



# STAFF REPORT

**Report To:** Board of Health

**Meeting Date:** March 17, 2016

**Staff Contact:** Nicki Aaker (naaker@carson.org); Taylor Radtke (tradtke@carson.org)

**Agenda Title:** Presentation and Discussion Only: Presentation of Carson City Health and Human Services (CCHHS) 2015 Annual Report

**Staff Summary:** CCHHS has compiled a report for Carson City residents providing an overview of their local health department, its mission, the services provided in 2015, along with a funding overview. This report accomplishes one of CCHHS' Strategic Plan goals "increase awareness of services available through Carson City Health and Human Services". The public will be able to access the report online at [www.gethealthycarsoncity.org](http://www.gethealthycarsoncity.org).

**Agenda Action:** Other/Presentation

**Time Requested:** 15 minutes

## **Proposed Motion**

Presentation and Discussion Only

## **Board's Strategic Goal**

Quality of Life

## **Previous Action**

N/A

## **Background/Issues & Analysis**

N/A

## **Applicable Statute, Code, Policy, Rule or Regulation**

N/A

## **Financial Information**

Is there a fiscal impact?  Yes  No

If yes, account name/number:

Is it currently budgeted?  Yes  No

Explanation of Fiscal Impact:

## **Alternatives**

N/A

**Board Action Taken:**

Motion: \_\_\_\_\_

1) \_\_\_\_\_

2) \_\_\_\_\_

Aye/Nay

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\_\_\_\_\_  
(Vote Recorded By)

# 2015 Carson City Health & Human Services Annual Report



Your Friendly Neighborhood

# Health Department



900 East Long Street  
Carson City, Nevada 89706  
(775) 887-2190  
[www.gethealthycarsoncity.org](http://www.gethealthycarsoncity.org)  
[Facebook.com/CCHHS](https://www.facebook.com/CCHHS)

Report published on March 18, 2016

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# Introduction



**Housed in Nevada's capital,** Carson City Health & Human Services (CCHHS) monitors the health of over 54,000 people. The department is a component of the Carson City Nevada Government, a consolidated municipality. CCHHS also is the contracted authority over a number of health services offered in neighboring Douglas, Lyon and Storey Counties.

## Mission

To protect and improve the quality of life for our community through disease prevention, education and support services.

## Vision

Carson City Health & Human Services leads the region in providing services that support healthy communities.

## Values

**Respect for Others:** We treat everyone equally.

**Competence:** We stay current with the latest resources available.

**Collaboration:** We work together to meet the mission and move towards our vision.

**Ethical:** We work professionally, respecting confidentiality and following laws and regulations.

# Board of Health

**County Health Officer (Chair) – Susan Pintar**

Mayor

Robert Crowell

Ward 1 Supervisor

Karen Abowd

Ward 2 Supervisor

Brad Bonkowski

Ward 3 Supervisor

Lori Bagwell

Ward 4 Supervisor

Jim Shirk

Carson City Sheriff

Ken Furlong

Visit [www.Carson.org](http://www.Carson.org) for more information about the Carson City Board of Health and for a schedule of upcoming board meetings.

## Health Officer's Report

What does public health mean to you? Is it reading restaurant inspection reports in the newspaper? A place to update your vaccinations? Or maybe you need high-quality, low-cost family planning services? Public Health in Carson City is all those and more.

Direct services are an important part of what the health department provides. For example, more than 3,300 individuals visit our walk-in immunization clinics each year. Our inspectors are in the community making sure the food we eat and the pools we swim in are safe. Public Health is also about education. We want people to learn how to get and stay healthy. We try to reach every citizen with healthy messages and information on how to reduce unhealthy habits, like smoking. A big part of our job is giving Carson City residents the education and information they need to lead a healthy lifestyle.

The Board of Health and staff of Carson City Health & Human Services strive to provide services and support for all members of the community. Remember us for that flu vaccine you receive but also take a look at the information on how to be prepared for a flood. We want everyone to Get Healthy Carson City.



