

# Taney County Health Department Annual Report

March 15

# 2017

The Taney County Health Department Annual Report provides an overview of the various programs, projects, collaborative partnerships, regulatory functions, and policy initiatives that were completed or initiated in 2016.



**Public Health**  
Prevent. Promote. Protect.

**Taney County Health Department**  
An Accredited Local Public Health Department



## **VISION**

*C*reating opportunities for healthy lives in our community.

## **MISSION**

*We* will improve the health of our community through leadership, collaboration, education and service.

## **VALUES**

*We* value integrity, learning, teamwork, positive communication, quality improvement and dedicated services to the community.

# Taney County Health Department Annual Report-2016

The Taney County Health Department (TCHD) works in close collaboration with local partners to strengthen and broaden public health initiatives that focus on communicable diseases, chronic diseases, environmental health, animal control, immunizations, community outreach, emergency response and many other prevention efforts. The department works through various collaborative efforts with community leaders, businesses, hospitals, private practitioners, other agencies, and schools to identify the health status, needs, strengths, health concerns, gaps and assets in the community. Many community partners provide resources and engage in partnerships with the health department to address the public health issues in the county. Without these partnerships, much of the progress in addressing public health concerns that has been achieved in the county would not have been possible. The Taney County Health Department is committed to building healthier communities in Taney County and “making a positive difference”.

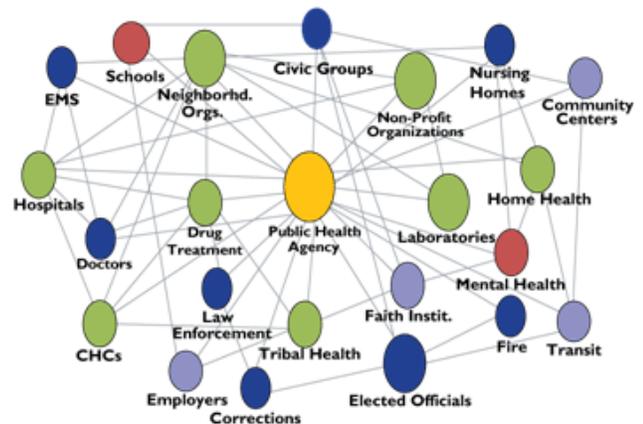
The purpose of this report is to provide an overview of the services provided to the residents and visitors of Taney County by the Taney County Health Department. These services represent some of the work accomplished by the department in 2016 and will help guide TCHD Program managers and board members as they review trends to determine future policy changes and budgetary issues. This report has a broad scope and reflects general program trends and issues. Identified trends should be used to initiate discussion among TCHD managers, staff, board members and community members as strategic planning considerations are reviewed.

## What is the public health system?

The public health system includes all of the public, private, and voluntary entities that contribute to the delivery of essential public health services within a jurisdiction. This broad definition ensures that all community partner contributions to the health and well-being of the community are recognized in assessing the provision of public health services.

The public health system includes:

- Public health agencies at state and local levels
- Healthcare providers
- Public safety agencies
- Human service and charity organizations
- Education and youth development organizations
- Recreation and arts-related organizations
- Economic and philanthropic organizations
- Environmental agencies and organizations



## The 10 Essential Public Health Services

The 10 Essential Public Health Services describe the public health activities that all communities should undertake and serve as the framework for the Public Health Accreditation Board's National Accreditation Program.

### Public health systems should:

1. Monitor health status to identify and solve community health problems.
2. Diagnose and investigate health problems and health hazards in the community.
3. Inform, educate, and empower people about health issues.
4. Mobilize community partnerships and action to identify and solve health problems.
5. Develop policies and plans that support individual and community health efforts.
6. Enforce laws and regulations that protect health and ensure safety.
7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. Assure competent public and personal health care workforce.
9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
10. Research for new insights and innovative solutions to health problems.

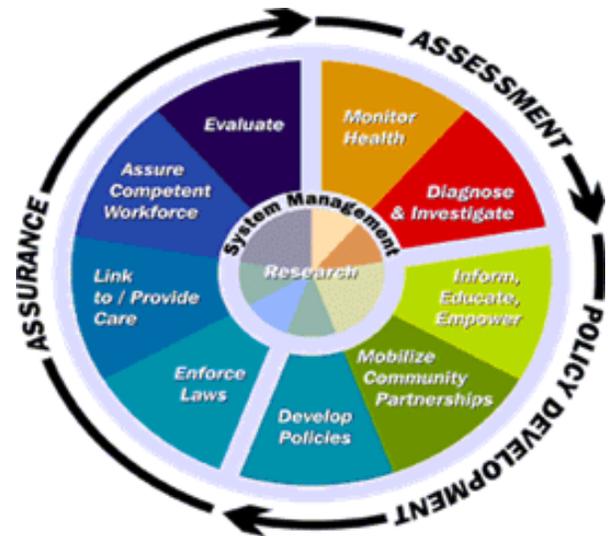


Figure 2: The 10 Essential Public Health Services

## Taney County Health Department

The Taney County Health Department has offices in Branson and Forsyth where many public health services are provided. Additional WIC services are provided by TCHD at the Jordan Valley Community Health Center in Hollister. The TCHD also operates the animal care and control facility in Hollister to provide animal care and control services to many jurisdictions in Taney County.

Services provided by the Taney County Health Department include:

- Diabetes Education Empowerment Program (DEEP)
- 12345 Fit-Tastic
- Healthy Eating Active Living (HEAL) Community Gardens
- Feel Better Now, Chronic Disease Management Program
- Public Health Education and Community Health Program Planning

- OWN it Coalition Partnership
- Alcohol and Drug Abuse Prevention Team member
- Health Care Access
- Unhealthy Body Weight
- Community Gardens
- Physical Activity
- Food Insecurity
- Grant Writing
- Child Car Seat Education
- Animal Care and Control Services
- Dog Bite Prevention
- Food Safety Training
- Blood Pressure Screening
- Communicable Disease Testing and Follow-up
- Disease Surveillance and Data Analysis
- Immunizations for Children and Adults
- Travel Vaccinations
- Flu Shot Clinics
- STD/HIV Testing and Counseling
- Tuberculosis Testing and Prevention
- Emergency Response Planning
- Comprehensive Environmental Health Services Including:
  - Animal Control
  - Daycare inspections
  - Lodging Inspections
  - Restaurant Inspections
  - Certified Water Laboratory
  - Pool Inspections
  - Vector Surveillance & Control
  - Stream Sampling
- Family Planning
- Show Me Healthy Women
- Pregnancy Testing and Temporary Medicaid
- MC+ Applications
- Prenatal Case Management
- Lead Screening
- Women, Infants, Children Program (WIC)
- Breastfeeding Support Group
- Breastfeeding Classes
- Resource Referrals

## Conduct and Disseminate Assessments Focused on Population Health Status and Public Health Issues Facing the Community

Health Priorities were identified in 2016 through the Mobilizing for Action through Planning and Partnerships (MAPP) process recommended by the National Association of City and Council Health Officers (NACCHO). This six month process incorporated community member's insight and feedback into key issues impacting the health of Taney County. The MAPP process utilizes the use of four assessments to reveal the health of the community, status of the public health system, community themes and strengths, and forces impacting health of the county. Through these four assessments TCHD, community stakeholders, agencies, and organizations identified three overarching health priorities to address between the years of 2017-2020. The three health priorities are as follows.

