

Hillsborough County Health Department 2004 - 2005 Annual Report



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Message from the Director

To the Community and Employees of
Hillsborough County Health Department:

It is my pleasure to present our Hillsborough County Health Department (HCHD) 2004-2005 Annual Report. The Hillsborough County Health Department has the unique opportunity to touch the lives of our community, our customers, and our employees. Our 2004-2005 Annual Report presents many outstanding highlights from the past year. It provides an overview of the organization while showcasing our services, performance, and impact we have in our community.



2004-2005 was a dynamic year for the Hillsborough County Health Department. We touched our community by providing immediate assistance to people affected by hurricanes that struck Florida and other states in the Southeast, in addition to managing the intricacies of an active influenza season. We touched our customers by offering much needed health care services to nearly 120,000 people. Throughout the past year, our employees always responded with pride and professionalism. This Annual Report is dedicated to them for their excellent service to the people of the State of Florida.

The Hillsborough County Health Department is committed to being a model public health agency continuously evolving to exceed the needs of our community, customers and employees. I hope you enjoy this report and look forward to the future as we continue on our journey to performance excellence.

Sincerely,

A handwritten signature in black ink, reading "Doug Holt".

Douglas Allen Holt, MD
Director, Hillsborough County Health Department

Message from the Secretary

To the Community and Employees of
Hillsborough County Health Department:

It is with honor and support that I join the Hillsborough County Health Department in presenting its Annual Report. The mission of the Florida Department of Health is to promote and protect the health and safety of all people in Florida through the delivery of quality public health services and the promotion of health care standards. In 2005, the Hillsborough County Health Department demonstrated our mission by delivering quality public healthcare to over 120,000 people.



The Hillsborough County Health Department operates a wide variety of programs to improve the health status of community residents and visitors. These efforts encompass health protection, health promotion, disease prevention, health treatment, and disaster preparedness. This past year, the Hillsborough County Health Department responded to a stronger than expected influenza season by vaccinating residents throughout the county. Additionally, the Hillsborough County Health Department participated in disaster relief and facilitated the staffing of shelters for people with special health care needs in the community.

The care and dedication Hillsborough County Health Department employees show every day is a testament to their commitment to the community. Their vigilance in shielding the community from any health threats that may arise, clearly demonstrates they are motivated to protect the health and safety of the county's residents and visitors.

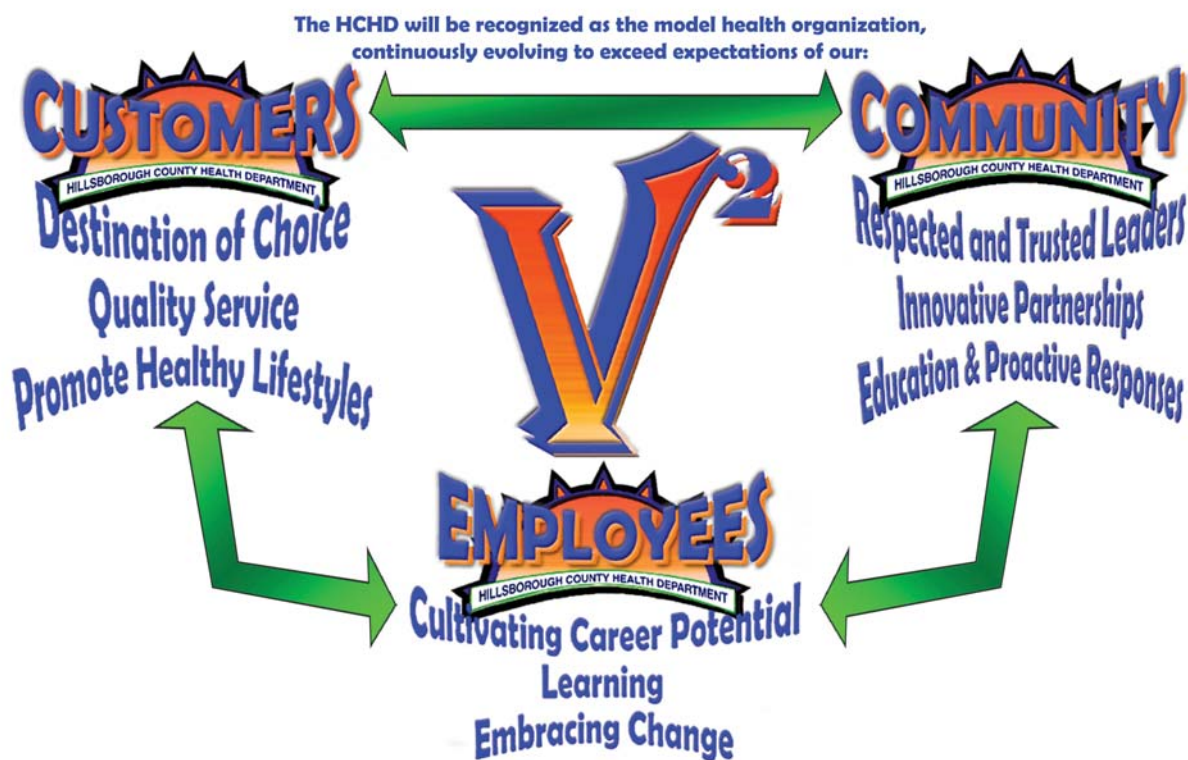
I applaud their efforts toward improving access to affordable, quality healthcare for the Hillsborough County community.

