$145,299	Pharmacy	\$130,967
Environmental Health	\$364,176	Immunizations	\$515,279
Third Party	\$217,464	Vital Statistics	\$109,543
Clinic Fees	\$321,557	Preparedness	\$146,424
Vital Statistics	\$277,976	School Health	\$653,194
County Contribution	\$909,875	Administration	\$1,607,710
Local Grants	\$2,914,351	Billing/Med Records	#791,800
Interest	\$25,218		
TOTAL REVENUE	\$13,430,486	TOTAL EXPENSE	12,158,039

The General Services functions include purchasing, contract administration, warehouse management including shipping and receiving, facilities and vehicle maintenance, and janitorial services.

General Services

When possible, the purchasing section procures commodities and services from State contracts that have been bid out in advance. If there is not already a “State Contract” in place then services and commodities are procured per the Department of Health policies and procedures and Florida Statutes.

Some medical procedures that are not done on site must be procured using a contract. The contract managers put these contracts in place and conduct administrative and programmatic monitoring to ensure that services are rendered as per the terms and conditions of the contract.

The Alachua County Health Department has a dedicated receiving area for delivery of equipment, office, and medical supplies. The Storekeeper maintains a computerized software program to manage the medical and office supplies making sure that new stock is ordered and received timely.

The facilities are maintained by Alachua County Health Department maintenance staff with help from the Alachua County maintenance staff. Janitorial employees of the Health Department maintain the cleanliness of the building during the week. The maintenance staff help maintain the vehicle fleet that is used for Environmental Health inspections, training travel, disease surveillance, home visits, Community Health travel, maintenance, and purchasing.

Administrative Services (continued)

The Alachua CHD Information Technology Department provides technical assistance and support to eleven counties in the North Central Florida IT Consortium. These counties include: Alachua, Columbia, Hamilton, Bradford, Union, Levy, Dixie, Gilchrist, Lafayette, Suwannee and Putnam. IT support for the Consortium is administered through telephone, remote access and on-site visits. In 2013, an average of 34 Help Tickets per day was received by the IT Department. In total, the department processed 7,069 support calls, and 12,198 Help Tickets were completed.

Information Technology

Projects for 2013, and looking forward:

- Enhancements within the Health Management System (HMS) including Billing redesign and E-Prescribing.
- County Health Departments within the Consortium continuing to move towards adoption of Electronic Health Records.
- Implementation of Wireless Internet technologies within CHD clinics.
- Migration towards enterprise Office365 “cloud” based email system for DOH.
- New computers with Office 2010 and Windows7 will continue to be deployed
- Expansion and enhancement of local and wide area networking infrastructure

The Vital Statistics Department at the Alachua County Health Department is the repository for all birth, death and fetal death records in Alachua County. Florida birth records are available at the health department from 1930 to present. Fetal death records are available from 2010 to present for deaths that occurred in Alachua County. With the implementation of EDRS (Electronic Death Registration System), statewide death records are available. Effective, April 1, 2013, death records from 2009 to present can be printed at the health department. Any death records prior to 2009 can be obtained from the Bureau of Vital Statistics located in Jacksonville, Florida.

Vital Statistics

Since the implementation of the Electronic Death Registration System (EDRS) there are 975 active EDRS facilities in the State of Florida. The EDRS system allows the health department to process request for deaths that accord all over the State of Florida. This in turn has increased the number of death records printed here at the health department.

Fetal Deaths are still “paper records” with electronic implementation expected in the near future.



Issuance/Gainesville Office

In 2013, the Gainesville office served 25,825 applicants for birth, death and fetal death records.

Issuance/Satellite Office

The satellite office located in the city of Alachua has continued to increase in the number of birth certificates issued. In 2013 993 certificates were issued through the satellite office.

The Alachua County Health Department conference center seats up to 112 people auditorium style (chairs only), or 50 people classroom style (tables and chairs). The main room can be partitioned into three smaller units to accommodate simultaneous events. It is equipped with built-in projection and audio, as well as a digital recordable teleconferencing on the DOH network.

Conference Center

In 2013, the Alachua CHD continued to partner with Alachua County Social Services to share the responsibilities of scheduling access to the meeting rooms. Sharing the calendar and the equipment has proven to be a workable solution to challenges caused by reductions in staffing levels, keeping the space a viable resource for in-house and community meetings.



Administrative Services (continued)

Human Resources

The Human Resources department is committed to serving DOH Alachua CHD employees, as well as the health department employees of the North Central Florida Consortium. Counties serviced include Alachua, Bradford, Columbia, Dixie, Gadsden, Gilchrist, Hamilton, Hernando, Lafayette, Levy, Pasco, Putnam, Suwannee, Taylor and Union. The total number of employees served is 1,258.

All HR activities and functions are prioritized to help support the following needs or functions of each county serviced: Labor Relations, Performance Standards, Recruitment/Classification, Retirement, Payroll and Benefits, and Workers Compensation. There are five staff members, including the manager, and each member has been trained globally in each of these areas, but also has a specialty and the ability to assist all counties.