- access to care
- basic needs
- chronic conditions

Based upon these findings and the MAPP results, a Community Health Improvement Plan (CHIP) will be used to identify goals, strategies, and actions to be taken. The CHIP will serve as an action plan of sort for the broader community as the health priorities are addressed.

<b>Top Ten Leading Causes of Death, Taney County, 2010-2014</b>			
	<b>Total Number</b>	<b>Taney County (Rate Per 100,000)</b>	<b>Missouri (Rate Per 100,000)</b>
<b>Heart Disease</b>	781	294.53	230.12
<b>Cancer</b>	603	227.41	211.44
<b>Lung Cancer</b>	190	71.65	65.17
<b>Breast Cancer</b>	39	14.71	14.56
<b>Stroke/Other Cerebrovascular Disease</b>	118	44.50	49.32
<b>Chronic Lower Respiratory Diseases</b>	161	60.72	60.42
<b>Total Unintentional Injuries</b>	105	39.60	50.71
<b>Motor Vehicle Injuries</b>	37	13.95	13.45
<b>Alzheimer's Disease</b>	102	38.47	32.56
<b>Diabetes Mellitus</b>			
<b>Kidney Disease</b>	52	19.61	21.73
<b>Suicide</b>	37	13.95	15.38
<b>Septicemia</b>	48	18.10	12.82
<b>Chronic Liver Disease and Cirrhosis</b>	46	17.35	9.36
<b>Diabetes</b>	40	15.08	23.58
<b>Pneumonia and Influenza</b>	40	15.08	20.78

Source: Missouri Department of Health and Senior Services

Behavioral Risk Factors-Taney County, 2016			
	Taney County	Missouri	U.S.*
<b>Adult Smoking</b>	23%	21%	14%
<b>Adult Obesity</b>	31%	31%	25%
<b>Physical Inactivity</b>	31%	26%	20%
<b>Excessive Drinking</b>	15%	16%	12%

Source: County Health Ranking, 2017 ;\* Top performance, 90<sup>th</sup> percentile for nation

Environmental Risk Factors-Taney County, 2016			
	Taney County	Missouri	U.S.*
<b>Access to Exercise Activities</b>	74%	72%	91%
<b>Food Insecurity</b>	18%	17%	11%
<b>Limited Access to Healthy Foods</b>	9%	6%	2%
<b>Frequent Physical Distress</b>	13%	13%	9%
<b>Frequent Mental Distress</b>	13%	12%	9%

Source: County Health Ranking, 2017 ;\* Top performance, 90<sup>th</sup> percentile for nation

## Investigate Health Problems and Environmental Public Health Hazards to Protect the Community

Environmental Health Services include a variety of responsibilities to investigate issues that involve food safety, lodging, childcare, swimming pools and spas, mobile food vending, temporary food events, and massage/tattoo businesses. Environmental Health responsibilities also include investigation of sewage complaints, well water testing, and other environmental hazards that could pose a risk to the public's health. As part of these investigations and their general responsibilities, the Environmental Health Division at the Taney County Health Department (TCHD) provides education on food safety, mold removal, radon, norovirus prevention, pool maintenance, bed bugs, communicable disease surveillance and investigations as well as other environmental health topics. Environmental Public Health Specialists (EPHS) also have significant responsibilities responding to natural and man-made disasters or emergencies. In the past few years the EPHS have responded to local flooding, tornadoes, fires, power outages, disease outbreaks, and truck wrecks. The EPHS personnel also work closely with area food services to provide health advisories; food re-calls, and response to truck wrecks.

Communicable disease surveillance is a multi-component system that monitors and analyzes data that includes – but is not limited to – demographic, geographic, and disease/condition-specific information. Accurate identification and timely reporting are integral parts of successful disease control, enabling public health agencies to:

- Identify contacts who may be infected or other individuals at risk for infection,
- Determine the incidence and prevalence of disease in Taney County,
- Assist physicians and hospitals in evaluating illnesses in their patients and communities, and
- Assist the public in making better decisions regarding their health and lifestyle.

Successful communicable disease surveillance enhances control efforts; such as developing prevention/intervention strategies and policies, and responding to events involving potential exposure to communicable disease.

<b>Communicable Disease Counts-Southwest Missouri Region &amp; Taney County, 2014-16</b>			
	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b><i>Campylobacteriosis</i></b>	1	9	7
<b>Hepatitis B</b>	0	0	4
<b>Hepatitis B acute</b>	0	0	2
<b>Hepatitis B chronic Infection</b>	1	1	8
<b>Hepatitis C chronic</b>	75	106	103
<b>Salmonellosis</b>	9	1	9
<b>Strep. Disease, Group A invasive</b>	1	2	2
<b>TB infection</b>	4	8	12
<b>Strep Pneumoniae drug-resistant</b>	-	-	4

Source: MDHSS, 2017

<b>Number of Cases of Sexually Transmitted diseases, 2016</b>															
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>2016 Total</b>	<b>2015 Total</b>	<b>% Change</b>
<b>Chlamydia</b>	12	16	16	13	12	16	16	14	14	6	12	4	151	155	-2.6
<b>Gonorrhea</b>	5	0	7	2	6	6	4	6	0	5	2	4	47	30	56.7
<b>Syphilis</b>	0	0	2	2	0	0	1	1	2	0	0	0	8	6	33.3

Source: MODHSS, Bureau of Reportable Disease Informatics, 2017

The increased numbers of sexually transmitted infections observed in Taney County is a concern and follows a similar national trend.

