

Florida Department of Health in Collier County



2017
& 2018

Biannual Report

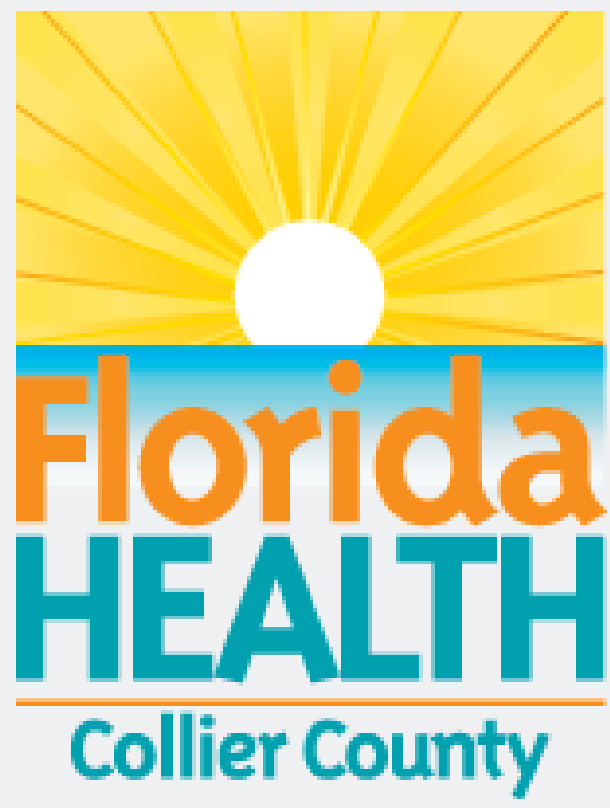
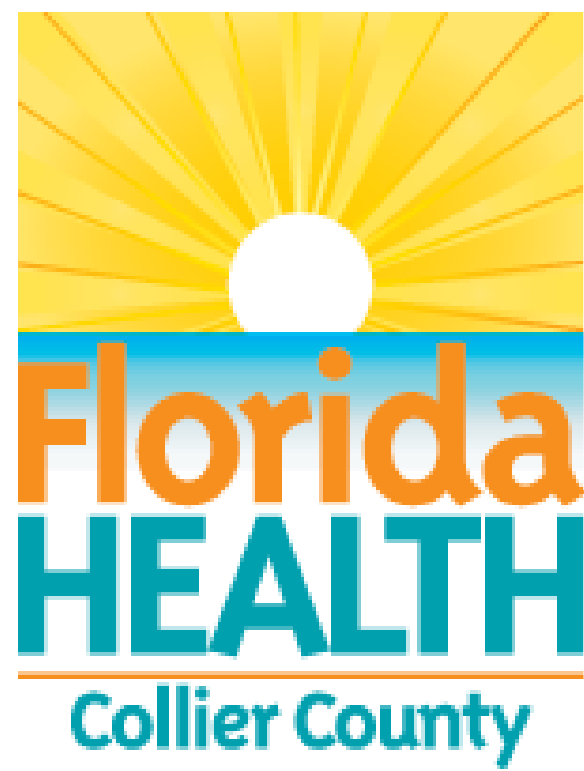




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A MESSAGE FROM THE ADMINISTRATOR

Collier County continues to experience growth and change in terms of population and demographics. Our mission is to protect, promote, and improve the health of all people in Florida. As an integrated public health system, we achieve this through state, county, and community efforts. We provide public health programs and services focused on preventing communicable, infectious, and chronic diseases as we work to ensure the safety of our residents and visitors alike.

As the second healthiest county in Florida, we are reminded that where you live, work, and play make the difference in your overall health.

Welcome to our Biannual Report. It is our sincere hope that you find the contents informative and comprehensive.

Yours in health,

Stephanie Vick,
M.S., B.S.N., R.N.



Stephanie Vick, M.S., B.S.N., R.N.
Administrator
Florida Department of Health in Collier County

101,716
people

were directly impacted by
DOH-Collier in 2017 and
2018

MISSION

TO PROTECT, PROMOTE, AND IMPROVE THE HEALTH
OF ALL PEOPLE IN FLORIDA THROUGH INTEGRATED
STATE, COUNTY, AND COMMUNITY EFFORTS



VISION

TO BE THE HEALTHIEST STATE IN THE NATION

VALUES

I CARE: INNOVATION, COLLABORATION,
ACCOUNTABILITY, RESPONSIVENESS, EXCELLENCE

CULTURE DECLARATION

I AM VALUED AND I CARE



INNOVATION

WE SEARCH FOR CREATIVE SOLUTIONS AND
MANAGE RESOURCES WISELY



COLLABORATION

WE USE TEAMWORK TO ACHIEVE
COMMON GOALS AND SOLVE PROBLEMS





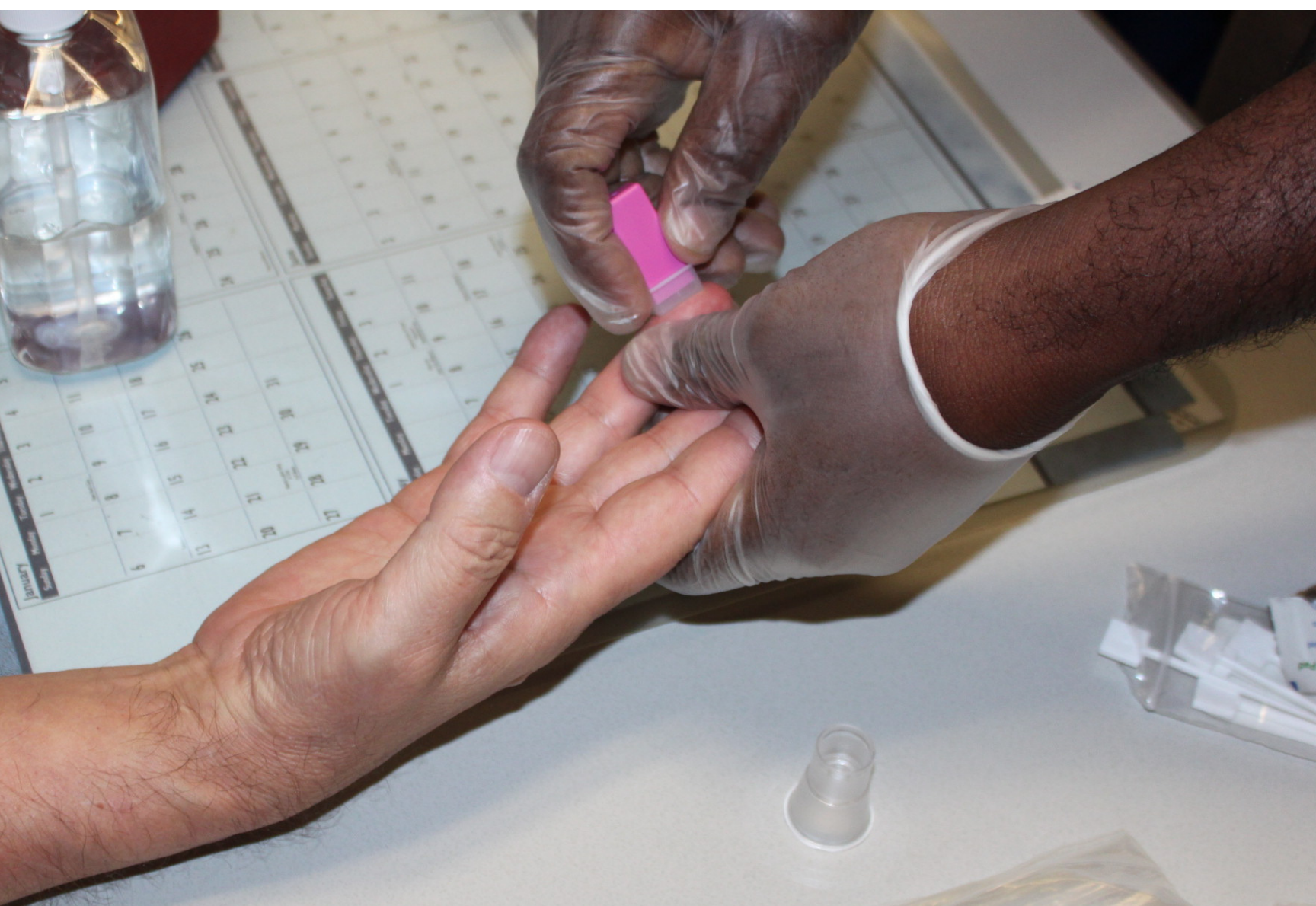
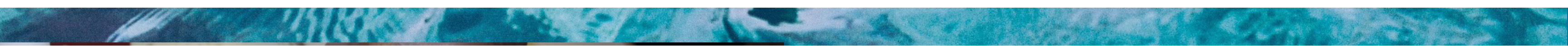
ACCOUNTABILITY

WE PERFORM WITH
INTEGRITY AND RESPECT



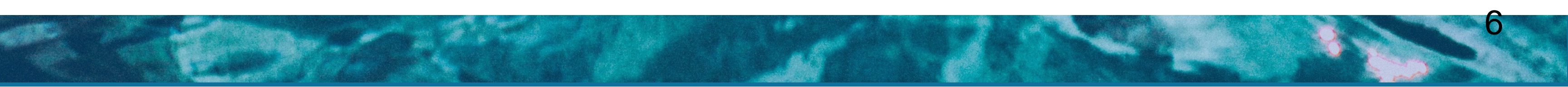
RESPONSIVENESS

WE ACHIEVE OUR MISSION BY SERVING OUR
CUSTOMERS AND ENGAGING OUR PARTNERS



EXCELLENCE

WE PROMOTE QUALITY OUTCOMES THROUGH LEARNING
AND CONTINUOUS PERFORMANCE IMPROVEMENT



SOCIAL MEDIA OUTREACH

The Twitter logo, a white silhouette of a bird in flight, is centered within a blue rounded square.

by the U.S. Department of Health
and Human Services & CDC

EVENTS

Prudential Productivity Award for Annual Big Bus Event

Faced with the need to provide health services for the underserved community of Immokalee, the Big Bus Event was created to bring mobile health units into the community to provide services and health screenings free of charge. Immokalee staff members were recipients of a plaque from the Prudential Productivity Awards in recognition of the Annual Big Bus Event.



Big Bus Event
Immokalee

Partnership
with Healthcare
Network of SWFL
& Project Linus*

*Non-profit organization which provides
homemade blankets to children



The Collier
County Nook
Community
Project Grand
Opening



MEDIA

ABC7 | HELLOSWFL | NBC2 | FOX4
WINK | TELEMUNDO | NAPLES DAILY NEWS

From 2017-2018 there were
404 Touch Points
for media interviews, press releases,
communications to local media outlets



COMMUNICABLE DISEASE CONTROL AND PREVENTION

TUBERCULOSIS

The DOH-Collier Tuberculosis (TB) Program strives to improve the health and safety of Collier County residents by utilizing the four basic strategies for the control and prevention of Tuberculosis in Florida:



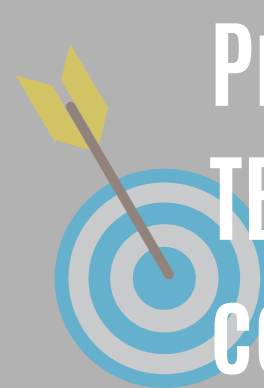
**Identify
and treat
all persons**

with active TB
disease until
completion.



**Perform
contact
investigation**

for potentially infectious TB cases,
including treatment for Latent
Tuberculosis Infections (LTBI).



**Provide targeted
TB testing and
complete treatment**

among high-risk for LTBI
populations and/or
progression to active TB.



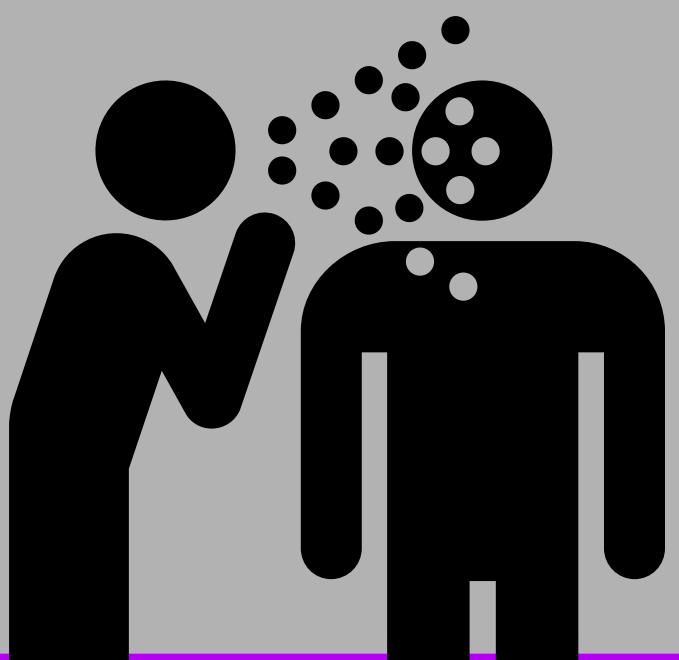
**Identify
settings
at high risk**

for increased transmission of
TB and apply infection control
measures to reduce risk.

The TB Program has increased its efforts to reach out and educate our community partners about current data, testing, and high risk populations, LTBI treatment, and the process to refer clients to DOH-Collier. In addition to the services provided through the four basic

strategies, the TB Program also provides case management and Directly Observed Therapy (DOT) for TB treatment.

27



**TB cases
treated in
2017 and
2018**

ADULT IMMUNIZATIONS



From 2017-2018, over

22,000 vaccines were provided

At DOH-Collier's Adult Health Clinic, routine immunizations are provided to clients ages 19 and over. The Adult Health Clinic also assists uninsured clients to apply for vaccine assistance to help offset the cost of immunizations.

 **48** community outreach screenings and educational events conducted at:

Justin's Place/
St. Matthew's
House

Health
Fairs

The
Homeless
Count

Florida
SW State
College

The interventions provided by the DOH-Collier STD program help protect infected individuals, their partners, and unborn children from serious complications that may result from untreated STDs. These visits also provide an opportunity to educate the clients. Services include testing for syphilis, chlamydia, gonorrhea, and herpes.

