

Florida Department of Health in Charlotte County



ANNUAL REPORT

2017





Florida Department of Health in Charlotte County
1100 Loveland Boulevard
Port Charlotte, Florida 33980
<http://charlotte.floridahealth.gov>

February 2018

Our Mission

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

Our Vision

To be the Healthiest State in the Nation

Our Values

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

Collaboration: We use teamwork to achieve common goals & solve problems.

Accountability: We perform with integrity & respect.

Responsiveness: We achieve our mission by serving our customers & engaging our partners.

Excellence: We promote quality outcomes through learning & continuous performance improvement.

10 Essential Public Health Services

1. Monitor health status to identify and solve 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 and action 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 and personal health care 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.

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State Surgeon General and Secretary's Message

Dear Charlotte County Community Members,

The Florida Department of Health is committed to ensuring every Floridian reaches their full health potential, and I am thankful for the collaboration of so many partners forward this goal during the 2016-2017 fiscal year. Through coordinated efforts at the state and local level, the department works to improve the health and lives of every member of the community. Our achievements at the Florida Department of Health in Charlotte County have demonstrated this collaboration and we look forward to continued progress.

This past year, the department concluded meetings with a diverse group of stakeholders to build Florida's State Health Improvement Plan (SHIP) for 2017-2021. The SHIP is the statewide plan for public health system partners and stakeholders to improve the health of Floridians. The partnership conducted a comprehensive state health assessment (SHA) to identify the most important health issues affecting Floridians, with significant input from county teams from across the state.

The SHIP Steering Committee set five-year priorities based upon the health issues and strategic opportunities identified in the SHA. Workgroups then identified goals, strategies and measurable objectives around each priority issue. Similar workgroups are coordinated at the county level to conduct the county health assessment (CHA) which drives the County Health Improvement Plan (CHIP).

As you can see, public health in Florida is truly a collaborative effort. I would like to thank all of our community partners, community leaders and citizens that work together to make Florida healthy. We have made great strides to move health forward in the past year, and with your ongoing support and efforts, we will continue to make meaningful contributions to public health statewide and in our local communities.

Sincerely,

Celeste Philip, MD, MPH
State Surgeon General and Secretary
Florida Department of Health

Health Officer's Message



I cannot believe that my second year as your County Health Officer has almost passed. In this second year, our agency and my dedicated staff have been working feverishly to provide you with the needed services that you seek and deserve even in spite of the hurricanes that we had to endure this past year or with the fact that our building had to act as a shelter. But we persevered and continued working, maintaining our doors open and delivering our state-wide services to you.

I do not want to dwell on the failures of the past, although we should learn from them; but, rather what we have done both as an agency and as a community together. I want to highlight some of our achievements that could only have been achieved as a collective.

Our accomplishments this year included winning some distinction awards and programmatic accomplishments. Some of the Awards and Accomplishments are:

- 2017 Prudential Award for the Injury Prevention Program awarded by Florida Tax Watch group.
- 2017 Health Weight Champions: Charlotte County was one of 98 recipients.
- 2017 Platinum Award Immunization Coverage of 100% DOH-Charlotte for Outstanding Immunization Coverage of 2-year-old Children and Participation for Vaccine Children Program Awarded by Immunization Section of Department of Health.
- Excellent Award for our Comprehensive Environmental Score for the DOH-Charlotte Environmental Health division.

In terms of our operational highlights as an agency; they are as follows:

- MIS has moved all of DOH-Charlotte production systems to the "Cloud" allowing us to have safe environment and allowing us to pick up any service from any location as needed.
- Family Planning has increased the number of clients served (929 in 2017 up from 750 in 2016).
- Our WIC staff has increased the number of infants ever breastfed (Going from 81.5% in 2017 up from the 81% in 2016, 80% in 2015 and 77% in 2014).
- Our newly formed Growing Strong Families Program has served 72 women plus 177 immediate family members thanks to help from a grant from Well Care Health Plans.
- Fewer residents were diagnosed with HIV in Charlotte County (3 in 2017 down from 6 in 2016) with the help of our outreach programs and partners.
- PACE-EH program partnered with Trabue-Woods United Association in Punta Gorda to build a Agripreneur Fresh Food Market and Garden for residents of the area in 2017.
- Partnership with Safe Kids Southwest Florida to host the 2nd Annual Safe Kids Day in Charlotte County.

Health Officer's Message

- Expansion of the 5-2-1-0 program into all the public elementary schools as well as two summer camps.
- Reorganizing of our dental clinic to offer better and more complete services at low cost.
- DOH-Charlotte staff, in partnership with CHIP, conducted the first Senior Health Assessment of Charlotte County residents.
- First ever Opioid Panel of Experts: "Breaking the Chains of Addiction" Conference held in Sept. 2017.

However, our work has just begun and I hope that we will recount many more accomplishments in the future. As you read our 2017 Annual Report, you will see the unique function that we have in ensuring and in preserving the healthy state of our community. This can only be accomplished by DOH working in true collaboration with are our: stakeholders, community partners, our schools, businesses, not-for-profits, and faith-based organizations. Again, many of these functions are done behind the scenes and our true success is the absence of disease. As you will note in this report, we are performance-driven and an evidence-based organization, and that theme will continue to drive us into the new year's cycle.

Finally, it is a privilege and honor to be of service to each of you and to this amazing community. On behalf of the agency, I would like to extend our gratitude for all the support you have given us over the year and for allowing us to experience the greatest gift which is being of service to you. I would also like to extend a special thank you to the Governor and his Staff, DOH Executive Staff and Office of Surgeon General, our County Board of Commissioners, Punta Gorda City Council, County Administration and all the other departments and agencies, the residents that comprise our great county, all the local businesses and our community partners and volunteers that make all the great work we do possible and have helped us to achieve our goals in improving health outcomes and increasing the quality of life in our county.



Dr. Frank Louis Lepore, DPM, MBA, FACHE
Health Officer

2016 - 2018 Strategic Plan

The Florida Department of Health in Charlotte County (DOH-Charlotte) initiated a new strategic planning process beginning in August, 2015. The process involved numerous internal partners including senior leadership, program managers, supervisors, front line staff, and a dedicated Strategic Planning Committee. External partners were also engaged in the planning process through multiple channels.

The process resulted in the identification of five priority issue areas. These strategic priorities represent the synthesis and integration of information, data, opinions, perceptions, and issues that were examined by the DOH-Charlotte leadership team. These priorities guided development of goals, objectives, and measures, and will help to shape decisions about resources and actions over the next several years.

Priority Issue 1: Healthy Moms and Babies

Goal: Improve the community's health through integrated, evidence-based prevention, protection, and promotion initiatives

Strategies:

1. To maintain the percent of 2 year old fully immunized
2. To increase the percent of WIC infants ever breastfed
3. To increase the number of pregnant women receiving a flu vaccine
4. To maintain or increase the percentage of teen family planning clients who adopt an effective or higher method of birth control
5. To sustain the Growing Strong Families program*

Priority Issue 2: Long, Healthy Life

Goal: Promote healthy lifestyles, reduce chronic disease risk, and improve quality of life

Strategies:

1. To increase knowledge and change behavior of elementary school children in the areas of nutrition and physical activity
2. To reduce HPV-related cancers
3. To reduce fall related injuries
4. To sustain dental services*
5. To sustain the 5210 program*
6. To sustain the injury prevention program*

2016 - 2018 Strategic Plan

Priority Issue 3: Readiness for Emerging Health Threats

Goal: Prevent the spread of communicable diseases and demonstrate readiness to protect the public from emergency disasters and health threats

Strategies:

1. To maximize readiness for emerging disease threats
2. To maximize readiness for emerging natural or manmade disasters
3. To maximize protection from environmental health hazards

Priority Issue 4: Effective Agency Processes

Goal: Achieve operational efficiencies through sound Financial, Process Improvement and Business Practices.

Strategies:

1. To ensure a balanced operational budget
2. To maintain standards for information security and privacy
3. To improve processes
4. To meet and exceed customer satisfaction

Priority Issue 5: Workforce Development

Goal: Foster a healthy work environment to ensure a highly competent, knowledgeable workforce with opportunities for professional growth and development.

Strategies:

1. To build “bench strength” by cross training staff members
2. To foster a communications driven environment
3. To ensure recognition of employee achievements by department
4. To sustain FY 2016/2017 staffing levels*

Items marked with * are strategies that were added to the original version of the plan to be implemented for FY 2017-2018.