Influenza Case Summary Totals By Age Group-Taney County, 2016				
Age Group	Influenza A	Influenza B	Influenza Unknown or Untyped	Total
00-01	11	2	0	13
02-04	14	6	0	20
05-14	59	19	0	78
15-24	18	11	0	29
25-49	32	9	1	42
50-64	24	10	0	34
Greater than 64	21	10	0	31
<b>Total</b>	<b>179</b>	<b>67</b>	<b>1</b>	<b>247</b>

Source: MDHSS, 2017

Percent of School Children Adequately Immunized, Grades K-12- Taney County, 2016-2017 School Year													
Vaccine series	K	01	02	03	04	05	06	07	08	09	10	11	12
DTAP/DT/TD/TDAP	92.4	94.3	96.1	95.0	95.2	96.5	96.7	97.4	97.0	96.7	96.4	96.7	98.9
Tdap	-	-	-	-	-	-	-	-	93.6	94.5	94.7	95.7	97.0
POLIO	92.8	94.0	96.2	94.8	95.2	96.1	96.7	97.1	96.8	96.2	96.4	96.8	98.5
MMR (MEASLES, MUMPS, RUBELLA)	91.6	93.7	95.8	94.7	95.0	95.9	96.1	97.1	97.1	96.9	96.3	97.0	98.2
Meningococcal Conjugate	-	-	-	-	-	-	-	-	92.3	-	-	-	88.5
HEPATITIS B	94.4	95.0	96.2	96.1	96.3	96.8	96.4	97.2	97.0	97.2	97.0	97.0	98.2
VARICELLA	90.3	93.2	95.5	94.1	94.3	93.0	95.1	95.3	94.6	93.4	91.6	88.6	-

Source: State of Missouri Immunization Assessment Survey Results, 2016-2017

## Inform and Educate about Public Health Issues and Functions

TCHD seeks to inform and education the public about public health issues, functions, health messages and emergency communications. Community Outreach holds an important function in facilitating much of this information dissemination, but relies heavily on cross division collaboration to achieve these goals. Additionally community health education is a priority as TCHD aims to empower and educate the community regarding health issues of concern.

Community Outreach fosters positive relationships within the community through a variety of methods. The Division collaborates with multiple community coalitions, agencies, and businesses to improve the health and wellness of the community. Guided by the Community Health Assessment (CHA) and the Community Health Improvement Plan (CHIP), the Community Outreach Division works on identified health priorities to deliver measureable and evidence based programs. Health education messaging is a component of this process as the team strives to reach the community through a multitude of avenues that includes; participation in health fairs, promoted health messages using the TCHD website, Facebook and Twitter, community presentations, monthly radio show, press releases and live media interviews.

The Community Outreach Division works with many community partners to build and facilitate the dissemination of information and education to the community. Education efforts have increased in

2015 due to the addition of increased class offerings at TCHD, which include the Stanford Chronic Disease Management Program (Feel Better Now), Diabetes Empowerment Education Program (DEEP), Safe Kids Cribs for Kids, Baby and Me Smoke Free program, and increased education taken offsite to community partners. Education efforts continue through Maternal Child Health contract and include the use of evidence-based programs such as the Wise Woman programs as well as All Stars Curriculum and Anti-Tobacco Clubs in local schools.

The Community Outreach Division implemented the following new activities in 2016:

- 12345 Fit-Tastic through HEAL Grant
- A total of 20 garden sites maintained through HEAL Grant
- Teen Outreach Program (TOP)
- Health in All Policies
- Forsyth Child Protection Taskforce

Other examples of information provided to the public include responses to emergency situations, critical public health issues, and local public health issues that arise throughout the year. The Community Outreach Division coordinates important public alerts and messages through the Public Information Officer, who is actively engaged with the local Interdisciplinary Communication Team (ICT). The ICT is comprised of Public Information Officers from a variety of organizations and functions as support in the need of emergency response and mass information distribution.

The Women, Infants & Children (WIC) program is a supplemental nutrition program that provides valuable services and benefits to pregnant women, new mothers, infants, and children up to the age of five and is a major source of nutrition and health education to families in the program. Services, provided at no cost to the participant, include nutrition education, breastfeeding support, checks to purchase nutritious supplemental foods, and referrals to health and social services. WIC participants must meet income guidelines and be considered to have a nutritional risk factor. In order to meet WIC income guidelines, the household income must be at or below 185 percent of the federal poverty level. In 2016, the Taney County WIC Program provided services to approximately 1,897 participants each month.

The Taney County WIC program goals are to decrease obesity rates among children who participate on WIC and to decrease the number of prenatal women on WIC that report smoking.

- Obesity rates for children participating on WIC decreased from 12.9% in 2014 , 11.3% in 2015, to 9.3% in 2016. This represents a decrease of 3.6% since 2014.
- Prenatal women participating on WIC who reported smoking increased from 27.6% in 2014, 31.2% in 2015, to 32% in 2016.

The Performance Management Goals for the WIC program during 2016 were:

- Number of nutrition education contacts = 823/mo
- Number of breastfeeding education contacts by Peer Counselor = 40/mo
- Number of overweight children nutrition contacts = 18/mo
- Number of prenatal women receiving education = 15/mo

<b>WIC Clients Receiving Services Fiscal Year (October –September)- Taney County, 2011-2016</b>					
	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>FY2016</b>	<b>Percent Change FY2015-FY2016</b>
<b>Total Number of WIC Clients Receiving Services</b>	23,451	22,966	23,711	22,764	-3.99
<b>Average Monthly Caseload</b>	1,954	1,914	1,976	1,897	

Source: TCHD, 2017

The Taney County Health Department provides many clinical services for members of the community. These services include: child and adult immunizations, travel immunizations, family planning, pandemic Influenza Response/Mass Vaccination Clinics, pregnancy testing, pre-natal case management, blood pressure checks, TB case management, breast and cervical cancer screening, communicable disease investigation and prevention, health education, blood lead screening, laboratory tests through the State Public Health Laboratory, and STD testing and treatment.

<b>Clinical Services Provided-Taney County, 2011-2016</b>						
	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>Total Vaccinations</b>	5,546	5,576	5,692	7,657	7,704	7,124
<b>Number of People Vaccinated</b>	2,915	2,860	3,836	3,477	4,633	3,579
<b>Prenatal Case Management</b>	188	151	344	131	175	95
<b>Well Women’s Visits</b>	1,392	1,075	1,718	977	1,316	912
<b>Family Planning Clients</b>	1,043	975	922	728	814	652
<b>Communicable Disease Investigations</b>				160		223

Source: TCHD, 2017

<b>Clinical Services Provided-Taney County</b>			
	<b>2015</b>	<b>2016</b>	<b>% Change</b>
Total Number of Clients	8,636	9,327	8.0
Total Number of Services provided	11,141	16,997	52.6

Source: TCHD, 2016

- Through Cooperation with the Senior Citizen's Tax Fund we have provided residents 60 and older with 247 doses of Zostavax vaccine.
- 5 certified car seat technicians provided 62 car seat installations in Taney County and checked an additional 42 car seats for proper installation.