SEXUALLY TRANSMITTED DISEASES



2,828

STDs were investigated and reported from 2017-2018, including chlamydia, gonorrhea, and syphilis



600+

tests performed for syphilis, chlamydia, gonorrhea, and herpes

2,637

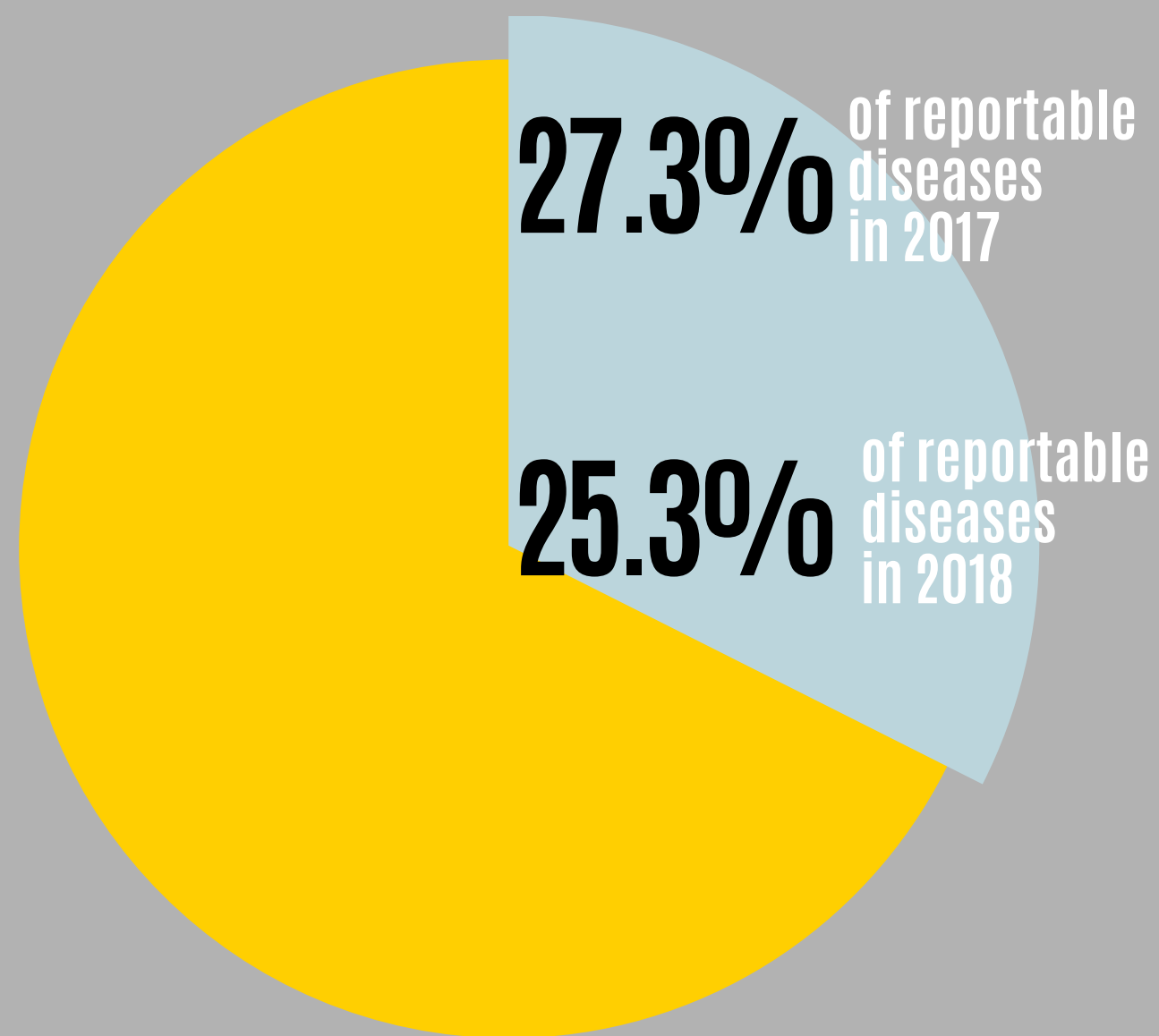


clients tested, diagnosed and treated from 2017-2018

The Epidemiology Program investigated and reported 1,010 diseases and conditions (excluding HIV/AIDS, STDs, and Tuberculosis) from 2017-2018.

EPIDEMIOLOGY

Salmonellosis was the leading cause of morbidity for reportable diseases in Collier County, and accounted for:



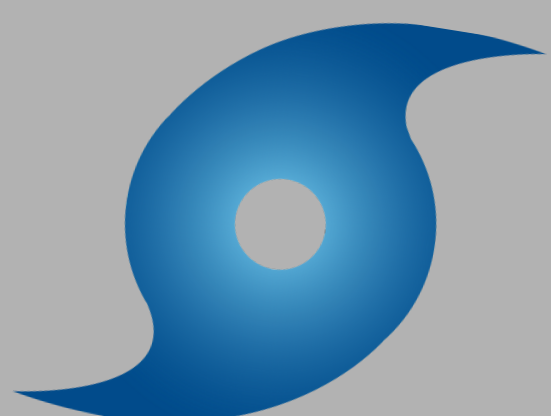
The 2017-2018 influenza season was severe, resulting in increased reports of outbreaks of influenza and influenza-like illness.

24 outbreaks reported in schools

8 outbreaks reported in long-term care facilities



In 2017, Hurricane Irma impacted Collier County resulting in displacement of wildlife and flooding. An increase in the number of potential rabies exposures and four outbreaks (23 cases) of carbon monoxide poisoning were associated with the hurricane.



FROM 2017-2018,

82 disease outbreaks were investigated

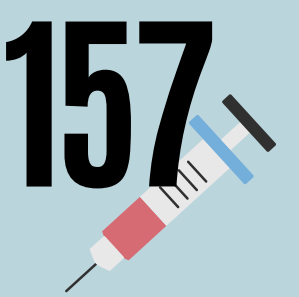
complaints of foodborne illness were investigated



350 possible rabies exposure investigations were conducted



people were recommended rabies post-exposure prophylaxis



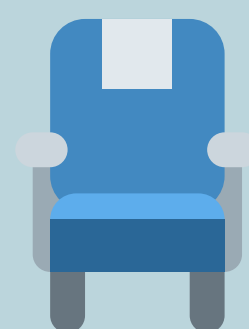
1,136 cases were investigated that did not meet the reporting criteria



A change in the lead poisoning case definition during 2017 resulted in a significant increase in the number of lead poisoning cases reported

Surveillance and reporting of Zika virus is ongoing. No locally acquired cases of Zika virus have been reported. Infants born exposed to Zika virus prenatally are monitored for conditions associated with congenital Zika virus infection for two years.

51 cases of Zika reported from 2017-2018



The Epidemiology Program manager participated on a panel at the National Association of County and City Health Officials (NACCHO) Vector Control Summit in 2018.



The program staff also provided presentations to university students and community partners, along with local media interviews.

HIV/AIDS AND HEPATITIS

The HIV/AIDS and Hepatitis Program conducts regular outreach events in drug treatment centers, shelters, migrant camps, jails, mental health programs, and local colleges.



Media information was disseminated and interviews were completed to educate the public on HIV and Hepatitis.



Free testing events were conducted as part of National HIV Testing Days. During these events, 886 tests were completed and 21 new HIV cases were reported.



FROM 2017-2018

3,071 clients were tested for HIV 

90 new HIV cases were reported

46 new AIDS cases were reported

300+ clients that were provided primary and specialized care

400+ case management services provided

1,423 clients were tested for Hepatitis

562 Hepatitis A & B vaccines were provided

Patients are closely followed to optimize medication and treatment adherence. Case management services are also provided, including linkage to medical care, housing assistance, outpatient ambulatory services, and access to prescription drug assistance programs. All immunocompromised patients are provided with the recommended vaccines at no cost. In 2018, a new program was implemented that allows clients to receive care the same day after a positive HIV diagnosis, ensuring improved health outcomes.

FAMILY PLANNING

The Family Planning program provides counseling, education, and related preventative health services including pregnancy tests, physical exams, and screenings for sexually transmitted diseases.



1,547

Family Planning clients served from 2017-2018

REFUGEE HEALTH AND IMMIGRATION MEDICAL EXAMINATIONS

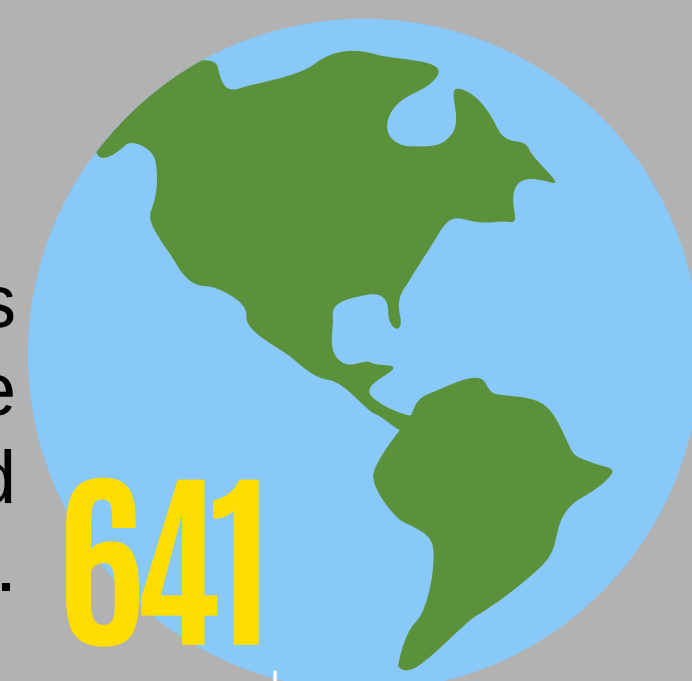


1,952

Immigration Examinations completed from 2017-2018

Clients filing for adjustment of status as permanent residents receive a required immigration examination, completed by the DOH-Collier Civil Surgeon.

The Refugee Program screens and immunizes refugees for communicable diseases to protect them and others in the community.

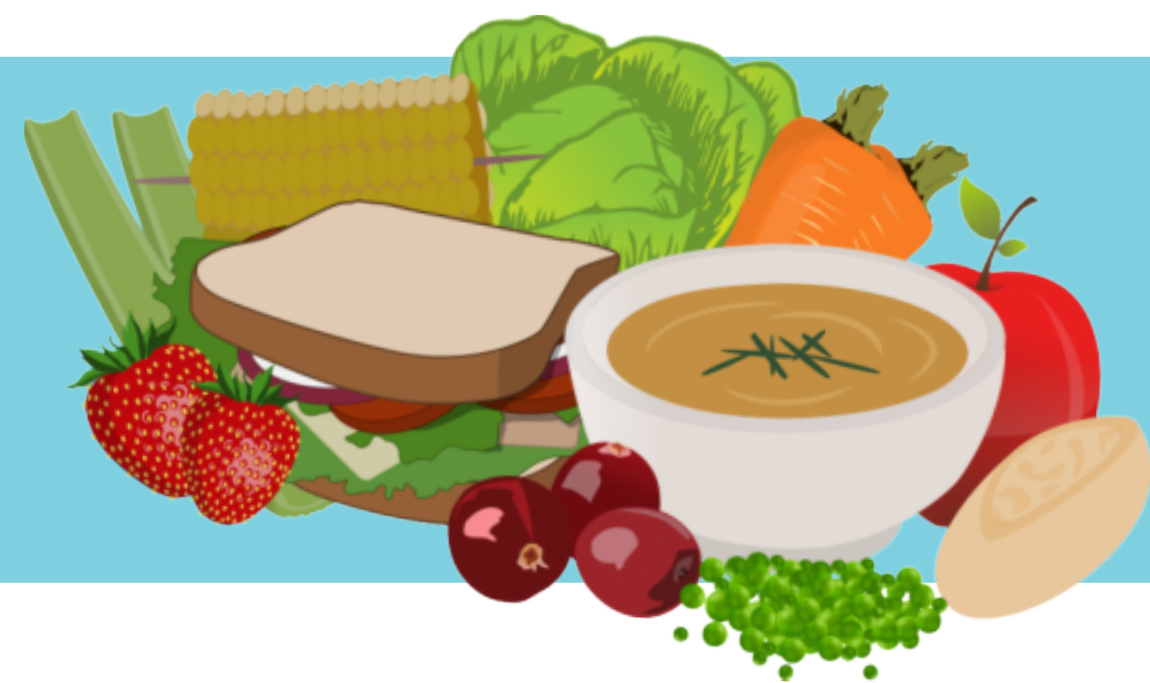


641

Refugees served from 2017-2018

Community Health Promotion

Women, Infants & Children (WIC)



From 2017-2018, an average annual value of WIC food packages redeemed was

\$4.85 million

The DOH-Collier WIC Program provides nutrition assessment, nutrition education and counseling, and supplemental nutritious foods to qualified enrollees.



The rate of Ever Breastfed Infants in the DOH-Collier WIC Program is

83.7%

which exceeds the Healthy People 2020 target of 81.9%

From 2017-2018, an average of

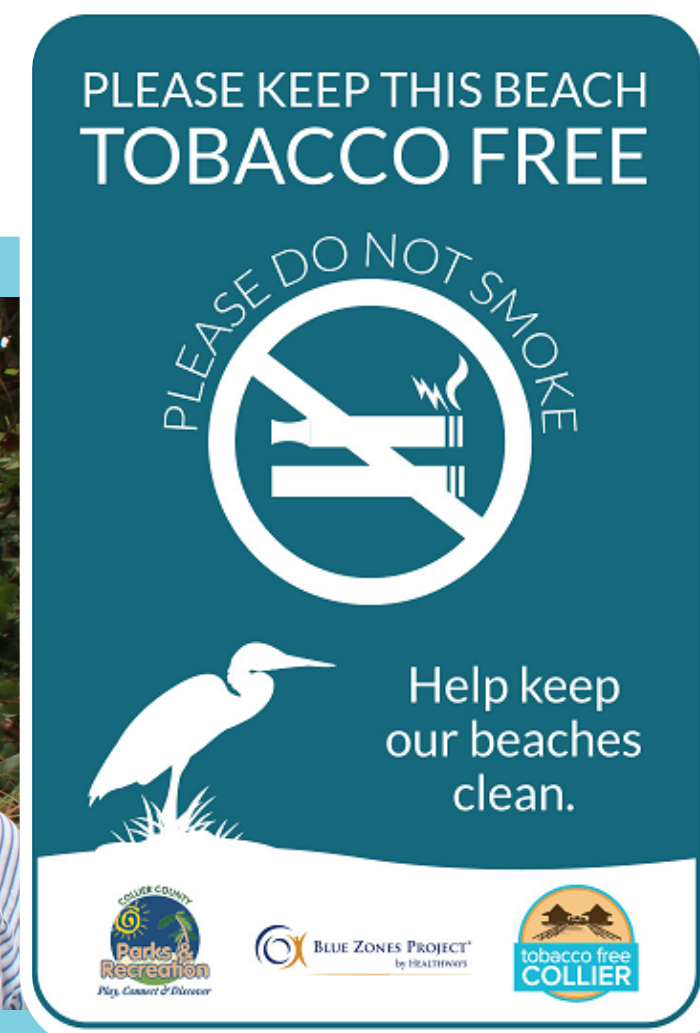
8,071



WIC clients were served monthly

Support for breastfeeding is a key focus of the DOH-Collier WIC Program. The Breastfeeding Peer Counselor Program provides our WIC clients with additional breastfeeding education and encouragement. DOH-Collier WIC is also an active participant in the Breastfeeding Coalition of Collier County, which strives to support breastfeeding throughout the community.

