

KENT COUNTY HEALTH DEPARTMENT 2013 Annual Report

*To serve, protect and promote a healthy
community for all.*

DIVERSITY AND INCLUSION MATTER

Education

- Refugee Health Services
- Violence Prevention**
- OPPORTUNITIES
- Housing Regulations & Sanitation
- IMPACT
- Children's Special Health Care Services
- Development**

COMMUNITY NURSING

- Immunizations**
- Health Equity
- Public Laboratory

Prevention

- Animal Control
- Well Water Testing
- MATERNAL INFANT HEALTH PROGRAM
- WIC**
- Food Facility Inspections
- Emergency Preparedness**
- Communicable Disease
- ENVIRONMENTAL HEALTH
- Personal Health Services
- Ground Water Protection**
- Nurse Family Partnership
- Community Clinical Services
- Exceptional Public Service**

Making a positive contribution

IMPROVING LIVES

And More....



HEALTH DEPARTMENT
Caring today for a healthy tomorrow

A Message from the Health Officer of Kent County



**Adam London,
R.S., M.P.A.
Health Officer**

A recent survey found that a majority of Americans did not know what the term 'public health' means. Those who did, could not list more than two or three services offered by their local public health agency. This is disappointing when one considers that the average life expectancy of Americans increased by 30 years during the twentieth century; 25 of those gained years are attributed to public health improvements. Separating people from their waste, protecting our food supply, building immunity against vaccine-preventable disease, investigating outbreaks, and health education are a few of the strategies that the public health system has used to create our healthier twenty-first century. Public health also demonstrates strong economic return-on-investment. A national study found that for every \$1 invested in community-based public health service to prevent illness, \$5.60 less is spent by Medicaid, Medicare, or private insurance companies to treat actual illness. Because of these community benefits – lives lengthened and dollars saved – public health should rightly be considered as one of the primary responsibilities of society.

Here in Kent County, I am proud to report that your health department is serving our community in many important ways in order to keep our county strong. The Kent County Health Department offers a wide array of services which match needs identified through our population data and by the community health needs assessment. This annual report profiles many of those services and the impacts they have created. I am honored to report that this department was one of the very few local health departments which met every single indicator within the State of Michigan's accreditation program. The Kent County Health Department was also one of the key agencies involved in the emergency response to the April flood event; ensuring that people and businesses had the information and resources needed to stay safe and move forward. While responding to emergencies will always be part of our mission, this department also maintained focus on some of the more conventional public health challenges such as influenza. In 2013, Kent County achieved the highest rate of influenza vaccination of any Michigan county.

I hope you are as proud of your Kent County Health Department as I am. A community will not succeed economically or by any other measure unless it has a safe and healthy population. I assure you that we will continue to work with our community for public health excellence in the years to come.

Where to Find Us

KCHD's Main Clinic and Administrative Offices are centrally-located in Kent County, at 700 Fuller Avenue NE, Grand Rapids. This location near I-196 serves as headquarters for dozens of nurses, sanitarians, outreach workers, and educators. On the same campus, you will find our state-of-the-art animal shelter. Four satellite clinics provide easy access to many clinical services for residents county-wide.

(616) 632-7100

www.accessKent.com/Health



1. Main Clinic
700 Fuller Avenue NE
Grand Rapids, MI 49503



2. Animal Shelter
740 Fuller Avenue NE
Grand Rapids, MI 49503



3. Sheldon Clinic
121 Franklin SE
Grand Rapids, MI 49507



4. North County Clinic
4388 14 Mile Rd NE
Rockford, MI 49341



5. Wyoming Clinic*
852 47th Street SW
Wyoming, MI 49509



6. Kentwood Clinic*
1620 44th St SE
Kentwood, MI 49508



FOLLOW KENT COUNTY
HEALTH DEPARTMENT
ON **FACEBOOK**



FOLLOW KENT COUNTY
HEALTH DEPARTMENT
ON **TWITTER**

*Clinics to merge in September 2014.
Details on Page 18.