Sincerely,

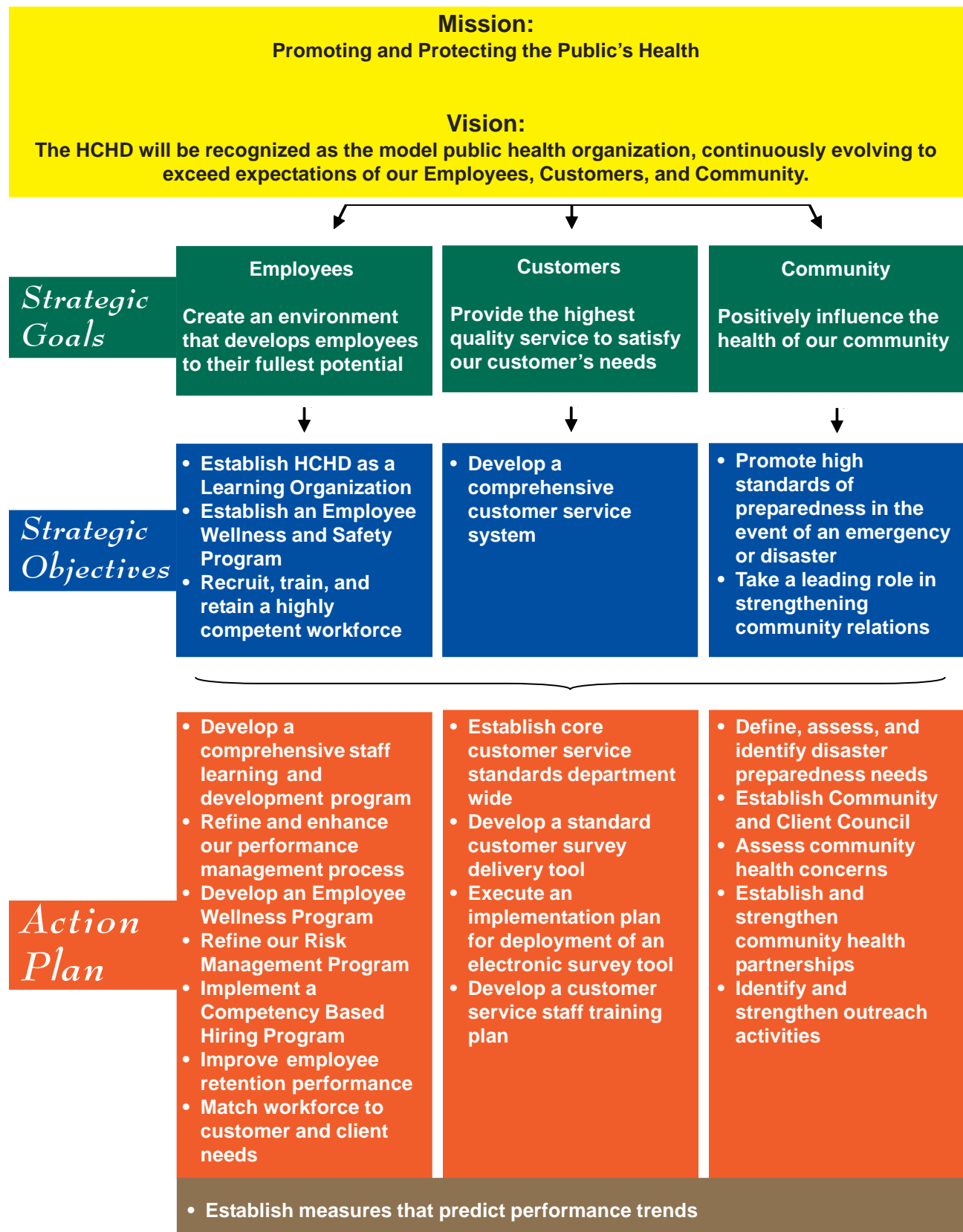

M. Rony François, M.D., M.S.P.H., Ph.D.
Secretary, Florida Department of Health



MISSION, VISION & VALUES



STRATEGIC PLAN SUMMARY

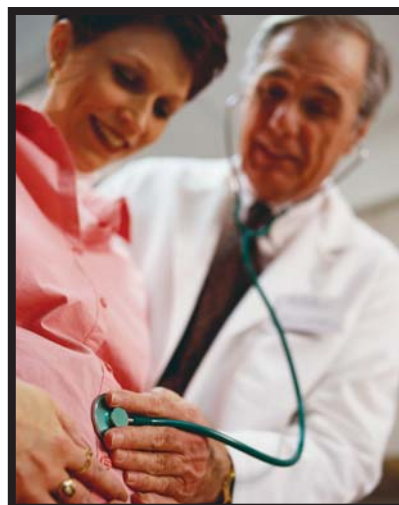




DIRECT SERVICES

Clinical Services

Direct Services (DS) provides prenatal, family planning, child health, and immunizations services at 6 locations throughout Hillsborough County. Serving an under-insured population, the HCHD remains a safety net for many families and bases its locations on population demographics. In collaboration with the county and school board, the HCHD opened the University Area Community Health Center. This past fiscal year Direct Services provided a combined 198,016 services to over 41,000 clients.



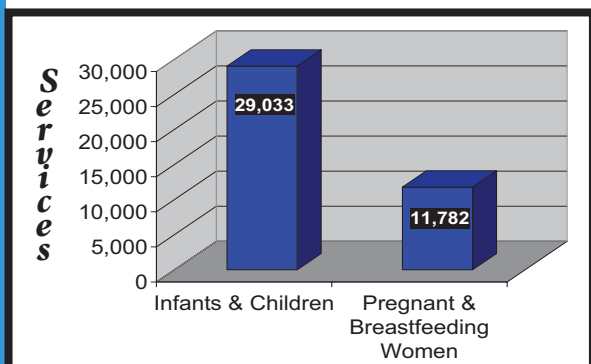
Accomplishments for Direct Services included playing a pivotal role supporting Hillsborough and many other counties in the State by managing the county's Special Needs Shelters and deploying staff to disaster stricken areas. During Hurricane Charley, 47 DS staff operated three special needs shelters serving over 825 patients. Many of the same employees deployed to Polk, DeSoto, and Highlands counties to assist in recovery operations there. Three weeks later, in response to Hurricane Francis the staff mobilized and activated the SunDome Special Needs Shelter providing refuge to 437 patients. The third Florida hurricane, Ivan, struck the Florida Panhandle two weeks later and 9 DS employees volunteered to deploy to Escambia County. As Hurricane Jeanne was projected to cross the Florida peninsula the SunDome shelter was activated for a third time and 29 DS staff members supported 336 patients. Based on the lessons learned during these disasters, the HCHD took the lead in rewriting the county's Special Needs Shelter Plan.

Nutrition / WIC

The Special Supplemental Program for Women, Infants and Children (WIC) provides medical nutritional counseling, nutrition education, breastfeeding education, and support as well as monthly

healthy food packages to participants

every month. Eligibility criteria include income of less than 185% of poverty level and a medical or nutritional risk. More than 40,000 clients received more than \$2 million dollars in food benefits at our County clinics, the Lee Davis Community Center, and Palm River Weed and Seed Program site.