Tobacco Prevention



5 Smoke-free Multi-Unit Housing Policies developed or updated from 2017-2018

Hodges University Tobacco-Free Campus webpage went live in mid-September 2017. On January 1, 2018, the university's Tobacco-Free Campus Policy became effective. The Tobacco Free Collier (TFC) Partnership customized Tobacco Free Campus signage was created for Hodges University. In pursuit of healthier playing environments for Collier County's youngest residents, the TFC Partnership and the Blue Zones Project have worked closely with Collier County Parks and Recreation and Collier County Beaches, on a project that will reduce second-hand tobacco smoke and vapor exposure for youth.



7 community events from 2017-2018

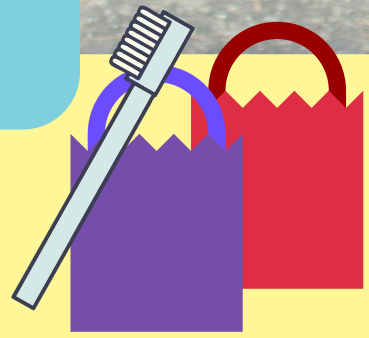


The Collier County chapter of the Florida statewide youth organization Students Working Against Tobacco (SWAT) participated in over 7 events and activities to provide the community with information about the harmful effects of tobacco.

Tooth Fairy



2,683
CHILDREN EDUCATED



2,704
DENTAL BAGS PROVIDED



47

PRESENTATIONS GIVEN



The Tooth Fairy program promotes the oral health and well-being of younger residents of Collier County. Oral health education for children is important for instilling healthy habits that can last through adulthood. This includes not only learning the right way to brush and floss, but also tips and tricks to get children excited about caring for their teeth.



Healthy Communities



2018
Healthy
COMMUNITY CHAMPIONS
Recognition Program



Healthy Communities recognized the City of Naples and Collier County as Healthy Community Champions. The two governments have implemented over 80 best practices for policies in public health, physical activity, and improved nutrition. The program's collaborative efforts with public, private, and non-profit agencies make the community of Collier County a healthier, happier place to live. These policies influence the community's health by providing access to:

☒ Physical activity

☒ Healthy, affordable, culturally appropriate foods

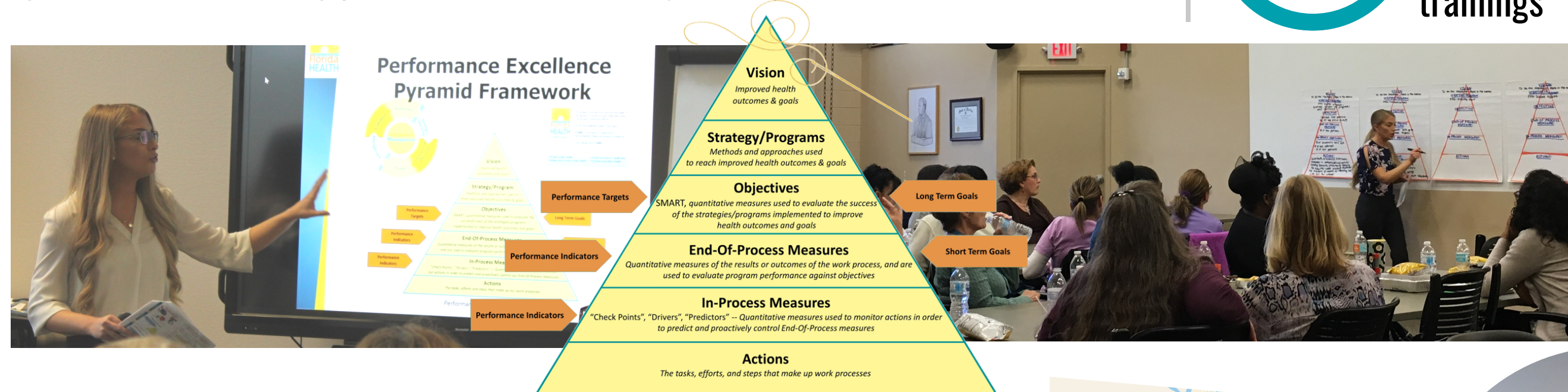
DOH-Collier's CDC Worksite Health Scorecard, managed by Healthy Communities, increased from 167 to 194 out of a total possible score of 264 in 2017. Since 2017, best practices have been implemented across 15 categories in the Worksite Health Scorecard.



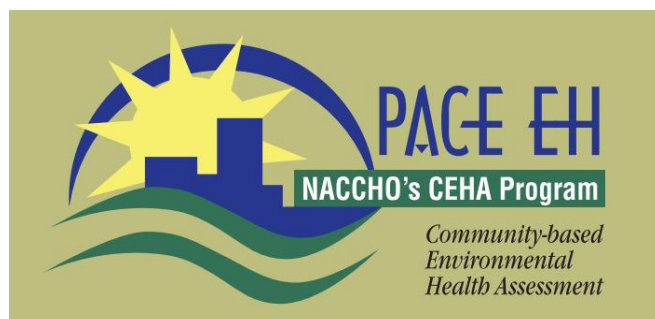
Community Health Education, Engagement & Development

In November 2018, DOH-Collier launched a new training program that introduced supervisors and managers to the Performance Excellence Pyramid Framework. Working as a catalyst to foster a culture of excellence, this framework standardizes the approach and language behind measuring performance within key work processes at DOH-Collier.

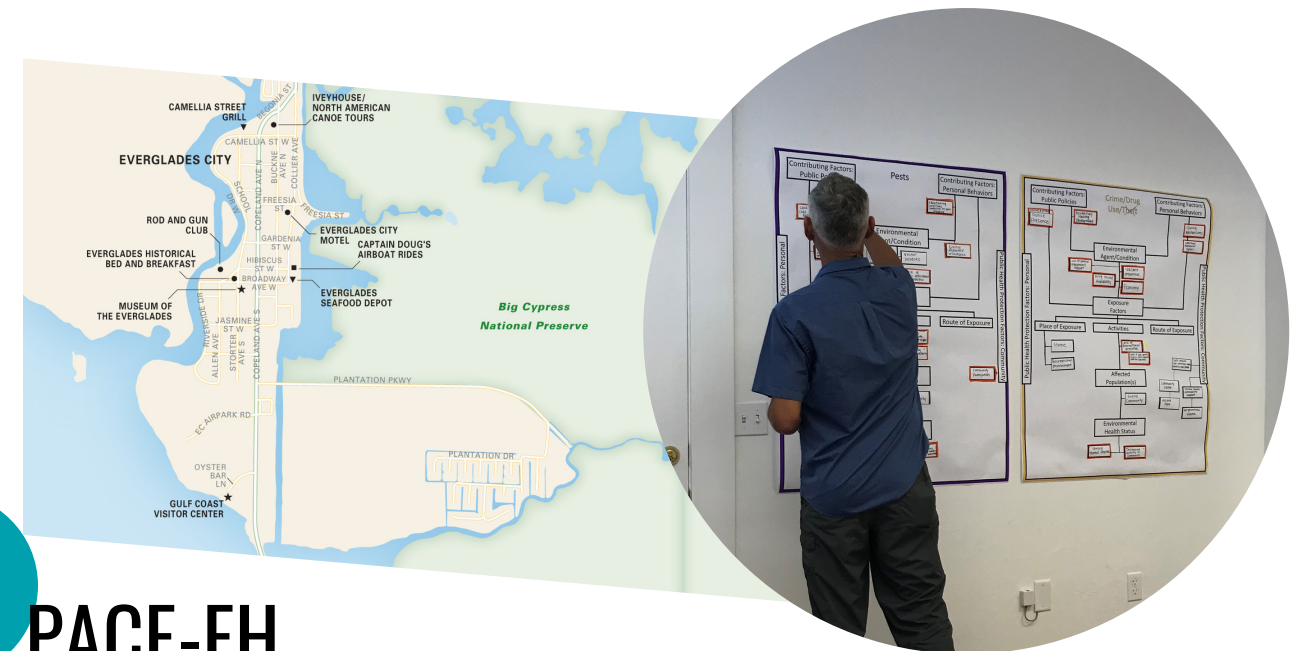
95% of supervisors and managers attended the Performance Excellence Pyramid Framework trainings



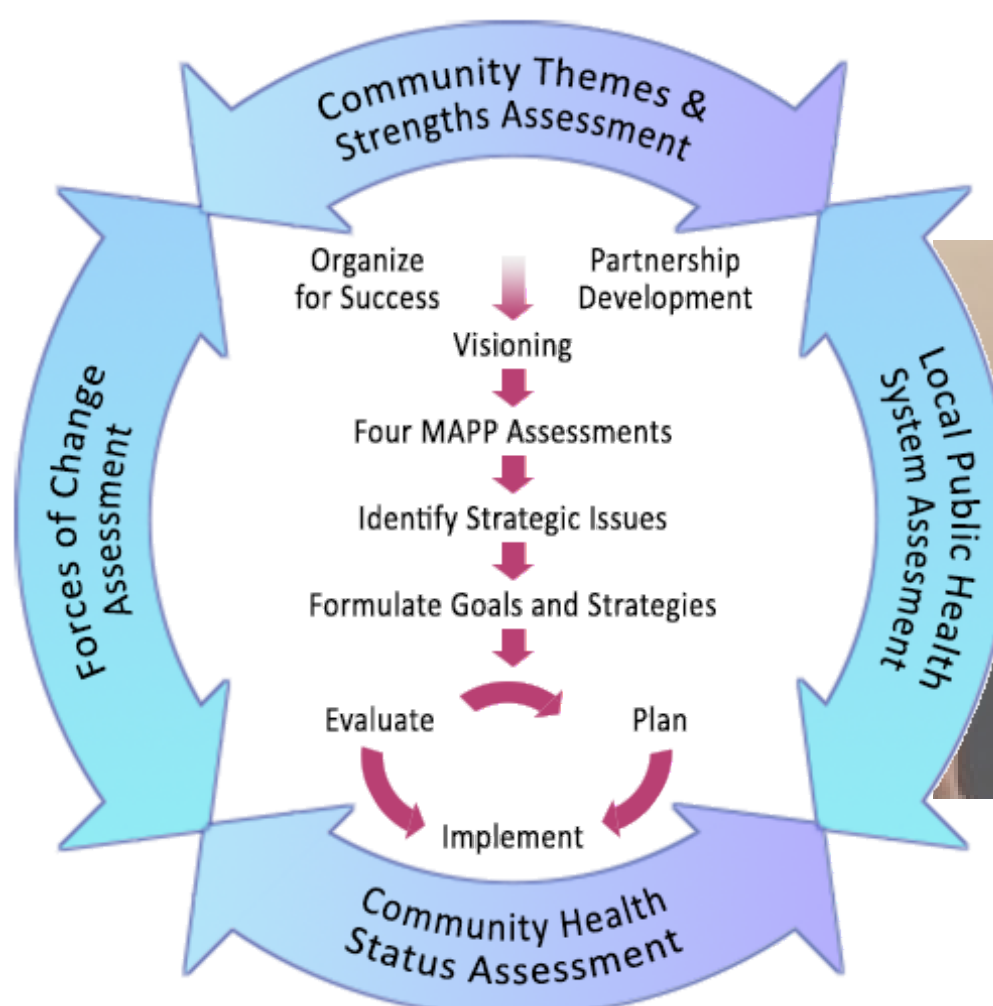
In 2018, DOH-Collier partnered with Everglades City to initiate the first Protocol for Assessing Community Excellence in Environmental Health (PACE-EH) project in Collier County. PACE-EH is an evidence-based, community health assessment framework that is used to identify needs within a community's built and natural environment. The project ultimately creates an action plan that will effectively and sustainably address those needs through community-driven efforts and partnerships.



4 PACE-EH committee meetings completed in 2018



Community Health Improvement Planning



The Mobilizing for Action through Planning and Partnerships (MAPP) Framework is a community-driven strategic planning process for improving community health, helping communities prioritize public health issues and identify resources.



The Local Public Health System Assessment (LPHSA) focuses on all the organizations and entities that contribute to the public's health. This assessment was conducted in September 2018 with leaders of Collier County.

The Community Health Improvement Planning Program is responsible for a newly implemented tracking and coordinating community outreach system for events that DOH-Collier staff participate in, allowing for a quicker response time to public requests and eliminating duplication of resources.

95% OF ALL EMPLOYEES COMPLETED AN IN-HOUSE, INTERACTIVE HEALTH EQUITY 101 COURSE

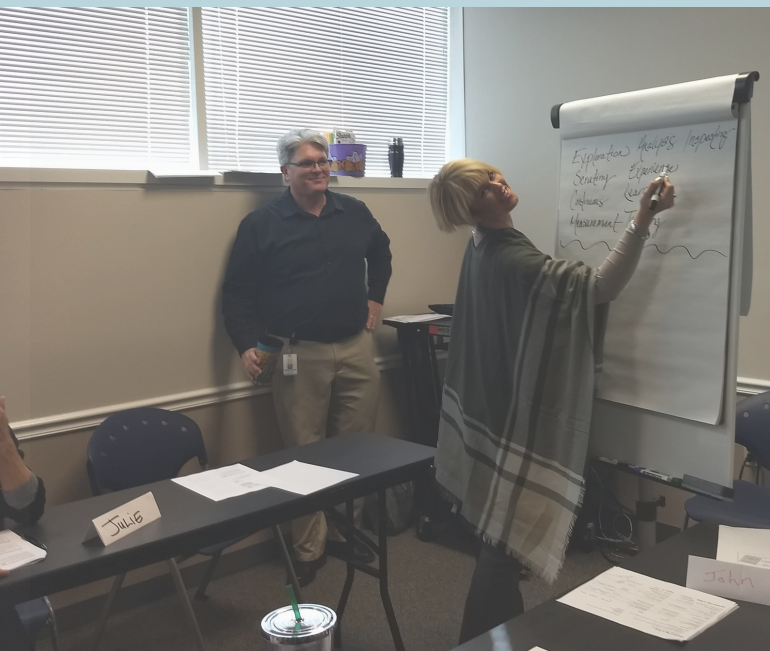
As of 2017, health equity has become one of the Florida Department of Health's State Health Improvement Plan priority areas. To spread awareness on what health equity is, DOH-Collier started with educating its employees so they can integrate health equity strategic approaches into everyday practice, as well as disseminate that information to their patients, clients, and partners.