Prenatal Visit Data-Taney County Health Department 2014-2016			
	2014	2015	2016
<b>Total number of visits</b>	153	175	95
<b>Number of clients under the age of 18 years old</b>	18	21	6
<b>Number of clients who smoke before pregnancy</b>	28	50	26
<b>Number of clients who smoke before pregnancy who have quit</b>	35	38	13
<b>Decreased smoking</b>	11	11	14

Source: TCHD, 2017

In 2016, clinical staff worked closely with Community Outreach Division to promote a variety of wellness topics in the community. These included:

- Car Seat event for the Forsyth community in September;
- Car Seat education for the Kisse Mills OACAC Head Start parents;
- Car Seat Presentations for Cox Health Prenatal classes;
- Cribs for Kids: four classes provided;
- Diabetes Empowerment Education Program (DEEP): 5 sessions with 103 participants;
- Radio Interviews: 4

The KRZK *At Your Service* monthly radio segment has also been an avenue of health education and method to inform the community of public health issues and functions. TCHD was represented during twelve *At Your Service* hour long segments and featured a variety of health related topics. Topics covered throughout the year included; monthly health promotions; special events; current health recommendations; new programs; diabetes education; Baby and Me Smoke Free program; rabies prevention with Animal Control officers; immunization information including promoting the new school meningitis requirements; autism awareness; community Norovirus training; and Cribs for Kids events.

Throughout the 2016, the Department participated in a number of special events such as health fairs, clinics, community trainings. These education opportunities were participated in by all Division and reached a broad audience on a number of health education topics.

- Meet the Doc events hosted by OWN it
- Cambio Newcomer Resource Fair
- Youth Mental Health First Aid Training
- Vaccination Clinics (Hepatitis A, influenza, school immunizations)
- Pool School
- Food Safety Classes
- Norovirus and Bedbug Community Training
- Dog Bite Prevention
- Chronic condition courses such as DEEP and Feel Better Now
- All Star Youth Character Development Curriculum
- Youth Tobacco Prevention Clubs

- Animal Control Officers conduct Bite Prevention Seminars for children and adults at the Boys and Girls Clubs, Schools, Senior Centers and other area organizations throughout Taney County.

## Engage with the Community to Identify and Address Health Problems

Through outreach activities, the Community Outreach Division has made many successful strides this year towards the CHIP objectives and overall community health. Leadership and active participation in multiple coalitions, taskforces, and teams have led to successes such as the passing of a clean indoor act in the city of Branson, as well as the implementation of the DFC ADAPT coalition development grant. Coalition success, of which the Community Outreach Division have played integral roles, include the successful development and implementation of the Access to Health Care Community Assessment, examining gaps in services and barriers to receiving care and program development through grant writing.

As one of the founding members, TCHD continues to be a driving force behind the OWN it Coalition and maintains active participation through board membership and is represented on 100% of action teams. This level of involvement provides guidance and direction to numerous projects and initiatives. In 2016, a total of 35 community agencies and individuals became formal members of the Own it coalition. A total of eight action teams continued to focus on community health priorities. These action teams include: Senior Health Action Team, Dental Health Action Team, Mental Health Action Team, Access to Care Action Team, Healthy Lifestyles Action Team, Substance Abuse (Including Tobacco) Action Team, Food Security Action Team, and Child and Family Safety Action Team.

TCHD had significant contributions to the following community coalition and taskforce accomplishments in 2016 including:

- Partnering with Forsyth Community, Law enforcement, Prosecuting attorney to develop community strategy to address issues of Child Abuse and Neglect in the Forsyth area.
- Food Security Action Team worked with community partners to establish 5 new community gardens in Taney County, for a total of 10 gardens.
- Food Security Action Team worked with Missouri Department of Health to secure \$55,000 in funding through the Healthy Eating and Active Living (HEAL) grant for OWN it for maintenance of 20 community gardens, promotion of the 12345 Fit-Tastic messaging campaign, and Stock Healthy Shop Healthy.
- TCHD worked with the Food Safety Action Team to implement the “Grow the Grower” program. This program will provide professional development for local producers to strengthen their businesses and increase local sources of fresh produce. This is the second year of a \$96,694 USDA grant funded project.
- 12345 Fit-Tastic community marketing campaign was undertaken and implemented throughout the community at a variety of locations. A total of 5 new partners were established through the messaging campaign. Additional partnerships with local schools are anticipated to be further developed in 2017.
- Although a formal marketing plan was not developed, the team worked with local organizations to incorporate messaging into events already underway. One particular challenge was noted with the hesitancy of local businesses to adopt messaging for their employees. The team

presented to a local rotary chapter as well as business wellness expos in attempts to recruit the business sector.

- Two physical activity events were hosted, one in Stone and one in Taney County. Plans were followed according to plan and revolved around hosting community walks and incorporating the 12345 Fit-Tastic message throughout the walk or by including taste tests afterwards. Participant recruitment and participation was one challenge faced.
- 12345 Fit-Tastic community partners in 2016 included: Faith Community Health, Stone County Library District, Welk Resort, Forsyth Senior Center, Boys and Girls Club.
- TCHD participated in the CAMBIO community event that provided information and introductions to community resources to the Spanish speaking community in Taney County.

## Develop Public Health Policies and Plans

The Centers for Disease Control and Prevention define “policy” as a law, regulation, procedure, administrative action, incentive, or voluntary practice of governments and other institutions. The health of our community can be influenced by public health policies that encourage immunizations, seat belt use, clean air, or food safety. The Taney County Health Department works with members of the community and stakeholders to implement policies. Actions taken by the health department in 2016 include:

- Celebrated City of Branson Smoke-free ordinance one-year anniversary in July 2016
- City of Hollister Ordinances updated
  - Lodging Ordinance
  - Pool Ordinance
  - Tattoo, Tanning, and Massage Ordinance
  - Update of Fees
- City of Branson Ordinance Discussions and Education
  - Lodging Ordinance
  - Food inspections
  - Fees for service
- Legislative issues/challenges (local, state, federal)
  - Letters to Missouri Representatives and Senators regarding HB 113. Letter provided local public health perspective regarding the House Bill and amendments that would result in erosion of public health authority by transferring authority to county commissions.
  - Director worked with Missouri Public Health Association on legislative priorities as part of MPHA board of directors as President-elect and President. Letters of support were submitted to the American Public Health Association regarding public health funding and other issues.

