

Florida Department of Health in Collier County



2019

& 2020 *Biannual Report*



WE

Finance and
Administration

Community Health
Promotion

Communications

ARE

Emergency
Preparedness

Communicable Disease
Control and Prevention

Family and Personal
Health

Environmental Health and
Engineering

DOH-COLLIER

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A MESSAGE FROM THE ADMINISTRATOR



Kimberly Kossler, MPH, RN, CPH
Administrator
Florida Department of Health
in Collier County

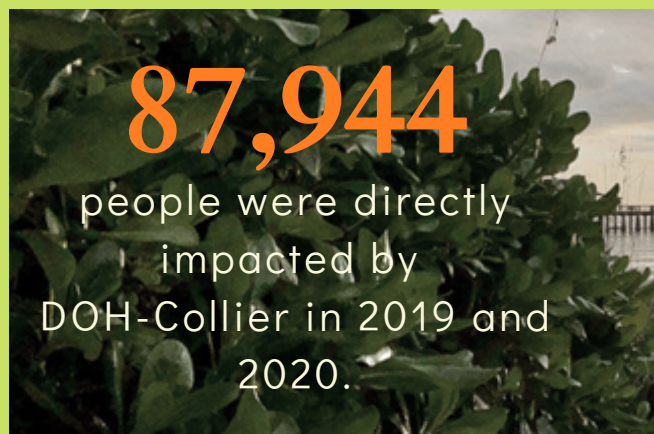
The Florida Department of Health in Collier County has a long-standing history of excellence and strong involvement in our community. This has never been more apparent than during the COVID-19 pandemic. The pandemic brought many challenges, however, as the lead agency, DOH-Collier provided information, testing, and vaccines, all while maintaining our daily services and the quality of care our community has come to expect.

Our mission is to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts. We will continue to ensure that Collier County is the healthiest place to live, work, and play.

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

Yours in Health,

Kimberly Kossler
MPH, RN, CPH





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

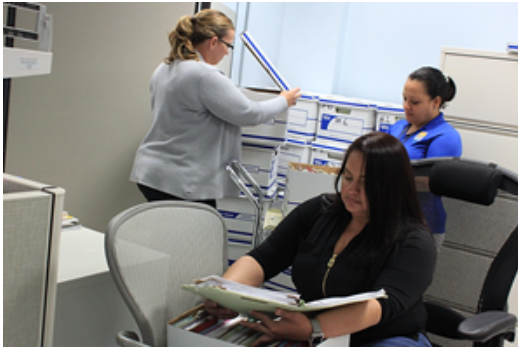
WE SEARCH FOR CREATIVE SOLUTIONS
AND MANAGE RESOURCES WISELY



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

COMMUNICATIONS

Public Health Matters - Communications ensures that residents, visitors, community partners, and elected officials remain educated and informed.

The Communications Program provides public health information by:

- Media relations
- Visual communications
- Marketing
- Social media
- Internal communications



SOCIAL MEDIA OUTREACH



4,400 +
Followers
on the
@HealthyCollier
Twitter

Retweeted



by the Centers for
Disease Control and Prevention,
and the U.S. Department of Health
and Human Services.

Highlights



February is American Heart Month. Organizations such as the American Heart Association remind us to focus on our heart health. The staff at DOH-Collier wore red to show their support of the cause.



Integral in keeping the community informed of COVID-19 response activities.

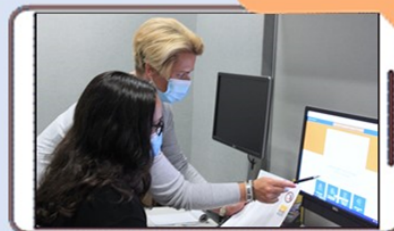


4,000+ external media touchpoints including interviews, press releases, and social media outreach with local, regional, and national media outlets.

Follow DOH-Collier:



Nextdoor



PIOs at
Work!

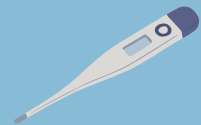
COMMUNICABLE DISEASE CONTROL AND PREVENTION



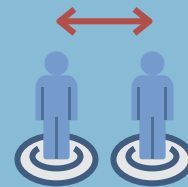
COVID-19 at a Glance

35,184

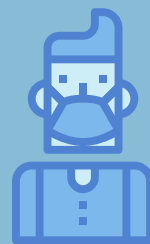
COVID-19 tests
administered by
DOH-Collier staff
in 2020.



Check your
temperature.



Social distance.



Mask up.

4,500+

Masks
distributed to
residents in
Immokalee.

COVID-19 and DOH-Collier

Since the first COVID-19 case in Collier County in March 2020, DOH-Collier has and continues to serve the community and provide appropriate aid in the fight against COVID-19. In partnership with other local agencies, such as Collier County Emergency Management and Collier County Sheriff's office, DOH-Collier has provided 117,595 services of relief.



Tuberculosis

The 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.

The Four Basic Strategies for the control and prevention of Tuberculosis in Florida:

1

Identify and treat all persons with active TB disease until completion.

2

Perform contact investigation for potentially infectious TB cases, including treatment for latent TB infections.

3

Provide targeted TB testing and complete treatment among populations at high-risk for Latent TB Infections populations and/or progression to active TB.

4

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

At a Glance

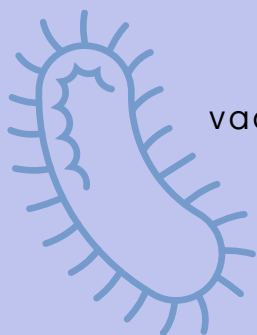


Adult Immunizations

DOH-Collier Adult Health Clinic provided approximately

10,266

vaccinations from 2019-2020.



Sexually Transmitted Diseases

The STD Program provides education, testing, and outreach in the community. In 2019 and 2020, their efforts were reflected through a multitude of activities which included...

OUTREACH

27 community outreach screening and educational events including Justin's Place/St. Matthews House, health fairs, FSW State College, and more.