**Susan Pintar, MD**

# Introduction

## About our Health Department

### Programs \*Indicates services that are mandated by NRS.

#### Chronic Disease Prevention & Health Promotion

- Adolescent Health Education Programs
- HIV Treatment Adherence
- Safe Routes to Schools
- Tobacco Prevention

#### Clinical Services

- Family Planning
- Immunizations
- STD/HIV Testing

#### Disease Control & Prevention

- Contact Investigation\*
- Disease Surveillance\*
- Environmental Health Inspections\*

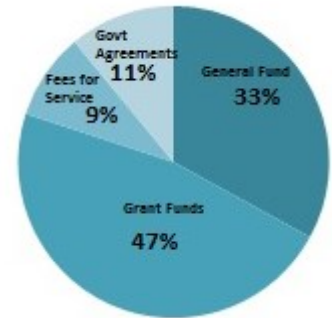
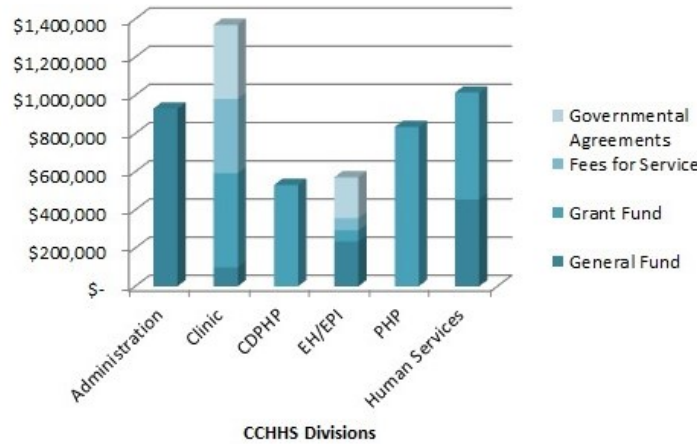
#### Human Services

- Home Waiver Programs\*
- Indigent Services\*
- Sexual Assault Fund\*
- Women, Infant and Children (WIC)
- Workforce Development Program

#### Public Health Preparedness

- Emergency Preparedness Planning
- Public Information/Communications
- Training/Exercising
- Volunteer Management

### Funding Overview – Fiscal Year 2015



Funding by Percentage

The total Carson City Health & Human Services budget for fiscal year 2015 was \$4,775,781.

In 2015, Carson City Health & Human Services was 50% grant funded.

## Carson City Health & Human Services Director – Nicki Aaker

### Management Team includes:

#### Business/Finance Manager

Ana Jimenez

#### Chronic Disease Prevention & Health Promotion Div. Manager

VACANT

#### Clinical Services Division Manager

Veronica Galas

#### Disease Control and Prevention Division Manager

Dustin Boothe

#### Human Services Division Manager

Mary Jane Ostrander

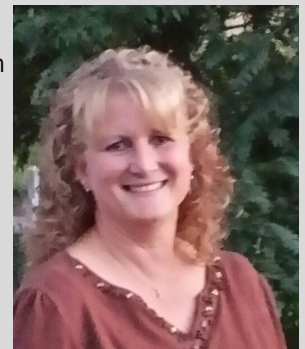
#### Public Health Preparedness Division Manager

Angela Barosso

### A message from our Director

It gives me great pleasure to present Carson City Health & Human Services (CCHHS) 4th Annual Report highlighting the activities and services provided during 2015. CCHHS is your local health department which is part of the Nevada Public Health System. CCHHS provides public health services in Carson City, and limited services in Douglas, Lyon and Storey Counties. You may be asking “Why is public health important to me?” It is important because it helps improve the health and well-being of our citizens.