The Taney County Health Department is an active partner with other emergency response agencies in the community. The Health Department is a member of the Local Emergency Planning Committee (LEPC), Southwest Missouri Emergency Services Organization (SMESO), Missouri Food Safety Task Force, and the Southwest Missouri Regional Health Care Coalition. These groups meet regularly to discuss issues, review plans, participate in exercises, and provide updates regarding current activities. This

planning is important to ensure that public health response plans are developed to ensure that the TCHD is prepared to assist the community and partner organizations during public health emergencies. TCHD staff routinely attend trainings to increase knowledge related to emerging infectious diseases, laboratory testing protocols, incident command system, mass prophylaxis, bioterrorism, food borne disease investigation, environmental health response to natural disasters, crisis & risk communication, and many other topics.

### Enforce Public Health Laws

The Environmental Health Division has responsibilities to enforce city codes, state statutes, and county ordinances. These focus on inspections of food service, lodging, childcare, swimming pools and spas, mobile food vending, temporary food events, and massage/tattoo businesses. The EPHS personnel also work closely with area food services to provide health advisories; food re-calls, and response to truck wrecks.

Number of Facilities By Jurisdiction and Risk Level-Taney County, 2016							
		City of Branson Food		City of Hollister		County	
		Facilities	Annual Workload	Facilities	Annual Workload	Facilities	Annual Workload
FOOD	Low	143	143	7	7	41	41
	Medium	135	270	8	16	38	76
	High	141	423	18	54	51	153
	<b>Total</b>	<b>405</b>	<b>836</b>	<b>33</b>	<b>77</b>	<b>134</b>	<b>270</b>
POOLS	2X OUTDOOR	195	390	-	-	28	28
	3X INDOOR	129	387	2	6	1	1
	<b>Total</b>	<b>324</b>	<b>777</b>	<b>2</b>	<b>6</b>	<b>29</b>	<b>29</b>
Other	<b>Tattoo</b>	6	12	-	-	-	-
	<b>Massage</b>	14	28	1	1	-	-
	<b>Childcare</b>	6	6	6	6	20	20
	<b>Lodging</b>	133	133	3	3	26	26

Source: TCHD, Health Space, 2016

Number and Type of Inspections Completed- City of Branson, 2016							
	LODGING	INDOOR POOLS	OUTDOOR POOLS	FOOD	MASSAGE	TATTOO	CHILDCARE
<b>Routines</b>	<b>139</b>	<b>363</b>	<b>363</b>	<b>793</b>	<b>28</b>	<b>12</b>	<b>6</b>
<b>Revisits</b>	110	42	25	215	-	-	1
<b>Complaints</b>	114	11	3	87	-	-	-
<b>Consultation</b>	8	12	9	52	5	-	-
<b>Pre-Open</b>	1	2	7	79	2	3	-
<b>Totals</b>	372	443	407	1226	35	15	7
<b>Due</b>	<b>133</b>	<b>387</b>	<b>390</b>	<b>836</b>	<b>28</b>	<b>12</b>	<b>6</b>
<b>Completion %</b>	<b>100%</b>	<b>94%</b>	<b>93%</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: TCHD, Health Space, 2017: \* Lodging more routines than facilities, due to closures/re-opens, remodels and ownership changes

Number and Type of Inspections Completed- City of Hollister, 2016							
	LODGING	INDOOR POOLS	OUTDOOR POOLS	FOOD	MASSAGE	TATTOO	CHILDCARE
<b>Routines</b>	<b>3</b>	<b>4</b>	-	<b>73</b>	<b>1</b>	-	<b>6</b>
<b>Revisits</b>	1	-	-	19	-	-	-
<b>Complaints</b>	1	-	-	10	-	-	-
<b>Consultation</b>	1	-	-	3	-	-	-
<b>Pre-Open</b>	1	2	-	12	1	-	-
<b>Totals</b>	7	6	-	117	1	-	6
<b>Due</b>	<b>3</b>	<b>4</b>	-	<b>77</b>	<b>1</b>	-	<b>6</b>
<b>Completion %</b>	<b>100%</b>	<b>100%</b>	-	<b>95%</b>	<b>100%</b>	-	<b>100%</b>

Source: TCHD, 2017

Number and Type of Inspections Completed- Taney County, 2016							
	LODGING	INDOOR POOLS	OUTDOOR POOLS	FOOD	MASSAGE	TATTOO	CHILDCARE
<b>Routines</b>	<b>24</b>	<b>1</b>	<b>28</b>	<b>259</b>	NA	NA	<b>20</b>
<b>Revisits</b>	9	-	7	41	NA	NA	1
<b>Complaints</b>	12	-	-	21	NA	NA	-
<b>Consultation</b>	1	-	-	14	NA	NA	2
<b>Pre-Open</b>	-	-	-	16	NA	NA	-
<b>Totals</b>	46	-	34	351	NA	NA	23
<b>Due</b>	<b>26</b>	<b>1</b>	<b>28</b>	<b>270</b>	NA	NA	<b>20</b>
<b>Completion %</b>	<b>92%</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>	NA	NA	<b>100%</b>

Source: TCHD, 2017

Number of Complaints Received By Program-Taney County Health Department, 2016				
	Branson	County	Hollister	Total
<b>Environmental Health</b>	215	33	11	259
<b>Food Establishment</b>	87	21	10	118
<b>Lodging Establishment</b>	114	12	1	127
<b>Pool Establishment</b>	14	-	-	14
<b>Total</b>	<b>430</b>	<b>66</b>	<b>22</b>	<b>518</b>

Source: TCHD, 2016

- Taney County has approximately 6,000 to 8,000 existing septic systems and the Taney county planning office permitted 60 septic systems in 2016.