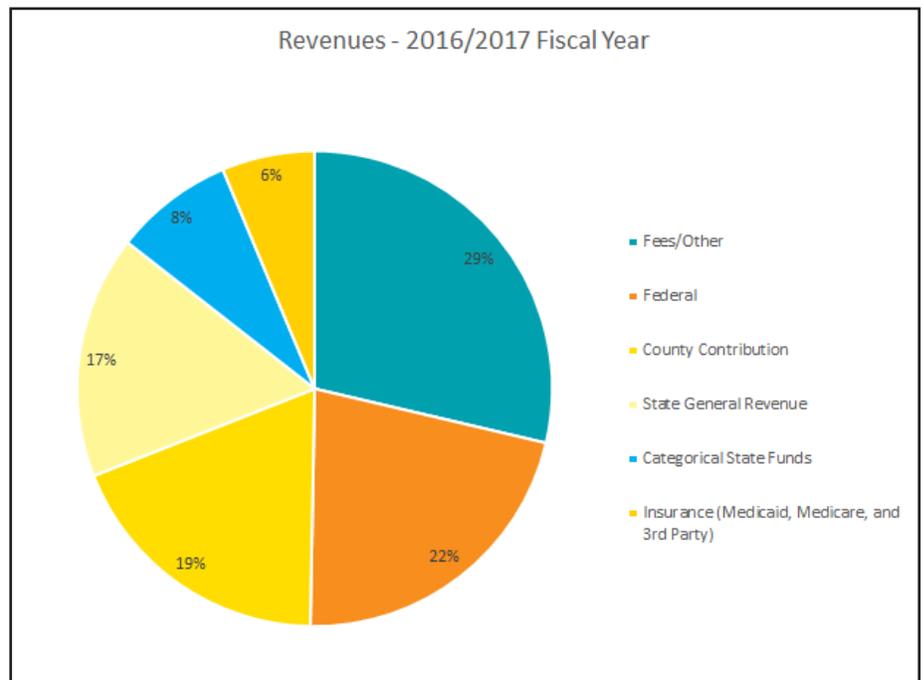
Administrative Services

Fiscal

Revenues

The annual budget for DOH-Charlotte for fiscal year 2016/2017 totaled \$4,994,219. Funding to cover these expenditures is comprised of multiple revenue streams that include:

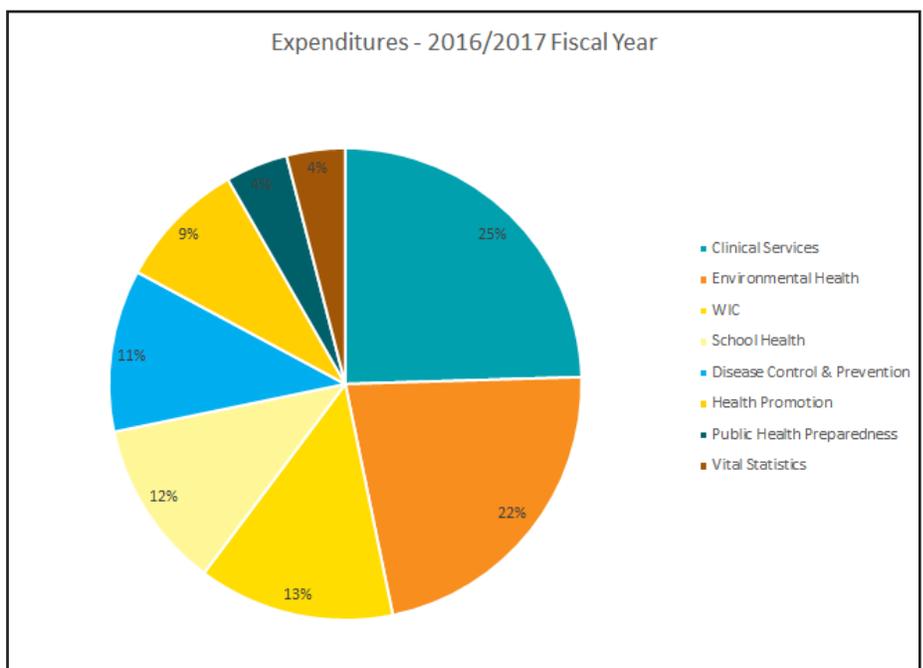
- Federal
- State General Revenue
- Categorical State funds
- County Contribution
- Fees and other revenues
- Insurance (Medicaid, Medicare, and third-party insurance)



Expenditures

Expenditures for the fiscal year are summarized in the chart to the right for the programs that were eligible for funding. Nearly half of all expenditures were for environmental health and clinical services. While these programs create a substantial expense for DOH-Charlotte, they also bring in revenue to offset these expenses.

The operating budget supported 57 full time staff and 11 part time staff.



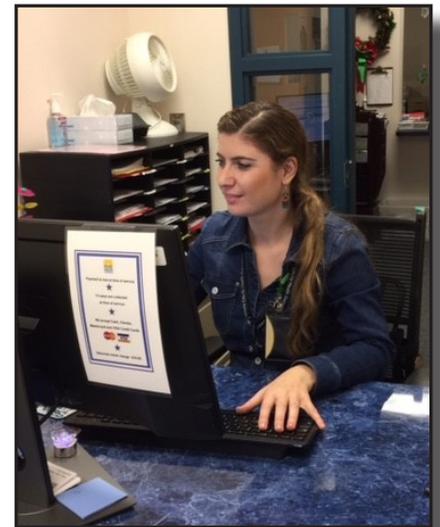
Administrative Services

Front Office Operations

DOH-Charlotte prides itself on listening to the voice of the customer, and our front office staff are at the front-lines of this mission. In addition to scheduling and processing client appointments, the front office staff process medical record requests, complete financial eligibility determinations, assist in the completion of applications for temporary Medicaid assistance for pregnant women (PEPW), and provide customer service to all clients and community partners.

The front office provided the following services in 2017:

- Scheduled 18,621 total appointments
- Processed 14,485 clients for their appointments
- Processed 3,562 financial eligibility applications (up from 1,178 in 2016)
- Processed 165 PEPW Medicaid applications
- Processed 39 family planning waiver Medicaid applications
- Processed 13,909 pieces of outgoing mail
- Inactivated and destroyed 123 boxes of medical records weighing 3,600 pounds



The vital statistics office issues birth and death certificates for the State of Florida and processes prenatal and postnatal Healthy Start screenings, used by community partners to determine eligibility for relevant services.

In 2017, the vital statistics office:

- Ensured timely filing of 985 birth records
- Ensured timely filing of 2,897 death records
- Issued 3,001 birth certificates
- Issued 21,873 death certificates
- Processed 1,374 Healthy Start prenatal screenings
- Processed 1,050 Healthy Start postnatal screenings
- Assisted tax collector in issuance of 154 birth certificates

Help your baby have a healthy start in life!

Please answer the following questions to find out if anything in your life could affect your health or your baby's health. Your answers are confidential. You may qualify for free services from the Healthy Start Program or the Healthy Families Program, no matter what your income level is! (Please complete in ink.)