CCHHS takes our role of promoting and protecting our community’s health very seriously. CCHHS employees are committed to serving the residents of the community and surrounding areas in a professional, effective and efficient manner. As part of our commitment, CCHHS is in the process of obtaining Public Health Accreditation. This accreditation is a voluntary program ensuring that CCHHS incorporates a culture of quality improvement by continuously evaluating our performance in providing the 10 essential public health services. In 2015, our documentation was submitted to the Public Health Accreditation Board and our site visit will take place in 2016.



Nicki Aaker, MSN, MPH, RN

# Highlights of 2015



Battle Ready Nevada Day Condom Campaign



Remote Area Medical (RAM) Clinic

## Our Journey Towards Public Health Accreditation (PHAB)

Carson City Health & Human Services is pioneering public health accreditation in Nevada by being the first health department to submit an application and supporting documents. In May 2015, CCHHS staff hit what is known as “The Big Red Button” to submit all of the supporting documents for the CCHHS application for accreditation.

The next step in the accreditation process will be to host a site visit with trained personnel from the Public Health Accreditation Board (PHAB). Over the five years that CCHHS has dedicated to this process, staff have found that there are so many more benefits than solely attaining the title of an accredited health department. The accreditation process has enabled Carson City Health & Human Services to break down internal and external silos, to develop a culture of quality improvement, and to improve relationships with community partners.

Following the site visit, the Public Health Accreditation Board (PHAB) will decide whether the Health Department will receive official accreditation or be placed on an action plan. An action plan is a common step in the accreditation process that provides the health department another year to address any areas for improvement and submit any necessary documents to reach accreditation standards.

For more information about our progress towards public health accreditation please visit:  
<http://gethealthycarsoncity.org/about-us/accreditation/>

## Nevada Day Condom Campaign

Each year Nevadans gather in Carson City to celebrate the day that Nevada was admitted to the union. Because Nevada became a state on October 31, 1864, the festivities usually fall on the Saturday of Halloween weekend. The Nevada Day celebration includes a parade, community events and an increase in gambling and alcohol sales.

Due to the potential increase in risky sexual behaviors associated with binge drinking, Carson City Health & Human Services developed a condom campaign to serve as a public health intervention to limit the spread of HIV/STDs and reduce unplanned pregnancy. **Over 2,000 condoms were distributed via 8 local bars to individuals 21+ years of age that might be heavily drinking and/or participating in risky sexual behaviors.**

Overall, the campaign was very well-received! Nevadans love anything branded with the state’s slogan “Battle Born.”

## Remote Area Medical (RAM) Clinic

In October 2015, Carson City Health & Human Services assisted community partners in organizing a Remote Area Medical (RAM) clinic in Carson City. RAM USA is an International organization that provides free medical, dental and vision services to underserved populations.

**Over three days at Carson High School, the Carson City RAM clinic assisted more than 1,000 individuals with services, such as dental extractions, medical consultations, immunizations, eyeglasses and more!**

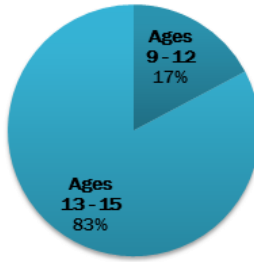
# Chronic Disease Prevention & Health Promotion

## Adolescent Health Education Programs

### Promoting Health Among Teens (PHAT)

#### Program for Youth Ages 9–12 & 13–15

Abstinence Only Intervention is a program offered by Carson City Health & Human Services to give young people the accurate information and tools they need to use abstinence to avoid unplanned pregnancy and sexually transmitted diseases (including HIV).



Participants by Age  
Total Participants 58

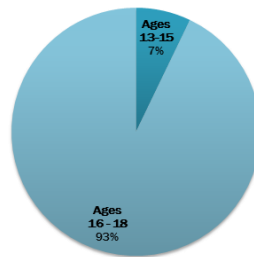
#### Program Implementation Sites

China Springs & Aurora Pines Youth Camps (Douglas County)  
Silver State Middle School (Carson City)  
Virginia City Middle School (Storey County)

### Be Proud! Be Responsible!

#### Program for Youth Ages 13–18

*Be Proud! Be Responsible!* offers young adults the information and tools needed to protect themselves and avoid an unplanned pregnancy and sexually transmitted diseases (including HIV).