DIRECT SERVICES

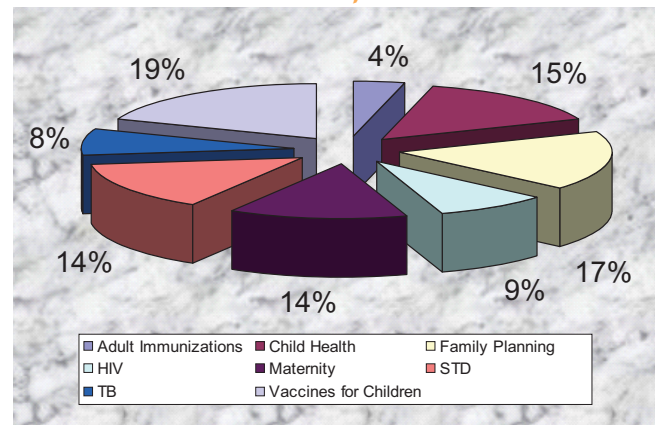
Health Support Services

Health Support Services provides expertise in billing, Health Management Component coding, and services information as well as HIPAA, contract management, credentialing of healthcare providers, and a reporting capability of information in the Health Clinic Management System. Health Support Services also oversees the Insulin, Epilepsy, Breast and Cervical Cancer, Sterilization, City of Tampa Vision, Rheumatic Fever, and KidCare Programs.

Accomplishments for 2004-2005 include:

- Coordinating staffing of Special Needs Shelters
- Implementing the DOH Family Planning Extended Waiver Program providing access county-wide
- Contracting with Citrus Healthcare, a Medicaid-HMO, on expanding customer choices
- Implementing use of Hemoque glucose testing devices resulting in real-time testing and diagnosis
- Training over 100 local community partners for the KidCare Program
- Implementing web-based access to laboratory results and use of Health Clinic Management System Laboratory module which provides electronic results reporting.

Services by Program
313,860

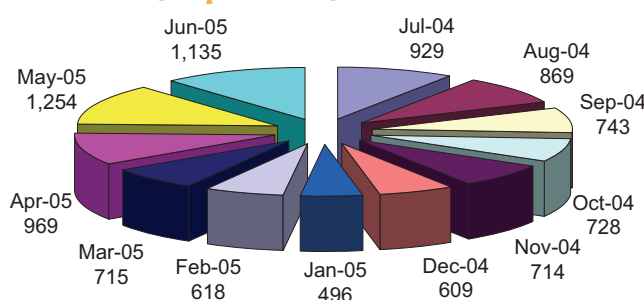


Healthy Start

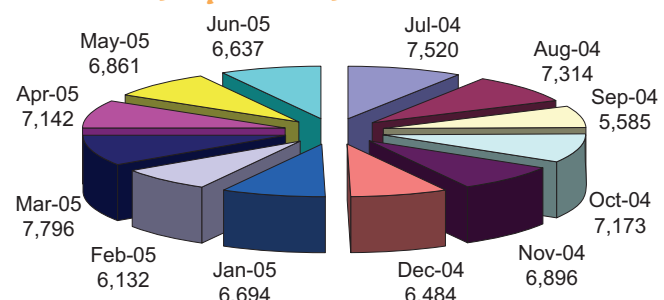
Healthy Start Care Coordinators provided more than 60,000 services to 6,335 prenatal clients and more than 21,000 services to 3,444 infant clients this past fiscal year. These services included home visits, teaching and instruction about breastfeeding, child care, parenting, smoking cessation, and mental health.



Cases Initiated
July 2004 - June 2005



Services
July 2004 - June 2005





COMMUNITY HEALTH

School Health Services

The School Health Services Program mission is to appraise, protect, and promote the health of students. This program, in conjunction with the school district, ensures that school children are healthy in the classroom and ready to learn.

HCHD has partnered with the school district through the Steps to a Healthier Hillsborough CDC grant to implement activities designed to promote healthy lifestyles and help reverse the growing problem of obesity and chronic disease in children.