Today's Date: _____

1-16	YES	NO	
1. Have you graduated from high school or received a GED?	<input type="checkbox"/>	<input type="checkbox"/>	
2. Are you married now?	<input type="checkbox"/>	<input type="checkbox"/>	
3. Are there any children at home younger than 5 years old?	<input type="checkbox"/>	<input type="checkbox"/>	
4. Are there any children at home with medical or special needs?	<input type="checkbox"/>	<input type="checkbox"/>	
5. Is this a good time for you to be pregnant? depressed or hopeless?	<input type="checkbox"/>	<input type="checkbox"/>	
6. In the last month, have you felt alone, when being pregnant?	<input type="checkbox"/>	<input type="checkbox"/>	
7. In the last month, have you felt alone, when being pregnant?	<input type="checkbox"/>	<input type="checkbox"/>	
8. Have you ever received mental health services or counseling?	<input type="checkbox"/>	<input type="checkbox"/>	
9. In the last year, has someone you know tried to hurt you or threaten you?	<input type="checkbox"/>	<input type="checkbox"/>	
10. Do you have trouble paying your bills?	<input type="checkbox"/>	<input type="checkbox"/>	
11. What race are you? Check one or more.	<input type="checkbox"/> White	<input type="checkbox"/> Black	<input type="checkbox"/> Other
12. In the last month, how many alcoholic drinks did you have and smoke?	<input type="checkbox"/> None	<input type="checkbox"/> 1-2	<input type="checkbox"/> 3 or more
13. In the last month, how many cigarettes did you smoke a day? (2 packs a day = 20 cigarettes)	<input type="checkbox"/> None	<input type="checkbox"/> 1-10	<input type="checkbox"/> 11 or more
14. Thinking back to just before you got pregnant, did you...?	<input type="checkbox"/> Pregnant now	<input type="checkbox"/> Pregnant later	<input type="checkbox"/> Not pregnant
15. Is this your first pregnancy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
16. Please mark any of the following that have happened since you were born:	<input type="checkbox"/> Had a baby that was not born alive	<input type="checkbox"/> Had a baby that weighed less than 5 pounds, 8 ounces	<input type="checkbox"/> None of the above

Name: First _____ Last _____

Street address (apartment complex name/number): _____

City: _____ State: _____ Zip Code: _____

County: _____

Phone #1: _____ Phone #2: _____

Best time to contact me: _____

Health Insurance: Medicaid Private Insurance Other _____

Prenatal Care covered by: Medicaid Private Insurance Other _____

I authorize the exchange of my health information between the Healthy Start Program, Healthy Start Providers, Healthy Start Guardians, Healthy Families Florida, etc., Florida Department of Health, and the health care providers for the purposes of providing services, paying for services, improving quality of services or program eligibility. This authorization remains in effect until rescinded in writing by me.

Patient Signature: _____ Date: _____

Please Initial: _____ Yes _____ No _____

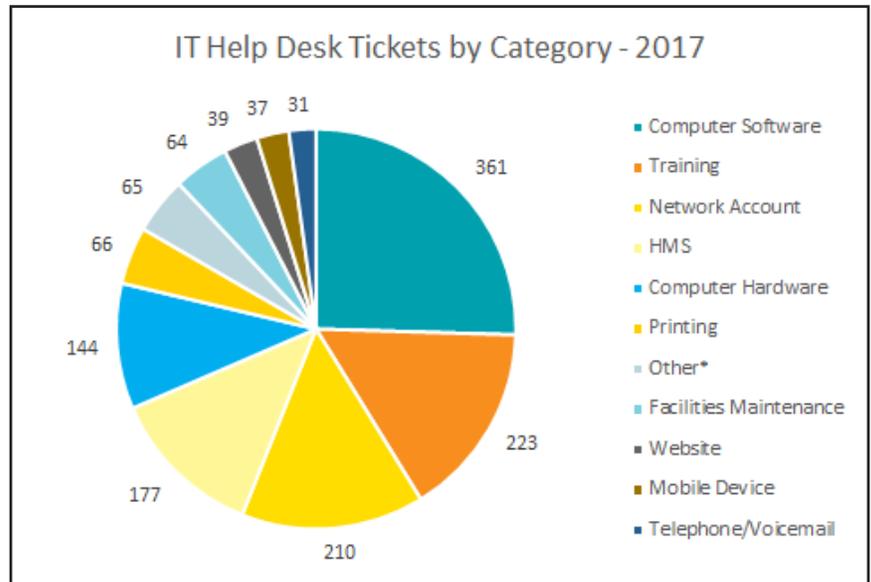
* If you do not want to participate in the screening process, please complete the patient information section only and sign below.

Administrative Services

Management Information Systems (MIS)

Management Information Systems (MIS) improves productivity through technology by making information easy to access and use. While the DOH-Charlotte MIS team closed out 1,417 Help Desk tickets (as depicted by category in the chart to the right) in 2017, they offered the agency so much more than just Help Desk support.

All aspects of operations at DOH-Charlotte are touched by information technology, and rely heavily on the knowledge, skills, and abilities of the MIS team. MIS staff play an active role on the agency's Performance Management Council, A-Team (which provides oversight to changes at the operational level), Safety Committee, HMS Administration Workgroup, and Information, Security, and Privacy Workgroup. This close collaboration across the entire agency is crucial to successful change management.



*The Other category included help desk tickets related to: IT Purchase Requests, Florida SHOTS, Scanning, FAX, and IT Project Requests.

The MIS department closed out 2017 with the accomplishment of having all production systems moved into an Infrastructure as a Service (IaaS) platform. In layman's terms, this means that DOH-Charlotte now utilizes the Internet for computing, storage, networking and other services instead of relying on a local network. The cost savings to the agency associated with maintaining infrastructure, and consolidation of resources made this transition a worthwhile project.



This was a massive undertaking for the MIS staff, and included many milestones along the way. DOH-Charlotte staff were all trained on how to navigate OneDrive and SharePoint, as well as Microsoft Windows 10 and Microsoft Office 365, during this process.

MIS staff were also tasked with the relocation of Environmental Health services from their previous Murdock Circle location to the Loveland Boulevard location, and the decommission of the Environmental Health site. Both of these projects required much time, and expertise from our MIS team.

Clinical and Community Health

WIC (Women, Infants, and Children)



The Special Supplement Nutrition Program for Women, Infants, and Children (WIC) is a federally-funded program that serves low- to moderate-income women who are pregnant, breastfeeding, or postpartum; infants; and children under 5 years of age.

The WIC program values breastfeeding as a healthy choice for infant nutrition, and aims to continually improve the rates of babies who are ever breastfed, and those who are breastfed at 6 months of age. Breastfeeding counselors are available to offer advice and support to WIC mothers. With this extra support, the percentage of WIC infants who ever breastfed in Charlotte County increased from 81.0% in December 2016 to 81.5% in December 2017. This rate has increased in recent years, and is currently higher than the State rate. The percentage of babies that were breastfed for 6 months or longer in Charlotte County went from 39.0% in December 2016 to 40.3% in December 2017.

Nursing students from Florida SouthWestern State College were offered the opportunity to shadow WIC staff for a day to observe and learn about this valuable program.

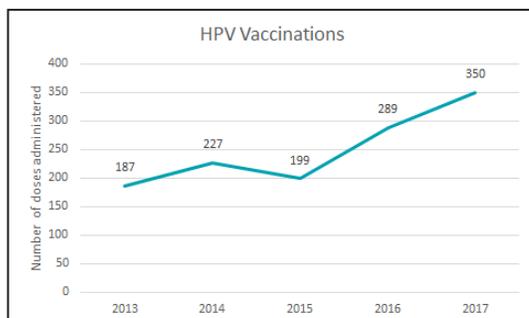
Dental and Dental Sealant

The school-based dental sealant program served 2,387 Charlotte County Public School students in 2017, providing over 11,000 services. Because the program provides free services in the school, it removes barriers to oral healthcare including lack of transportation, time away from work, and cost. Many students were referred to the DOH-Charlotte's dental clinic for further services.

In 2017, the dental clinic at DOH-Charlotte served 2,096 clients, providing over 15,000 services.

Immunizations

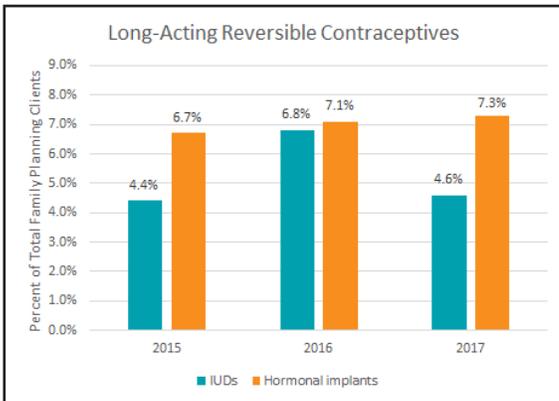
Immunization is a vital public health tool and one of the most cost-effective means of public health promotion and disease prevention. Vaccines prevent disease, disability, and death in children and adults. In 2017, 3,522 doses of vaccinations were administered by DOH-Charlotte staff to 1,876 clients.



Of the vaccinations administered in 2017, 350 doses were for the HPV vaccine (up from 289 in 2016), which protects against cancers caused by the human papillomavirus (HPV). DOH-Charlotte staff have been heavily promoting this series of vaccinations in the community in recent years, and look forward to reduced rates of HPV-related cancers in Charlotte County residents in the years to come.