Organizational Planning & Development

DOH-Collier continues to build and strengthen a culture of quality improvement throughout the organization and empowers employees to share ideas and take action to improve work processes. By doing this, the organization's work processes can become more efficient and effective and allows DOH-Collier staff to better serve our clients and the community.

From 2017-2018:



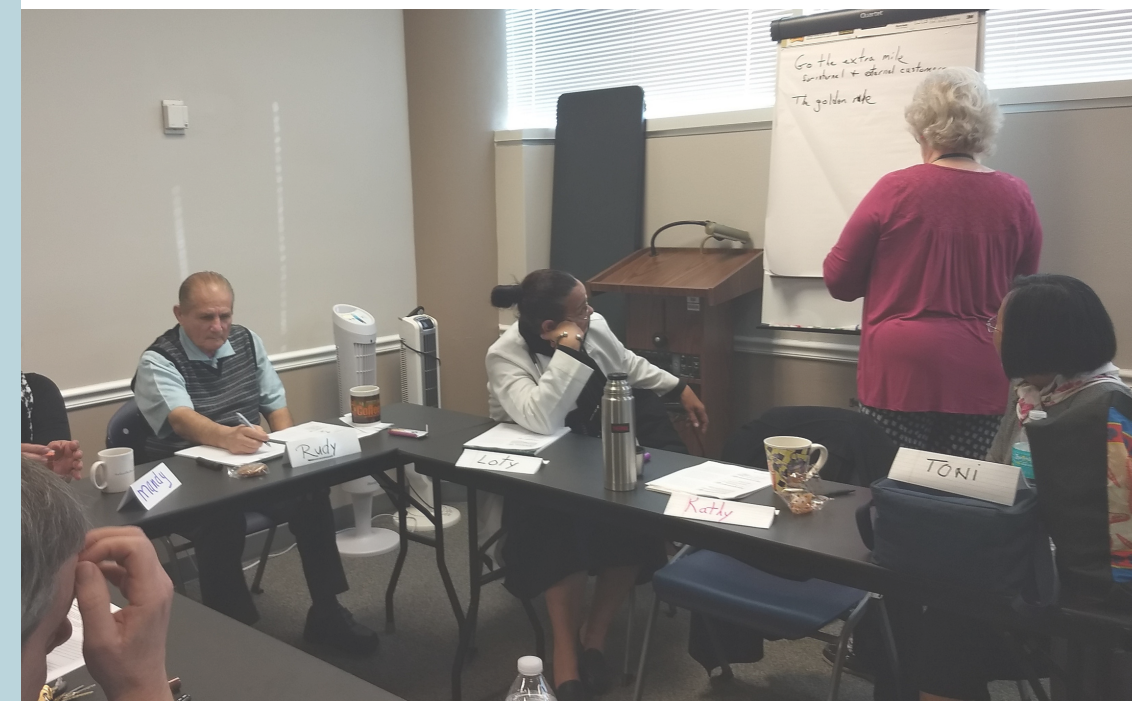
of employees completed the foundational, three-hour, in-house course:

Quality Improvement 101: The Big Picture



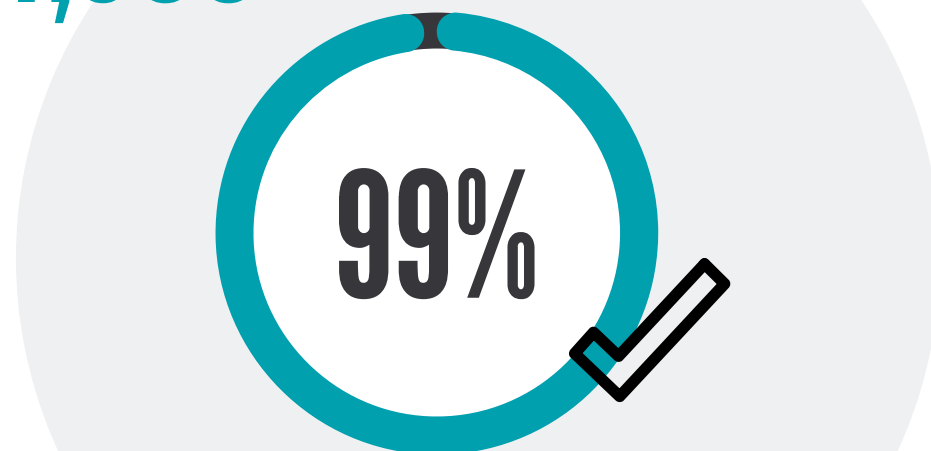
of employees completed the second, three-hour, in-house course:

Quality Improvement 102: Plan, Do, Check, Act (PDCA) exposed



In October 2017, DOH-Collier implemented a continuous customer satisfaction survey procedure that has been successful at collecting feedback from clinical and vital statistics clients. The continuous survey procedure replaces an annual survey, and also provides timely feedback that can be used to make operational adjustments more quickly to accommodate customer needs and expectations.

OVER **1,900** SURVEY RESPONSES SHOWED A



OVERALL SATISFACTION LEVEL WITH THE SERVICES CLIENTS RECEIVED AT DOH-COLLIER



12

Quality Improvement Projects were completed, by the end of 2018, with the results yielding:

increased
vaccination rates

decreased time to
link HIV+ to care



increased
community outreach

decreased time to
process reports of disease-related issues



increased
number of new clients

decreased time to
re-open public swimming pools





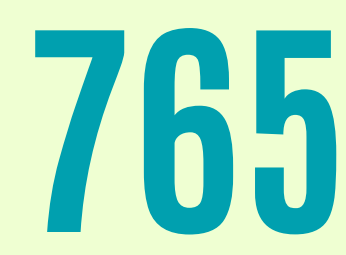
Environmental Health

Migrant Housing

The Migrant Housing Program involves inspecting permitted migrant housing facilities, respond to migrant housing complaints and conducting investigations of possible unlicensed facilities. From 2017-2018, the Environmental Health office in Immokalee faced challenges related to understaffing issues and the aftermath of Hurricane Irma. However, these challenges motivated our staff to strengthen prevailing values of accountability, collaboration, and responsiveness.



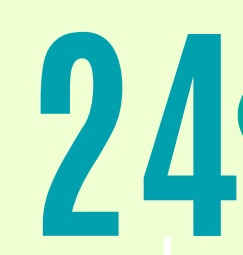
field-hours were devoted by Environmental Health staff conducting Irma-related Environmental Health Assessments



migrant farmworker housing units inspected during Environmental Health Assessments



standard services were completed, ranging from routine inspections, reinspections, and complaint investigations



investigations of suspected illegal farmworker housing were conducted



of the investigations lead to the locations being permitted



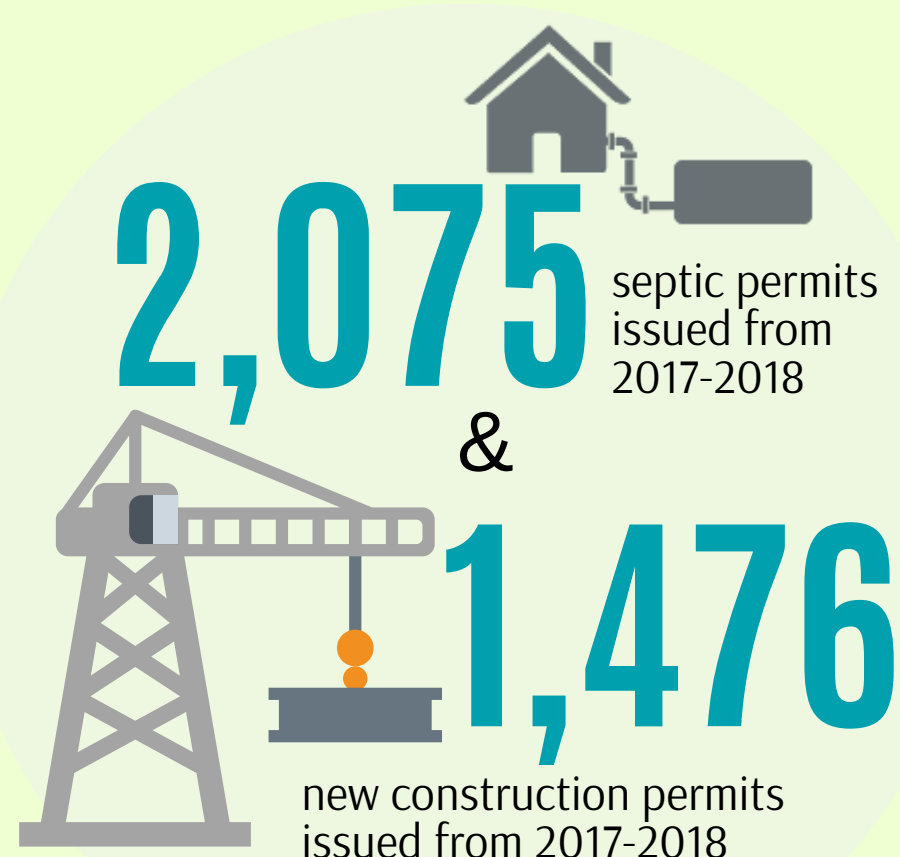
of the investigations were referred out to another agency for enforcement action



Onsite Sewage Treatment & Disposal Systems (OSTDS)



The OSTDS program operates to protect the health of all Collier County residents through a proactive approach to preventing public exposure to failing septic systems. Whether through permitting where all systems are reviewed for compliance with Florida Statutes and the Florida Administrative Code or the actual inspection process, the OSTDS program works behind the scenes to ensure that all establishments serviced by septic systems operate in a proper, safe, and sanitary manner. By doing so, the program decreases the community's risk of becoming exposed to transmittable diseases that a failing septic system present.

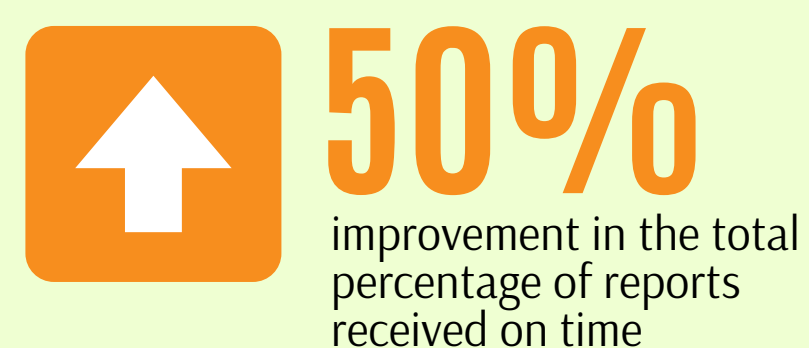
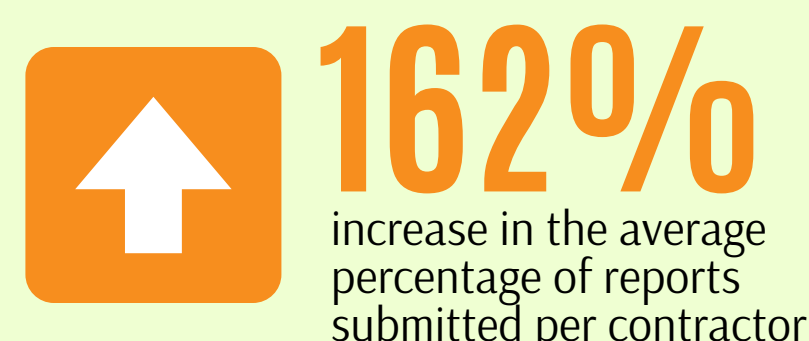


The staggering increase of new growth in Collier County had lead to an increased workload in permitting new construction.

OSTDS PERMITS ALSO INCLUDE:

- ✓ Modifications
- ✓ Holding Tanks
- ✓ Abandonments
- ✓ Repairs

In 2017, the OSTDS program completed a Quality Improvement project which set out to improve contractor report submission of maintenance entity inspections. This newly adopted process is still in use today as we continue to monitor maintenance entity submission of inspection reports.