2016 Onsite Waste Water Permits Issued by Taney County Planning Office	
Type	Number
<b>Tank only</b>	10
<b>Basic Waste Water System</b>	32
<b>Advanced Drip System</b>	12
<b>Advanced LPP System</b>	2
<b>Presby AES Experimental System</b>	3
<b>Wastewater Stabilization Pond (Lagoon)</b>	1
<b>Total</b>	60

Source: Taney County Planning Department, 2017

Environmental Health Indicators-Taney County, 2016		
	Taney County	Missouri
<b>Air pollution - particulate matter*</b>	10.6	10.2
<b>Severe Housing Problems (%)</b>	17%	15%
<b>Food environment index</b>	6.3	8.3

Source: County Health Ranking, 2017; \* Average daily density of fine particulate matter in micrograms per cubic meter; Food environment index: Index of factors that contribute to a healthy food environment, 0 (worst) to 10 (best).

The TCHD provides animal control services for the City of Branson and the unincorporated areas of Taney County through contractual agreements with these jurisdictions. Other cities in the county contract with the TCHD Animal Care and Control shelter to house animals. The services provided by animal control include: responding to field calls such as abandoned animals, animal abuse, animal at large, vicious animals, animal bite investigations, injured animals, lost animals, and mutual aid requests from law enforcement and fire. The Animal Control Officers (ACOs) also routinely assist law enforcement officers as they perform their duties and encounter situations with animals that require animal handling training and expertise. The ACOs also have responsibility for transporting animals, responding to emergencies, inspecting facilities in the City of Branson for animal establishment permits, animal temporary event permits, and facility inspections where animals are located. The Taney County Animal Shelter provides animal sheltering, adoptions, and animal quarantine services. The Animal Shelter staff work closely with area veterinarians, humane societies, and rescue organizations to ensure a high rate of animal adoptions. Euthanasia services are not performed at the TCHD Animal Control Shelter.

Field Complaints-Taney County Animal Care and Control, 2014-2016				
	2014	2015	2016	% Change 2015-2016
<b>City of Branson</b>	470	501	575	14.8
<b>Taney County</b>	591	657	593	-9.7
<b>Other Jurisdictions *</b>	33	26	48	84.6

Source: TCHD, 2017

Animal Bites Reported-Taney County Animal Care and Control, 2014-2016				
	2014	2015	2016	% Change 2015-2016
<b>City of Branson</b>	36	44	46	4.54
<b>Taney County</b>	20	71	104	46.5
<b>Other Counties*</b>	16	20	25	25.0
<b>Total</b>	72	135	175	29.6

Source: TCHD, 2017

Total Animal Intakes-Taney County Animal Care and Control, 2014-2016				
	2014	2015	2016	% Change 2015-2016
<b>City of Branson</b>	437	500	466	-6.80
<b>Taney County</b>	606	538	522	-2.97
<b>Other Jurisdictions*</b>	206	238	240	0.84
<b>Total</b>	1,249	1,276	1,228	-3.76

Source: TCHD, 2017

\* Other jurisdictions include Merriam Woods, Forsyth, Hollister, Bull Creek, and Rockaway Beach. Also the other counties in the bites are surrounding counties who come here for the medical care.

## Promote Strategies to Link and Improve Access to Health Care

The Taney County Health Department participates in the OWN it Access to Care Action Team. As part of this work, TCHD is involved in many activities that are focused on improving access to health care in the community.

The Access to Care Team received funding beginning November 2014 through December 2016 from the Skaggs Foundation to provide four *Meet the Doc* events annually, two each in Stone and Taney Counties. Through these four events, in 2016 a total of 95 medical and dental vouchers were provided to uninsured individuals. Information, appointments and vouchers for basic medical and dental services were provided to attendees to increase access to healthcare and establish a medical home.

The *Meet the Doc* hosted at the following locations.

- Lifesong United Methodist Church, Stone County
- Stone County Drug Court, Stone County
- Bridge of Faith, Taney County
- Hollister School District, Taney County
- Total Medical Vouchers: 56
- Total Dental Vouchers: 40

The Taney County Health Department also worked to improve access to healthcare in Taney County by partnering with and promoting the Faith Community Health Center and the Jordan Valley Community Health Center.

Percent Uninsured Population - Taney County, 2016		
Group	Taney County	Missouri
<b>Total</b>	23%	15%
<b>Adults</b>	28%	18%
<b>Children</b>	10%	7%

Source: Community Health Rankings, 2017

Healthcare Access Indicators-Taney County, 2016		
	Taney County	Missouri
<b>Ratio of Primary Care Physicians to Population</b>	1,120:1	1,420:1
<b>Ratio of Dentists to Population</b>	3,390:1	1,870:1
<b>Ratio of Mental Health Providers to Population</b>	1,810:1	600:1
<b>Preventable Hospital Days</b>	43	59
<b>Diabetic Monitoring</b>	81%	86%
<b>Mammography Screening</b>	60%	62%

Source: County Health Ranking, 2017;

Additional efforts by TCHD to increase access to health care and link clients to appropriate services include the following;

- Newborn case management
- High-risk prenatal case management
- Active community referral resource to Faith Community Health Center, Cox Medical Center Branson, dentists, Burrell Behavioral Health, and Jordan Valley Community Health Center.

A review of services provided by ZIP Code is presented below. This demonstrates that TCHD services are accessed by members of the community across Taney County. Additional outreach should be directed toward the communities of Bradleyville, Hollister, and Protém.

Clinical Services Provided By ZIP Code- Taney County, 2016				
City	ZIP Code	Percent of County Population	WIC	Clinical Services
Bradleyville	65614	1.1	0.9	0.9
Branson	65615, 16	46.2	49.1	44.4
Cedar Creek	65627	0.9	0.4	1.2
Forsyth	65653	10.9	9.1	14.9
Hollister	65672	17.2	13.7	11.3
Kirbyville	65679	5.1	4.7	4.4
Kissee Mills	65680	2.3	2.1	2.4
Point Lookout	65726	--	0.1	0.6
Powersite	65731	0.5	0.5	0.4
Protém	65733	1.4	0.5	0.6
Ridgedale	65739	2.5	1.4	1.3
Rockaway Beach/ Merriam Woods	65740	6.5	9.6	6.9
Taneyville	65759	2.7	2.4	2.6
Walnut Shade	65771	2.7	1.1	1.7
	Other		4.4	6.4
<b>Total Number</b>			1,903	9,269

Source: TCHD, 2017

### Maintain a Competent Public Health Workforce

The public health workforce plays a central role in protecting and promoting the health of the public. To strengthen TCHD's workforce, careful attention is placed on identifying staffing gaps, facilitating recruitment, retention, and career development activities. Training and development of the workforce is one part of a comprehensive strategy, which facilitates a relationship between staffing patterns, policies, programs and services that are aimed at improving Taney County's population health.