Participants by Age  
Total Participants 14

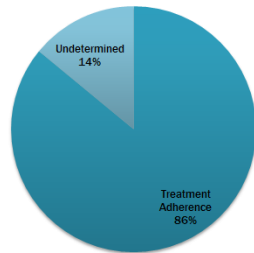
#### Program Implementation Sites

Rite of Passage (Douglas County)

## HIV Treatment Adherence Program

The purpose of the HIV Treatment Adherence program is to provide People Living With HIV/AIDS (PLWHA) case management for HIV/AIDS treatment, such as antiviral medication.

**\*In 2015, over 1,500 clients were contacted and assisted, resulting in 86% in treatment adherence. This is a 6.75% increase in treatment adherence from 2014.**



Percentage of Treatment Adherent Clients

\*Data collected from Statewide HIV/AIDS Database

## Safe Routes to School

The Western Nevada Safe Routes to School Program strives to improve active transportation for students in our region by utilizing the 6 “E”s: Education, Encouragement, Enforcement, Engineering, Evaluation, and Equity.

### 2015 Special Events

NV Moves Day, March 18, 2015 – 19 Schools Participated

Bike to School Day, May 7, 2015 – 9 Schools Participated

Walk to School Day, October 8, 2015 – 21 Schools Participated

Ride for Reading, Oct-Nov 2015 – 8 Schools Participated

## Tobacco Prevention

Carson City Health & Human Services tobacco control program works to raise awareness about smoking and tobacco issues. The program supports the evidence-based practice and goals of the Centers for Disease Control and Prevention (CDC).

**Carson City continues to see a decrease in smoking rates.**

**\*In 2015, 83.7% of Carson City residents were identified as nonsmokers.**

\*Data collected from Behavioral Risk Factor Surveillance System

Carson City Health & Human Services encourages smokers to quit smoking by using evidence-based programs such as the free Nevada Tobacco QuitLine 1(800) QUIT-NOW. In 2015, CCHHS noted approximately eight Carson City users per month utilizing the QuitLine.



Tobacco QuitLine JAC Bus Ad



Nevada State Fair Information Booth



# Clinical Services



Douglas County Staff Celebrate New Location



Great Nevada ShakeOut Earthquake Drill

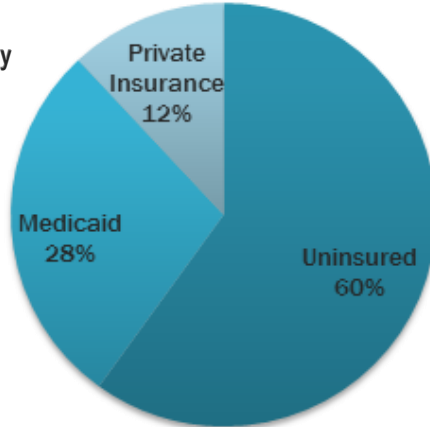
The Clinical Services Division provides services to both Carson City and Douglas County. CCHHS sees all patients, regardless of insurance status or income. Services provided include: well-women exams; pap smears; breast exams; referral to mammography; birth control and family planning; sexually transmitted diseases (STDs) and HIV testing; immunizations for all ages; TB testing and reading; and well-child exams. We follow national standards for best practices when providing all of our services and always consider patient confidentiality a number one priority.

## Family Planning Services

The Clinical Services Division at CCHHS saw 2,771 unduplicated clients for family planning services in 2015.

**\*In 2015, 72% of Clinical Services clients fell below 100% of the Federal Poverty Level.**

Approximately 17% of patients seen for family planning services were identified as limited-English proficient and/or in need of translation services.



Family Planning Clients by Insurance Status

\*Data collected from the Health Department Electronic Medical Record (EMR) database.