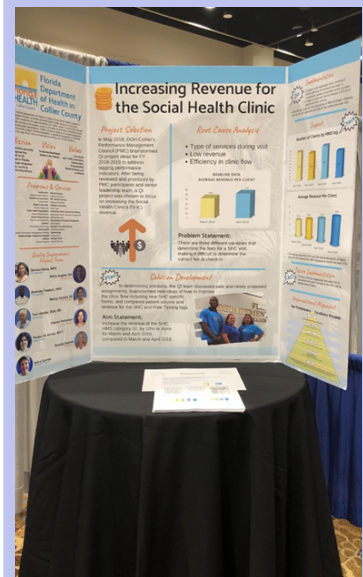
EDUCATION

800 clients were screened for Chlamydia, Gonorrhea, Syphilis, Herpes, and HIV. This effort was highlighted as part of the Storyboard Competition at the Florida Sterling 27th Annual Conference.

INVESTIGATION

2,700+ STDs were investigated and reported from 2019-2020.

Highlights



Family Planning

The Family Planning Clinic continues to offer same day service to clients seeking approved family planning methods. These services are provided on a sliding fee scale ensuring that everyone has access. DOH-Collier established a partnership with the Collier County Jail to provide Family Planning services to incarcerated females prior to their release date.



2,680

Family Planning Clinic
clients served in 2019-2020.



Epidemiology

The Epidemiology Program investigated and reported 456 diseases and conditions (excluding HIV/AIDS, STDs, Tuberculosis, and COVID-19) during 2019 and 400 in 2020.

Also within the years 2019 & 2020...

Investigated 79 complaints of foodborne illness.

Reported 16 cases of Hepatitis A.

Reported 7 cases of West Nile Virus.



COVID-19 in 2020

22,717

cases were investigated and reported.

412

deaths were reported.

Salmonellosis was the leading cause of morbidity in Collier County and accounted for

24.6%

of reportable diseases during 2019 and...

28.3%

of reportable diseases in 2020.

148

COVID-19 outbreaks were investigated, of which 76 were in long-term facilities, 13 in daycares, and 9 in schools.



Refugee Health and Medical Examinations

Clients filing for adjustment of status as permanent residents must submit US Citizen and Immigration Form I-693 to be completed by DOH-Collier Civil Surgeon.

DOH-Collier performed immigration medical examinations for 1,032 clients from 2019-2020.



456

Refugees were provided service at the Adult Health Clinic.



HIV/AIDS and Hepatitis

In 2019...

36 cases of HIV and 15 cases of AIDS were reported.



In 2020...

25 cases of HIV and 4 cases of AIDS were reported.



350 clients received case management services under the Ryan White program.

The HIV/AIDS and Hepatitis Program conducts regular outreach events in drug treatment centers, shelters, migrant camps, jails, mental health programs, and local colleges. Clients 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 clients are offered vaccines at no cost.

42 individuals received services through the Housing Opportunities for People Living with HIV including rental, mortgage, utility, and transitional housing assistance.

2019-2020

A total of 276,000 condoms were distributed through Business Responds to AIDS National Initiative.

Free testing events were conducted during National HIV Awareness Days.

More than 1,149 STD tests, 486 HIV rapid tests, and 162 Hepatitis tests were conducted. A total of 262 Hepatitis A and B vaccines were administered.

The Adult Health Clinic implemented a test and treat same-day-care after a positive HIV diagnosis ensuring that the client have a better health outcome.



COMMUNITY HEALTH PROMOTION



The Community Health Promotion division works to develop and implement effective health promotion and chronic disease prevention strategies to protect, promote, and improve the health of all people in the community. This goal is accomplished through the administration and coordination of a variety of health education programs that address health issues throughout the lifespan.

Women, Infants & Children (WIC)

The WIC Program provides nutrition assessment, nutrition education and counseling, supplemental nutritious foods to qualified individuals, as well as breastfeeding promotion and support to women and infants.



From 2019-2020 an average of



6,773

WIC clients

were served monthly.



From 2019-2020 the average monthly value of WIC food packages redeemed was

\$ 371,067



WIC services were provided remotely, when possible, throughout the COVID-19 pandemic.



The average rate of Ever Breastfed Infants in the WIC program was 86.2%, which exceeded the Healthy People 2020 target of 81.9%.

Collier WIC conducted 794 surveys in 2019-2020 achieving

99.3%

customer satisfaction.



Tobacco Prevention

The Tobacco Prevention Program promotes policy development and community interventions targeting tobacco prevention to reduce use and effects of tobacco in Collier County.

**THIS COMMUNITY
IS TOBACCO FREE**



Offering healthier
homes for a
healthier community.

With the assistance of the Tobacco Prevention Program, Hickory Bay West joined the more than **50** multi-unit housing communities in Collier County that have adopted a comprehensive smoke-free policy.



348

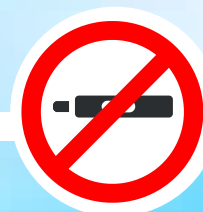
Educational
materials
disseminated
to barbers &
cosmetologists.



Smoke-free Multi-Unit
housing policies & **7**
tobacco-free employer policies
implemented or updated from
2019-2020.



At the height of the E-Epidemic (declared by the Surgeon General in 2019), TFC partnered with Collier County Public Schools (CCPS) to educate youth on the dangers of e-cigarettes, conducting over **60** presentations and administering the Florida Substance Abuse Survey (FYSAS) at **16** schools.



SWAT



Students Working
Against Tobacco
(SWAT),
participated in the
Collier County Parks
and Recreation
“Halloween
Boo-Tacular Drive
Thru” event.



SWAT youth held their own canal cleanup, recorded several radio PSA's, and participated in virtual regional trainings.

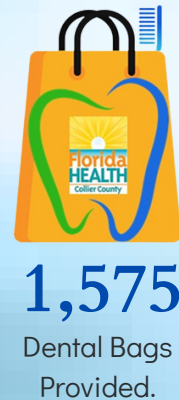


Tooth Fairy

The Tooth Fairy Program promotes the oral health and well-being of younger residents of Collier County.

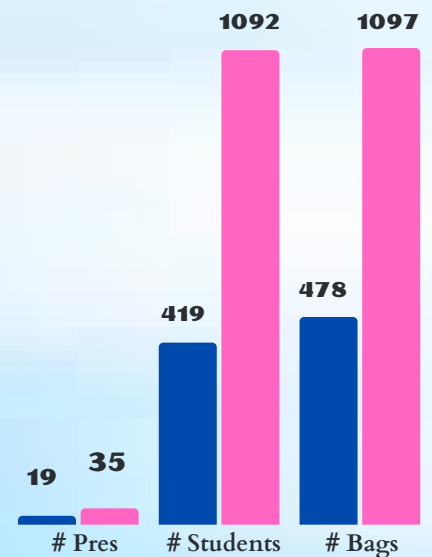


Oral health education for children is important for instilling healthy habits that can last through adulthood. This includes not only learning the right way to brush and floss, but also tips and tricks to get children excited about caring for their teeth.