Clinical and Community Health

Family Planning



Charlotte County residents of child-bearing age are encouraged to utilize the services of the Family Planning program at DOH-Charlotte.

This program provides individuals with information related to their choices of family planning methods in order to assist in spacing of children. The program offers counseling, education, promotion of vaccines, screenings, referrals, and access to long-acting reversible contraceptives (LARC), and other effective methods of birth control. There are also limited funds to support irreversible birth control methods such as

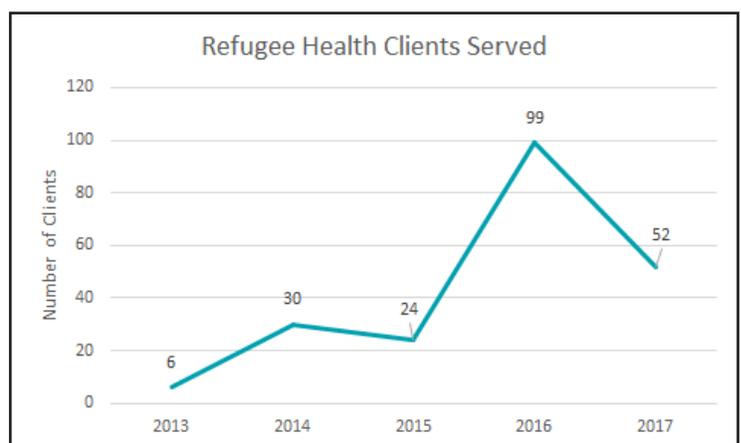
male (vasectomy) and female (tubal ligation) surgical sterilizations through contractual relationships with community partners.

In 2017, 929 clients were served by the Family Planning program (up from 750 in 2016), for a total of 1,680 visits. LARCs were provided to 111 clients: 43 IUDs and 68 Nexplanon hormonal implants.

Family Planning staff work closely with the front desk staff in ensuring that uninsured women who test positive for pregnancy are offered an application for temporary Medicaid for pregnant women. Additionally, staff follow up with these clients to ensure that they were able to access prenatal care.

Refugee Health

The Refugee Health program offers eligible newly arriving refugees the opportunity to receive a health assessment as part of the resettlement process within the first 90 days of entrance in the United States. This health assessment is more thorough than assessments conducted before entering the country, and includes immunizations and health education in addition to a variety of health screenings. If any health problems are found during the assessment, clients are informed how to get appropriate medical attention.



While the program had seen substantial growth in recent years, in 2017, the program saw a decline due to Federal policy related to refugees. After a peak of 99 clients seen in 2016, 2017 saw a drop to only 52 clients (75 visits total). The full range of refugee health services are still available at DOH-Charlotte, should the opportunity present itself in the future.

Clinical and Community Health

School Health

The goal of school health services is to ensure that students are healthy, in school, and ready to learn. The School Health program in Charlotte County coordinates and performs routine state-mandated screenings for public and private school students in Kindergarten, 1st, 3rd, and 6th grades. These screenings evaluate physical development and include checks of height, weight, Body Mass Index, vision, hearing, and a scoliosis screening for 6th grade students.

School Health Screenings Completed School Year 2017-2018 (as of December 31, 2017)	
Vision	3,208
Hearing	2,458
BMI	1,689
Scoliosis	1,012

iChoose - Sexual Risk Avoidance

In Charlotte County, the Department of Health utilizes the iChoose curriculum for its adolescent health and sexual risk avoidance education. The iChoose program provides a holistic health message that includes goal setting, healthy relationships (romantic and non), positive peer pressure, self-efficacy, and so much more. Health educators who teach the program aim to decrease associated risk behaviors, and increase the comfort of teachers and parents to communicate with teens on issues related to sexual risk avoidance, drugs, alcohol and how to develop healthier long-term relationships.

The program was first brought to DOH-Charlotte in 2015, and in the 2016- 2017 school year was able to reach 981 students at Port Charlotte High School, Charlotte High School, Lemon Bay High School, Crossroads Hope Academy, Compass Center, and Pass Academy.

One unique feature of the iChoose program is the parent component of which 160 parents were reached in the most recent grant cycle. The parent presentation provides parents/guardians with insight into what today's youth are dealing with related to healthy choices/sexual risks.

For the 2017-2018 grant cycle, an extra \$50,000 was awarded to the program as the sexual risk avoidance team excelled in their capacity, partnerships, and motivation to meet contract requirements.



In 2017 the iChoose program received special funding from the Florida Department of Health, School Adolescent and Reproductive Health, to address the opioid addiction in Florida. This funding was used to bring Sarge, a motivational national speaker and former addict, to speak at a town hall-style meeting. Sarge, with a panel of local experts, addressed leaders from education, law enforcement, healthcare and government about the problem of addiction.

Clinical and Community Health

Health Promotion

The Health Promotion Department is responsible for promoting health and preventing chronic diseases in Charlotte County. Health Educators in this department plan and coordinate the use of educational resources in the community to motivate and assist individuals and groups to adopt and maintain healthful practices and lifestyles. Community members received health education at over thirty events throughout Charlotte County in 2017.

In addition to community outreach, the team worked diligently to protect, promote, and improve the health of Charlotte County residents across a variety of programs.

Healthiest Weight Florida

Healthiest Weight Florida is a public-private collaboration bringing together state agencies, not-for-profit organizations, businesses, and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living.

- Supported Charlotte County Public School's Champs Cafe to continue Smarter School Lunchroom recognition
- Started a Diabetes Prevention Class in August. This pilot program was aimed at Charlotte County employees, with the goal to offer the program to more participants in 2018
- Partnered with Charlotte County Government to achieve distinction as one of 98 communities in the state to be a Healthy Weight Community Champion. Dr. Frank Lepore presented the award to County Commissioners at a board meeting in February.



Florida Healthy Babies

The Florida Healthy Babies Initiative is a state-wide effort to address high rates of infant mortality at the county-level, designed to positively influence social determinants of health and reduce racial disparities. Health Promotion staff continued to collaborate with Bayfront Health Port Charlotte to help them achieve Baby Friendly status through this initiative. In 2016 they received their second "star" on the Florida Quest for Quality Maternity Care, and by mid-2017 they had received their third "star".

The other focus for 2017 was to develop and implement a workplan to reduce smoking rates in pregnant women by targeting DOH-Charlotte Family Planning clients, and to improve rates of infants that are breastfed up to six months.

Clinical and Community Health

Health Promotion

5-2-1-0 Let's Go!

5-2-1-0 Let's Go! is a nationally recognized childhood obesity prevention program. DOH-Charlotte offers this program through the Community Health Improvement Partnership in partnership with schools, childcare and out-of-school programs to change environments where children and families live, learn, work, and play.

- Coordinated and taught the 5-2-1-0 program to all 2nd grade public school students in the 2016-2017 school year.
- Coordinated and taught the 5-2-1-0 program to adults through a modified program to worksite wellness programs.
- Provided support to the Screen-Free Charlotte Challenge, which includes coordination of Screen-Free Week in Charlotte County annually.



Violence and Injury Prevention

The Violence and Injury Prevention Program seeks to prevent and reduce intentional and unintentional injuries and death to create a healthy and safe Florida.

DOH-Charlotte began offering child passenger safety classes for caregivers and expectant parents in 2016. Currently, DOH-Charlotte is the only organization offering these classes. Thirteen classes were held in 2017, and 236 car seat installations/checks were conducted.

In 2016, DOH-Charlotte began coordinating and hosting monthly coalition meetings for the Charlotte County branch of Safe Kids Southwest Florida, which boasts a broad membership of community partners across the county. 2017 saw the second annual Charlotte County Safe Kids Day event, held in April.

The Violence and Injury Prevention Program at DOH-Charlotte, in partnership with Safe Kids Southwest Florida, was recognized for a collaborative, low-cost model for ensuring the safety of children in Charlotte County. The Playing It Safe Car Seat Program was awarded a Prudential Productivity Award in June.