Human Resources Body of Knowledge

The Alachua CHD HR office has a broad body of knowledge and provides assistance, guidance and ensures compliances (both state and federal) in the following areas: Performance Standards and Improvement Plans, Recruitment/Classification, Retirement (including DROP), Payroll and Benefits.

Labor Relations

One staff member specializes in training and labor relations. Labor relations is the daily function that provides assistance and guidance to supervisors, managers, and employees in the following areas: FMLA, Workers Compensation, Discipline, Grievances, Public Records Requests, and Unemployment Compensation.

Training and Development

As the central servicing HR office for the consortium, the ACHD HR team is responsible for ensuring that training requirements for both state and federal level are met. This entails not only creating training material that meets appointed criteria, but also delivering the material in an effective manner.

Annual trainings for supervisors and management include, but are not limited to the following classes: Leadership, Management, FMLA, EEO/ADA, Discipline, and Recruitment.

Technical Skills and Performance

While the ACHD HR trainings are primarily for counties of the consortium, local Children's Medical Services (Gainesville and Ocala) and other counties outside the consortium also attend the trainings provided. Additional training classes can be provided to counties upon request and can be customized.

In 2010, the implementation of the teleconferencing video system has made all training provided by ACHD more accessible to all counties, without the expense of travel for employees. While this system continues to be utilized by all CHD and CMS office in the region and the consortium, live classroom training is still a supported and valued venue.



2013 Accomplishments:

- Expanded the consortium from 13 to 15 counties
- Implemented a new learning management system (TRAIN FL)
- Implemented SMART expectations for all staff members, which included supervisory trainings at five locations, with a total of 18 sessions
- Held Medical Interpreter Training for consortium.

2014 Goals:

- Expand the consortium slowly while continuing to cross-train staff so that we are three-deep in all areas.

Administrative Services (continued)

With a commitment to quality improvement, continuing education is made available to staff and community partners in a variety of formats. Classroom training, webcasts and video conference formats are used to bring the latest updates and best practices to staff members at no charge. Continuing education credits are offered when available, and recorded in CE Broker. CE and workforce development courses of 2013 included:

- HIV/AIDS 500-501
- Basic Life Support for Healthcare Providers
- TB Awareness and TST
- Mental Health First Aid
- Family Planning Updates
- HIV/AIDS Care Updates
- Electronic Health Record Updates
- Conflict Resolution and Leadership



Continuing Education

Each semester, Alachua County Health Department is host to students completing residencies, internships, and practicum in a variety of disciplines. Affiliation agreements are held with the University of Florida, Florida State University, University of South Florida, Santa Fe College, City College of Gainesville, and Job Corps. In 2013, a total of over 11,000 hours were logged.

Student concentrations include Physician Assistant students, Medical Residents and other students in the Masters of Public Health (MPH), Medical, Nursing, Health Education and Behavior, Emergency Medical Technicians, Youth and Family, and Health Care Administration.

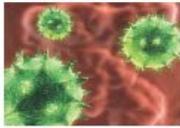
The staff of ACHD values the opportunity to contribute to the future of Public Health through mentoring the students. In turn, the students bring current information and fresh ideas to their assigned programs, and contribute valued assistance with lasting benefits to the health department and its community.



Student Placement

The Public Health Essential Services

1. **Monitor** health status to identify community health problems.
2. **Diagnose and investigate** health problems and health hazards in the community.
3. **Inform, educate, and empower** people about health issues.
4. **Mobilize** community partnerships to identify and solve health problems.
5. **Develop policies and plans** that support individual and community health efforts.
6. **Enforce** laws and regulations that protect health and ensure safety.
7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. **Assure** a competent public health and personal healthcare workforce.
9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.
10. **Research** for new insights and innovative solutions to health problems.



The Florida Department of Health Alachua County Health Department

Our Mission: To protect, promote, and improve the health of all people in Florida through integrated state, county and community efforts.

Our Vision: To be the **Healthiest State in the Nation**

Our Values: ICARE

INNOVATION: We search for creative solutions and manage resources wisely.

COLLABORATION: We use teamwork to achieve common goals and solve problems.

ACCOUNTABILITY: We perform with integrity and respect.

RESPONSIVENESS: We achieve our mission by serving our customers & engaging our partners