DENTAL OUTREACH

■ 2019 ■ 2020

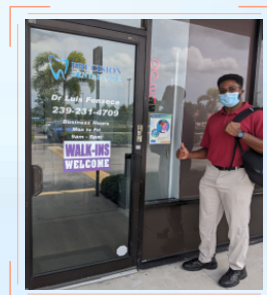


Healthy Communities

The Healthy Communities Program promotes policy development and implementation of strategies relating to healthy community design, obesity, chronic disease prevention, and worksite wellness.



A campaign created by healthy communities that promotes physical activities such as walking, biking, and yoga. Posters were delivered to faith-based organizations, community centers, and parks.



COVID-19 BUSINESS OUTREACH

The community health promotions team delivered thousands of COVID-19 prevention materials to local businesses in the span of 5 months across Collier County.

DELIVERED.
1,094 BUSINESSES
6,820 MASKS
5,917 FLYERS



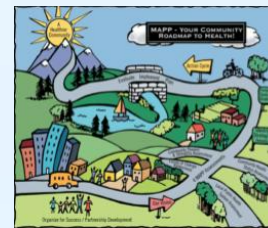
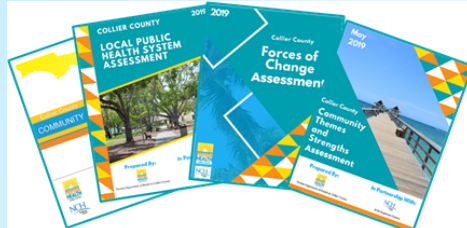
DOH-Collier's CDC Worksite Health Scorecard, increased from 147 to 202 out of a total possible score of 294 in 2020.



Health Improvement Planning

The Community Health Improvement Planning Program promotes the development and implementation of strategies relating to emerging public health threats, community health assessments, workforce development plan, health equity and outreach.

The Community Health Improvement Planning Cycle was completed in 2019.
The four community assessments are as followed:



Community Themes and Strengths Assessment

Identified community health and quality of life issues through 15 focus groups held across the county. 483 surveys were collected from the community partners and Collier County residents.

Forces of Change Assessment

Hosted by NCH Healthcare System, DOH-Collier facilitated a Greater Leaders Focus Group to develop a comprehensive list of trends, events, and factors that may affect the health of the community and local public health system over the next several years.

Community Health Status Assessment

This assessment collected and analyzed quantitative information on health status, quality of life, and risk factors of the population. Twelve categories of data were studied, and each category included select indicators significant to the community.

The Local Public Health System Assessment

Conducted in collaboration with NCH. The meeting included 49 public health leaders in the community, and attendees rated how well they thought the local public health system provided the 10 essential public health services to Collier County.

Community Health Assessment Presentations



6

presentations were done throughout the county.

On September 30, 2020, Collier County became the 480th community to enroll in the AARP Network of Age-Friendly States and Communities with the support of the Collier County Board of County Commissioners and community partners.



Supervisor Toolkit for New Employees

Developed in January 2019

BEFORE
TOOLKIT

AFTER
TOOLKIT

82.5% of new employees reported having regular check-ins with their supervisors at the end of their first 90 days.

96.5%

95% of new employees reported a complete understanding of their position and expectations at the end of their first 90 days.

99%

97.5% of new employees reported feeling like they were a good fit to the organization at the end of their first 90 days.

99.5%

Created to standardize the supervisors' management process to best engage, support, and retain new employees.

In January 2020, DOH-Collier in partnership with Everglades City completed creating their PACE-EH Action Plan that will address the needs of the Everglades community. PACE-EH is a framework that is used to identify needs within a community's built and natural environment. Through collaborative efforts achievements were made, such as the Everglades City Triathlon, and a new community park was developed.

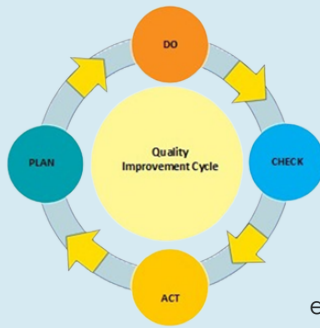


Organizational Planning and Development

The Organizational Planning and Development Program facilitates and monitors DOH-Collier performance management system, which includes the Community Health Improvement Plan, the Strategic Plan, and the Performance Management and Quality Improvement Plan. The Program also manages the customer feedback system and works to build and strengthen a culture of quality improvement and performance excellence.

Quality Improvement

Introduction Class and Refresher Training were respectively taught to:



71% of new
salaried
employees
and
93% of
salaried
employees.

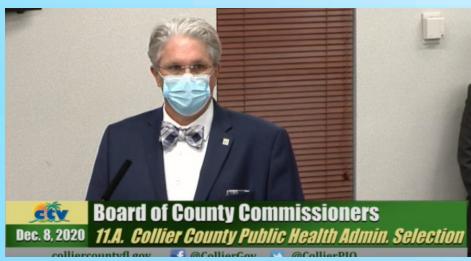


DOH-Collier hosted the Healthy Collier Community Health Improvement Planning Retreat.

Positivity Rate Comparison



Created and presented COVID-19 status updates to the Board of County Commissioners six times in 2020.



Accredited Health Department
Public Health Accreditation Board

Coordinated with DOH-Collier teams on the successful completion of 95 required submissions for the PHAB re-accreditation process.

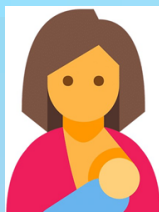
Customer Satisfaction Survey Responses

	# of Responses	Satisfaction Rating
2019	2,442	99.5%
2020	1,361	98.3%



Co-published the Collier County Community Health Assessment (CHA); and published the 2020-23 Healthy Collier Community - Health Improvement Plan (CHIP), to address the health priorities identified in the CHA.

QI PROJECTS



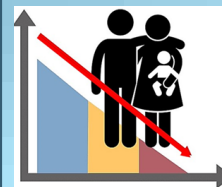
Breastfed
Naples
WIC infants
increased by
6.6%.

Dental average
amount of self-pay
revenue per patient
boosted by **56%.**



Dental payment
denials reduced
by **60%.**

No-show rate for
returning family
planning clients
decreased by
25.2%.