The TCHD Workforce Development Plan serves to maintain, implement and assess the health department's workforce and address the training needs of the staff and the development of core competencies. In July 2014, the TCHD formally adopted the Council on Linkages Core Competencies for Public Health Professionals as the benchmark for basic skills required of all TCHD staff. The Core Competencies for Public Health Professionals (Core Competencies) are a set of skills desirable for the broad practice of public health.

The Core Competencies address the following key dimensions of public health practice:

- Analytical/Assessment
- Policy Development/Program Planning
- Communication
- Cultural Competency
- Community Dimensions of Practice
- Public Health Sciences
- Financial Planning and Management
- Leadership and Systems Thinking

Additionally, the TCHD utilizes the Missouri Institute for Community Health's Accreditation Workforce Requirements to further guide workforce development and training. Additional training requirements are based on DHSS contract requirements, continuing education requirements for maintaining professional credentials, management goals and objectives, and individual employee performance evaluation goals.

### **2016 Annual Training**

- Sexual Harassment: A Commonsense Approach
- Harassment: Sex, Religion and Beyond
- Harassment and Diversity: Respecting Difference
- Policy Manual Review Training
- Winter Preparedness Training
- Preventing and Managing Stress
- Distracted Driving Training
- Active Shooter Training
- Blood Borne Pathogen Training
- Poverty Simulation
- Myer Briggs Assessment

### **2016 TCHD Staff Training (off site)**

- TOP Training
- Evidence Based Public Health
- MO Health Literacy Conference
- Stop Domestic Violence
- Nonprofit Communication Conference
- Designing Program to Achieve Results
- Adolescent Cessation in Every School
- Human Trafficking Social Services training

- 2016 Public Health Preparedness Conference
- Finding, Writing, and Managing Grants
- Environmental PH Virtual Conference
- Lab Service Workshop
- Chemical Immobilization Certification
- Childcare Fall Training
- Milk and Food Conference
- MICA Training
- National library of Medicine Disaster Response
- Various HR update conferences/trainings
- MACA
- TB Orientation
- Regional Public Health Nurse Training
- CPS Advisory Committee Summit Training
- Community Collaborative to prevent infections
- Best Practices for Lactation
- IBCLC Recertification
- National Maternal Nutrition
- VENA Refresher Training
- Nutrition for Infants, Children, Woman training
- WIC Cultural Competency Training 301
- Women in Agriculture
- Nutrition During the Child Bearing Years
- Car seat Certification
- Stop Workplace Drama
- Breastfeeding Conference
- Health Coaching Training
- Governmental Accounting Conference
- Poverty Summit
- MOALPHA Annual Conference
- Wellness Training
- Using Data in Public Health Practice

### **Evaluate and Continuously Improve Processes, Programs, and Interventions**

The Performance Management System is intended to be the foundation for measuring the achievement of each division within the department and how it is incorporated in meeting the 10 Essential Services of Public Health. Each manager defines the key standards, measures, and indicators for evaluating their programs in alignment with the TCHD Strategic Plan. The administration determines the frequency of program/ division evaluation depending on the importance of each measure. After such an evaluation, if quality improvement is deemed necessary, action will be taken at that time. Individual employees are accountable to the manager of the division and each manager is accountable to the administrative staff.

Each division manager works with the Performance Management Committee to establish benchmarks for their program's defined measures. Benchmarks are set by the program manager and serve as

criteria by which the program's goals and objectives are measured. These benchmarks are based on best practices, national averages, TCHD averages, or a goal which is evidence-based and measurable.

A standardized template was used for all divisions so that each division's priority goals could be identified and listed along with pre-determined weights for each goal. This standardized approach provided a uniform look to all the divisional goals and their respective speedometers. The template was designed with a view to:

- Quickly identifying the division.
- Quickly identifying that division's goals.
- Quickly identifying performance with regard to each goal and
- Quickly identifying the overall division performance – as represented by its speedometer.
- Timeliness and ease of reporting.

Monthly data for compilation in the Performance Management Dashboard and Strategic Planning Scorecard is submitted monthly for the identified measures and entered into the Performance Management Program dashboard or the strategic plan scorecard. These measures are then presented monthly to the leadership team and board.

Individual measures, or dashboard gauges, determined to be below the lower range level will be evaluated as needed at manager meetings and discussed as a group to determine whether action needs to be taken through a CQI project or other intervention. Appropriate steps will be planned at that meeting.

An annual performance evaluation begins October 1st to inform the budget development process. Following this review of the annual performance evaluation by managers and the board of trustees, the determination of CQI efforts related to the PMP will occur. Continuous quality improvement projects may be planned and implemented to:

- 1) Improve the operation of a division's program(s);
- 2) Identify indicators and measures which need to be adjusted;
- 3) Identify processes which need to be improved; or
- 4) Identify policies which need to be analyzed and improved.

The Taney County Health Department's Continuous Quality Improvement initiatives for 2016 have been focused in several different areas:

- Customer Satisfaction,
- Communicable Disease Reporting, and
- Chronic Disease: Obesity.

TCHD uses data extensively to monitor the performance of certain processes that have already been standardized solely owing to prior CQI efforts. Additional projects for the CQI project in 2016 included:

- Customer Satisfaction
  - This Continuous Quality Improvement project was implemented with a view to continuously evaluate the level of customer satisfaction for the services provided by the Taney County Health Department. The project utilized CQI Tools to determine priorities and develop SMART objectives and was completed in December 2016.
  - Outcome: The Customer Satisfaction CQI project has resulted in a process that continuously collects data from clients as they receive services and allows monitoring and reporting of customer satisfaction levels by program area. The Customer Satisfaction levels are now part of the performance management system.
- Communicable Disease Reporting CQI
  - The Communicable Disease Reporting CQI focused on the Rabies Post-Exposure Prophylaxis follow up to ensure proper PEP management to prevent rabies morbidity and mortality.
  - Outcome: After the initiative, the reporting rate peaked at approximately 99%, this resulted in 99% of cases having correct PEP management. The CQI process also simplified and clarified the reporting process internally and externally. Animal bite prevention activities also increased among animal control field officers.
- Chronic Disease CQI Project (DO stage)
  - The goal of the Taney County Health Department (TCHD) chronic disease continuous quality improvement (CQI) program was to assess the existing programs that address unhealthy body weight in the community. A committee to address chronic diseases, specifically obesity in a CQI format was developed. The committee decided the first step in the project was to do an assessment of all the current programs in Taney and Stone Counties to address obesity. The goal was to find out what their strengths and weaknesses are and how they are affecting health outcomes. The stage resulted in the completion of the (WHO) *Good Practice Appraisal Tool for obesity prevention programmes, projects, initiatives and interventions*. Several programs in the community were analyzed and potential improvements were recommended for the next phase of this project.