Facilities Programs activities are designed to minimize the risk to public health for infectious and non-infectious diseases of an environmental origin. This section oversees the permitting and inspection activities that ensure minimum health and safety standards are followed. From 2017-2018, a new Food Code referencing the FDA Food Code was adopted statewide. All food inspectors attended regional training to become familiar with the new requirements.



of 7 different programs (Tattooing, Food Safety and Sanitation, Residential Group Care, Mobile Home Parks, Body Piercing, Tanning, and Biomedical Waste)



Facilities Programs

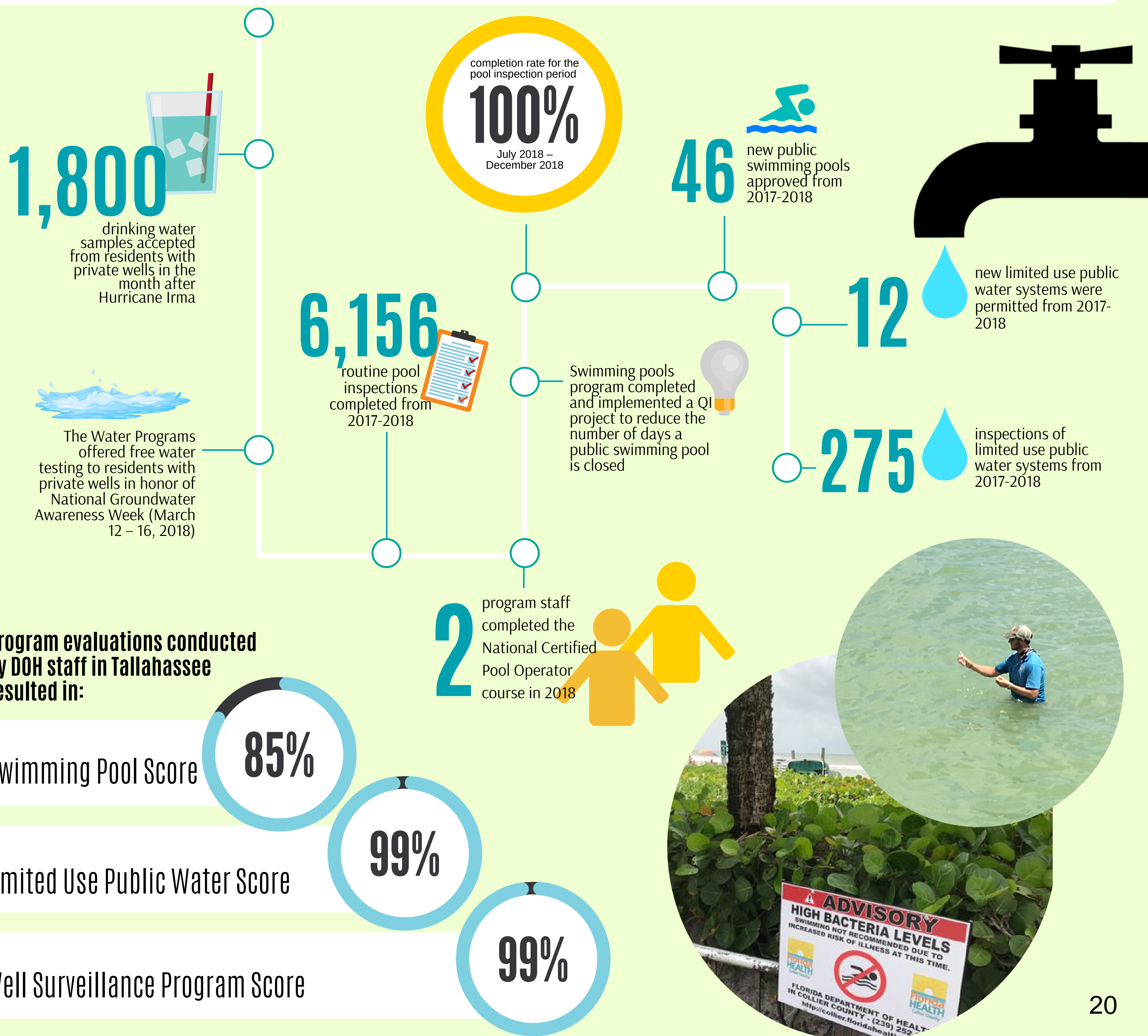
From 2017-2018, the Facilities Programs conducted plan review and pre-opening inspections for:



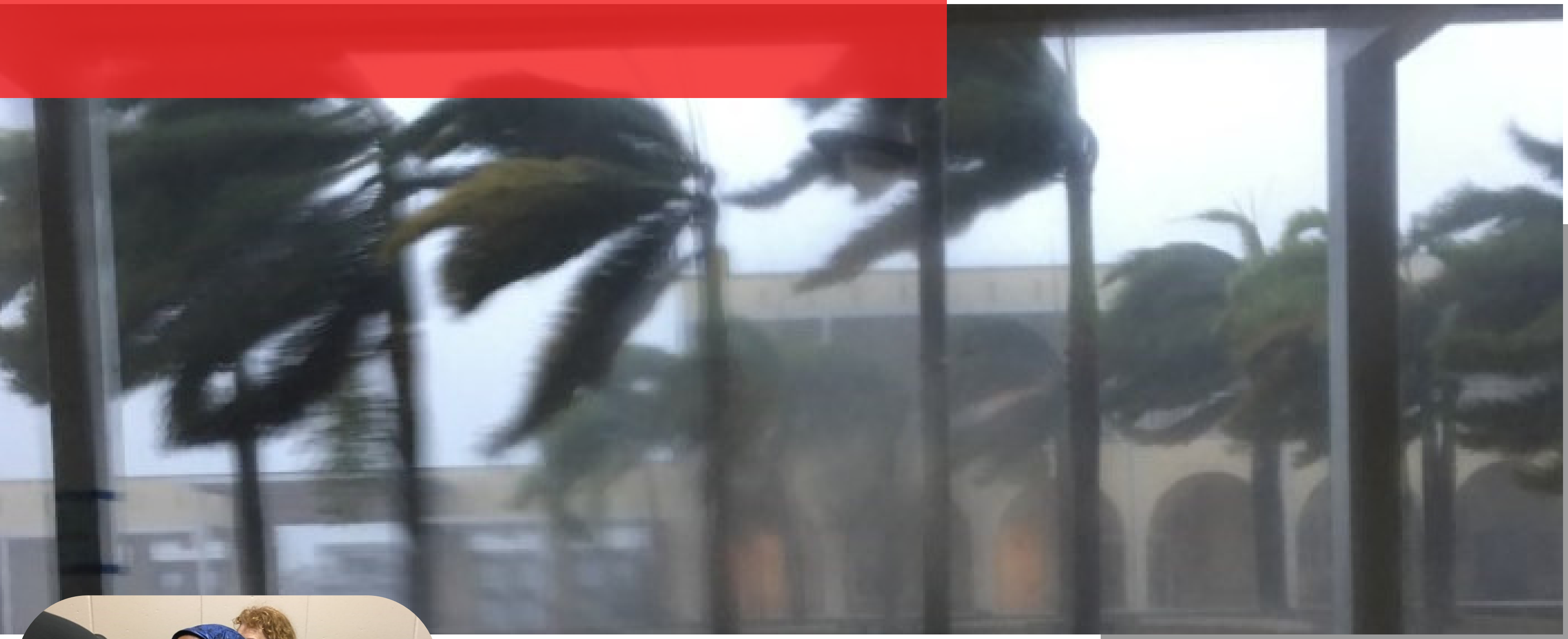
Water Programs

Public Swimming Pools, Drinking Water, Beaches

Environmental Specialists conduct routine inspections of recreational waters including public swimming pools and natural bathing places. These inspections monitor compliance with disinfection levels, water chemistry, and safety requirements to prevent injuries and the spread of disease. The Water Programs conducted 10 media interviews with Naples Daily News, Telemundo, NBC-2, Fox4 News, Wink News, ABC-7, and WGCU-Radio (5 beaches, 4 drinking water, 1 swimming pools) in 2017 and conducted 6 on-camera media interviews (WINK News, NBC-2) for beaches in 2018.




EMERGENCY PREPAREDNESS



DOH-Collier operated and staffed the county's only special needs shelter during Hurricane Irma with

120 
employees that
cared for over

 **700**
people with special medical needs
around-the-clock under the worst
conditions possible for

 **13**
days



Hurricane Irma made landfall in Collier County on September 10, 2017 with 142 mph sustained winds leaving devastation in her wake. The Disaster Preparedness team coordinated the special needs shelter response while DOH-Collier Leadership staffed the Emergency Support Function-8 desk from their post at the Emergency Operations Center assisting with storm related county-wide health and medical issues. Epidemiologists, nurses, environmental specialists, and public health professionals deployed to the hardest hit areas to protect the community from disease outbreaks and environmental hazards resulting from Irma's destruction.

The Collier County Medical Reserve Corps (CCMRC) is an all volunteer program that has members from the following disciplines: Nursing, Physician, EMT, Chaplains, retired Veterinarian, ARNP, Physical Therapy, Pharmacy, and non-medical. These volunteers can be activated with Administrator permission to assist in local public health activities or emergencies.



In October 2018, Hurricane Michael impacted the Florida Panhandle and our team coordinated deployment of



medical and non-medical staff to the hardest hit areas.

In April 2017, DOH-Collier Leadership and Disaster Preparedness staff responded 24/7 to the activated Emergency Operations Center (EOC) as Emergency Support Function-8 (Health and Medical) to assist with management of displaced special needs residents due to the spring wildfires.

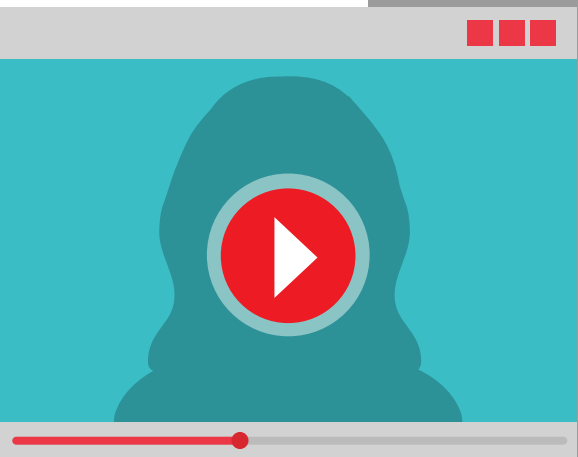


Collier Leadership Council Bestows Nursing Consultant with Lodestar Award

Kathleen Marr, RN, Nursing Program Consultant in Disaster Preparedness, received the Lodestar Award for Professional of the Year from the Collier County Leadership Council on Aging (LCA). Kathleen was nominated for her work with special needs clients and their pets during the wildfires in Collier County in Spring 2017. The LCA, sponsored by Collier Senior Resources, was established as a means for local health and human service providers to collaborate toward enriching the lives of Collier County seniors and their caregivers. The coalition seeks to foster a community environment that promotes well-being through resource sharing, education, advocacy, and community outreach.



In an effort to provide greater access to Zika virus education, DOH-Collier collaborated with the Collier Mosquito Control District, Collier Bureau of Emergency Services, and Collier County Government to produce a Zika virus awareness video. The concept was to use information from Zika virus community presentations in a method that can be viewed conveniently at any time.



Zika Virus Education in the Community

Family and Personal Health



2017 Outstanding Nursing Leaders of the Year

In 2017, Selena Lucas, RN, Cindy Whetsell, RN, and Tonia Figueroa, LPN, received an award for Outstanding Nursing Leader of the Year at the 2017 Nursing Director's Meeting.



2018 Nursing Director Mentorship Recognition

Cindy Whetsell, RN, was one of two Nursing Directors in the state to be recognized for her mentorship for two new Nursing Directors. This recognition took place at the 2018 Nursing Director's meeting in Lake Mary, Florida.



Family Friendly Business Award

DOH-Collier has been recognized by the Naples Alliance for Children as a Family Friendly Business for 17 years in a row. This award is conveyed to Collier County businesses and organizations that implement a mix of traditional and innovative ways to assist employees with balancing the needs of their families with the high demands of their careers.



Nursing Director Manual

In 2018 Selena Lucas, RN, Cindy Whetsell, RN, and Jennie Suarez, Administrative Assistant, were recognized for completion of the new Nursing Director Manual completed by Southwest Nursing Director Consortium.

Collier County Community Nook Project



6

clients currently enrolled in the Collier County Community Nook Project

Debuting in 2018, the Collier County Community Nook Project, in partnership with Healthcare Network of SWFL, works to increase the number of expecting mothers that are connected to care within the first trimester of pregnancy. This program allows women to earn points for attending prenatal classes, doctor appointments, and other meetings that help them to have a healthy pregnancy and baby. While completing the requirements to earn points, mothers who participate are simultaneously preventing low birth weight, premature birth, and Sudden Unexpected Infant Death Syndrome (SUIDS). The program also promotes and educates the participants on breastfeeding, car seat safety, and safe sleep.

Student Internships

DOH-Collier is committed to providing educational opportunities for not only local college and university health care students, but with institutions across the state. The department offers a variety of experiences, from a 120 hour internship in Community Health Promotion programs, to nursing clinicals and observations, as well as a full day overview for other nursing students. Clinical observation hours are offered for students seeking their Registered Dietician credentials, and medical students spend approximately two weeks in observation at our locations. Students who participate in internships also include those earning degrees in health information technology and advanced degrees in public health, nursing, and social work.



112 nursing students who participated in public health overview session



51 nursing students hosted in clinical rotation



20 health education program internships





Dental Program

From 2017-2018,

13,683 children with Medicaid were treated



34 patients were seen daily on average



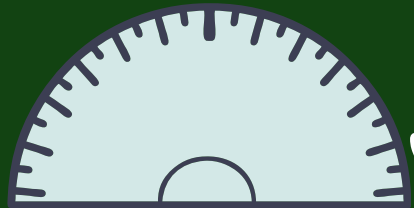
16,608 total patients were seen

The Dental Program has worked over the last two years to increase the number of patients seen in the clinic. In 2018, QI projects and outreach efforts increased the number of overall patients seen in the clinic by almost 10% from 2017.

School Health

Each year, the School Health Program performs state-mandated health screenings for students in Collier County. In 2018, the program made it their goal to be the "quickest vision screeners in the State of Florida." Utilizing community partnerships, the School Health Program sought to provide approximately 14,000 vision screenings to students within the first 6 weeks of the school year. Based on the data, 92% of the mandated population was screened within this timeframe.

13,401 
VISION SCREENINGS
were completed, with 1,828 referred for vision services

 **3,477**
SCOLIOSIS SCREENINGS
were completed, with 74 children referred for scoliosis services

 **9,698**
HEARING SCREENINGS
were completed, with 150 children referred for hearing services

10,067 
GROWTH & DEVELOPMENT SCREENINGS
were completed

Vision Screening Manual

In 2018, Adam Fundora, MPH, RN, CPH, School Health Program Manager, completed a vision screening manual for all School Health staff in the State of Florida and presented a webinar.