2013 PROGRAMS

Administration	Community Clinical Services	Community Nursing	Environmental Health
Administration of Department	School Immunization Reporting	Maternal Infant Health Program	Animal Shelter
Central Supply	Immunization Nurse Educator Inservices	Nurse Family Partnership	Body Art Facility Inspections
Cholesterol Screenings	Immunization Services	Children's Special Health Care Services	Campground Inspection
Community Nutrition	Public Health Clinics	Vision & Hearing Screening	Child Care/Adult Foster Care Facility Inspections
Dog Bite Prevention	Lead Screening	Infant & Child Death Counseling	Food Service Sanitation
Emergency Preparedness	Sexually Transmitted Infections and HIV Clinic	NICU Follow-up Visits	Housing Program
Epidemiology and Communicable Disease	Tuberculosis Control and Prevention	Lead Poisoning Prevention	Laboratory Services
Finance	Vaccine For Children Program	Refugee Health	Land Development (Subdivisions and Site Condominiums)
Healthy Kent 2020	WIC (Special Supplemental Food Program for Women, Infants, and Children)	Medicaid Enrollment and Coordination	Nuisance Control Program
Health Equity and Social Justice	Breastfeeding Peer Counselor Program	Strong Beginnings	Private Water Supply
Information Systems	Travel Immunizations		Public Swimming Pools
Interconception Care Program			Public Water Supply
Life Skills			Radon Testing
Obesity Initiative			Sanitary Facility Evaluation
Quality Improvement and Performance Management			Sewage Disposal System Regulation
Sexual Violence Prevention			Toxic Substance Control
Substance Abuse Prevention			Vacant Land Evaluation
School Illness Reporting			
Teen Pregnancy Prevention			
Women's Health Network			

The four divisions of the Kent County Health Department provide different services with common goals: preventing disease, prolonging life, and promoting the health of the community.

2013 Community Health Advisory Committee

<p>Commissioner Shana Shroll (Chairperson)</p> <p>Commissioner Candace Chivis</p> <p>Mishelle Bakewell</p> <p>Shatawn Bringham</p> <p>Eula Gaddis</p>	<p>Denise Garman</p> <p>Ron Koehler</p> <p>Norine Mulvihill</p> <p>Dr. Lori Pearl-Kraus</p> <p>Savator Seldon-Johnson</p> <p>Dr. Mark Swan</p>
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STRATEGIC DIRECTIONS

1. Achieve organizational excellence by means of highly skilled people, improved processes, and effective systems.
2. Explore innovative ideas for program and service improvements and embrace technological advances that have the potential to improve departmental operations.
3. Incorporate health equity and diversity in programs, services, and policies.
4. Foster community partnerships in order to accurately assess current health status and to achieve optimal public health outcomes.
5. Promote a healthy lifestyle and improved quality of life among Kent County residents.
6. Ensure a safe and healthy environment.
7. Provide high quality Essential Local Public Health Services mandated by the Michigan Public Health Code.

