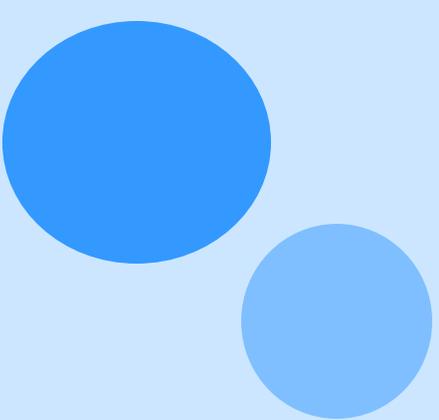
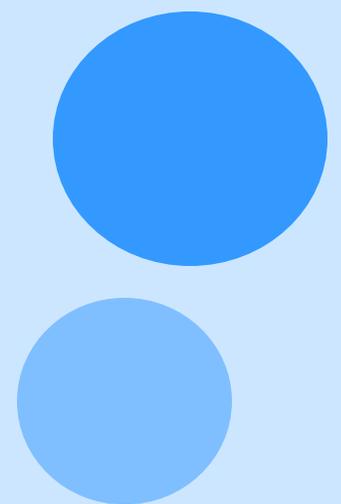


Annual Report to the Community | 2014-2015



Letter from the Director



We are happy to present Madison County Health Department's first *Annual Report to the Community*. This document is MCHD's "report card" to the citizens we serve for fiscal year 2015. We want you to know what we did in the past fiscal year, but more importantly, we want you to know *why* we did it. What were the results? Why did we spend our time in the way we did? What difference did it make? As we do this, we want to connect the achievements of our health department to our mission statement, which is "to protect, promote, and improve the health of our community".

2015 was a year of continuing external pressures for MCHD, as it was for all local health departments in Kentucky. Still we managed to carry out our mission despite these challenges. Economic factors, including cuts in state and Federal grants and increases in benefit and pension costs, required astute financial and human resources management from the senior leadership team. Because of careful savings, however, we have been able to plan and pay for a major renovation project to our 214 clinic building in Richmond.

We faced a changing clinical care environment; the result of Medicaid managed care and expanded access to health insurance and Medicaid under the Affordable Care Act. These changes added complexity to our billing and collections and reduced demand for some clinic services, but new ways opened up for us to expand services in other ways. Quality of services remained a priority for us, as we were granted full reaccreditation by two national accrediting bodies. Finally, our collaboration with community stakeholders, which MCHD has done so well for so long, played a key role in the response to our Madison County Health and Safety Survey and the community health assessment sessions that built on the survey results.

Finally, 2015 was a time for us to celebrate. This year was the 40th anniversary of MEPCO Home Health, which we marked by open houses for our employees, MEPCO Advisory Board members, and community. Also, MCHD observed its 85th anniversary of its founding in 1930 in response to summer typhoid epidemics in 1929. In celebration of this milestone, we will host a homecoming for all MCHD employees, past and present, this fall.



Like never before, we are moving ahead with old mandates and new initiatives while still remaining true to our vision. It is a difficult time to be in public health, but there are great opportunities, too. Together with partners old and new, we will continue to improve the health and wellbeing of Madison Countians.

Nancy M. Crewe, MA, MPH

Board of Health: John Johnstone, MD (Chair) • Jack Taylor, DVM (Vice Chair) • Dale Barlow, RN • John Belanger, MD • Daniel Gilbert, PE • Anthony Harris, OD • Paula Maionchi, MD • William H. Mitchell, MD • Mary Oldfield, DMD • S. Patrick Reister, RPh • Phillip Runyon • Reagan Taylor, Judge/Executive

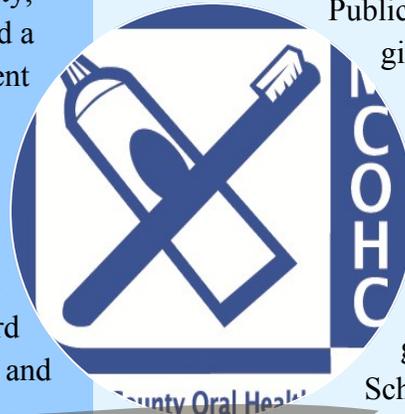
Fulfilling our mission, team by team

214 Clinic Renovation Project

Clinic team members and supervisors worked diligently with architects from Brandstetter-Carroll, Inc. on plans for a long-awaited renovation of our 214 clinic building in Richmond. That facility, parts of which date to the mid-1960s, needed a complete update of HVAC systems for patient and staff comfort and a new roof, windows, updated flooring, and fixtures to replace aging interior infrastructure. Building layout and interior design needed to be modernized for better patient flow and organization of services, too. In April 2015, the Board of Health approved a budget for the project, and bids were solicited in June 2015 and awarded the following month. Construction will start in late summer 2015.