School Health Program Community Partnerships



Naples Community Hospital



Collier County Public Schools



Florida Vision Quest (NCEF/FVQ)



Naples Children's Education Foundation

Pediatric Immunizations

HPV Vaccine is Cancer Prevention Champion



Through performing recall by phone and mail monthly, the Immokalee clinic increased its completed doses to



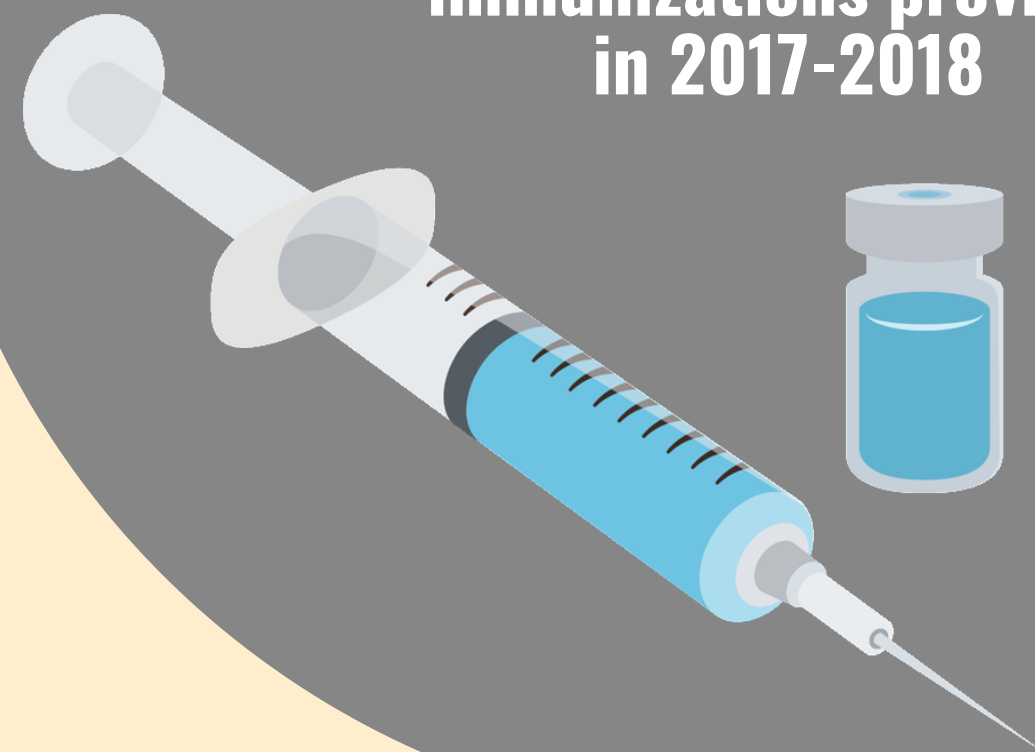
73.9%

by offering the vaccine to all eligible adolescents during the back-to-school rush, performing recall by phone and mail monthly, and other strategies.

DOH-Collier Immokalee was selected as a 2017 HPV Vaccine is Cancer Prevention Champion. This award program recognizes systems that are working to protect adolescent patients against HPV cancers by achieving high HPV vaccine rates.

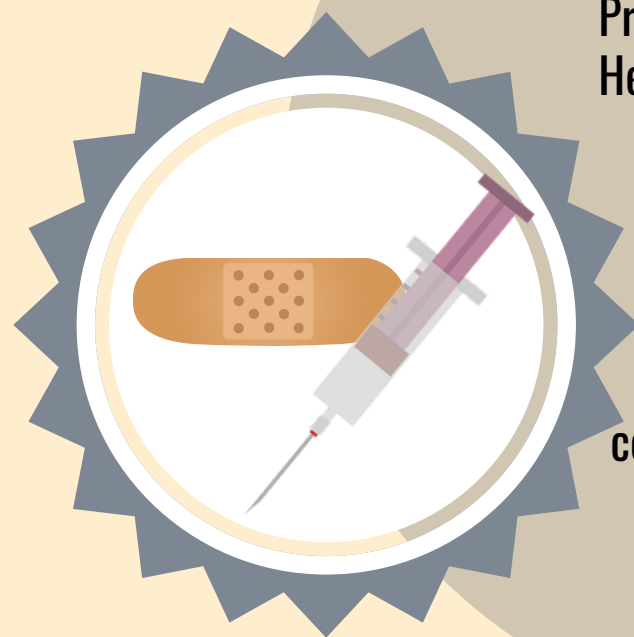
51,734

immunizations provided in 2017-2018



The Pediatric Immunization Program practice was recognized as a Vaccines for Children Program Platinum

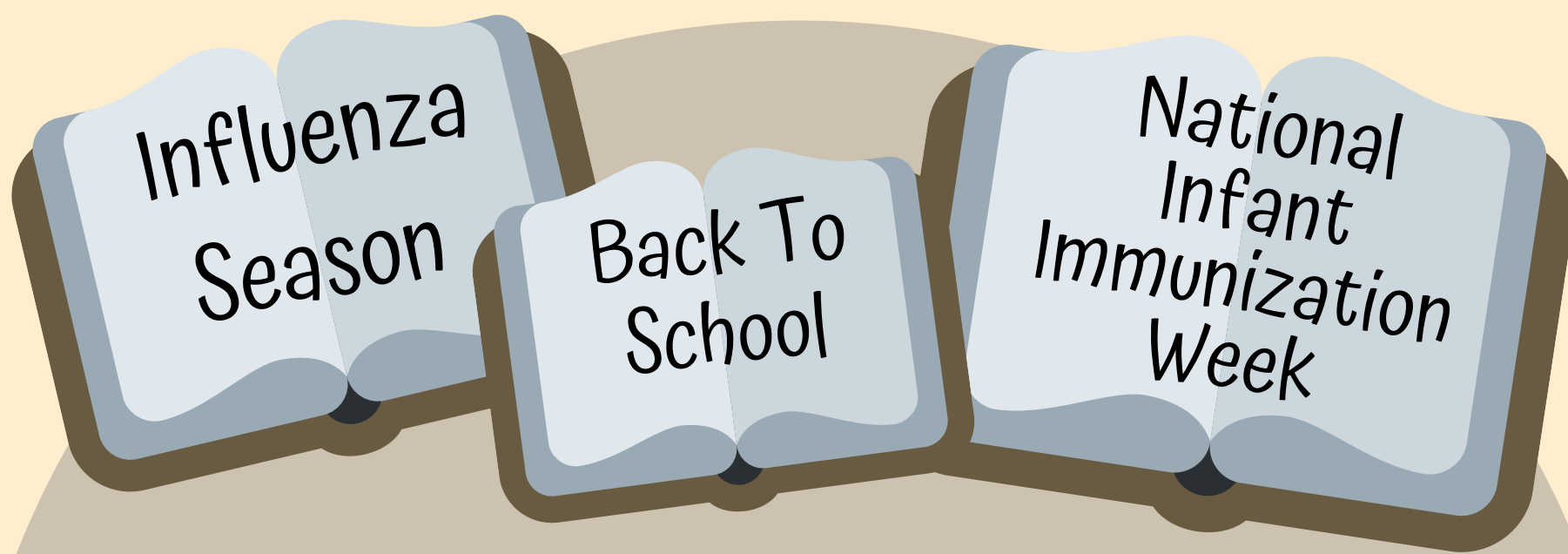
Provider by the Florida Department of Health Immunization Section for achieving



97.2%

completion rate of the 2-year-old series of eligible patients as of October 1, 2017

In 2018, DOH-Collier Naples Immunizations developed three activity booklets containing educational information, recommended vaccine schedule, and activities. These booklets were handed out to community partners and daycares and were also shared with the State Immunization Department in Tallahassee. The three booklets contained content on:



Prudential Productivity Award for the Shoo The Flu Challenge

In 2017, Immunization and Administration staff were awarded the Prudential Productivity Award for the Shoo The Flu Challenge. This was awarded for encouraging and accommodating DOH-Collier staff to receive the influenza vaccine by taking a cart to each department and offering the influenza vaccine. This provided the staff the convenience of receiving their influenza vaccine without interrupting their workday.

Healthy Start



Golden Baby Shoe Award

In 2018, Selena Lucas, RN, Assistant Community Nursing Program Director and Stephanie Vick, MS, BSN, RN, Administrator, received the Golden

Baby Shoe Award. The award honors individuals who show outstanding contributions to improving the health and well-being of pregnant women or babies throughout Collier, Glades, Hendry, and Lee Counties.



Over
1,300
fans distributed

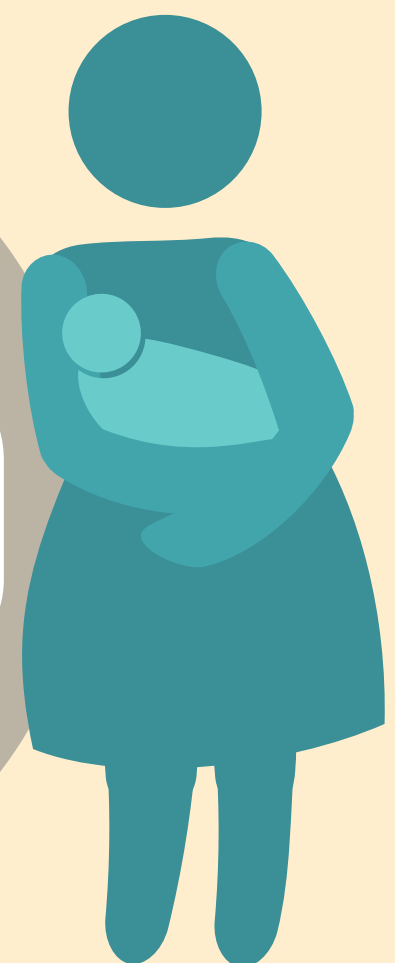


Through the Richard Schulze Family Foundation and Future Ready

Collier, DOH-Collier was able to partner with Grace Place to host several successful Parent Cafés to Haitian Parents. The "Be Strong Families Parent Cafés" are physically and emotionally safe spaces where parents and caregivers talk about the challenges and victories of raising a family.

The Healthy Start Program served

3,290
mothers and infants
from 2017-2018



To begin fostering a partnership with the Black/Haitian Faith-Based Leaders of Collier County, Healthy Start hosted a "Call to Action" Roundtable Discussion for the Black/Haitian, Faith-Based Leaders of Collier in January 2018. Through this new partnership, the program distributed fans to the Black/Haitian, Faith-Based Community with a general health education message.

Healthy Start also ran a public service campaign on the CAT Bus System and Haitian Radio Station in English and Haitian Creole.





NACCHO Haitian Program Award



In 2018, the DOH-Collier Haitian Prenatal Health Education program was selected as a Promising Practice by the National Association of County and City Health Officials' Model Practice Program. The selection of this program as a Promising Practice means that it demonstrates exemplary and replicable qualities in response to a local public health need. The program reflects a strong local health department role, collaboration, and innovation. The application went through a vigorous peer-evaluation process by NACCHO workgroup members.



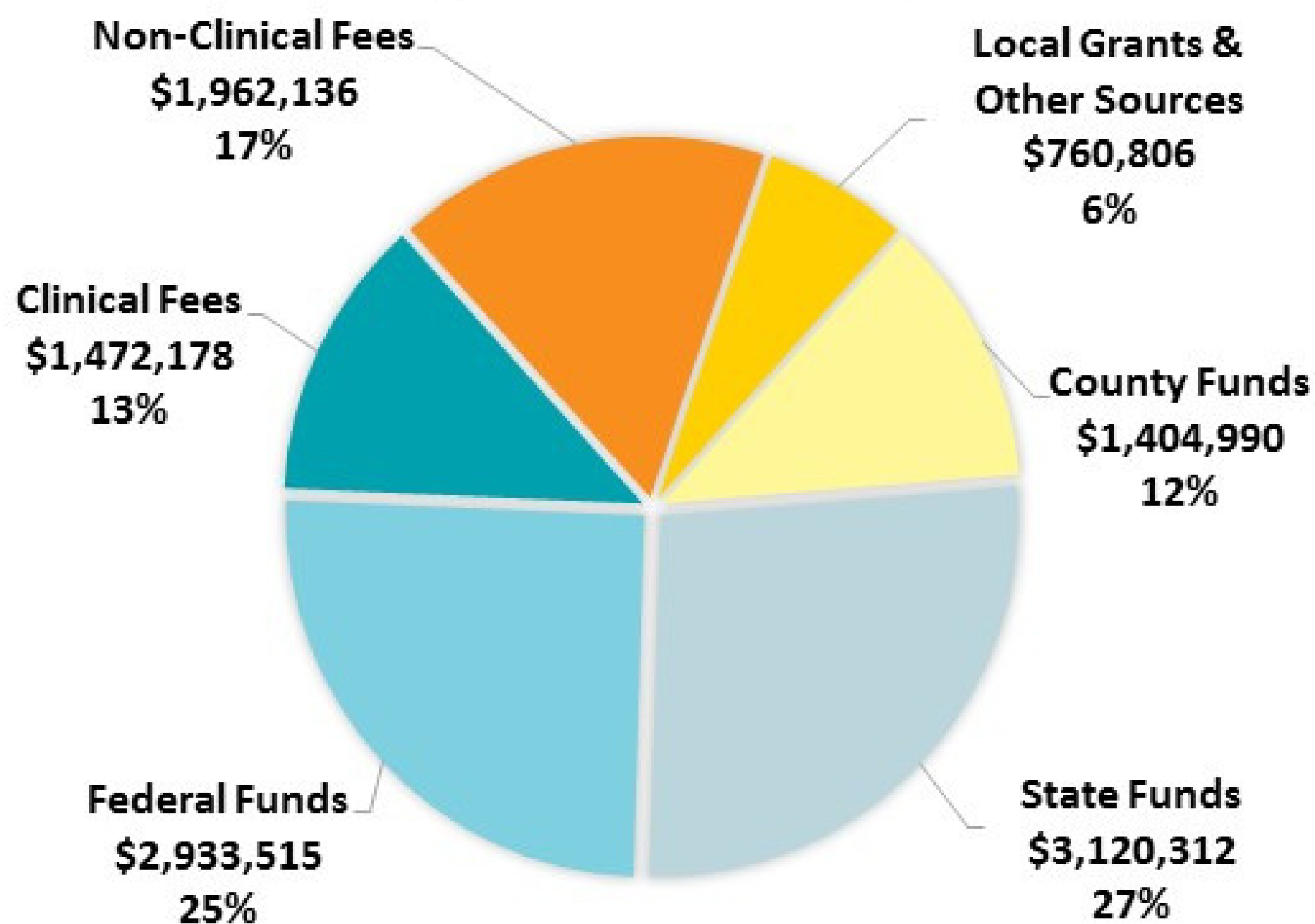
2017 & 2018 Prudential Productivity Award for Haitian Prenatal Parenting Classes

The Prudential Productivity Award was awarded to Healthy Start in 2017 for the development of the Haitian Prenatal/Parenting Classes to address the health disparity among the Haitian population in Collier County, which has the highest number of low birth weight. In 2018, the program received the award again for its recruitment and retention efforts.