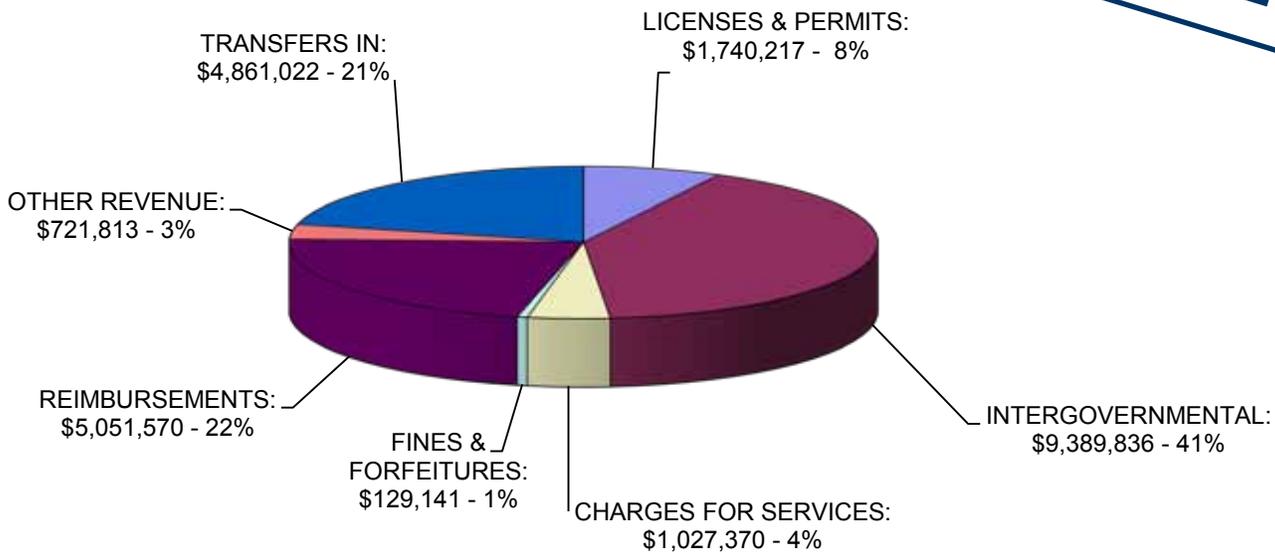
PUBLIC HEALTH ACCREDITATION

The Kent County Health Department applied for Public Health Accreditation Board (PHAB) national accreditation in late January 2013. Since then, Health Department staff have worked tirelessly to identify, evaluate, and select evidentiary documentation to illustrate conformity with the more than 95 PHAB measures. Some of this work involved the development of new, or enhancement of old, Health Department policies and procedures. A few examples of large undertakings that were completed during 2013 include the completion of a cultural competency assessment that led to major revisions of an existing Health Department cultural competency policy; completion of a workforce needs assessment and establishment of a department-wide workforce development plan based on nationally recognized public health core competencies; and implementation of quality improvement initiatives across the agency.

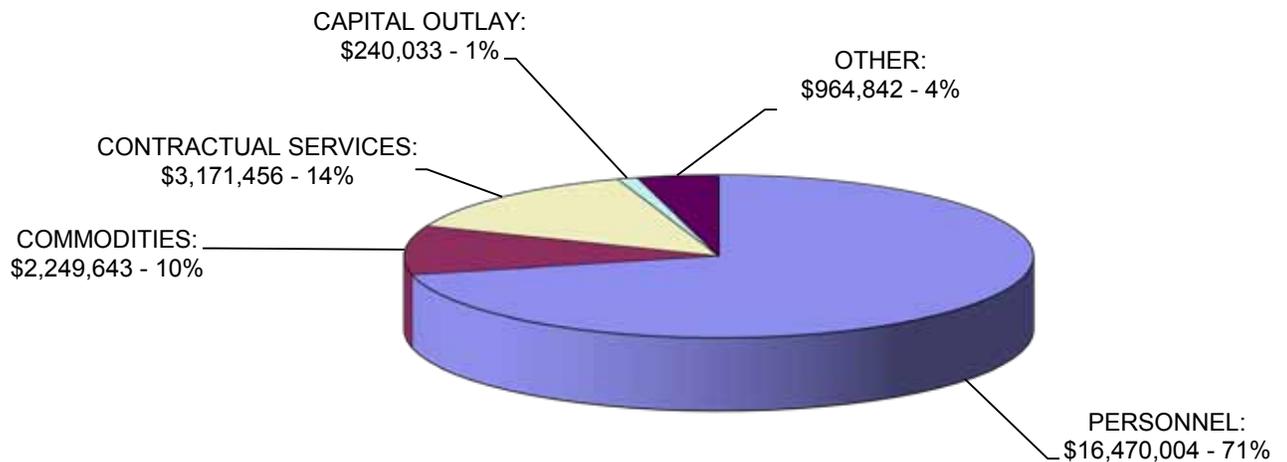
Documentation selected as evidence for PHAB accreditation was submitted to PHAB for consideration in January 2014. After a completeness review, the Kent County Health Department's documentation will be reviewed by a Site Visit Team comprised of three members. This Team will then visit the Health Department and complete a site visit report which will later be reviewed by the PHAB Accreditation Committee. If the Health Department demonstrates conformity with an adequate number of PHAB measures, national accreditation could be awarded to Kent County Health Department in 2014.