## Immunizations

**The Clinical Services Division provided 5,887 vaccinations to the community in 2015.**

CCHHS also monitors healthcare providers who offer vaccine under the Federal Vaccines for Children Program in Carson City, Douglas County and Lyon County. This program is designed to train healthcare personnel to be knowledgeable and concerned about issues regarding low immunization rates in their facility. It also motivates these providers to change their immunization practices.

## STD/HIV Testing & Treatment

In 2015, the CCHHS Clinical Services Division provided 2,137 Chlamydia and Gonorrhea tests.

**\*Forty-two (42%) percent of all positive Chlamydia tests reported by 32 providers in Carson City service area during 2015 were tested at Carson City Health & Human Services.**

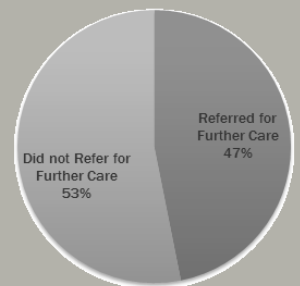
**\*Thirty-five (35%) percent of all positive Chlamydia tests reported by 23 providers in the Douglas County service area in 2015 were tested at Douglas County Community Health (CCHHS Douglas County Clinical Services Location).**

\*Data collected from SAS Database

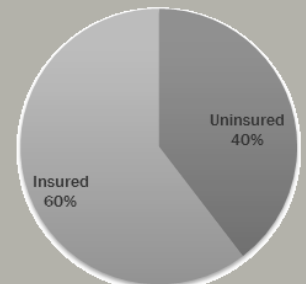
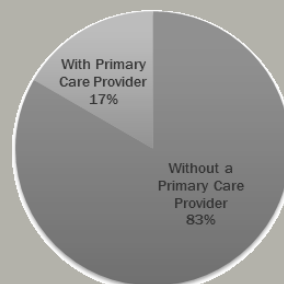
## Well-Child Check-Ups

CCHHS provides well-child check-up exams for children 0-12 years of age that include a full physical exam, childhood immunizations and a nutritional assessment.

**\*Almost half of all children seen for well-child check-ups in 2015 were referred to primary care providers for further care due to findings outside of age-based norms.**



\*Data collected from the Health Department Electronic Medical Record (EMR) database.



# Disease Control & Prevention

## Epidemiology

Here at Carson City Health & Human Services, epidemiologists track diseases in our community, as well as in neighboring Douglas and Lyon Counties. We receive and follow up on notifications of reportable diseases; investigate reports of disease outbreaks; and, if necessary, interview people who are sick to try to determine how they got sick and if they may have passed the illness on to others.

## Top 5 Most Reported Conditions In 2015

1. Influenza (Flu), 492 cases

2. Chlamydia, 252 cases

3. RSV, 56 cases

4. Gonorrhea, 29 cases

5. Enterics, 17 cases\*

(Campylobacteriosis, Giardiasis, Norovirus, Rotavirus, Salmonellosis, Shiga toxin-producing E. coli)

\*There was a 166% (3 to 8) increase in Salmonella cases in 2015 due to an isolated outbreak at a local facility.

**Data collected from NEDDS Base System (NBS). NEDDS is the National Electronic Disease**

## Environmental Health

### Inspections

### In December 2015, Carson City had 450 permitted food establishments.

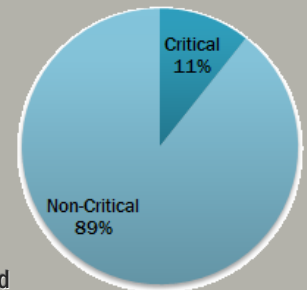
During the calendar year of 2015, the Environmental Health program conducted 641 routine inspections of permitted food establishments for compliance of Nevada Administrative Code (NAC) 446 and Carson City Municipal Code (CCMC) Chapter 9. Staff also conducted 42 scored follow-up inspections. These types of inspections are done when a critical violation was not corrected during the routine inspection. Besides our permitted establishments, Environmental Health staff also inspects temporary food establishments. These food establishments are associated with fairs, carnivals and other special events. In 2015, staff inspected 141 of these types of establishments.