Naples Health Clinic
increased average
revenue per client
by **15%.**

ENVIRONMENTAL HEALTH AND ENGINEERING

Environmental Health works to prevent disease of environmental origin. Division activities focus on prevention, preparedness, and education and are implemented through routine monitoring, education, surveillance, and sampling of facilities and conditions that may contribute to the occurrence or transmission of disease.

13 regulated programs.

Responded to over **30** public records requests in both 2019 and 2020.

218 complaints were investigated from 2019-2020.

Annual operating permits: invoiced and collected fees from 3,486 entities in 2019 and 3,625 entities in 2020.

2019: 400 enforcement actions conducted.
2020: 330 enforcement actions conducted.



The EH staff works in extreme weathers 12 months out of the year. They were heavily used during the pandemic response due to their experience outdoors.

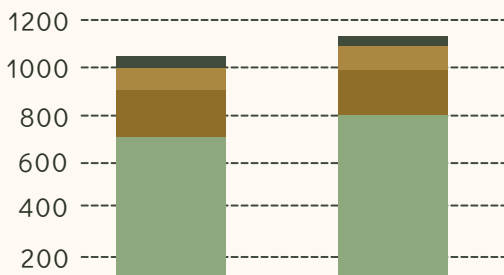
Onsite Sewage Treatment and Disposal Systems (OSTDS)



The OSTDS Program operates to protect health through a proactive approach by preventing exposure to untreated waste. Onsite sewage treatment and disposal systems, commonly referred to as septic systems, are a safe and effective means of wastewater disposal for 30% of Florida's population.



2,230
total permits issued from 2019-2020.



	2019	2020
MODIFICATIONS	14	15
HOLDING TANKS	0	0
ABANDONMENTS	79	65
REPAIRS	222	287
NEW CONSTRUCTION	745	803



Licensed and inspected:

- 2 septic tank manufacturing facilities.
- 10 sewage pumping trucks.
- 4 portable toilet companies.

1,953 construction inspections completed in 2019 (about 4,000 holes dug). 1,880 inspections (over 3,700 holes dug) completed in 2020.

This represents a growth of

7.5%

from 2017-2018.

Facilities Programs consists of numerous preventive health components intended to eliminate or minimize the risk of public health threats of environmental origin in different settings, ranging from farmworker housing and group care facilities to biomedical waste and body art establishments.

Facilities Programs

3,123 ROUTINE INSPECTIONS
&
475 REINSPECTIONS COMPLETED
from 2019-2020.

1,613 hours responding to
COVID-19.

1,113 plan review services including onsite consultations
resulting in

281 new permits processed.



	Tattoo salons	Body piercing	Biomedical waste	Tanning salons	Food hygiene	Group care	Migrant housing	Mobile home parks
2019	246	2	956	10	237	131	87	78
2020	276	4	986	8	227	133	102	79



In 2019, 27 investigations of suspected illegal farmworker housing were completed, resulting in 22 locations permitted as housing facilities. In 2020 there were 9 investigations completed, resulting in 7 permitted facilities.

25 hours of outreach activities.



Housing Type	Number of Facilities	Number of Occupants
H2A Migrant Camp	42	1240
Hud Housing	1	192
Migrant Labor Camp	10	1168
Residential Migrant Housing	49	751



There are currently 102 permitted migrant housing establishments with a capacity of 3,351 occupants.

Water Program

Public swimming pools, drinking water, beaches

- The Water Program operates to protect public health through permitting, routine monitoring, surveillance, and sampling of permitted public swimming pools, limited use public water systems, SUPER Act wells, and beaches.



Water Program services include inspections, investigations, samples, consultations, and legal enforcement.

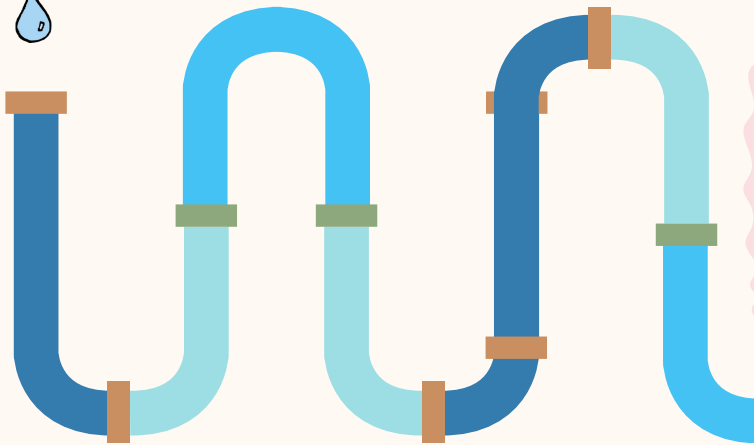


17,278

Routine pool services completed from 2019-2020.

1,947

Limited use services completed from 2019-2020.



460

Beach samples taken in 2019.

524

Beach samples taken in 2020.

10

SUPER Act surveys completed from 2019-2020.

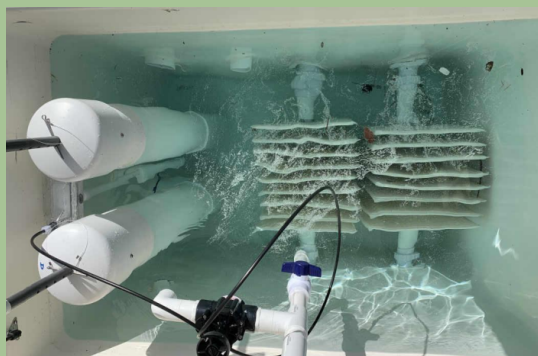
19

New public swimming pools opened from 2019-2020.

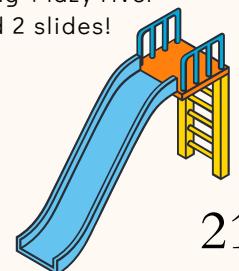
Well Surveillance Program (SUPER Act Program)

The SUPER Act Program is responsible for identifying areas in the state having drinking water contaminated as a result of leaking underground storage tanks, surface spills, and other discharges to the environment.

Healthy Beaches Program was enacted through State legislation and is part of the federally-funded EPA BEACH Act.



Received plans for 76 new swimming pools, including 1 lazy river and 2 slides!



EMERGENCY PREPAREDNESS



In partnership with Project Public Health Ready
& The Medical Reserve Corps.