Clinical and Community Health

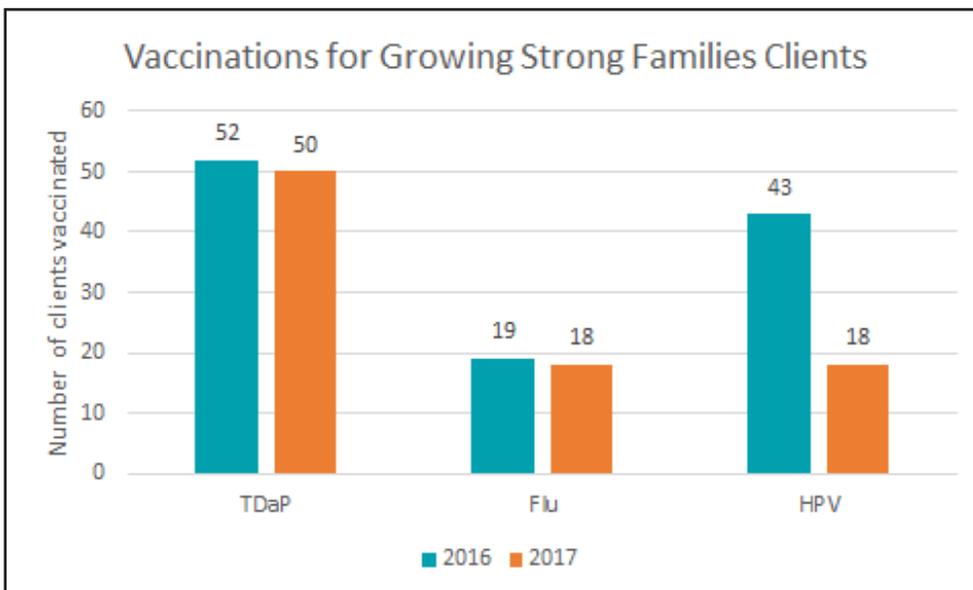
Growing Strong Families



Growing Strong Families (GSF) is a unique program created by the Florida Department of Health in Charlotte County. The program aligns with DOH-Charlotte's strategic plan, specifically Priority Issue #1: Healthy Moms and Babies. This program addresses the social determinants of health impacting one's ability to achieve specific health goals. Registered nurses provide services through home visits, and increase the health literacy of their clients in the process.

GSF provides services to women and their families in the prenatal period and to families with children from birth until the child's transition to school. Focus areas for the program are: prenatal and postpartum health, breastfeeding support, healthy relationships, addiction management, safety and child development. The program boasts the following accomplishments for 2017:

- 72 women plus 177 immediate family members were served by GSF
- 85% of prenatal referrals entered into prenatal care in the first trimester; 15% entered into prenatal care in the second trimester
- 85% of GSF mothers breastfed for at least 26 weeks (which is higher than the State rate of 14.2%)
- 52% of GSF mothers exclusively breastfed

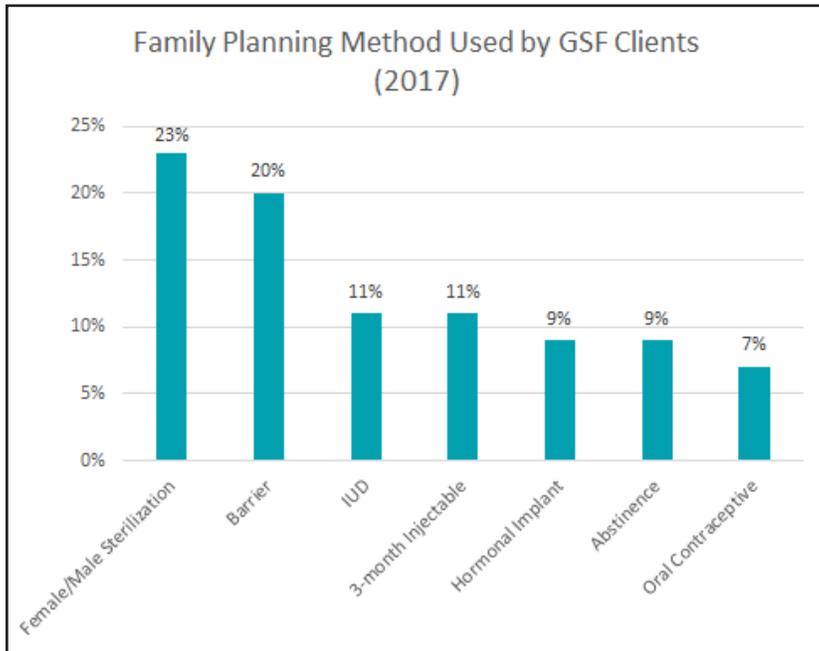


Clients in the program are encouraged to obtain recommended vaccinations. In 2017, 50 GSF clients received the Tetanus/Diphtheria/Petrussis (TDaP) vaccine, 18 clients received the HPV vaccine, and 18 clients received a flu vaccination.

Growing Strong Families nurses encourage families to consider family planning in evaluating their overall health

Clinical and Community Health

Growing Strong Families



needs. This has led to a high rate of GSF families utilizing a variety of family planning methods following a pregnancy. In 2017, 23% of GSF clients took advantage of permanent sterilization to prevent future pregnancies altogether, and another 67% of clients used temporary methods to delay future pregnancies.

One objective of the program is to ensure health equity to women and their families in Charlotte County. This means that GSF aims to ensure that minorities in the community get the assistance they need in accessing health education and health services. In 2017, 23% of GSF clients were Black, and 25% were Hispanic.

The program also boasts strong collaborative relationships with community partners such as Healthy Start, Healthy Families, Bayfront Health, and the Baker Center, as well as the Department of Health's Family Planning, Health Promotions, and WIC programs, which have been the source of many client referrals.

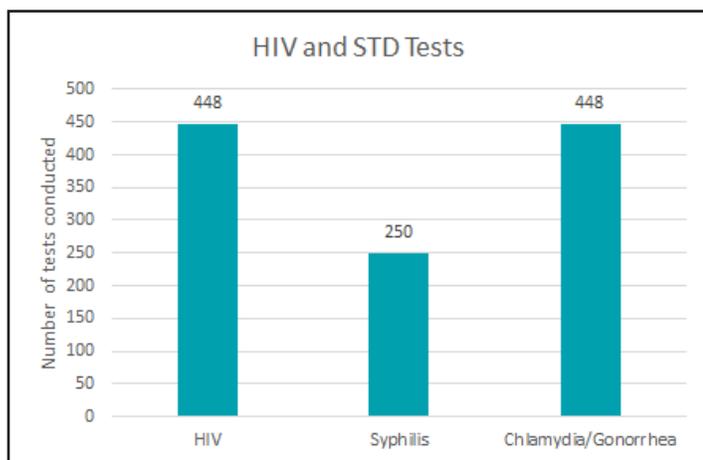
Another significant partnership that developed in 2017 was with WellCare Health Plans Inc. In a press release to the community, WellCare Community Advocate Sandy Hoy stated, "WellCare supports Growing Strong Families for its whole-body, whole-family approach to health. We want all of our families to remain healthy and have access to all of the resources they need."

This support resulted in the Growing Strong Families program receiving a \$6,000 Community Health Investment Program grant from WellCare Health Plans Inc. These additional funds helped sustain this phenomenal program for Charlotte County families for another year.



Disease Control and Prevention

HIV and Sexually Transmitted Diseases



DOH-Charlotte regularly conducts screenings for HIV and other sexually transmitted diseases (STDs) at multiple locations in the community. When a positive STD test is identified, staff provide treatment for the client. In 2017, 5 early syphilis cases were identified through testing, as well as 1 secondary syphilis case, and 3 latent cases.

HIV testing identified 3 positives. All three cases began anti-retroviral therapy (ART) and were educated, interviewed, and linked to care and partner referral services.



Staff conducted outreach and screening events throughout the county in connection with National Condom Week, PRIDE Festival, National HIV Testing Day, STD Awareness Month, and World AIDS Day. These outreach events provide opportunities for staff to educate members of the community and raise awareness about these diseases, in addition to offering on-site testing.

A total of 29,700 condoms were distributed for free to over 50 locations in the county, including community-based organizations and businesses to help reduce the spread of HIV and STDs. Staff also promoted the use of condoms during National Condom Week (held annually during the week of

Valentine's Day). Two condom dresses were designed and created by DOH-Charlotte staff, and displayed at Florida SouthWestern State College along with educational materials.