In 2004/2005 the Volunteer School Nurse Project in Hillsborough County increased participation by 50%. The focus of the program is to recruit, train, and place volunteer nurses in schools to assist with a variety of health services.

Hillsborough County has 200 public schools with a student enrollment of 187,694. Student enrollment increases an average of 5,000 students per year with approximately 35,000 students reporting chronic health conditions. Approximately 2.3 million school health services were provided to students in Hillsborough County.

Mentoring & Community Service

HCHD employees participate in mentoring/volunteering activities at various sites including community service programs and Hillsborough County Schools.

In addition, many employees volunteer during off-duty hours demonstrating community spirit and compassion for their fellow citizens.

One of many programs the HCHD, in conjunction with the University of South Florida, participated in was a summer academic program designed



to introduce 20 high-achieving Florida high school students to the exciting, multidisciplinary field of public health. On June 15-16, 2005, 5 students participated in field site visits and training. The students were given HIPAA and Security Training, toured our clinics, visited Epidemiology, as well as accompanied an Environmental Health inspector on a site visit where they received hands-on-

training on how to conduct a swimming pool and spa inspection.

COMMUNITY HEALTH

Steps to a Healthier Florida

STEPS to a Healthier Hillsborough is a bold new initiative funded by the U.S. Department of Health and Human Services that will reach 400,000 residents in a 16 zip code area. This five-year program, implemented in October of 2004, will enable the achievement of long-term goals that are the focus of the STEPS Initiative: reducing the burden and disparities in morbidity and mortality of chronic disease; increasing physical activity, nutrition, and smoking cessation; improved systems of disease care; and changes in the environment that promote health.



Health Promotion and Education

The goal of Health Promotion and Education is to encourage members of our community to adopt healthy behaviors through increased awareness and life-style changes. Development of partnerships to address health issues affecting the community is also an important focus in our disease prevention and health promotion efforts.

Other initiatives of Health Promotion and Education include: lead poison prevention, referrals for breast and cervical cancer screening, epilepsy, sterilizations and tubal ligations, insulin, rheumatic fever, and vision services.





DISEASE CONTROL

HIV/AIDS

HCHD coordinates local HIV/AIDS program planning, development, contracts, evaluation, and serves as the liaison to the Bureau of HIV/AIDS. Early intervention activities include establishing, maintaining, and evaluating HIV Counseling, Testing, and Linkage (CTL) sites. This program offers technical assistance, capacity building, as well as education on prevention, early intervention, and patient care issues to our community partners. The Surveillance Unit collects, analyzes, and disseminates epidemiological data.



Various interrelated programs reached over 15,000 residents with prevention interventions, expanded rapid HIV testing into seven new sites in the Tampa Bay area, and established a Surveillance Work Plan that resulted in a 13% increase in AIDS cases reported within three months of diagnosis.

Future goals include incorporating the principles of CDC's *Advancing HIV Prevention* initiative into the job responsibilities of all staff; implementing the VOICES/VOCES training model within Hillsborough County; offering CTL outside of medical settings; and ensuring there are cumulatively reported identified risks for at least 80% of HIV and 70% of AIDS cases.

Prevention Training Center

The Southeast Region STD/HIV Prevention Training Center (PTC) offers training for healthcare providers in the diagnosis, treatment, and management of STDs and HIV.

Dr. John F. Toney, PTC Medical Director, is also the Director of Epidemiology at the Tampa Veteran's Hospital. He is a researcher in the field of infectious disease control and treatment, and the primary lecturer and clinical preceptor for our Center.

Over the past year the Center has presented 5-Day STD Intensive, 5-Day Women's Health, 3-Day Part Time Intensive, and 1 & 2 Day STD/HIV update courses to clinical staff and other health care professionals in Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.

In addition to the 3-Day Part Time Intensive course offered in Tampa, we offer this course through a partnership with the Miami-Dade, Fulton, and Wake County Health

Departments. The Center also partners with Morehouse School of Medicine in Atlanta, Georgia, and hosts an annual one-day update each February to lecture, teach, and train more than 300 health care professionals. All of these courses are approved for continuing medical education credits and for nursing continuing education units.

In the past year, more than 959 students have attended these courses throughout our Southern Region, totaling over 536 hours (180 hours were spent as practicum time.)