FINANCE, ADMINISTRATION & HUMAN RESOURCES

FUNDING SOURCES = \$11.65 MILLION (FY 2017 – 2018)



DOH-Collier Funding Profile

Funding for the operation of DOH-Collier is received from a variety of sources. The operating revenue is comprised of:

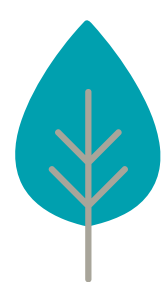
-  State appropriated funding
-  Allocated Federal revenue
-  Local County funding
-  Grants
-  Fees earned through the provision of clinical and non-clinical services

Historically, the largest programs at DOH-Collier tend to be the programs with the highest expenditures. In the 2017-2018 fiscal year, the programs exceeding \$1 million in expenditures were:



Women, Infants,
and Children (WIC)

\$1,226,788



Environmental
Health

\$1,098,822



Adult & Refugee
Health

\$1,091,451



Pediatric
Dental Services

\$1,041,813

Administration & Infastructure	\$1,682,502	\$298,120	Health Information Management
Women, Infants, and Children (WIC)	\$1,226,788	\$293,333	Women's Health - Prenatal Services
Environmental Health	\$1,098,822	\$225,680	Family Planning Services
Adult & Refugee Health	\$1,091,451	\$224,724	Tuberculosis Services
Dental Services	\$1,041,813	\$186,281	Family and Personal Health Administration
Healthy Start Program	\$814,487	\$169,709	Disaster Preparedness
Ryan White/AIDS	\$628,126	\$168,419	Communicable Disease Control & Prevention Administration
Immokalee Satellite Operations	\$519,807	\$157,754	Tobacco Cessation
Epidemiology	\$464,452	\$133,616	Vital Statistics (Birth and Death Certificates)
Pediatric Immunizations	\$359,687	\$125,040	Sexually Transmitted Diseases
School Health Operations	\$357,333	\$55,151	Child Care SWFL
Health Education	\$326,005	\$50,417	Medical Referral Services

Programmatic Expenditures



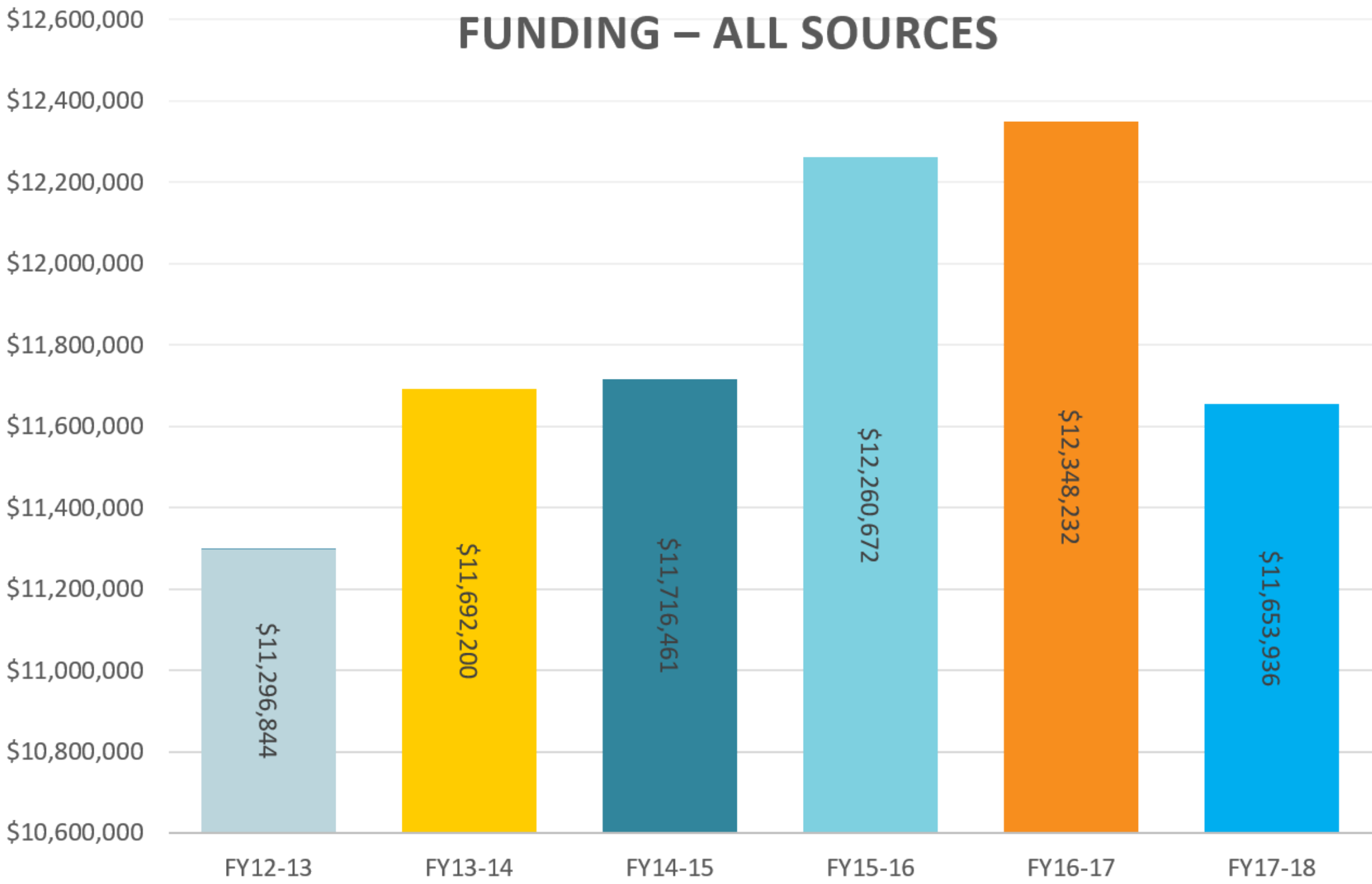
\$11,699,517
Total Expenditures

Key Funding Challenges

As a result of the actions taken during the fiscal year 2017-2018, DOH-Collier is in a better position to meet any any fiscal challenges that could surface within the next few years.

Key factors that continue to impact our clinical service mix and fiscal management are:

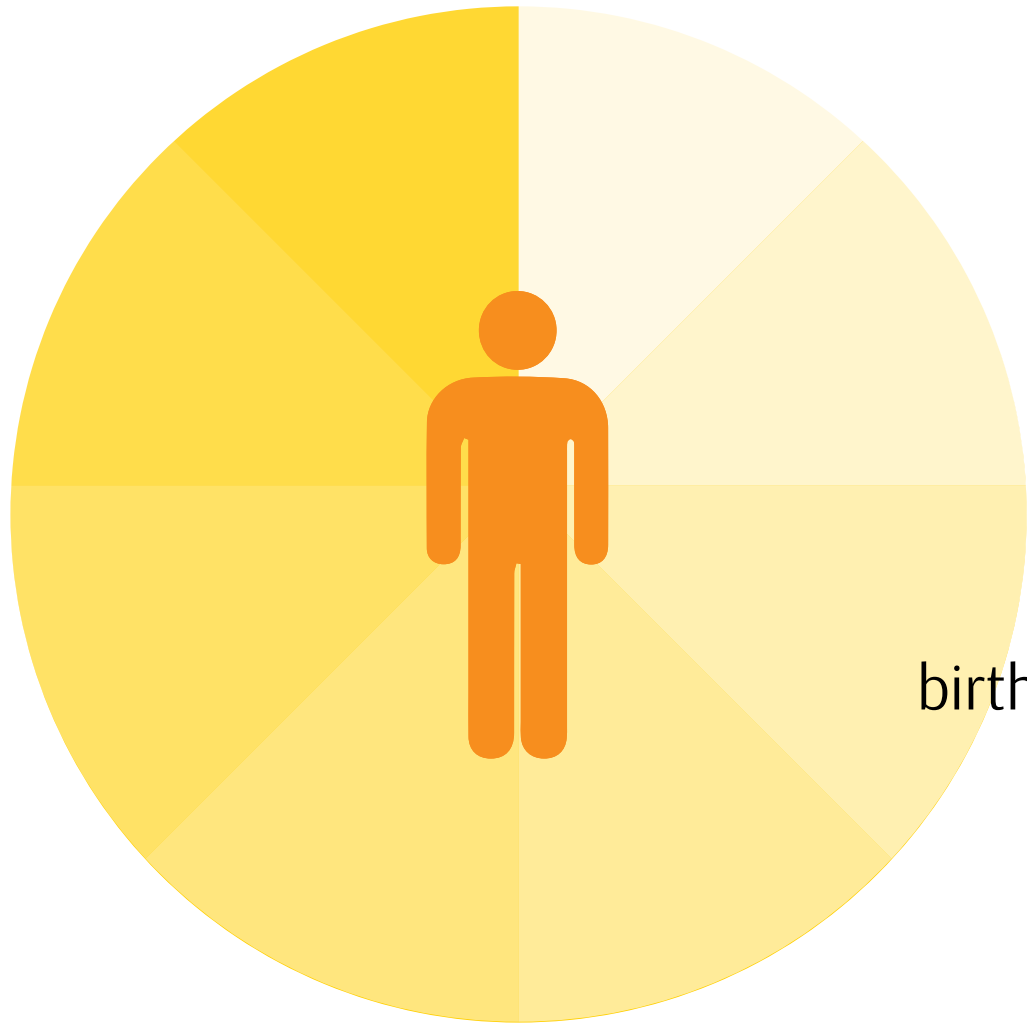
- 1 Ongoing reductions or stagnation of State general revenue and Federal allocations
- 2 Decrease in the refugee and migrant populations: a very large part of the DOH-Collier client and patient base
- 3 Uncertainty in level of Medicaid Funding with mandatory Medicaid Managed Care



DOH-Collier has effectively managed their expenses in the face of significant revenue reductions, putting a focus on the funding of the Core Public Health Services and the needs of the community.



Vital Statistics

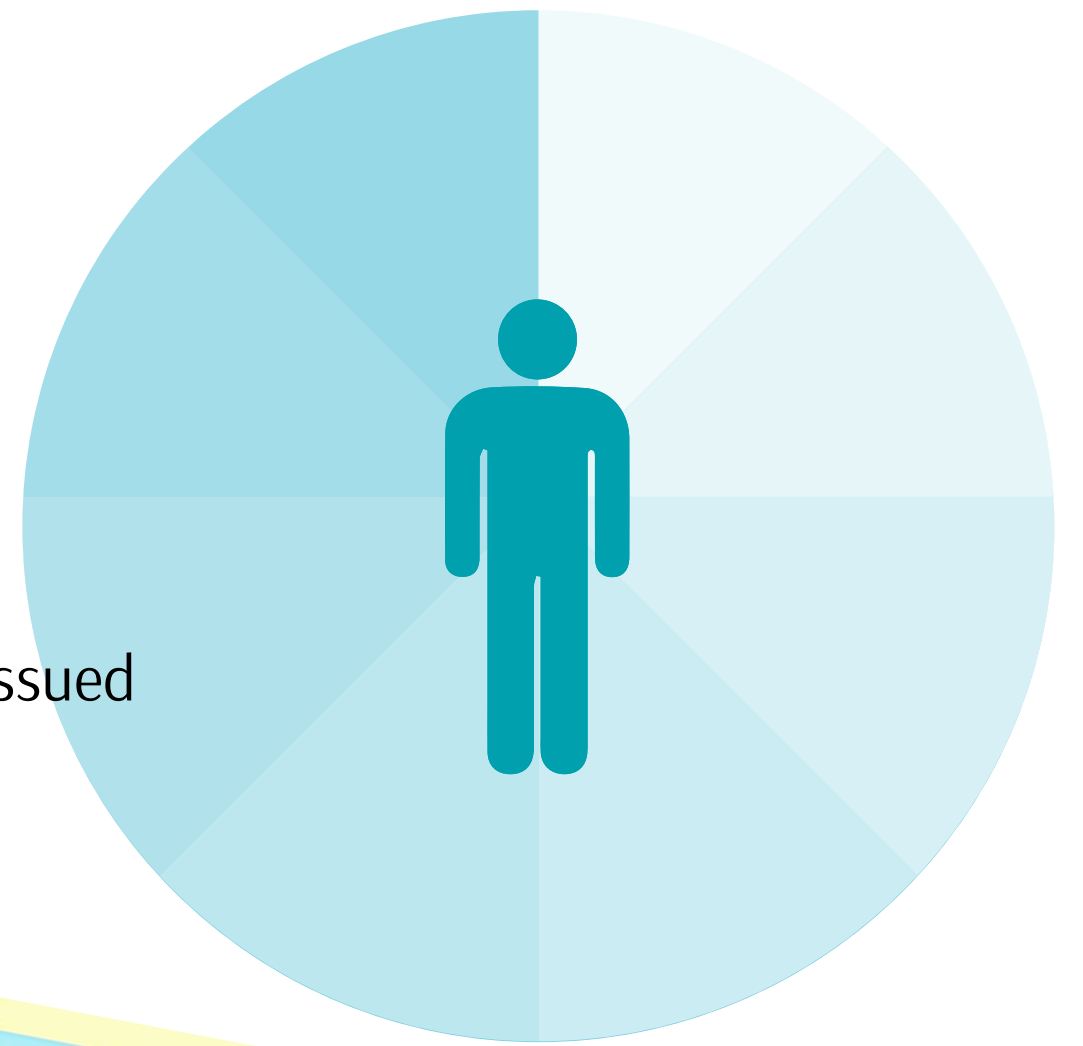


13,271

birth certificates issued from 2017-2018

76,132

death certificates issued from 2017-2018



Vital Statistics created a process for Funeral Home Death Certificate pick ups that includes signatures from the designees and couriers which protects confidentiality, reducing the number of claims and errors.