In addition to working directly with clients, DOH-Charlotte staff coordinate and provide educational opportunities for clinicians and students in the region. In 2017, trainings were provided for nursing students at Charlotte Technical College (5 trainings; 91 nursing students in total), as well as the Passport for Partner Services (STD Disease Intervention Specialist) training (5 trainings; 88 participants in total), and the HIV/AIDS 501 and Annual Update trainings for Department of Health staff across the state (4 trainings; 91 participants in total).

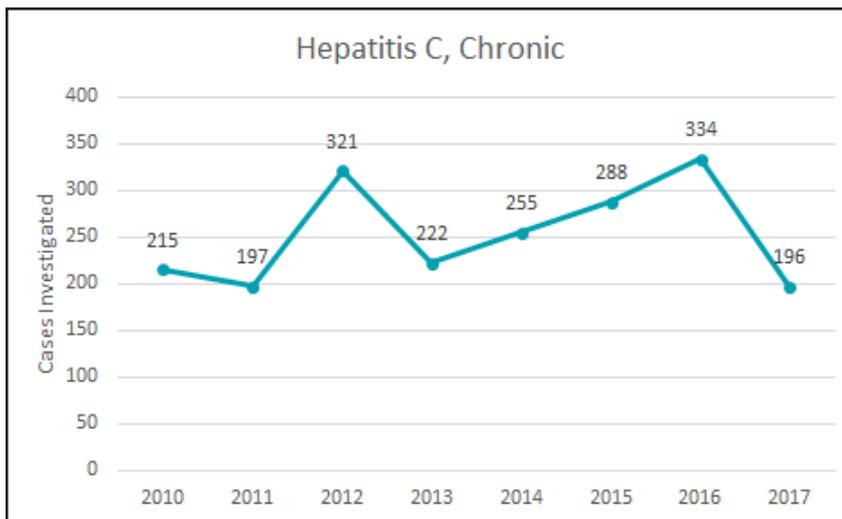
Disease Control and Prevention

Epidemiology

Epidemiology is the study of the distribution and determinants of health-related states or events (including disease), and the application of this study to the control of diseases and other health problems. DOH-Charlotte conducts disease surveillance and investigates suspected occurrences of infectious diseases and conditions that are reported from hospitals, physician's offices, laboratories and other medical providers and community partners.

Cases Investigated	
Enteric Diseases	121
Vaccine Preventable Diseases	0
Lead Poisoning	14
Carbon Monoxide Poisoning	3
Zika Virus Disease	0
Other Infectious Diseases	7

DOH-Charlotte's Epidemiologist, Nathalie Moise, also serves as a consultant to the medical community on issues of communicable diseases, and provides general education to the community and community based organizations.



In 2017, DOH-Charlotte investigated nearly 400 confirmed, probable, and suspect cases of multiple diseases. Sixty-two percent of all cases investigated were for Hepatitis. Of these, the vast majority were cases of chronic Hepatitis C, a long-term, contagious liver disease which is spread primarily through contact with the blood of an infected person, often through sharing needles or other equipment to inject drugs. Hepatitis C virus infection can last a lifetime and lead to serious liver problems.

The Hepatitis C cases investigated in 2017 total 196, down from 334 in 2016.

Other cases investigated included enteric diseases, lead poisoning, carbon monoxide poisoning, and other infectious diseases. In 2017 there were no cases of vaccine preventable diseases investigated (down from 1 case of pertussis/whooping cough and 7 cases of varicella/chicken pox that were investigated in 2016).

While there were no Zika Virus Disease cases investigated in 2017, epidemiology staff stay vigilant in their education and awareness of cases throughout the state. These efforts align with DOH-Charlotte's strategic goals, specifically Priority Issue #3: Readiness for Emerging Health Threats.

Strategic Planning, Communications, and Preparedness

Public Health Preparedness

The Public Health Preparedness program at DOH-Charlotte aims to align with our strategic goals, specifically Priority Issue #3: Readiness for Emerging Health Threats. To this aim, we promote preparedness in the community and in our organization.



Be a Hero Program

In May 2017, DOH-Charlotte staff participated in the Public Safety and Health 'Be a Hero' education program offered in Charlotte County Public Schools. Staff implemented the evidence-based Germinator curriculum in elementary school classrooms to educate students on health, germs, and infection control.

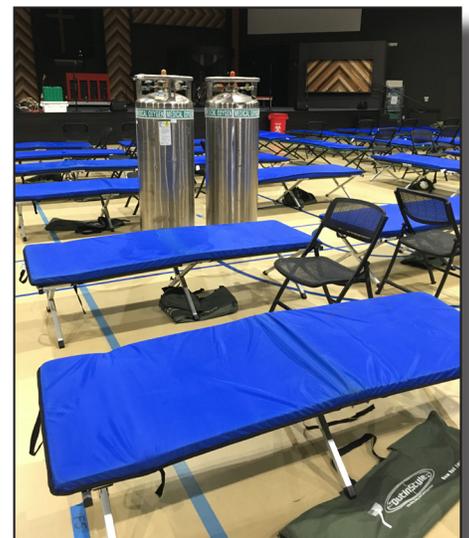
The program reached over 1,000 elementary school students at more than ten schools in Charlotte County. Staff taught the students how to prevent the spread of disease, including simple handwashing practices.

Special Needs Shelter Activation

In September 2017, DOH-Charlotte opened a Special Needs Shelter in anticipation of Hurricane Irma. The shelter was activated prior to the arrival of the storm, and remained open for several days after it had passed through Charlotte County.

Residents who are oxygen-dependent and/or electric-dependent can utilize this shelter-of-last resort, and many did. At its peak, the Special Needs Shelter housed nearly 400 special needs clients, caregivers, volunteers, staff, and their family members. DOH-Charlotte staff, as well as volunteers, worked around the clock providing care, comfort, and even entertainment. Clients were discharged once it was determined that their homes were safe and had electricity. DOH-Charlotte received support from many community partners during the activation of the Special Needs Shelter.

In addition to staffing the Special Needs Shelter, several DOH-Charlotte staff offered support at the Emergency Operation Center during the storm, including manning the Health and Medical Desk, and providing subject matter expertise for the public information team.



Strategic Planning, Communications, and Preparedness

Quality Improvement

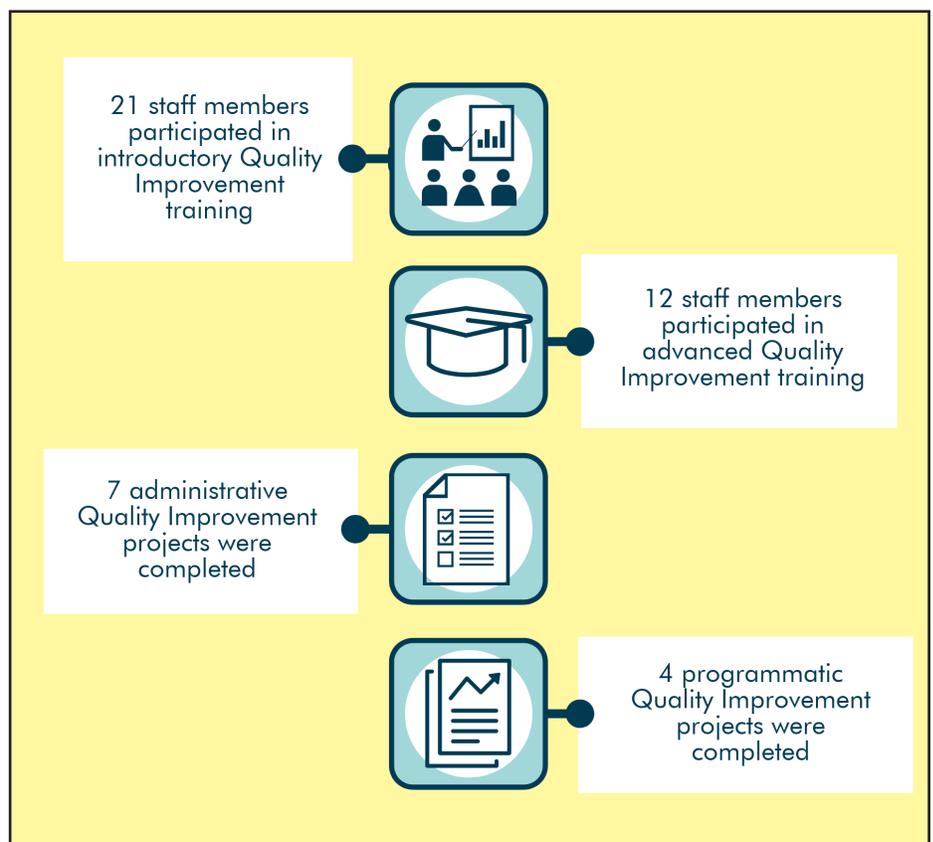
A culture of continuous quality improvement permeates every department and program at DOH-Charlotte. Quality Improvement (QI) in public health is the use of a deliberate and defined improvement process like Plan-Do-Check-Act (or PDCA), which is focused on activities that are responsive to community needs and improving population health. It refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community.