KCHD 2013 BUDGET

2013 KCHD REVENUES



2013 KCHD EXPENSES



Health Department Administrators

Administrative Health Officer: Adam London, R.S., M.P.A.

Deputy Administrative Health Officer: Teresa Branson, M.H.A. (February 2014)

Medical Director: Mark Hall, M.D.

Finance Director: Gail Brink, C.P.A.

Community Clinical Services Director: Roberta Peacock, R.N., B.S.N.

Community Nursing Director: Joann Hoganson, R.N., M.S.N.

Environmental Health Director: Eric Pessell, REHS

Serving our Community



PREPARED FOR PUBLIC HEALTH THREATS

Kent County Health Department staff responded to two large-scale incidents in 2013. Prolonged rain events in April 2013 caused widespread flooding. Animal Control assisted in helping remove animals from homes that had to be evacuated. Environmental Health Sanitarians worked with food service facilities to make sure they could serve food safely, and advised residents concerned about wells and septic systems that may have been impacted. Emergency Preparedness worked with various agencies to coordinate human services response. Health Department employees worked with the Sheriff's Department, Emergency Management and other agencies as needed.

The department was involved in a smaller scale response in September 2013, when *E coli* was detected in the drinking water of one community. Staff performed admirably in the situation, making sure the public was well-protected and informed throughout the incident. Staff met all objectives set in the Incident Action Plans in both episodes.



Oversight and planning starts in Administration. Epidemiologists, program managers, health educators, the emergency preparedness team, finance and information technology make up this division. Administration also sets quality improvement goals and establishes the overall direction and vision of the Kent County Health Department.

The Kent County Health Department (KCHD) is dedicated to addressing health disparities and health inequities. Over the last two years the health department has embarked on a mission to weave health equity into our daily operations. In partnership with Healthy Kent, Strong Beginnings, Ingham County Health Department and the Woodrick Diversity Learning Center, KCHD provided “Health Equity and Social Justice Dialogue Workshops.”

In 2013:

- 400 people attended Health Equity and Social Justice Dialogue Workshops at the Kent County Health Department.
- 100 participants were from community partner agencies.
- Created Health Equity Guidelines to be utilized by KCHD employees as well as other health and human service agencies. Guidelines focus on awareness and capacity building, working and collaborating with communities, education, building alliances and coalitions and monitoring, surveillance and evaluation.
- KCHD created the "Framing the Relationship Between Race & Health" toolkit for community partners.
- KCHD and their partners developed Kent County’s Community Plan of Action to Achieve Health Equity, based on comments from 90 stakeholders.



Workshop Participant Comments:

“Thank you again for an eye-opening experience. I’m fired up and feel much better equipped to do the work I do. I enjoyed how you all shared tasks with stories of your own experiences. You are great at what you do.”

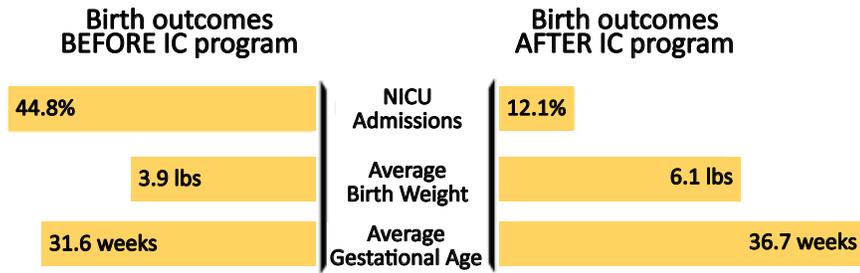


“Thanks to the four of you who facilitated the workshop! Not only is the material great, but what each of you brings to it in addition makes it that much more powerful. Your willingness to share and challenge such a hard topic is inspiring!”