Public health preparedness is
designed to
routinely work
with, create, and
update
comprehensive
preparedness
planning
documents

and to prepare the community and
its resources for all public health
emergencies.

Accomplished by Emergency Preparedness:

Established a local incident management structure to align with department wide incident management team. It included expertise from our epidemiology, clinical services, preparedness, public information, health and safety, and leadership.

Established processes to triage and assess calls to the DOH-Collier COVID-19 Call Center. Cases are evaluated on an individual basis, and mechanisms have been put in place to minimize risk of exposure to others.

Plan for Non-Congregate
sheltering/housing with
Emergency Management on
medical surge.

The 1st Community
Recovery Plan for
DOH-Collier was
created by the
Emergency
Preparedness
team



for the years 2019-2020.



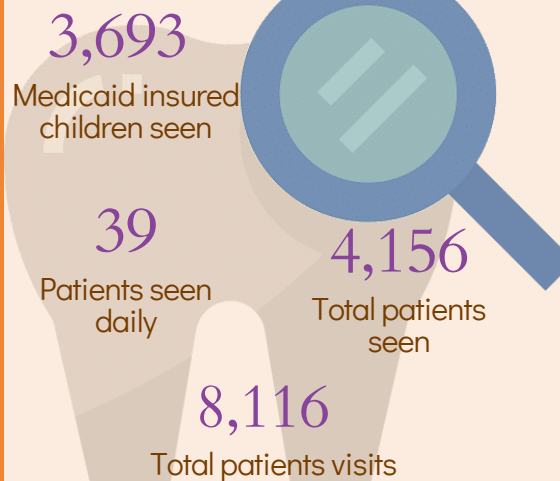
Sun-N-Fun Lagoon
COVID-19 Testing site

FAMILY AND PERSONAL HEALTH



Dental Program

In our efforts to help reduce the number of uninsured members of our community in need of dental care/treatment, the Dental Program has attempted to increase the number of self pay patients seen per day. The Program successfully increased the number of uninsured clients seen by 49% in 2019-2020.



In addition, DOH-Collier has secured a contract with St. Matthew's House. Revenue is now able to be generated for dental services which would have otherwise been provided free of charge.



School Health

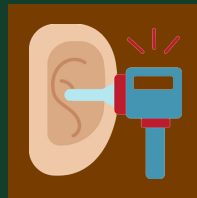
Each year, the School Health Program with the help of community partners, performs state-mandated health screenings for students throughout Collier County.

In the 2019-2020 school year, the School Health Program and its partners screened:



13,664

students for
VISION,
1,949 referred
for concerns.



9,817

students for
HEARING,
175 referred
for concerns.



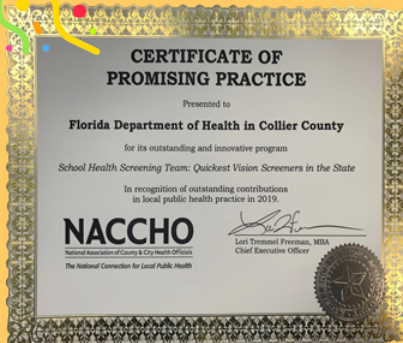
3,700

students for
SCOLIOSIS,
91 referred
for concerns.



10,228

students for
GROWTH &
DEVELOPMENT.



In 2019, the School Health Program received a "Promising Practice" recognition from the National Association of County and City Health Officials NACCHO.

The School Health Program staff were accepted into the Florida Department of Health's Research Excellence Initiative. A premier research training program for Department employees to develop and enhance research knowledge, training and capabilities within the Department.



RESEARCH EXCELLENCE
INITIATIVE



Two DOH-Collier School Health Program paraprofessional staff members were invited to the 2020 Florida School Health Association Annual Conference to present.



Healthy Start

The Healthy Start Program served

1,717

clients including prenatal infants from 2019-2020.



The Healthy Start Coalition of Southwest Florida provided Healthy Start staff with various resources and supplies such as diapers, wipes, and formula to give to clients who needed them the most during the pandemic.

The Haitian Prenatal/Parenting Education Program continued its success thanks to a continued partnership and collaboration with Healthcare Network.



In 2019, the Healthy Start Program received the Million Hearts Grant. They partnered with the Health Ministry of Naples Haitian Church of the Nazarene and launched a self-blood pressure monitoring program.



Pediatric Immunizations

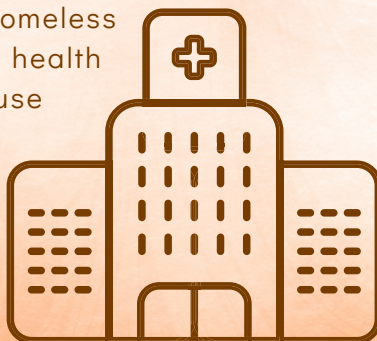
A total of

1,267

Hepatitis A vaccines were given in 2019-2020.



Hepatitis A outreach clinics for adults were held at the jail, homeless shelters/areas, mental health facilities, women's abuse shelters, and a methadone clinic.



29,505

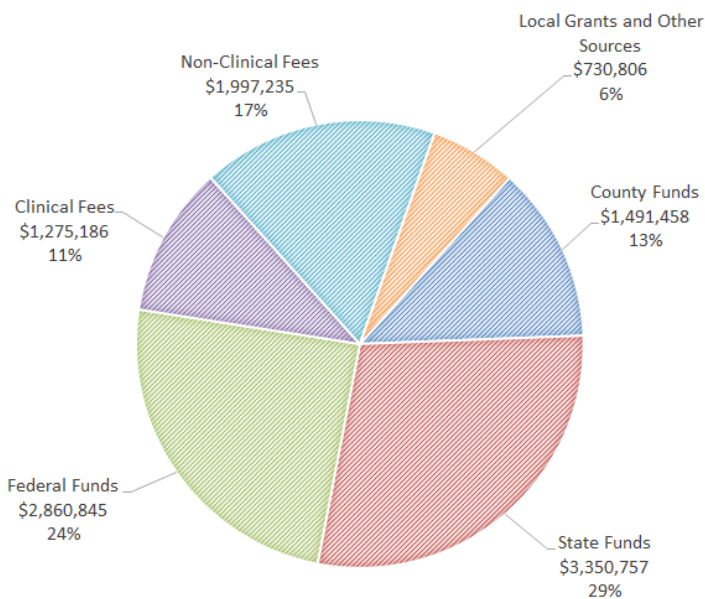
immunizations provided in 2019-2020.