DISEASE CONTROL

STD

The STD Program's goal is to intervene in the spread of STDs and reduce the complications of these diseases through community education, counseling, diagnosis, and treatment of infected clients. Surveillance is the foundation of the STD program by monitoring incidence rates, laboratory reporting, and trends in morbidity.

2004-2005 accomplishments included:

- Staff participation in a Specialty Care Climate Survey which provided several key improvements in our STD clinic, staffing, and procedures
- Establishing HIV/syphilis screening programs at the Faulkenburg Academy for juvenile offenders and the Tampa Housing Authority
- Improving pregnancy outcomes related to STD through an agreement with the Tampa Hillsborough Action Plan
- Implementing the Mama Bear Program which has had a positive impact on pregnant women in Hillsborough County
- Establishing HIV Rapid Testing at the Hillsborough County Correctional Facility
- Reducing the incidence rate of all bacterial STD infections in Hillsborough County
- Implementing a twenty-minute HIV Rapid Test.



Immunizations

The HCHD Immunization Program continues to exceed FDOH goal expectations. A new high of 90% for children's immunization coverage was reached in March, 2005, and the program has already met the 2010 goal. The County's vaccine accountability of 1% is below the 5% state average. 56,777 patients were seen and 72,027 doses were administered this past fiscal year.

Accomplishments included:

- The Back-to-School Coalition, spearheaded by the Immunization Program, is a coalition of community partners whose goal is to ensure that no child misses one day of school for lack of required immunizations and/or physical examinations. Success of 10 county-wide events earned an invitation to present at the State Immunization Summit as a Best Practice.
- The Immunization Task Force held two successful events geared to educating the public and providers on the importance of timely immunization.
- Refugee health immunizations increased by 78%.





DISEASE CONTROL

Epidemiology



The Epidemiology Program investigates reports of communicable diseases, outbreaks, and clusters of symptoms or syndromes. In 2004, the Epidemiology Program reported 2,199 reportable diseases. In the last five years, reported diseases have increased over 100%, attributable primarily to chronic hepatitis reporting.

Surveillance activities include outbreak investigation; syndromic, arboviral, pneumococcal and influenza surveillance, and death certificate review. Outbreak investigations have increased 700% from 3 in 2001 to 25 in 2004.

The HCHD's Syndromic Tracking and Reporting System (STARS) is a syndromic surveillance system designed to serve as an early detection tool for bioterrorism and naturally occurring outbreaks. For each patient entering any of nine emergency departments in Hillsborough County, syndromic data is collected and transmitted to the HCHD. Daily analysis of this data has provided a usable, complementary system to our traditional disease surveillance. The HCHD has shared STARS with Pinellas and Collier counties, both of whom continue to use the system.

Extensive activities in our community include 13 media and community communications, 14 community presentations, 7 health fairs, 3 graduate student placements, and monthly publication of the newsletter "Epi-Notes." Strong community collaboration exists with the University of South Florida.

This year the Perinatal Hepatitis B Prevention Program was awarded grant funding to increase public awareness and knowledge concerning hepatitis B and to prevent perinatal transmission of hepatitis B particularly among populations at risk. In addition, the program had a successful application and match for the 2004 Class of the FDOH Florida Epidemic Intelligence Service.

Tuberculosis Control



The most important goal of Tuberculosis Control (TB) is to find and treat active TB cases until they are cured. During 2004/2005 there were a total of 74 active TB cases reported and treated to completion. Contacts to these cases are the second most important group of individuals that must be found because they run a very high risk of progressing to active disease. A total of 322 contacts were identified. Additionally, there are other groups that are considered at risk for getting infected with TB and subsequently progressing to active TB that must be identified and treated. 1,089 individuals were seen in our TB Control clinic that fit this category.

PUBLIC HEALTH PREPAREDNESS

Natural and man-made disaster events such as storms, floods, industrial accidents, epidemics, and acts of terrorism, can pose a myriad of challenges to public health in our community. HCHD prepares for these challenges through joint planning, coordination, and training exercises with other government agencies. Upon request the department's response activities focus on the following needs:

Environmental

- Drinking water and sewage service
- Food service
- Public sanitation conditions
- Insect and rodent control
- Epidemiological surveillance
- Biomedical waste, chemical, and radiological contamination response
- Public health information

Health

- Public immunization
- Special needs shelter support
- Pharmacy
- Health care



A Community's Compassion

"I am a grandmother who has custody of a special-needs child; to evacuate is extremely difficult. We arrived with a vanload of medical equipment and supplies. These people were wonderful."