Public Health Registered Dental Hygienist

At their August meeting, the Board of Health adopted Dental Hygiene Protocols, which allowed MCHD's Public Health Registered Dental Hygienist to apply dental sealants and dental varnish without the direct supervision of a dentist. This action meant more efficient operation of our school-based dental clinics and allowed for service expansion in to the fifth grades in the Madison County Schools in addition to the pre-school, kindergarten, second grade, and third



Clinic-Teams

grade students previously served. In the last school year, the dental team logged 2,616 patient encounters.

Offsite Women's Health Services Clinic at EKU Student Health Services

In fall semester of 2015, MCHD partner with Eastern Kentucky University to open an offsite Title X women's health clinic on campus at Student Health Services. This venture, the fruit of careful planning by MCHD and Student Health Services staff and support from the leadership at both institutions, will allow currently enrolled female EKU students to have better access to more comprehensive health services, the same services that are offered in MCHD's Richmond and Berea clinics.



will



Clinic Outreach and Communicable Disease Response

MCHD made important progress in the past year in promoting our clinic services to our community. We also responded effectively to high-profile communicable disease issues.

Our efforts in these areas included

- Started an outreach team to "get the word out" to our community about the services we offer in our clinic.
- Hosted four women's nights out in off-site locations to educate women about our breast and cervical cancer services.
- Increased our efforts to tell the community about the benefits of our WIC program.
- Acted as the convener and educational resource for healthcare providers as Madison County prepared to respond locally to the international Ebola crisis.

Preparedness Team



Our preparedness team works with Madison County EMA/CSEPP and many community partners on all-hazards response and education. **The highlights of**

their activities for 2015:

- In cooperation with four churches and trained volunteers, opened tornado Safe Havens 4 times to provide safe shelter for persons who live in manufactured homes in tornado-prone areas of our community (a total of 147 individuals were sheltered over the 4 activations);
- As part of MCHD's Ebola response, organized and held an Ebola table top exercise with community partners;
- Held a full scale Point of Distribution (POD) exercise at Madison Southern High School, again with the participation of community partners, to exercise our Strategic National Stockpile plan. Hosted Psychological First Aid training for Medical Reserve Corps members and other emergency response personnel.

Preparedness, Communications, and Community teams put our mission into action.

Communications Team

MCHD's communications efforts remain robust. We continue to increase our social media presence and improve our website, a presence that has earned us favorable comments from at least one national accrediting body. We are on Facebook, Twitter, and Google+, and our agency's public website can be found at:

<http://www.madisoncountyhealthdept.org/>

And, besides its important public health educational and awareness aspects, our communications efforts make our operations more efficient. Our online food handler's test, for instance, which can be accessed anytime, anywhere with an Internet connection, has allowed us to issue over 2,200 food handler's cards since its inception in 2012, and our online food manager's class registration, which we started this year, gives people the option to register online for classes as well as in person.



Community Health Education Team

The Community Team's major accomplishments for this year were as follows:

- We worked with the Board of Health to provide information and technical assistance to the cities of Berea and Richmond to pass a clean indoor air ordinance in both cities.
- Our Safety City partnership with Madison County Fiscal Court and the Madison County Fire Department, with the assistance of all of our local first responder agencies, brought hands on injury prevention instruction to 1,373 school children.
- The Community Health Assessment had over 90 community stakeholders participate in two sessions and they determined that three focus areas will need to be addressed in the coming year, including Substance Abuse, Mental Health Issues, and Healthy Lifestyles (Nutrition, Physical Activity, and Diabetes).
- The Community Diabetes team was trained in CARE program and is assessing blood pressures in several locations (churches, housing complexes) on a routine basis, providing education/counseling/referral per CARE guidelines.



Administration



Quality

MCHD has a long tradition of initiatives that assure the delivery of the highest-quality healthcare services to our citizens, and 2015 was another year to record these achievements. This year, MEPCO Home Health Agency received a full three year reaccreditation from The Joint Commission (TJC); MEPCO is the only public home health agency in Kentucky that is accredited by TJC. Our Community Diabetes Education program received a full reaccreditation by the American Association of Diabetes Educators (AADE). We monitor our progress in retaining our health department accreditation with the Public Health Accreditation Board (PHAB), a status we earned in 2014. Finally, MCHD continued its strong in-house quality improvement (QI) efforts with an updated QI plan, the appointment of a new leader for MCHD's QI team, and the completion of several QI projects.