FINANCE AND ADMINISTRATION

DOH-Collier Funding Profile

FUNDING SOURCES = \$11.7 MILLION (FY 2019 – 2020)



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

In the 2019-2020 fiscal year, the programs with the highest expenditures were:



Women, Infants, and
Children (WIC)

 1,254,394



Environmental
Health Program

 1,033,593



Adult Health &
Refugee Program

 911,300



Pediatric Dental
Program

 837,782

Programmatic Expenditures FY 2019–2020

Administration and Infrastructure	\$1,305,089	Human Resources	\$240,329
Adult Health and Refugee Services	\$911,300	Immokalee Satellite Operations	\$379,649
Child Care SWFL	\$38,003	Information Systems	\$230,315
Communicable Disease and Control	\$185,295	Medical Referral Services	\$55,000
Dental Services	\$837,782	Pediatric Immunizations	\$325,036
Disaster Preparedness	\$321,008	Ryan White HIV/AIDS	\$721,644
Environmental Health Services *	\$1,033,593	School Health Operations	\$320,939
Epidemiology	\$401,635	Sexually Transmitted Diseases	\$177,407
Family and Personal Health	\$162,789	Tobacco Cessation	\$154,586
Family Planning Services	\$158,298	Tuberculosis Services	\$196,090
Health Education	\$331,484	Vital Statistics (Birth & Death Certs)	\$182,202
Health Information Management	\$321,775	Women's Health - Prenatal Services	\$320,000
Healthy Start Program	\$624,149	Women, Infants and Children (WIC)	\$1,254,394

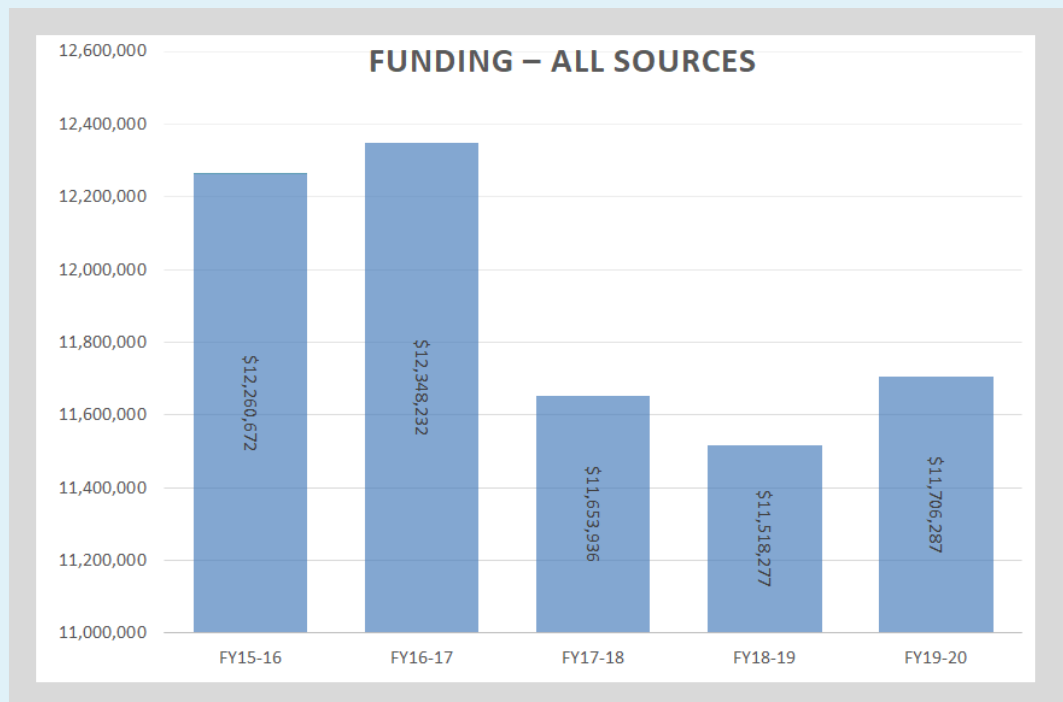
TOTAL EXPENDITURES

*Includes Migrant Labor Camp services

\$11,189,791

Fiscal Outlook

As a result of many prudent fiscal actions taken by DOH-Collier in recent years, DOH-Collier is financially positioned to address the many public health challenges in the coming years.



Vital Statistics



To improve access to birth and death certificates the Office of Vital Statics has partnered with VitalChek. Since December 2020, DOH-Collier has processed 312 birth certificates, totaling

\$ 3,440.00

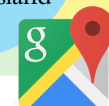
The percentage of **Safety Paper** issued correctly in

2019 was **99.82%**
and in
2020 was **100%**



Locations:

- Naples
- Immokalee
- Marco Island

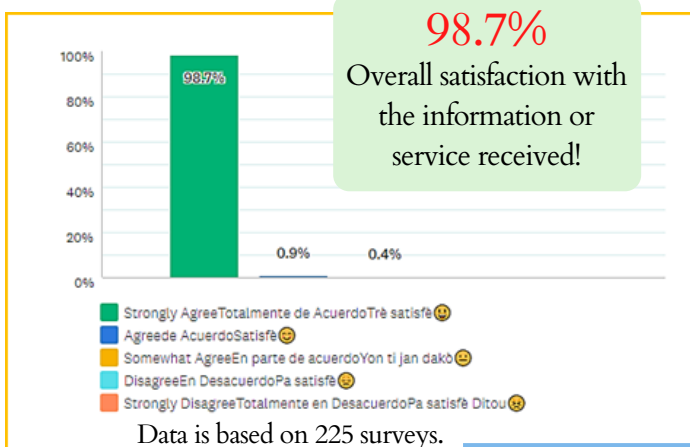
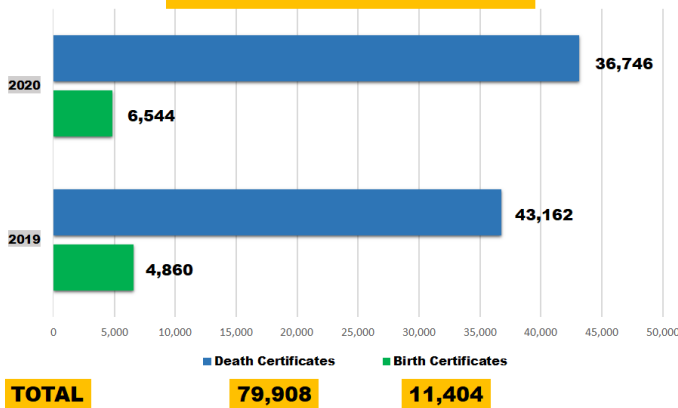


HIM registered a total of 10,394 unduplicated clients.

