

# Caldwell County Health Department

"To Promote, Protect, and Improve the Health of Our Community."

## 2015 Annual Report



29 followers on Twitter



320 likes on Facebook

Most reached post on Facebook: "Health educators can't promote health, eliminate disparities and build healthy environments alone. Let's break down silos, establish new partnerships to connect people in support of common goals and collaborate. #NHEW2015 #thisishealtheducation (1,518 People Reached; 54, likes, comments or shares; 201 Post Clicks)

### 2015 Patient Visits

- Adult Health—1653
- Child Health/Health Check— 517
- Communicable Disease-1885
- Dental Health-2310
- Family Planning— 1987
- Immunizations— 1415
- Maternal Health— 2130

### Women's Health

Women's Health sponsors a "Childbirth Education Day" quarterly, for maternity clients and their partners.

"Childbirth Education Day" includes: childbirth instruction, Parenting and Newborn Care and breastfeeding information. Hands on activities include birthing stations, labor assistance, parenting skills, keepsakes and other activities.

Maternal Health clinical visits: **2,103**.  
 Total unduplicated patients served: **460**.  
 Pregnancy Care Managers assisted **767** patients with **10,240** interventions.



### Komen Race For the Cure

Team Caldwell raised over \$2600!

Fundraisers included:

- Bake sale
- Bowling at Bo's
- Auction
- Dos Amigos
- Cookout



### Animal Control

Cats:63	Dogs:190	Donkey:1
Horses:4	Mule:1	Pig:3
		Goats:1
Total Adoptions: 263		Total to rescue: 670



## Dental

Events included:

- Educated children on maintaining good oral hygiene at Lower Creek preschool.
- Completed dental screenings and placed fluoride varnish on children at Creative Beginnings Preschool.
- Give Kids a Smile event at Lower Creek Elementary. Free sealants were placed on 2nd and 3rd grade children selected through screenings by the state hygienist. **13** children were seen; **74** sealants were placed.
- Offered fluoride varnish to all 2nd and 3rd grade students at Lower Creek Elementary free of charge.



## Health Education

- Produced 12 TV Shows on the local government channel
- Successfully completed 2 series of Chronic Disease Self Management Classes and 1 Matter of Balance class
- An average of 65 county employees participate in the Positive Pulse, wellness incentive program.
- 50 people participated in the 3rd annual Couch to 5K event.
- Caldwell County Health Department became the lead agency for Safe Kids Caldwell County. Safe Kids (as an agency) protects children from unintentional injuries, the number one cause of death to children in the United States.



## Environmental Health

- Completed self-assessment project for the FDA Voluntary Retail Food Inspection Program Standards. For completing this project (which compared our retail food inspection program with nine gold standards established by the FDA), we received a \$2500 grant.
  - Verified through an independent audit to have met Standard 1 "Regulatory Foundation" of the FDA retail program standards and received another \$2000 grant for the completion of that project in November.
- Gloria and Cameron completed requirements to be authorized agents of NCDHHS to inspect and permit tattoo artists.



## Clinic/Lab

- Trained and actively participated in QI 101
- "Practice Management" with an emphasis on Clinic scheduling, patient wait time, proof of income, and improving Clinic flow.
- Actively participated in training, monitoring, and surveillance for "Ebola" with community partners, North Carolina Department of Health and Human Services, and the CDC.
- Held annual flu drive-by Clinic.
- **163 women** were screened through the Breast and Cervical Cancer Control program. 5 of those women were diagnosed with breast cancer and began treatment.



## Practice Management

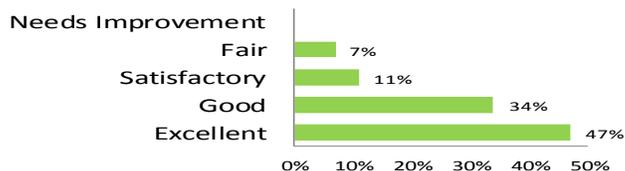
Emphasis on: decreasing client time in the clinic and improving client and staff satisfaction.  
The following tasks were completed to accomplish this goal:

- The clinical schedules were revised to be provider specific
- Registration, Billing and Eligibility staff were cross trained
- Clinic flow was revised
- Staff assignments are clear and scheduled weekly to meet the demands of the clinic and administrative duties.
- RNs are assigned to individual providers daily so roles and responsibilities are clear.
- Nurses are now interviewing in the clinical area rather than their offices and two RN Clinics were created for Maternal Health and the General Clinic area with individual appointment schedules to expedite services.



- Exam rooms are now being utilized as interview rooms.
- The Immunization room was converted into the RN General Clinic with a sub-pharmacy area.
- Two work-up areas were created for clinical staff.
- The agency established a Google Doc system for appointment schedules that alerts staff when patients arrive and are ready for interviews.
- Documentation was streamlined to eliminate duplication and provide focused interviews based on the needs of the client.

Time Spent for Appointments in Clinical Areas



Wait Time for Appointments in Clinical Areas