In 2013, KCHD staff designed an infographic (right) displaying the positive outcomes of the Kent County Interconception (IC) Program.

Since being in the IC program the 58 subsequent births were, on average, healthier.

Since being in the IC Program, the 58 subsequent births were on average healthier.



Health Educators conducted 88 cooking class in 2013, helping Kent County residents get healthy meals on the table. Cooking classes, conducted at area parks and recreation sites, worksites and senior centers cover a wide variety of topics and focus on cooking with healthy fruits, vegetables, whole grains and lean proteins.

Client Comments:

“This class was awesome! I learned so much health nutrition information along with how to make homemade sauces.”

“This class was entertaining and informative. I took all three this winter and loved each! Appreciate Dawn’s (right) bubbly personality. Can’t wait to get home and cook.”



KCHD’s Teen Dating Violence Awareness Poster Campaign targeted teens with dating violence prevention messaging and provided a link to internet resources specifically developed to assist teens in negotiating abusive relationships. Teens participating in KCHD **Safe Dates** classes selected a prevention message regarding jealousy and control in a relationship for the poster’s primary message, and promoted the website www.loveisrespect.org.

An estimated 2.3 million mall shoppers viewed the Teen Dating Abuse Awareness Posters displayed at Rivertown Mall from January 1 through February 28, 2013.

(Source: Sullivan Media Consultants)



BREAST AND CERVICAL CANCER CONTROL PROGRAM

Finding cancer early can save your life



Call for information about free Mammograms and Pap Tests

Help is waiting



HEALTH DEPARTMENT
Caring today for a healthy tomorrow

(616) 632 - 7283
KentWomensHealth.com

Achieved highest caseload ever within the Breast and Cervical Cancer Control Program (BCCCP) at 2,664 women, plus an additional 136 women thru the BCCCP Family Planning program.

Passed all indicators and measurements for the State of Michigan Accreditation, including a never-before achievement of four special recognitions.

Partner in 2014 Spirit of Collaboration Award on behalf of the Michigan Cancer Consortium for the State of Michigan.

Successfully marketed new website: KentWomensHealth.com

Client Comments:

"I found a lump, but I was so scared. I don't have insurance and it was so expensive. I was referred to your program and I am so thankful! Your staff was so wonderful and I am so relieved - it was normal! Nothing to worry about, but I will be back next year and I wanted to thank you for giving me such peace of mind."

"I kept putting off calling to get my rash checked out because I couldn't afford the doctor visit, much less anything else they would tell me. A friend told me to just 'try calling the health department,' and a week later I was getting the treatment I needed. Thank you for doing what you do."

LIFE SKILLS EDUCATION

Kent County Health Education and Promotion staff delivered *Life Skills Training* to 2,726 students, putting in 795 hours to teach students in 2013. *Life Skills Training* is a multi-session, evidence-based curriculum that provides information on a variety of drugs, decision-making, effective communication skills, healthy relationships, goal setting, coping with anxiety and other topics.

Client Comments:

"I asked the kids what they liked about the sessions and they all said they loved your activities and your fun and caring personality. You do a great job and connect with students. I learned a lot from you too!" - Teacher at Sparta Middle School

"Students really look forward to life skills class with you and you really understand the needs of our students. This is imperative to our students so that they can become more informed individuals." - Teacher at Mayfield School