During 2017, 100% of DOH-Charlotte staff completed the required QI training series, and 8 programs participated in QI projects, including Administrative Services, Business Support Services, Clinical Services, Environmental Health, Family Planning, Immunizations, STD/HIV and others.

In addition, DOH-Charlotte serves as a lead to the Southwest Florida QI Consortia. The group promotes the development of a culture of quality through collaboration and continued communication of opportunities for improvement, sharing of best practices, resources and tools.

In 2017, DOH-Charlotte's Quality Improvement Champion provided three QI trainings for staff at DOH-Collier and DOH-Dade. Trainings were offered in March, April and May 2017 in which 25 staff members of DOH-Collier received QI training (QI 101, 102 & 103) developed by DOH-Charlotte Lean Six Sigma Black Belt Certified QI Champion for internal purposes and adapted for Collier. DOH-Dade received training on how to utilize and conduct the QI Self-Assessment Tool.

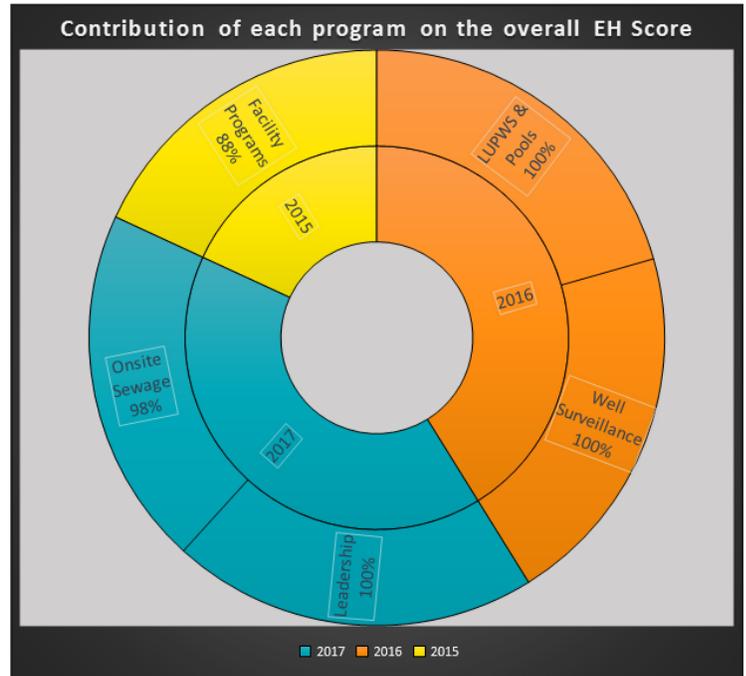
In addition, the QI training series (QI 101, 102 & 103) has been shared within the Southwest Florida region and is currently being used by Department of Health staff in Charlotte, Sarasota, and Collier.



Environmental Health

The Environmental Health department is responsible for safety, sanitation, and enforcement of public health laws in the community. The services provided by Environmental Health staff are focused on preventing disease outbreaks and protecting the public. The Department is very broad in scope and covers fourteen separate programs governed by Florida Statutes and Florida Administrative Codes.

The Environmental Health department was honored in 2017 with the Excellent Award for its high Comprehensive Environmental Health Score. This score is an annual performance measure for all Environmental Health programs. The score is weighted as follows: Facilities - 30%, Onsite Sewage (OSTDS) - 30%, Water - 30%, and the EHLS - 10%.



Facilities

In 2017, the program provided 3,172 facilities services. These included inspections, plan reviews, investigations, sampling and education. Facility programs include 13 programs such as food hygiene, public swimming pools, water, group care, biomedical waste, tattoo, body piercing, mobile home parks, well surveillance, and nuisance complaints.

A quality improvement initiative was done for the swimming pool program and the information shared with key stakeholders. Facility staff worked with Epidemiology staff and other agencies such as the Department of Hotels and Restaurants, Department of Agriculture and Department of Children and Families to investigate reports of outbreaks related to foodborne illnesses in the County.

Environmental Health also monitors beaches under the Florida Healthy Beaches Program. Beach samples are collected every other week at nine locations in Charlotte County and one in Lee County to identify levels of bacteria. The statewide testing program tests for enterococci, which are enteric bacteria that normally inhabit the intestinal tract of humans and animals. If they are present in high concentrations in recreational waters and are ingested while swimming or enter the skin through a cut or sore, they may cause human disease, infections or rashes.

By monitoring the level of bacteria, DOH-Charlotte's Environmental Health team can advise residents and visitors when it is unsafe to go into the water.

Environmental Health

OSTDS

The largest component of Environmental Health is Onsite Sewage Treatment and Disposal Services (OSTDS). This septic program involves issuing 1,050 septic construction permits yearly, and investigating sanitary nuisances. Staff conducted 11,741 site evaluations in 2017. Charlotte County has approximately 40,000 septic systems, approximately 2,500 aerobic treatment units (ATUs) which need to be inspected annually.

OSTDS provides for regulation of

- Installation of new OSTDS
- Repairs made to OSTDS
- Existing System Verifications
- Companies that service OSTDS
- Temporary Toilet or Holding Tank Servicing Companies
- Annual Operating Permits of Certain OSTDS
- Abandonments of Existing Septic Systems

The program also covers managed septic systems which are aimed to assist home owners manage their systems more efficiently while protecting vulnerable wetlands and drinking water supplies.

PACE-EH

The Environmental Health department initiated PACE-EH (Protocol for Assessing Community Excellence in Environmental Health) in 2014. This program, developed by the National Association of County & City Health Officials, is designed to help communities systematically conduct environmental health assessments and then act on the results. It is a collaborative effort between residents, local government, and other stakeholders.



DOH-Charlotte staff help the members of a community identify environmental health issues that are important to that community, and then assist them in developing and implementing action plans to address these environmental health issues.

Through the PACE-EH process, DOH-Charlotte staff partnered with the Trabue-Woods United Association in Punta Gorda to build a Agripreneur Fresh Food Market and Garden for residents of the area in 2017.

Community Health Improvement Partnership (CHIP)

The Charlotte County Community Health Improvement Partnership (also known as Healthy Charlotte County) is the result of a multi-year collaborative effort that includes local residents, healthcare professionals, and organizations vested in making Charlotte County a healthy community. It has grown from its 2012 inception to cover five strategic issue areas, each with their own subcommittee: Access to Healthcare, Chronic Disease Prevention, Maternal and Child Health, Mental Health, and Positive Aging.



Steering Committee Chair and DOH-Charlotte Director of Nursing, Dianne Nugent, presented a health progress report to the Board of County Commissioners in October 2017 that included an update on each of the five subcommittees.

Access to Healthcare

The goals of the Access to Healthcare subcommittee for 2017 included:

- Timely provision of health services for under and uninsured residents,
- Increasing the number of children enrolled in health insurance plans, and
- Increasing the number of applications for previously incarcerated individuals.



In order to increase access to an Affordable Care Act Navigator as well as to healthcare services, the Community Health Improvement Partnership added the goal of increasing ridership on public transit in order to increase the timely provision of health services in the 2015 CHIP Plan, and continued this initiative through 2017. The third annual Try Transit Day was used to promote Charlotte County Transit in April 2017. Additionally, by promoting Try Transit Day over an entire week, more residents were reached with information.

By promoting Try Transit Day in partnership with Charlotte County Transit three years in a row, the community is becoming more aware of transportation options available to them for medical, and non-medical trips.

Reducing the percentage of uninsured children was added as a goal mid-year in 2016 and continued throughout 2017. In 2017 the group also pursued collaborative opportunities with the local jail system to also enroll adults who have been recently released from jail in health insurance plans.