Tampa Tribune Sept. 13, 2004
Hurricane Frances

July 2004 to June 2005 ~ Activities

- All three Special Needs Shelters were opened, due to Hurricane Charley, providing shelter for over 825 residents. The University of South Florida SunDome Special Needs Shelter opened for Hurricanes Frances and Jeanne, sheltering 773 citizens. HCHD had 166 staff volunteer to support these shelters and coordinated transportation for over 400 residents from the Emergency Operations Center. We also deployed 50 staff members to assist Charlotte, DeSoto, Escambia, Hardee, Polk, and Sarasota counties.
- Participated in Local Emergency Planning Council
- Developed educational brochures for employees on hurricane and Public Health Preparedness response
- Capital improvements including computer support, identification vests and radios for staff
- Updated plans for Metropolitan Medical Response System, Mass Prophylaxis, and Continuity of Operations



ENVIRONMENTAL HEALTH

The Division of Environmental Health plays a major role in public health through its efforts to prevent injury and disease by controlling environmental risks. This is done through education, permitting, monitoring, and inspection of facilities and industries. Over 40,000 services were provided to the community through the 15 program areas.

Biomedical Waste

Ensures proper management and disposal of biomedical waste, along with protecting the general public from Hepatitis, HIV, and other bloodborne pathogens.

Body Piercing Salons

Ensures that minimum sanitation and safety requirements related to the design and operation of salons are met and investigate complaints of injury, infection, and the piercing of minors. Annual educational classes are offered to facility operators to ensure safe practices.

Drinking Water

Ensures that drinking water supplies are free of bacteria, chemicals, and are safe for human consumption. Inspect and sample newly drilled wells.

Florida Healthy Beach Program

Conducts weekly monitoring for enterococci bacteria and fecal

coliform to prevent waterborne disease. Go to <http://esetappsdoeh.doh.state.fl.us/irm00beachwater/default.aspx> to research your favorite beach.

Food/Water Borne Illness Investigations

Tracks and investigates illness complaints involving the consumption of foods, beverages, or drinking water. We investigated 22 outbreaks during 2004 affecting 203 people.

Food Hygiene

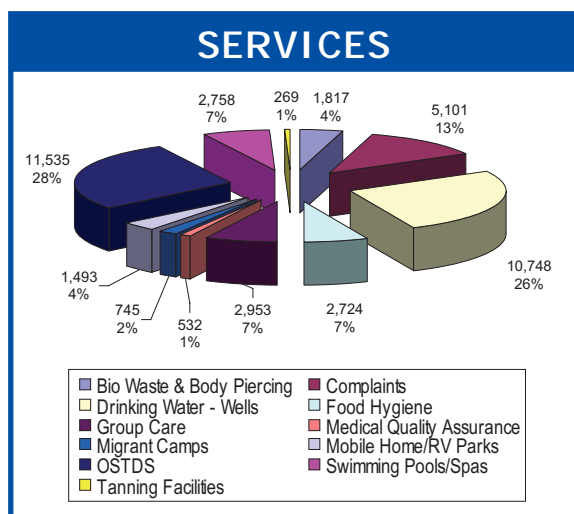
Conducts food service permitting and inspections, and ensures that food service establishments are operated in a safe and sanitary manner.

Group Care

Conducts inspections of assisted living facilities, group homes, foster homes, and schools. These areas are checked for general sanitation and safety, water temperature, furniture/bedding, laundry facilities, and pool barriers.

Lead Program

Investigates environmental exposure in cases where lead poisoning has been medically documented. Our Lead Program Staff is EPA certified in order to conduct these investigations with the use of the XRF measuring device.



ENVIRONMENTAL HEALTH

Medical Quality Assurance

Conducts inspections of massage therapy, electrology, and dental labs to ensure proper management of facilities.

Migrant Labor Camps

Ensures that sanitation and housing standards are maintained to limit the spread of disease among migrant farm workers.