## **Contribute to and Apply the Evidence Base of Public Health**

TCHD relies heavily upon the utilization of evidence based programs throughout much of its programming and community work. Thorough research and search for proven models ensure that programs and initiatives will be evidence and research based leading to program sustainability and proven initiatives. Evidence based programs are not only best practice, but also provide a certain degree of credibility to TCHD. Examples of Evidence Based programs are as follows.

- Diabetes Empowerment Education Program (DEEP): Developed by the Midwest Latino Health Research, Training and Policy Center at the University of Illinois at Chicago, this course aims to empower those with diabetes to manage their chronic condition. The group setting is conducive for increased support in a social setting resulting in increased self-management skills. Family and caregivers are also encouraged to attend the course.
- 12345 Fit-Tastic: Developed by Children’s Hospital in Kansas City, 12345 Fit-Tastic offers a flexible messaging campaign geared around five specific health messages. These messages are versatile and can be used according to each agencies needs. The messages are geared towards children, but are universal and easily transferred to a variety of age groups. Led by TCHD, the 12345 Fit-Tastic messages will be used by the OWN Healthy Lifestyles team to promote healthy habits in a variety of setting including the local Boys and Girls Clubs of America as well as community walks in 2016.
- HEAL Community Gardens: The Healthy Eating Active Living (HEAL) grant funded through the Missouri Department of Health and Senior Services provides resources for the development and maintenance of community gardens throughout Stone and Taney Counties. The program was modeled after a successful community garden system located in Columbia Missouri.
- Stanford Chronic Disease Self Management Course: This course is referred to as Feel Better Now throughout Taney County and provided in a variety of settings co-facilitated with a number of other agencies. The Stanford Chronic Disease Self Management Course was designed and tested through Stanford University and utilized across the country, typically free of charge. The course uses standardized curriculum to address life skills necessary to take care of one’s health. The six week course addresses a number of items, but provides the information for participants to take charge of their own health.
- All Stars: A character based curriculum provided to area middle school students.
- WISE WOMAN: The WISE WOMAN program is a cardiovascular education and awareness program that provides counseling and referrals to at risk women. The program is endorsed by DHSS and coordinated with public health nurses and community outreach
- Intern Research/Projects: Intern projects included a regional food access assessment, and MAPP research and data collection.

## Maintain Administrative and Management Capacity

TCHD had 43 total employees which equaled 38.4 Full-time equivalent (FTE) employees in 2016. This level of staffing brings Taney County near the average number of employees as compared to other jurisdictions with a similarly sized population. However, because of the large tourism industry in the Branson area, more personnel resources are focused on environmental health activities.

Number of Employees and FTEs at Local Health Departments (by NACCHO Profile Study Year and Population Served)				
Size of Population Served	Number of Employees (2016)		Number of FTEs (2016)	
	Mean	Median	Mean	Median
25,000-49,999	22	17	11	8
50,000-99,999	41	32	36	27
100,000-249,000	71	63	64	58
<b>Taney County, 2016 (Pop: 54,592)</b>	Number: 43		FTEs: 38.4	

Source: 2016 National Profile of Local Health Departments, National Association of City and County Health Officials (NACCHO)

Local Health Department Staffing Patterns by Population Served, 2016			
LHDs (25,000-49,999)	LHDs (50,000-99,999)	Taney County (2016) (54,592)	LHDs (100,000-499,999)
<b>14 FTEs including:</b>	<b>27 FTEs Including:</b>	<b>38.4 FTEs Including:</b>	<b>58 FTEs Including:</b>
1 Agency Leadership	1 Agency Leadership	1 Agency Leadership	3 Agency Leadership
3 Office Support Staff	5 Office Support Staff	8.4 Office Support Staff	8.5 Office Support Staff
3 Registered Nurses	6 Registered Nurses	5 Registered Nurses	9 Registered Nurses
1 Environmental Health Worker	3 Environmental Health Workers	4.5 Environmental Health Workers	7 Environmental Health Workers
0.4 Health Educator	1 Health Educator	1.6 Health Educators	2 Health Educators
0.2 Preparedness Staff	0.9 Preparedness Staff	0 Emergency Preparedness Staff	1 Emergency Preparedness Staff
	1 Nutritionist	4 Nutritionists	2 Nutritionists
	1 Business Operations Staff	1 Epidemiologist	1.5 Business Operations Staff
		6.3 Animal Control Personnel	

Source: 2016 National Profile of Local Health Departments, National Association of City and County Health Officials (NACCHO)

Mean and Quartiles of Total Annual LHD Expenditures By Population Served, 2016				
Size of Population Served	Mean	25 <sup>th</sup> Percentile	50 <sup>th</sup> Percentile (Median)	75 <sup>th</sup> Percentile
All LHDs	\$6,400,000	\$500,000	\$1,280,000	\$4,000,000
50,000-99,999	\$3,280,000	\$1,440,000	\$2,640,000	\$4,290,000
100,000-249,000	\$6,220,000	\$3,220,000	\$5,100,000	\$7,650,000
<b>Taney County (54,592) Number (2016)</b>	\$3,442,907			

Source: 2016 National Profile of Local Health Departments, National Association of City and County Health Officials (NACCHO)

## Maintain Capacity to Engage the Public Health Governing Entity

The Board of Health Department Trustees of the Taney County Health Department was created by a vote of the people of Taney County, Missouri. The Board of Trustees is responsible for developing and approving Public Health Policy for the Taney County Health Department. The Board of Trustees' activities include: providing fiscal oversight; developing strategic priorities; representing TCHD in the community and during community events; ensuring appropriate risk management for the organization; reviewing personnel and administrative policies; and remaining knowledgeable of public health issues, trends, and concerns in the community.

Board members in 2016:

Debbie Redford  
Chair  
Board Member since 2000  
Hollister, MO

Beth Huddleston, Vice-Chair  
Board Member since 1998  
Branson, MO

Dr Rob Griffith, Secretary/Treasurer  
Board Member since 2015  
Walnut Shade, MO

Wayne Dietrich, Board Member  
Board Member since 2015  
Forsyth, MO

Sonya Hayter, Board member  
Board Member since 2013  
Walnut Shade, MO