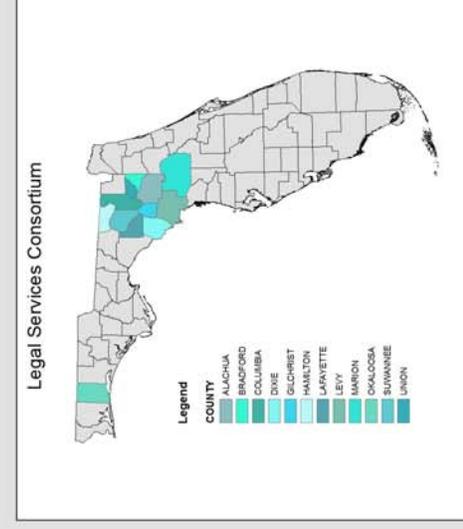
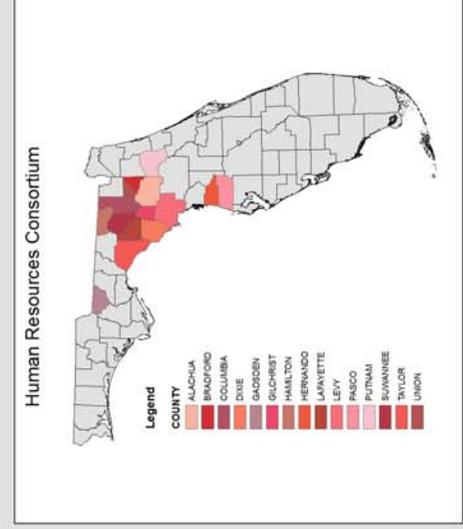
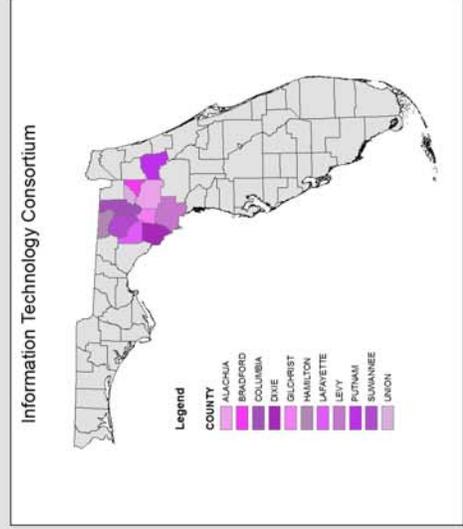
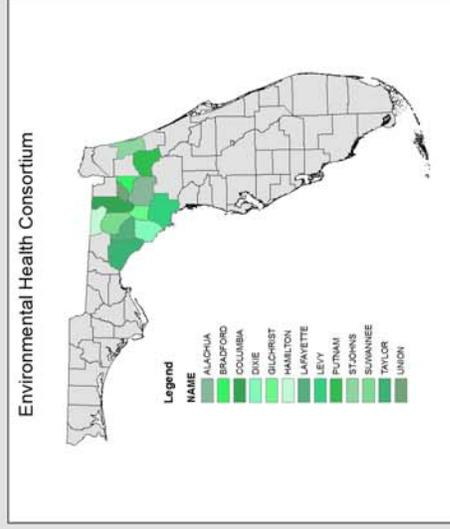
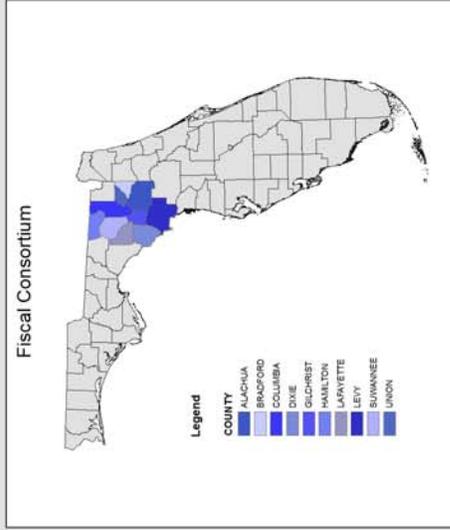
EXCELLENCE: We promote quality outcomes through learning and continuous performance improvement.



Our Community Partners

- | | |
|----------------------------------------------------------|---------------------------------------------------------------|
| zACORN Clinic | Family Practice Medical Group |
| African American Accountability Alliance | Florida Blue |
| AIDS Education and Training Center | Florida Department of Corrections |
| Alachua County Animal Control | Gainesville Community Ministries |
| Alachua County Codes Enforcement and Building Department | Gainesville Fire Rescue |
| Alachua County Growth Management | Greater Gainesville Black Nurses Association |
| Alachua County Environmental Protection Department | Gainesville Regional Utilities |
| The Alachua County Junior League | Healthy Start Coalition |
| Alachua County Area Pediatricians | Helping Hands Clinic |
| Alachua County Dental Association | Invision |
| Alachua County Emergency Operations Center | North Florida Regional Medical Center |
| Alachua County Jail | North Florida Surgical Pavilion |
| Alachua County Library Association | Palm Medical |
| Alachua County Medical Society | PRIDE Community Center |
| Alachua County Office of Community Support Services | Renaissance Printing |
| Alachua County School Board | Santa Fe College |
| Alachua County School Health Advisory Committee | Shands Healthcare |
| Alachua/Bradford County Florida KidCare Coalition | SouthWest Advocacy Group (SWAG) |
| American Medical Association—Medical Student Section | Suwannee River Area Health Education Center |
| American Medical Association—PA Student Association | University of Florida Emerging Pathogens Institute |
| Archer Family Healthcare | University of Florida College of Dentistry |
| AvMed | University of Florida College of Medicine Equal Access Clinic |
| Child Abuse Prevention Task Force | University of Florida College of Public Health |
| CHOICES | The United Way |
| Department of Children and Families | Department of Veteran's Affairs Hospital |
| | WellFlorida |

Alachua County Regional Service Consortia





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Gainesville, FL 32641
352-334-7900

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Aachua, Florida 32615
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