Community Health Improvement Partnership (CHIP)

Chronic Disease Prevention

The goals of the Chronic Disease Prevention subcommittee included:

- Improving the knowledge of healthy eating and proper exercise of elementary school students, and
- Decreasing lung cancer deaths in Charlotte County.

The subcommittee focused on obesity prevention in children using 5-2-1-0 Let's Go! education in the elementary schools, and the Screen-Free Charlotte Challenge which offers families alternatives to digital entertainment that encourage physical activity.

In 2017, the 5-2-1-0 Let's Go! program was expanded to two Charlotte County summer camps as well as one additional school.

Healthy Charlotte County coordinated events during the annual Screen-Free Week to encourage families to turn their screens of (for entertainment purposes) for an entire week, and find other ways to have fun! Multiple businesses and community partners participated in Screen-Free Week by offering fun, family events for Charlotte County residents to enjoy.



DOH-Charlotte staff promoted Screen-Free Week and 5-2-1-0 at Safe Kids Day.

The group also worked to promote lung cancer awareness through a lung cancer 5K, and to encourage those at high risk for developing lung cancer to get screened through the development of informational post cards.

Maternal and Child Health

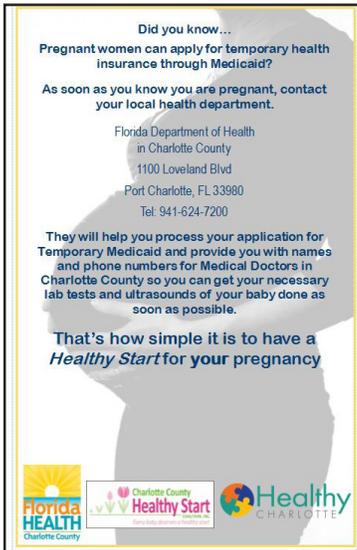
The goals of the Maternal and Child Health subcommittee included:

- Increasing first trimester entry into care through promotion of PEPW, and
- Reducing smoking rates among pregnant women through a smoking cessation campaign.

The group completed work on the PEPW (temporary pregnancy Medicaid) initiative in 2017. While the work of promoting PEPW in the community is ongoing, the subcommittee was able to retire it as an

Community Health Improvement Partnership (CHIP)

Maternal and Child Health



active Community Health Improvement Initiative. Posters in the community will be monitored to ensure that information pads are still available on each poster.

As the rate of women who smoked during pregnancy in Charlotte County saw a slight uptick from 2015 data to 2016 (13.9% in 2015 vs. 14.5% in 2016), the group agreed to pursue additional avenues to improve these rates. Although this increase was subtle, Charlotte County's rate in 2016 was significantly higher than the Florida state average (14.5% Charlotte County vs. 5.1% Florida).

With this data in mind, the subcommittee began reviewing other potential initiatives to implement in 2018 that could affect the rate of women who smoked during pregnancy.

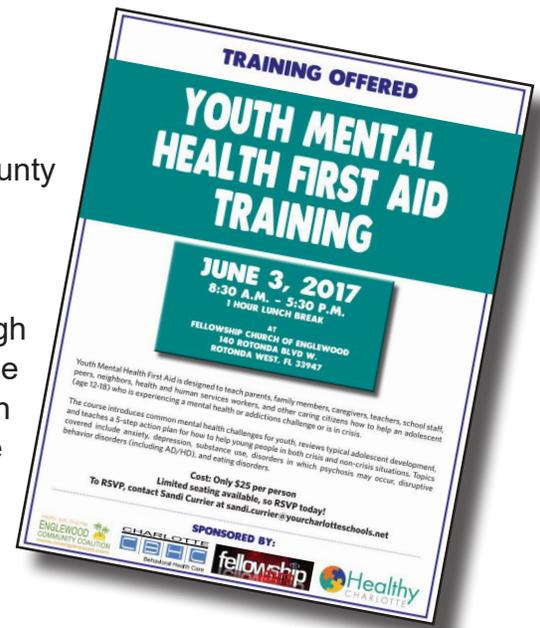
Mental Health

The goals of the Mental Health subcommittee included:

- Decreasing the number of deaths due to suicide by Charlotte County youth, and
- Positively impacting families in chaos.

The group continued work on reducing suicide deaths through conducting the Signs of Suicide/Zero Suidice program in area middle schools. In 2017, these classes were taught to 7th grade and 8th grade public school students. Additionally, the group continued the use of Purple Packets in the community as a post-vention effort. Charlotte Behavioral Health Care staff, who lead this initiative, presented the concept in August 2017 at the Florida Alcohol and Drug Abuse Association convention in Orlando.

In a related initiative, the Mental Health subcommittee coordinated and conducted a Youth Mental Health First Aid training in Englewood. This training reached sixteen participants who are now educated in how to assist a youth in crisis.



Community Health Improvement Partnership (CHIP)

Positive Aging

The goal of the Positive Aging subcommittee for 2017 included:

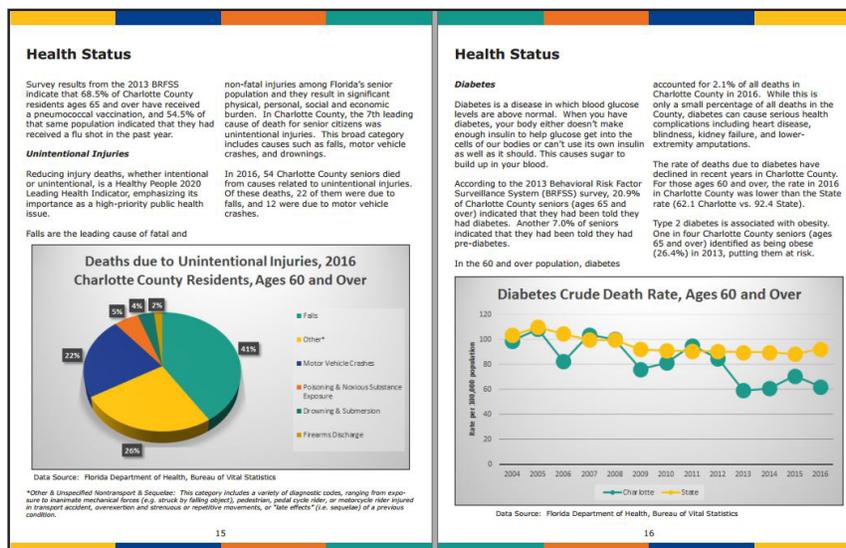
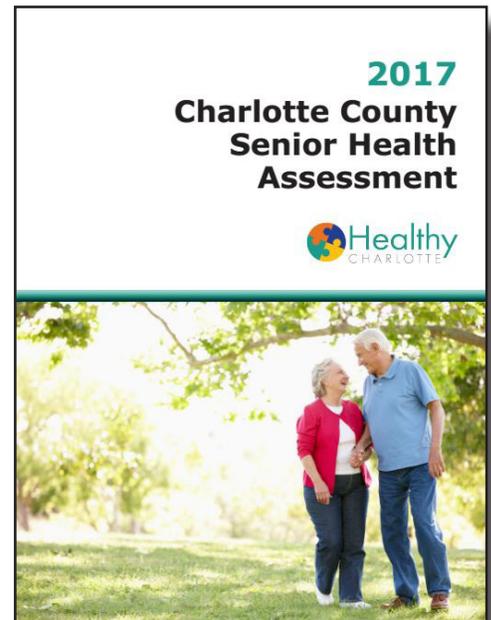
- Decreasing isolation in homebound seniors.

The Positive Aging subcommittee spent most of 2017 promoting the Friendship at Home program, and recruiting volunteers and participants. Unfortunately the year ended with only a handful of each, causing the group to re-evaluate their strategy for decreasing senior isolation.

During this same time, the group was working vigorously to identify other pressing health issues in the community for the aging population. Beginning early in January, the group embarked on a process to complete a health assessment solely of the population 60 and over in Charlotte County. DOH-Charlotte staff lead this effort, with much support from the subcommittee members.

The assessment focused on the leading causes of death for the senior population, and included both quantitative and qualitative data in the assessment. Key community leaders were interviewed, and residents were surveyed to get their unique perspectives on the health of our seniors.

Moving forward, this data will guide the Positive Aging subcommittee in determining the next health issue to focus on for this population.





Florida Department of Health in Charlotte County

The mission of the Florida Department of Health is to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

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