PARTNERSHIPS

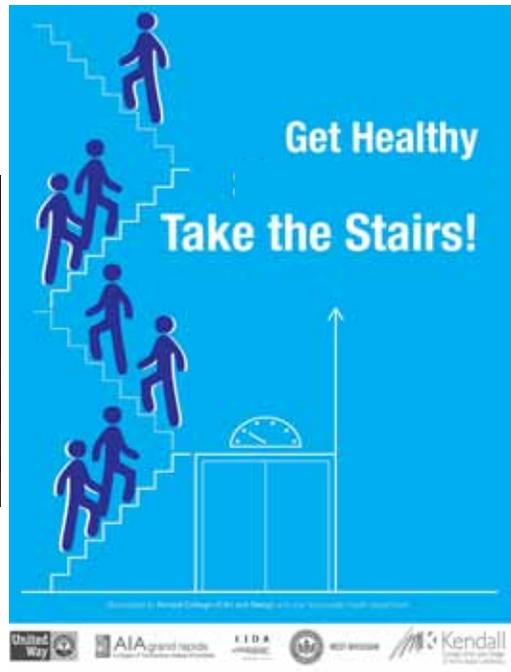
The Kent County Health Department Health Education Staff, in partnership with the Department of Public Works, created a video and toolkit to teach residents about what to do with unwanted or expired medications. Putting unwanted or expired medicine in the trash leaves it vulnerable to being stolen and used, potentially resulting in illness or death; sending it to the local landfill means it could seep into the surrounding water table. Flushing unused medications down the toilet sends these chemicals to sewage treatment plants, which don't screen for them. These chemicals often end up in rivers and streams, eventually making their way into Lake Michigan. Funding to create the toolkit was provided by the 2012 Michigan Department of Environmental Quality Community Pollution Prevention Grant Program.

www.accesskent.com/Health/wmtbm.htm

TAKE THE STAIRS WEEK



Campaign kickoff at the Grand Rapids Art Museum on September 3, 2013. Pictured left to right: Adam London, Kent County Health Officer, Lisa Stefanovsky, Ottawa County Health Officer, and Ken Kraus, Director of Public Health Muskegon County.



September 3-6, 2013 was "Take the Stairs Week" in West Michigan. The campaign gave three different County Health Departments an opportunity to work together, along with several organizations committed to health and design. More than 200 buildings in the region received signage (above) to place near elevators and escalators during the week.

Community Clinical Services provides immunizations, the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), breastfeeding education, nutrition education, sexually-transmitted infection (STI) testing, and much more. Counseling and assistance from a variety of programs are designed to prevent disease and promote good health.

IMMUNIZATIONS

- 16,449 immunization visits:
 - 796 visits for international travel;
 - 517 refugee client visits;
 - 4,442 visits for TB testing.
- 30,436 doses of vaccine administered.
- 274 Kent County schools reported at 100% compliance for 33,759 children.
- 223 child care centers reported at 100% compliance for 12,995 children.
- 37 Immunization Nurse Educator trainings to Kent County providers.
- 51 Vaccines for Children (VFC) office audits.



Kent County had the highest influenza immunization rate in Michigan for the 2012-2013 season, with 32% of residents getting vaccinated.

Our Kent County up to date (UTD) rate for 19-35 month children is 82% compared to the state UTD rate of 74%. Our WIC UTD rate for 19-35 months is 88% compared to the state rate of 81%. Integration of WIC/Immunization services continues to help us achieve this high rate.

Client Comments:

"Ingrid did a great job. She was supportive and even gave her experiences. It was extremely helpful being a first time mom and being able to e-mail her with questions."

"Jennifer is prompt and personable. She is perfect!"

"Jessica was wonderfully amazing. I never had a problem getting into see her, emailing her or talking on the phone. Jessica even called after she found out my son was in the hospital, so caring and all around a wonderful person."

"Christine was knowledgeable and very supportive when I approached her with questions."



WIC



- 21,244 average monthly enrollees in WIC Program.
- 88,260 client visits at five Kent County and three Subcontract Clinic* Sites.
(*Baxter Community Holistic Health Center, Clinic Santa Maria, and Cherry Street Health Center)

- \$14 million went back into the community from food purchases made by WIC participants.
- 9,446 WIC participants served by Breastfeeding Peer Counseling Program:
 - 2% increase in breastfeeding initiation rates over the past year;
 - 23% breastfeeding initiation increase since program started in 2010.