Delivering high-quality care is key to our mission.

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June 2014

The best way to get good ideas is to get lots of ideas and throw the bad ones away.

*Linus Pauling,
Nobel prize winner*



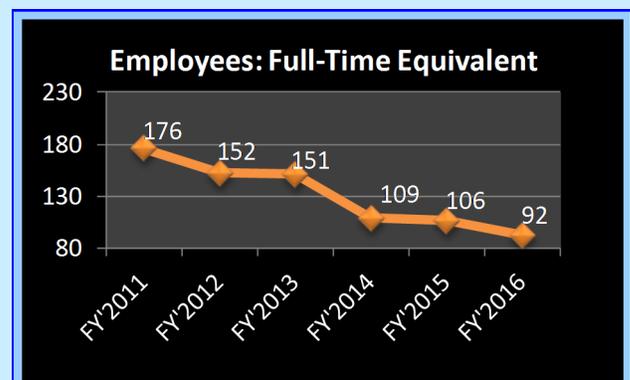
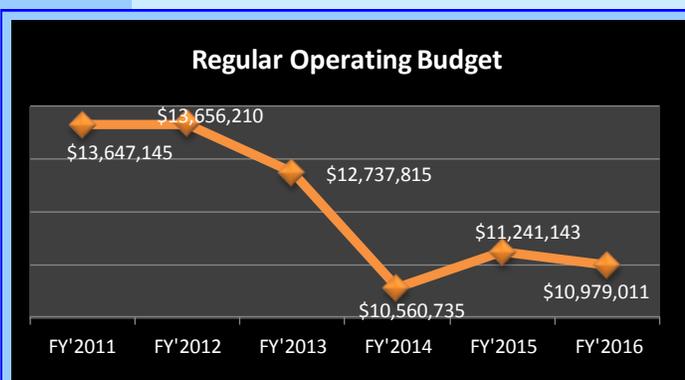
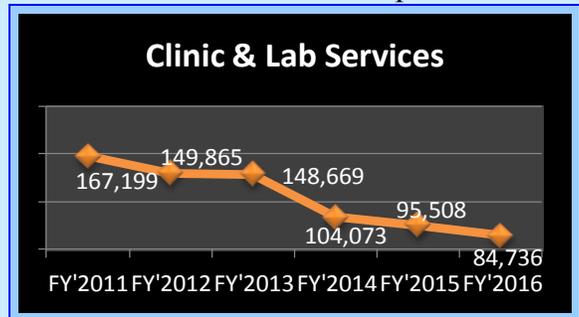
Finance & Administration

Sound finances make our mission possible.

MCHD's finances have faced the same challenges as all local health departments in Kentucky have. As our graphs illustrate, our clinical service numbers, our number of employees, and our reimbursement have dropped as our benefit costs have gone up. The implementation of paying the state Medicaid match, which leaves MCHD and other health departments with 70 cents for every dollar we earn in Medicaid money, has led to a significant reduction in money for elective programs, causing workforce reductions and declines in clinic and lab services. Other state and Federal funding cuts have had the same downward impact on services and revenue, as has the implementation of the Affordable Care Act (ACA). While more of our citizens now have health insurance and better access to acute care and preventive

services--outcomes of the ACA we support--our family planning and women's cancer program have declined in number of patients because women can go elsewhere for care. Finally, increased access to care has ramped up the demand for nurses and made it more difficult for healthcare providers to recruit and hire them. MCHD is no different in this regard. The biggest impact has been seen in MEPCO, where shortages in home health nurses have reduced our staff complement and lowered reimbursement.

There are bright sides to these financial difficulties, of course. Years of declining funding and changes in staffing and programs have made us even more efficient and innovative managers as we seek to maximize revenue and minimize expenses. We engage our entire team in creating a culture of financial responsibility that includes efficiency, productivity, and accountability. Finally, we never lose sight of carrying out our public health mission, no matter how fragile our funding streams may seem.





Celebrating 85 years of Public Health





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Divisions/Locations: Richmond Campus: Administration • Clinic Services • Environmental Services • Community Diabetes Education • HANDS • MEPCO Home Health • Berea Campus: Clinic Services • Community Health Services • Preparedness and Communications • Estill Campus: MEPCO Home Health

Phone Numbers: Richmond Clinic (859) 623-7312 • Berea Clinic (859) 986-1192 • Administration (859) 626-4241 • Environmental Services (859) 626-4249 • Community Diabetes Education (859) 623-3462 • Community Education (859) 228-2044 • HANDS (859) 626-4263 • MEPCO Home Health (859) 623-3441 (*Madison, Estill and Powell Counties*)