### Violations

\*Of the 683 scored compliance inspections, there were 552 violations noted.

\*Data collected in SWEEPS database system.

Critical violations are more likely lead to foodborne illness.



Percentage of Critical Violations

### Complaints

In 2015, the Environmental Health program received 27 complaints against food establishments. Of those 27 complaints, 12 (44%) were confirmed, 15 (55%) were unconfirmed and two (2) received an official notice.

In 2015, CCHHS saw a 35% increase in overall complaints against food establishments compared to 2014. Of the complaints received in 2015, 37% were in the category of insects, rodents, animals. In 2014, only 11% of the complaints were related to this category.



Bioterrorism Exercise with National Guard



Nevada State Fair

# Human Services



Women, Infant and Children (WIC) Program Staff



Community Job Fair

## Becoming a Coordinated Entry Agency

In December 2015, the Human Services Division at Carson City Health & Human Services became Carson City's Coordinated Entry Agency for homeless persons. Coordinated Entry is a centralized intake agency that is referred to by the community to identify housing resources for the most vulnerable homeless residents.



Over 1400 individuals requested assistance from the CCHHS Human Services Division in 2015.

Human Services staff strive to give residents the tools needed to thrive. Case managers assist with goal planning, completing applications, coordinating services with other resources, workforce support, and financial competency opportunities.

### Moving Forward

The Human Services Division will continue participating in collaborative efforts and projects that bring the most needed services to the most vulnerable residents. CCHHS will continue progress on bringing Women, Infant and Children (WIC) program services to underserved populations with outreach and satellite offices.

## Women, Infants and Children (WIC)

Women, Infant and Children (WIC) is a federally funded program that offers nutrition assistance and support to women and their children who meet the eligibility requirements.

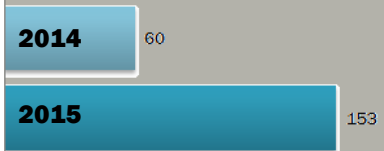
In 2015, WIC was invited to represent Rural Nevada on the Infant Mortality Collaborative Improvement Innovation Network. The mission of this network is to reduce infant mortality and improve birth outcomes by identifying barriers to accessing healthcare during pregnancy and early childhood.

In 2015, the Women, Infants and Children program provided 12, 078 duplicated benefits, nutrition education and breastfeeding support.

## Workforce Development

### Individual Appointments

The Workforce Program provided 289 individual appointments to jobseekers in 2015.



The number of individuals that found employment from the Workforce Development Program increased from 60 in 2014 to 153 in 2015.

Based on an employer survey conducted in 2015, the top 5 reasons why employees were unable to retain their employment were the following:

- 1) Attendance
- 2) Work Ethics
- 3) Skills
- 4) Motivation
- 5) Transportation

Employers suggested we continue to host job fairs and conduct trainings for jobseekers in the community.

\*Data collected in Program Database (eLogic)

# Public Health Preparedness

## What does it mean to “be prepared”?

Public Health Preparedness (PHP) means planning and putting in place programs to respond quickly and effectively to threats endangering the health of the public. Some of these threats are West Nile Virus, pandemic influenza and foodborne illness.

Carson City Health & Human Services is working with its partners in the community, neighboring counties and the state to assure the most effective response possible to disease outbreaks, public health threats and other emergencies.

You can learn more about the Public Health Preparedness program by visiting:

[www.GetHealthyCarsonCity.org/Preparedness](http://www.GetHealthyCarsonCity.org/Preparedness)

## 2015 Major Accomplishments

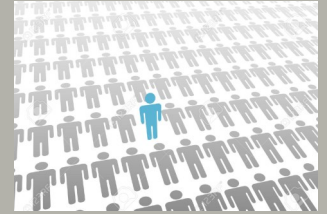
- Co-chaired Access and Functional Needs Working Group.
- Co-chaired Region 2 Medical Surge Planning Initiative to Support the Needs of the Healthcare System.
- Completed Public Health Jurisdictional Risk Assessment.
- Collaborated on unannounced Ebola response exercises with Carson City EMS & Carson Tahoe Health (CTH) and East Fork Fire EMS & CTH.
- Developed Douglas County Emergency Medical Services Disease Infection Control Plan.
- Trained 20 staff on Emergency Operations Procedures.