Posted a total of

69,294
unduplicated
services.

Number of Certificates Issued in 2019 and 2020



Data is based on 225 surveys.

Improve the Client Check-in Process

Team Members: Teresa de Armas, Rocio Bershadski, John Drew, Arleen Guadalupe, Martina Guzman, Barbara Jenkins, Beatriz Santiago, Kelly Vega, Maria Tirado, Lorraine Thompson, Camilo Torres Ramirez

Plan

AIM STATEMENT

To remove at least five steps from the client check-in process by June 30, 2018

BASELINE DATA

Qualitative observations by staff indicate the current process is:

- Motion intensive
- Cumbersome
- Disruptive
- Uncomfortable

PROBLEM STATEMENT

There are too many steps involved in client check-in causing disruptions in the work flow of the registration clerks and disruptions and confusion in the waiting area.

ROOT CAUSES

The team used a deductive reasoning process of elimination to determine that the root cause is the facility infrastructure.

Do

IMPLEMENTED ACTION

Install a system to allow clients to self-register and staff to text the client when a registration clerk is ready to see them.

Check

- Several systems were thoroughly researched
- Q-Flow was decided upon as the best system to accomplish the desired outcomes
- Funding was applied for and denied.

LESSONS LEARNED

- Technology infrastructure is expensive
- Q-Flow teams are successful even if their solutions are not implemented

Act

NEXT STEPS

Adapt
Continue seeking other funding sources to implement the Q-Flow check-in solution.

Health Information Management (HIM)

595
Requests for
Medical Records
processed.

9 Subpoenas Duces
Tecum requests
processed.

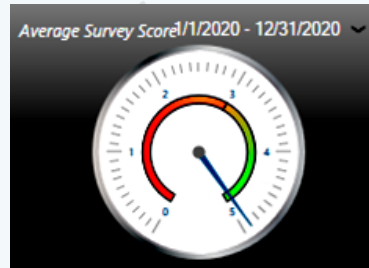
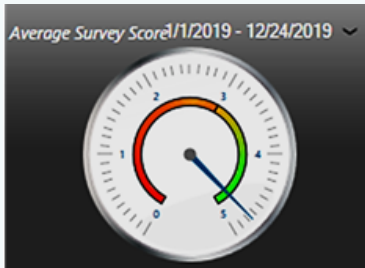
More than **5,000**
insurance claims
were processed with
less than **10%** of
claims rejected.

HIM participated in several QI projects in collaboration with CDCP Clinics, and launched their own QI project to increase overall client satisfaction with the check-in process.

Information Systems Department (ISD)

The Information Systems Department is responsible for overseeing the installation and management of all computer network systems for both Naples and Immokalee locations.

Scores taken from surveys indicate continuous quality improvement on provided services.



Microsoft TEAMS was implemented as an improved way of video communication.

Citrix Remote PC was deployed as a disaster response allowing remote access to the network using a home computer for "essential positions" staff.



In addition, the MULTIFACTOR AUTHENTICATION (MFA) was also implemented. Currently at 100% complete locally and 87.5% as an enterprise due to the addition of new COVID-19 response staff.



Technology tools were employed for DOH-Collier staff to provide telehealth, including billing and coding aspects of the service.

IT Ticket Workload by Team							
	New	Assigned	In Progress	Pending	Resolved	Closed	Reopened
CHD11IT-All	0	1	1	4	2	1,995	0
CHD11IT-HMS	0	0	0	0	0	48	0
CHD11IT-Network Support	0	0	0	0	0	44	0
CHD11IT-Security	0	0	0	1	0	182	0
CHD11IT-VoiceCommunications	0	0	0	2	0	106	0
CHD11IT-Web	0	0	2	0	0	263	1
Total	0	1	3	7	2	2,638	1

Web services were high due to the amount of COVID-19 information posted on our website in 2020. IT security was also high due to the amount of accounts that had to be set up for COVID-19 hires.

COVID-19: A Public Health Emergency

DOH-Collier is the lead agency for ongoing COVID-19 response efforts. Response efforts included partnerships with Collier County Emergency Management, Emergency Medical Services, Collier County Fire Districts, Collier County Sheriff's Office, Healthcare Network, and Collier County Parks and Recreation. DOH-Collier and partners also worked closely with the City of Naples, Marco Island, Everglades City, and Immokalee.



DOH-Collier Call Center activated 7 days a week; responded to hundreds of thousands of inquiries.

35,164

COVID-19 TESTS
COMPLETED IN
2020.

117,595

INDIVIDUAL
SERVICES
PROVIDED FOR
COVID-19.

DOH-Collier COVID-19
community testing in 2020 saw

Promotora Program

Local bi- and tri-lingual residents served Immokalee by providing outreach to 4,700+ households.

6,894

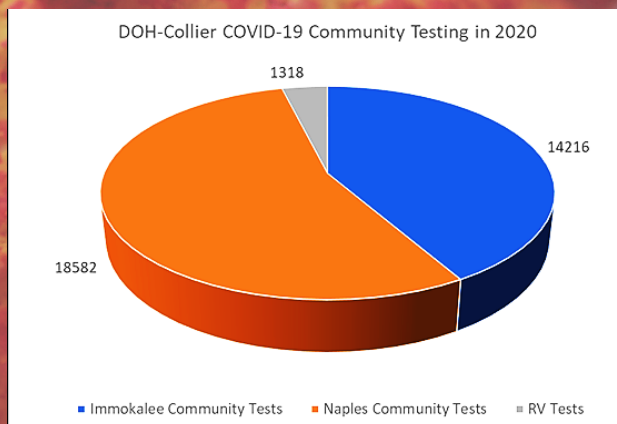
&

4,500+

education materials

masks

distributed.



In partnership with Collier County, DOH-Collier acquired a mobile unit to provide COVID-19 testing, education, and outreach to underserved areas of Collier County including Immokalee and Golden Gate City.

RV COVID-19 testing site



.....
2,000+ Media touchpoints
including local, regional,
and national outlets.
.....



4

COVID-19 testing sites include:

- North Collier Regional Park
- DOH-Collier Naples site
- Winn Dixie Mall- Immokalee
- Mobile testing



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.