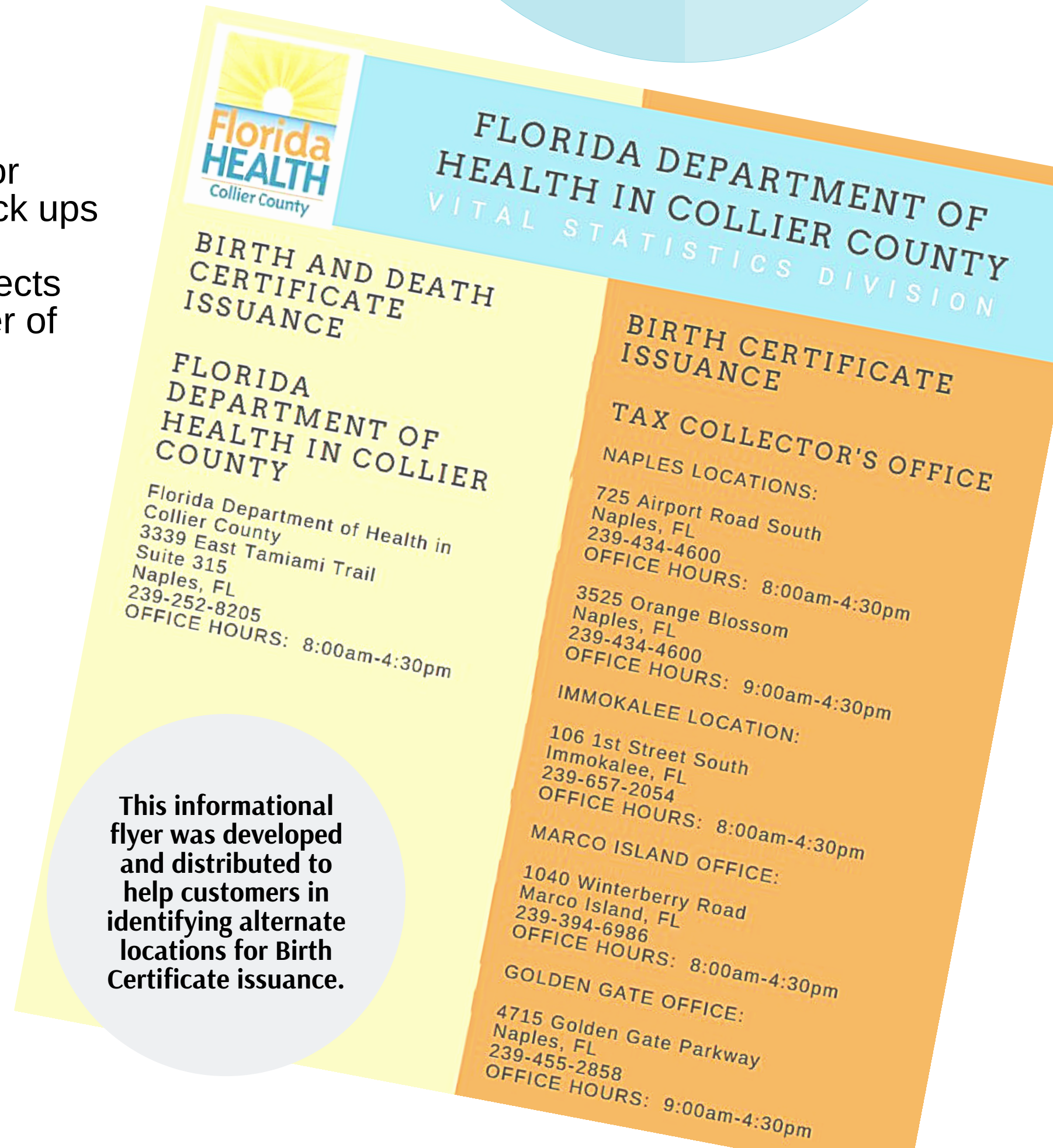
The number of voids in 2018 compared to the previous year was reduced by

41%

The department now compares official record in e-Vitals to the application and discusses any discrepancies with the client prior to printing to determine wants and needs, reducing returns, and voided Safety Paper.



This informational flyer was developed and distributed to help customers in identifying alternate locations for Birth Certificate issuance.



Information Technology (ISD)



Moved data to StorSimple to eliminate equipment replacement and license expenses, saving roughly \$11,400.

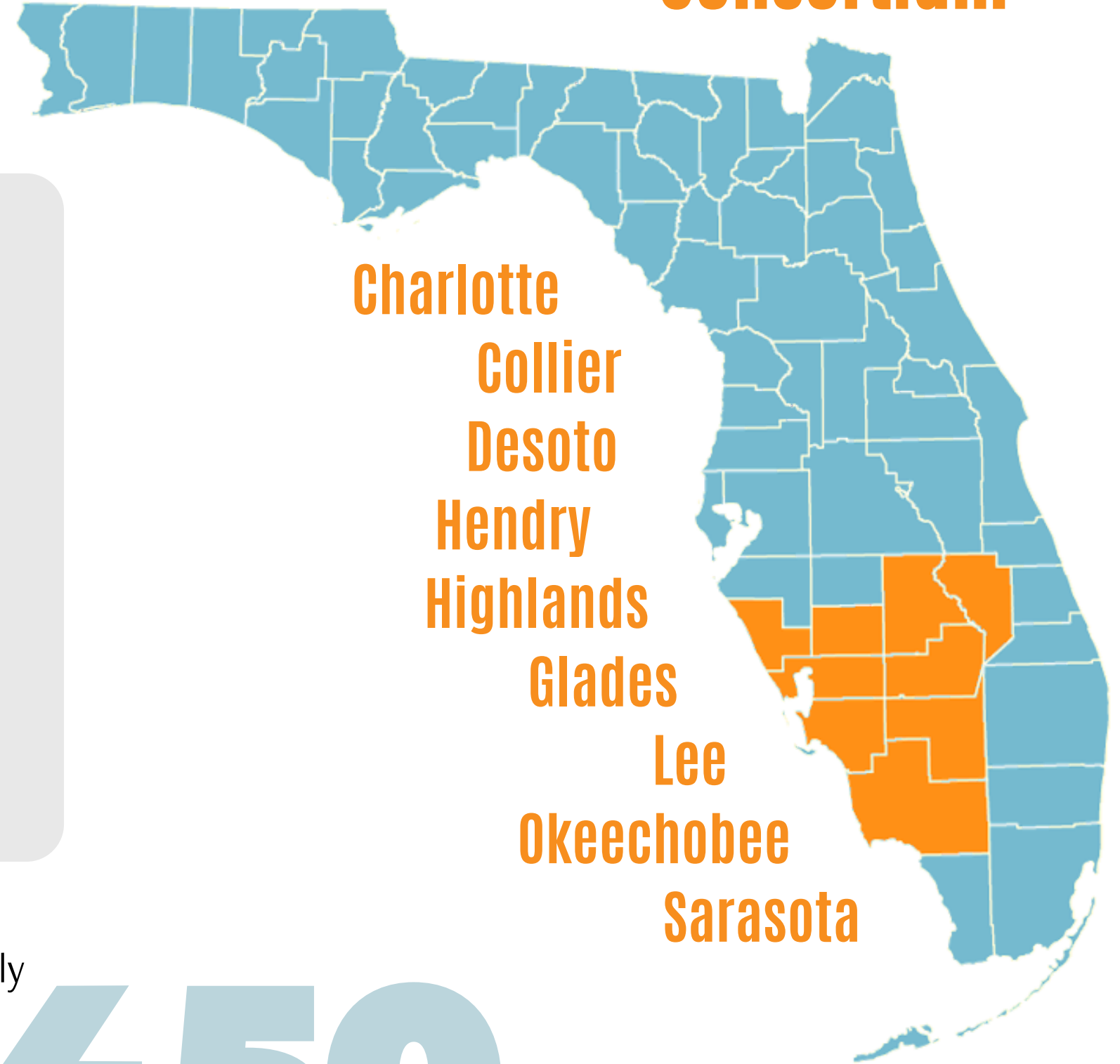
Upgraded network connectivity to higher bandwidth and switched vendors, saving approximately \$7,400 for the year.



Human Resources

To ensure consistency and improve the overall efficiency and effectiveness of how the Florida Department of Health administers Human Resources programs and services to its 13,421 employees, the decision was made in 2016 to regionalize all key Human Resources functions within the 67 county health departments into 6 regional hubs. DOH-Collier was selected to serve as the lead servicing office for the Southwest Region Human Resources Consortium.

Southwest Region Human Resources Consortium :



By mid-2018, approximately

5,000



paper personnel files were digitally converted

New initiatives such as converting all paper personnel files to electronic records was completed in mid-2018. The agency rolled out an electronic ticket HR system, FLHealthDesk-HR, in 2018. The ticket system ensures consistent workflows that are guided by policy and rules of the department, reduces paper forms and time during the approval process.

The Southwest Region Human Resources Consortium office consists of five (5) HR professionals which provide technical services in all of the key Human Resources Components:

- Recruitment & Selection
- Payroll
- Position Classification
- Employee Relations
- Workers' Compensation,
- Attendance and Leave

Approximately

1,450

employees are managed by the Southwest Region Human Resources Consortium

As the lead entity, DOH-Collier provides logistical support such as office space and equipment to this agency initiative. DOH-Collier strives to maintain the goals of the Human Resources regionalization:



Develop and sustain an effective and measurable HR service delivery model with agreed governance, metrics, and measures

Formalize a community of expertise across the regions to share best practices



Provide a great customer experience to our users



Public Health in Action

Continuing to Integrate Excellence into Practice

Physician Led Access Network (PLAN) is a referral network program of 250 volunteer physicians, community clinics, hospitals and other affiliated health care providers who help to provide a safety net of access to quality healthcare for qualified low-income and uninsured adult residents of Collier County. DOH-Collier assures PLAN providers are covered by sovereign immunity under the Florida Department of Health.



From 2017-2018



3,801

Medical appointments completed, spanning across 35 specialty areas

1,135



Ancillary services completed, including Laboratory, Pharmacy, and Radiology

DOH-Collier helped pass the Complete Streets Resolution (January 2019), which directs plans to make roads safer and more accessible for everyone.



BLUE ZONES PROJECT®

DOH-Collier partnered with Collier County Parks and Recreation and Blue Zones Project Southwest Florida to create nutrition education signs at vending machines.

DOH-Collier contributed to health context in Metropolitan Planning Organization's Bicycle Pedestrian Master Plan with research that will make pathways more connected to support health of people in Collier County.



In partnership with the Richard M. Schulze Family Foundation, DOH-Collier representatives took a lead role in corroborating findings from the foundation's 2017 Collier County Community Needs and Assets Assessment. John Drew, MS, acted as the moderator for a community forum on primary and mental healthcare which was attended by about

50 community members. The collaboration also resulted in a six-page insert in the Naples Daily News for which DOH-Collier staff compiled a health services and resources list.



RICHARD M. SCHULZE
FAMILY FOUNDATION



Robert Wood Johnson Foundation

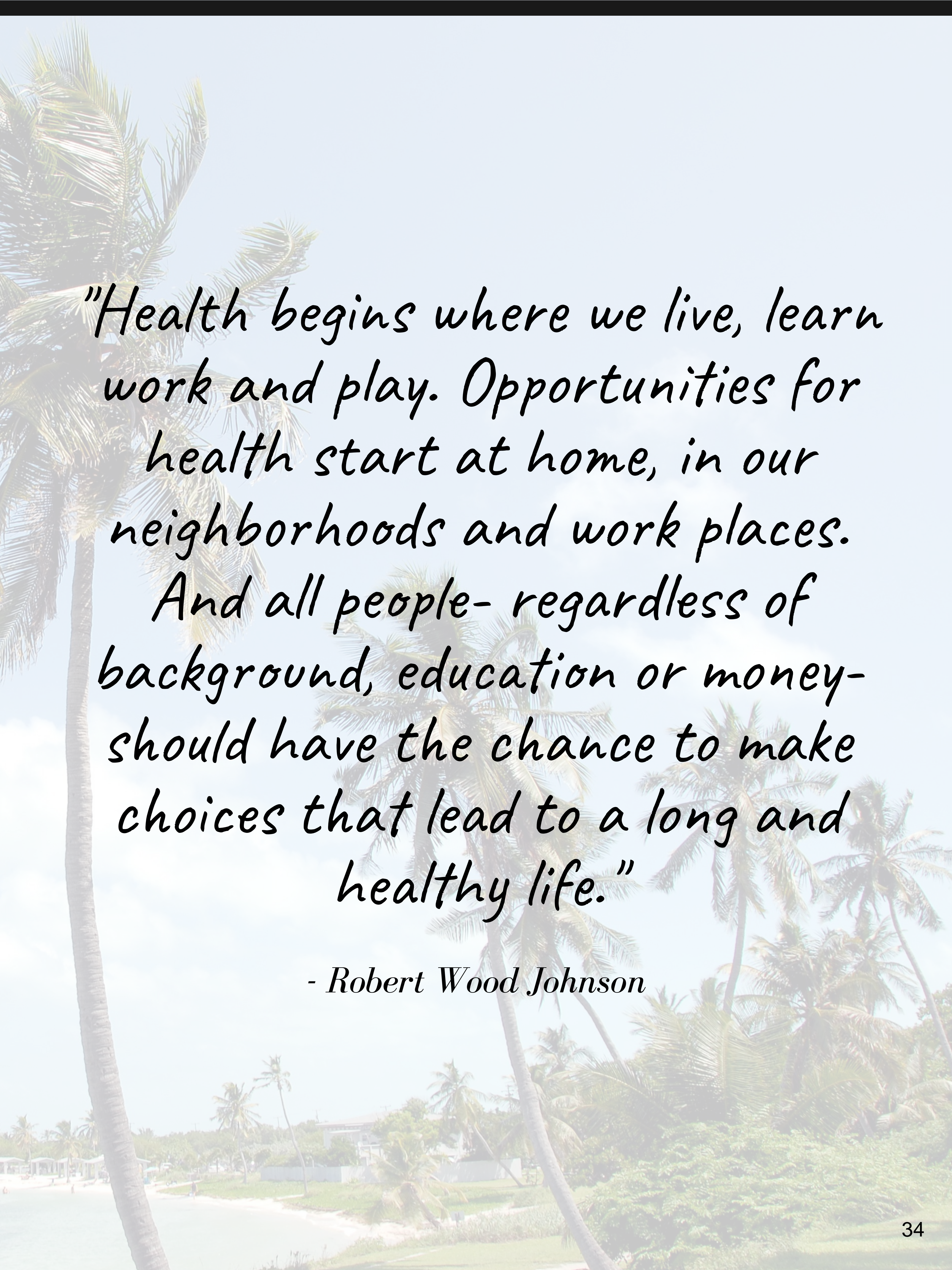
DOH-Collier moved on as one of 39 semi-finalists, after 183 applications were submitted for the 2019 Robert Wood Johnson Foundation Culture of Health Prize.

COLLIER COUNTY WAS RANKED THE SECOND HEALTHIEST COUNTY IN FLORIDA FOR 2017 & 2018

County Health Rankings & Roadmaps

Building a Culture of Health, County by County

A Robert Wood Johnson Foundation program



*"Health begins where we live, learn
work and play. Opportunities for
health start at home, in our
neighborhoods and work places.
And all people- regardless of
background, education or money-
should have the chance to make
choices that lead to a long and
healthy life."*

- Robert Wood Johnson