### Participated in:

- 2015 Public Health Preparedness Summit.
- Carson City, Douglas County and Storey County Local Emergency Planning Committees (LEPCs).
- Carson City Remote Area Medical (RAM) Clinic providing free medical, dental and vision services to over 1,000 clients in Northern Nevada.
- Crisis Standards of Care Advisory Committee charged with Developing Nevada’s Crisis Standards of Care Guidance.
- Full-scale Family Assistance Center Exercise in Carson City & Family Assistance Center Activation Notification Drill with Douglas County Emergency Management.
- Healthcare Coalitions: Douglas County Healthcare Coalition, Inter-hospital Coordinating Council, & Rural Healthcare Preparedness Partners.
- Nine community health fairs.
- Tularemia Outbreak Exercise with Southern Nevada Health District.

## Developing Community Immunity

**What is Community Immunity?** Community Immunity, or Herd Immunity, is the theory that by vaccinating most members of the community, healthcare professionals are protecting the majority of the population from diseases and leaving little opportunity for an outbreak to occur.

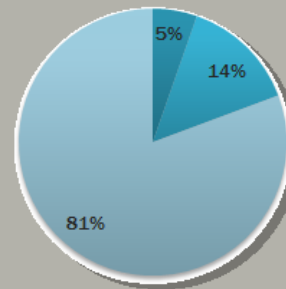


Individuals that receive their flu vaccine every year are not only protecting themselves, but they are also protecting young children and individuals with autoimmune diseases that may not be able to get vaccinated.

The Carson City Health & Human Services Community and School-Located Outreach Vaccination Programs are about keeping the community healthy. Health Department staff aim to reduce absenteeism rates in schools and businesses, as well as reduce the number of individuals with severe Flu-like illnesses. The program enables CCHHS to provide over 80 clinics at schools, senior centers, food pantries, and many other community events.

**Overall, 6,641 individuals were vaccinated against the flu from Sept. 1, 2015–Dec 31, 2015 by CCHHS staff and volunteers.**

## Vaccinating High-Risk Individuals



5% 0-5 Years  
14% 65+ Years

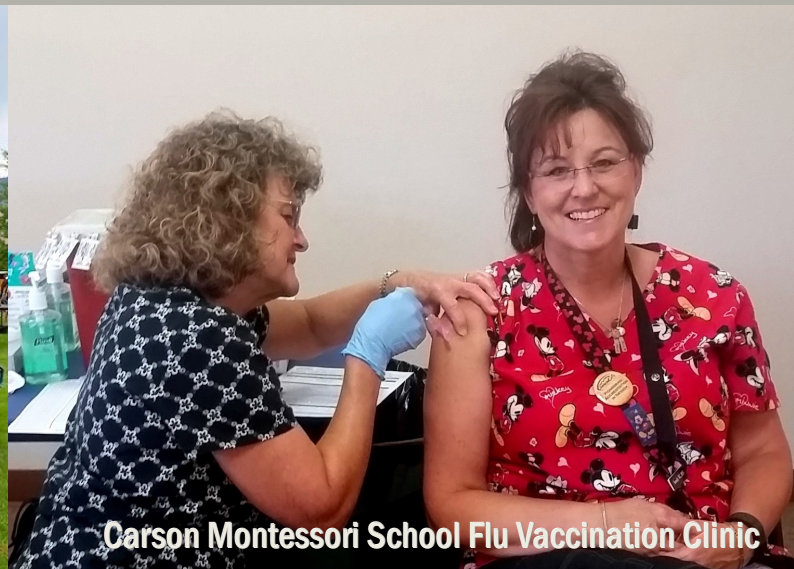
The Centers for Disease Control & Prevention (CDC) identify individuals ages 5 and under and those 65 and over to be high risk of developing flu-related complications.