Client Comments:

"I feel that WIC has always been beneficial and educational for my family throughout the years."

"This has been very beneficial to my daughter and myself. Makes tough times easy. Thank you."

"I appreciate all you do and the consideration for my family. Very friendly!"

STI and HIV



- 5,230 client visits.
- 3,615 HIV tests conducted.
- 100% of newly diagnosed HIV+ clients received pre and post-test counseling, results, and a personalized risk reduction plan.

Client Comments:

"The service was excellent, professional and I will be happy to recommend to other people."

"It was nice and quick and having someone good at their job; makes it a lot more comfortable for patients like me."

"Excellent patient care. Please continue offering these services to the community. Greatly appreciated."

"Very pleasant and knowledgeable nurse. She was also very patient and helped me to relax."

Community Nursing builds healthy foundations for youth and families in Kent County. Nurses, dietitians, social workers, clerks, community health workers, and vision and hearing technicians provide services to a broad and diverse population throughout Kent County. Staff members work with parents and children, often in their homes, to make sure they are leading healthy lives.



Here's a look at what Community Nursing did in 2013:

- 2560 Strong Beginnings home visits made.
- 596 Refugee health screens performed by our Refugee team.
- 62 Children with high blood lead levels served by our lead program.
- 30 Women graduated from Nurse Family Partnership.
- 12,234 Maternal Infant Health Program (MIHP) home visits made.
- 560 Maternal and 950 infant clients served by MIHP.
- 856 People enrolled in Medicaid or MIChild by our Medicaid Enrollment program.
- 2,644 Children enrolled in Children's Special Health Care Services.
- 89,677 Children received screenings from our Hearing & Vision Techs.



Landon (*left*) learned he needed glasses after his screening from KCHD Vision Techs.



Nurse Family Partnership (NFP) will celebrate its ten year anniversary in Kent County in 2014. The program started here on March 11, 2004, and has served over 600 families in Kent County to date. NFP was created in order to help promote self-sufficiency in first time mothers and help with the transition into parenthood.

NFP is a 26-30 month program that goes through three phases: pregnancy, infancy and toddlerhood. The program teams up a nurse with a first time parent to help encourage successful outcomes. KCHD nurses listen to the parents, guide them, and develop a good relationship with them. These relationships help parents reach their goals, which include continuing education, obtaining housing, buying a car, employment, and much more.



Community Nursing

“As a Children’s Special Health Care Services (CSHCS) nurse, it is my pleasure to help families with their physical, emotional and financial needs. I help them get into CSHCS & obtain Medicaid for children with special needs. I’ve made home visits, making sure homes are ready for babies. I help families navigate through the complexities of healthcare.”

“In one case in 2013, I helped one family apply for the Children’s Special Needs Fund, which paid for electrical work in their home to support specialty equipment for their little boy. Today, this little boy runs, plays, and is learning to talk like any other little boy. I will always remember and cherish the hug that he gave me. His grandmother said it best: ‘He is a miracle.’ Miracles like this little guy make the job I do so rewarding.”

**- AK, Nurse
Children's Special Health Care Services**

Environmental Health

Environmental Health (EH) programs cover a wide spectrum. The division protects people from illness and injury by assuring the quality of regulated environments. This division also oversees a lab and the Kent County Animal Shelter.



- 4351 Routine Audits.
- 921 Follow-Ups.
- 218 Complaint investigations.
- 563 Temporary food facility inspections.
- 83 Enforcement Actions.
- 269 awards issued to food establishments for safe food handling practices.
- Issued quarterly newsletter to food establishments via e-mail to highlight food safety topics and environmental health.
- Awarded a Michigan Department of Agriculture and Rural Development (MDARD) grant to team with MSU Extension to create an on-line food safety education class for restaurant employees that covers the five CDC risk factors that contribute most to foodborne illness: unapproved food source, poor food employee hygiene, improper cooking temperatures, inadequate cold & hot holding of food, and cleanliness of food contact surfaces.