Farmers Market

A Heart Healthy Valentine's Day farmers' market was held at the Collier County Government Center Campus. The market was located just a short 4-minute walk from DOH-Collier, encouraging employees to get their steps in and enjoy the beautiful Southwest Florida weather. The collaboration with Facilities Management, Public Services, and Collier County Wellness prominently featured a fresh produce vendor, with 5 other vendors such as local honey, flowers, and a food truck.



 1,704
Medical appointments
completed spanning across
35 specialty areas.

509 
Ancillary services completed
including laboratory,
pharmacy, and radiology.

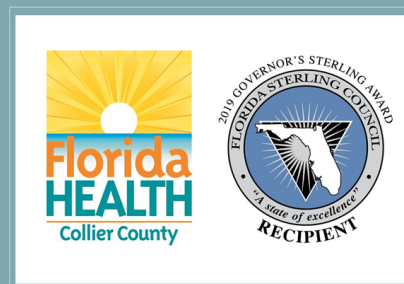
Nutrition Education for Parents

Parent's Meeting at the Redlands Christian Migrant Association (RCMA) are located throughout 20 counties in Florida, the RCMA serves over 6,000 rural poor children and their families. Parents are provided education and resources, including meal planning utilizing the USDA MyPlate and appropriate serving sizes for children.



Achievements by DOH-Collier

DOH-Collier was awarded The Project Public Health Ready Advisory Group Award for Outstanding Contributions.



The Florida Sterling Council awarded the coveted Governor's Sterling Award to DOH-Collier at the 2019 Governor's Sterling Award Banquet on Friday, May 31, 2019.



DOH-Collier was re-accredited by the Public Health Accreditation Board as part of the Florida Department of Health integrated public health system. This achievement verifies our commitment to performance excellence, protection against public health threats, public health emergency preparedness, health equity as a lens to identify health priorities, and community partnerships to better serve the community.

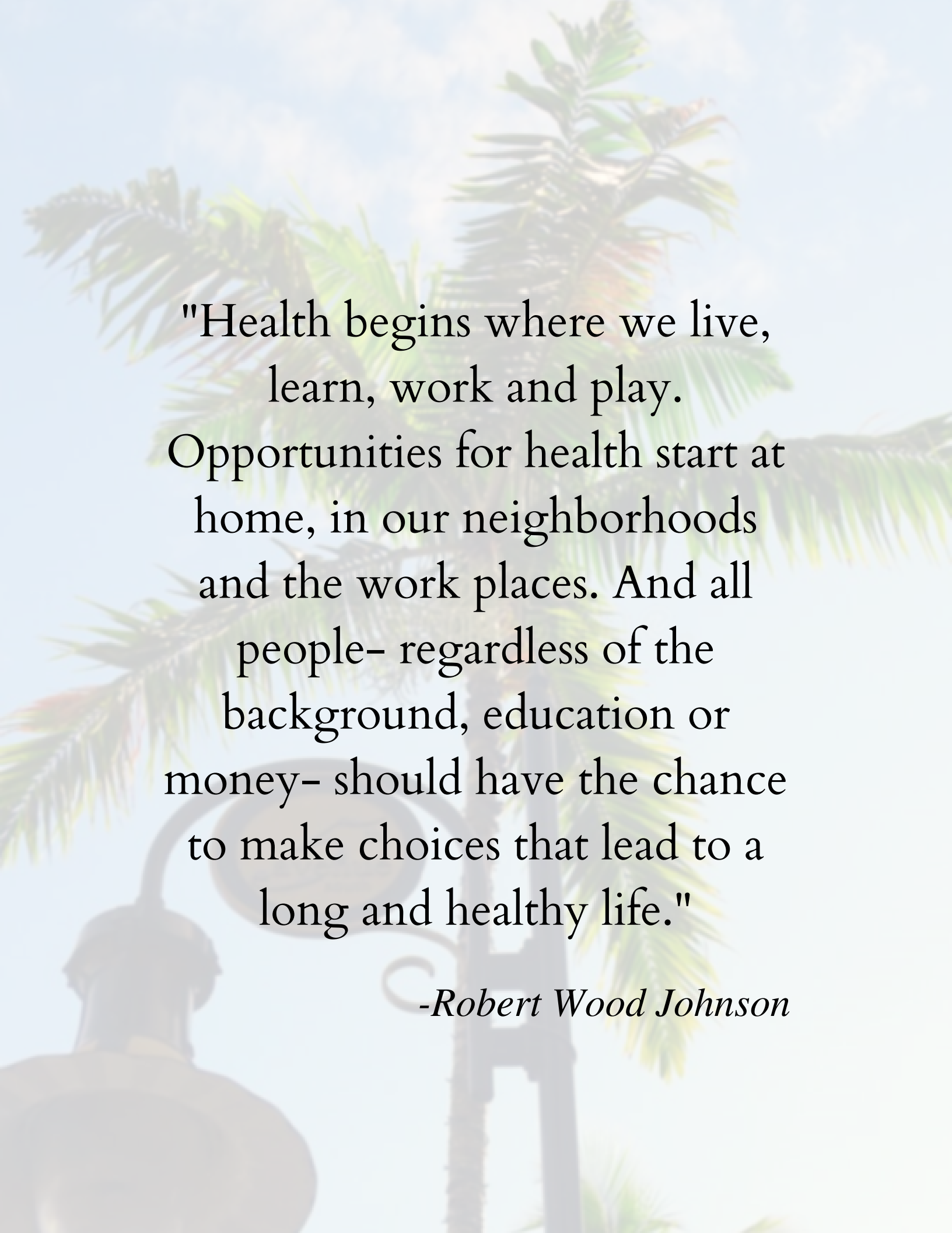
95 SUBMISSIONS COMPLETED

Congratulations to John Drew, Jennifer Gomez and the team at Collier CHD on completing their PHAB documentation requirements! Collier's foundation documents met all PHAB standards. Their domain documents have been submitted, reviewed and finalized - all ready to submit to PHAB. Their support of the reaccreditation process was reflected in the quality and timeliness of their work.

--Nancy J. Mills, MPA, Accreditation Consultant

Florida
TaxWatch

The Immokalee Clinic staff was awarded the Florida TaxWatch award for their "Forget Me Not Project", which reduced the no show rate for Family Planning patients by 32%.



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

-Robert Wood Johnson