**\*In 2015, almost 20% of the 6,641 total people vaccinated in the Community and School-Located Outreach Vaccination Program were considered high-risk.**

\*Data collected from the Statewide Immunization Registry (WebIZ).



National Night Out



Carson Montessori School Flu Vaccination Clinic

# Performance Management

## Creating a Culture of Quality Improvement

In 2014, Carson City Health & Human Services developed and implemented a Quality Improvement (QI) Plan in order to monitor and evaluate performance throughout the Health Department. In 2015, CCHHS continued these efforts by completing employee Quality Improvement training and initiating what are known as Quality Improvement Projects.



## Performance Management Team

The Carson City Health & Human Services Performance Management Team (PMT) is composed of four program-level staff, all from different divisions of the organization, and the Health Department Director. By having representatives from different divisions at the table, PMT members are able to advise coworkers on quality improvement projects in their day-to-day activities.

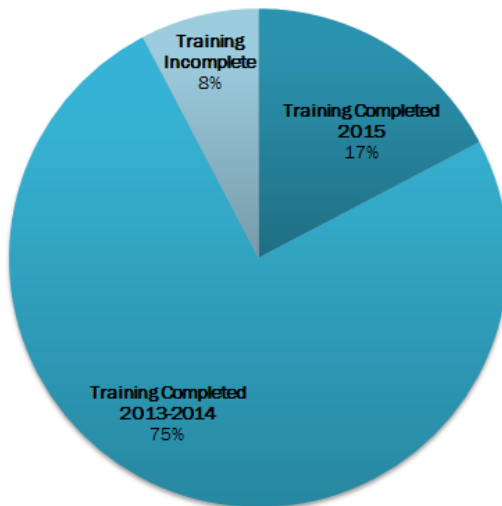
## Quality Improvement Projects

Although not every division of the Health Department participated in formal Quality Improvement (QI) projects during 2015, members of the Performance Management Team (PMT) worked with each division to explore opportunities for QI projects. In addition, the PMT helped to advise staff on how to monitor the results of projects completed in previous years. Questions such as “Are the changes made previously still producing improved results?” or “Are there further improvements that can be made?” are asked of staff to monitor the results of past projects.

## Training

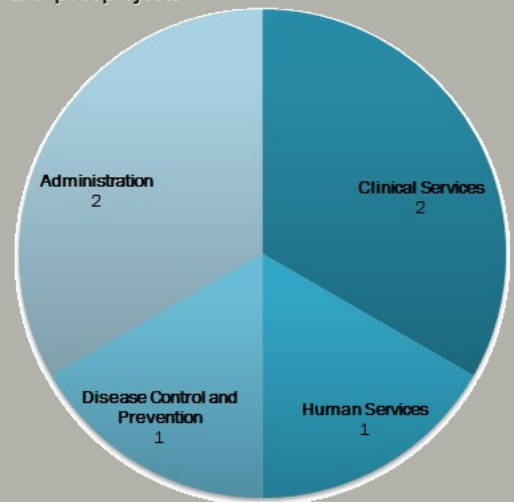
Carson City Health & Human Services requires all staff members to complete a series of in-person trainings that cover an Introduction to Quality Improvement (QI) and the Plan-Do-Check-Act quality improvement process adopted by the Health Department.

These in-person trainings are offered on an annual basis to new and existing employees who have not already completed the course. The CCHHS Performance Management Team (PMT) is responsible for the implementation and tracking of employee quality improvement training.



Percentage Staff Trained by Year

**Over 90% of Carson City Health & Human Services staff have received Quality Improvement training. Of those individuals, 17% received training in 2015.**



Number of QI Projects by Division  
Total 2015 Projects: 6



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**Twitter: @CCHealthEd**