FOOD SAFETY PROGRAM

LABORATORY

The Kent County Health Department Laboratory processed 19,810 clinical and environmental samples in 2013. These include drinking water tests for private individuals as well as public water supplies, surface water testing, pool testing, tests for sexually transmitted infections, and parasite screening for our refugee clinic.

The lab also passed the Clinical Laboratory Improvement Amendments (CLIA) audit.



Environmental Health

INSPECTIONS



- 370 public swimming pool inspections completed.
- 32 public campground inspections completed.
- 184 adult and childcare facilities inspected.
- 665 septic permits issued.
- 669 well permits issued.
- 352 inspections of wells and septic systems completed.
- 121 housing-related complaints investigated.
- 5 subdivision plans reviewed.
- 47 body art complaints investigated and facilities regulated.



- 6627 animals lost, stray or surrendered by owners entered the shelter.
 - 853 were adopted;
 - 624 were reclaimed by owners;
 - 796 were transferred to other organizations for placement.

Animal Control Officers saved a German Shepherd who nearly died in a frozen pond and assisted local law enforcement with several criminal animal cruelty and neglect charges. They give a voice to those who cannot speak for themselves.

We continue to fight a severe pet overpopulation issue in our community. The shelter team has put forth a tremendous effort to encourage positive outcomes for so many pets. The "live release rate" (LRR) - percentage of pets adopted, reclaimed or transferred to other agencies - reached an all time record of 36.8% for dogs and cats in 2013. (In 2009, the shelter LRR was only 26%.)

The shelter partnered with the Humane Society of West Michigan to bring low cost services to communities in need. The shelter is among the founding agencies for a new animal welfare coalition called the "West Michigan Network for Animal Protection" (WMNAP).

WMNAP consists of the Kent County Animal Shelter, the Humane Society of West Michigan, Vicky's Pet Connection, C-SNIP, Carol's Ferals, and Ruben's Room Cat Rescue.



Coming in 2014: Kent County South Clinic



Kent County leaders in 2013 approved plans to purchase the former Kentwood Library at 4700 Kalamazoo SE. This purchase will allow the Wyoming (852 47th Street) and Kentwood (1620 44th Street) satellite clinics to operate under one roof, starting in September 2014.

Commissioners unanimously passed a second resolution, to enter into an agreement with the Michigan Community Dental Clinics, to operate at the site. The facility will be called “**Kent County South Clinic.**”

This building site allows WIC, Immunization and other clients to receive services, and the ability to refer those clients directly for dental services, all under one roof. These clients are typically uninsured, on Medicaid, or can't afford oral health care. The Community Health Needs Assessment, completed in 2011, found residents ranked access to oral health fifth among 44 priorities.

Support from the clinic came from many oral health specialists, those in health and human services, from the education sector and other advocacy groups. Kent County received more than \$565,000 from the philanthropic community, who understood the need. Leaders worked closely with the City of Kentwood to purchase the library, which has been vacant since 2010. More than 9,000 clients are expected to access dental care through the clinic.



HEALTH
DEPARTMENT

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700 Fuller Ave. NE
Grand Rapids, MI 49503

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U.S. POSTAGE
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GRAND RAPIDS, MI
PERMIT #806



GENERAL INFORMATION

Toll-free from 616 or 231 area codes	(616) 632-7100
Administration/Director's Office	(888) 515-1300
Animal Shelter	(616) 632-7280
Community Clinical Services	(616) 632-7300
Community Nursing	(616) 632-7203
Environmental Health	(616) 632-7058
Health Education and Promotion	(616) 632-6900
Kent County Medical Examiner's Office	(616) 632-7290
Communicable Disease/Epidemiology	(616) 632-7247
Personal Health Services	(616) 632-7228
WIC/Vaccines	(616) 632-7171
	(616) 632-7200

...a look at our efforts to keep Kent County Healthy!