Mobile Home / RV Parks

Permits, routinely inspects, and investigates sanitary nuisance complaints associated with mobile home/RV parks and recreational camps.

Onsite Sewage Treatment and Disposal (OSTDS)

Ensures that septic systems are installed and repaired in a manner that reduces the chances of pollution of ground and surface water supplies, which in turn can cause disease.

Public Swimming Pools/Spas

Review plans for construction and modification for compliance with code. Also conducts routine inspections for safety equipment, water quality, filter pump, flow meter, and chemicals.

Tanning Facilities

Ensures proper management by ensuring compliance with state laws and inspecting such items as lamps, eyewear, sanitizer, customer records, employee training, shut-off mechanism, tanning of minors, and warning signs.

Complaints

Complaint issues include animal bite reports, sanitary nuisances, and facilities/ indoor air complaints.



Goals for 2006 include:

- Establish a Client Advocate Program
- Build relationships within the community through collaboration with county and city environmental agencies
- Share informational reports with outcome and process measures
- Ensure employees have sufficient learning opportunities
- Develop employee work teams to improve employee job satisfaction and retention
- Ensure staff are recognized for outstanding performance.

Community Education & Collaboration

Environmental Health provided over 180 educational opportunities this year and actively participates as members of the following:

Agency for HealthCare Unlicensed Facilities Task Force

Douglas King

Child Care Facilities Advisory Board

Cindy Morris

Cross-Connection, Backflow, and Back-Siphonage Control Board

Abdel Elorfi

Environmental Crimes Task Force

Raymond Hewitt

Family Child Care Home Advisory Board

Van Fritz

Local Emergency Planning Committee

Steve Castonguay

Ombudsmen

Douglas King

Plumbing Board of Adjustment, Appeals and Examiners

Greg Alfsen

USF Institution Biosafety Committee

Dennis Milak.



COUNCILS

The HCHD conducted a Sterling Criteria Self-Assessment during 2004-2005. One outcome from this assessment was the recognition that as an organization the HCHD needed to improve its decision making capability and ability to communicate throughout all levels of the organization. To address these issues, the Council structure that was implemented aligns with our Vision of focusing on the Community, Customers, and Employees. The Council structure also recognizes the importance of technology to the HCHD's future and implementing the Sterling Criteria as its management model.



HILLSBOROUGH EMPLOYEE ACTION TEAM ~ HEAT

HEAT is a committee comprised of 15 dedicated employees who combined represent every clinic/department of our Health Department. The committee's role is to seek policy clarification, work with all levels of management to suggest and/or recommend opportunities for improvement that will enhance our corporate culture throughout the community we serve. Its mission is to promote and celebrate the positive changes made within the HCHD through continuous communication.

To achieve this mission HEAT has:

- Developed a standard New Employee Orientation presentation package
- Represented the HCHD at the 2004-2005 Quality Showcase Conference in St. Petersburg, Florida, and received numerous accolades from other participating organizations
- Sponsored annual events held every year including, the HCHD Annual Picnic, Multi-cultural Diversity Awareness, and the Holiday Party by providing an atmosphere of fun, and fellowship for all employees
- Proposed the HCHD Anthem which was written by Marlene Gayle, one of HEAT's very own members.



COMMUNITY PARTNERSHIPS

The HCHD's goal to be a respected leader in promoting public health to the community and clients of Hillsborough County was enhanced by the mobilization of community partnerships, an organizational network based on strategies and best practices that links public health at federal, state, and local levels with all other key infrastructure partners. In addition, a Public Information Officer was added to our staff to coordinate the dissemination of information and enhance our relationship with the media as well as better promote/

empower healthy living.

Community partnerships are at the heart of an effectively working public health enterprise. To this effort the HCHD has

participated in many large community events, such as Children's Gasparilla parade, Step up Florida, the University of South Florida's (USF) Public Health Week and Health Fair, Cause for Celebration with a focus on

immunizations, Latin Fest as well as partnered with USF College of Public Health on providing educational opportunities.





STERLING

The Hillsborough County Health Department has embraced the Sterling Criteria as our business management model. The criterion focuses on leadership, strategic planning, customers and market needs, knowledge management, employee needs, process management, and results. As we have progressed with implementation of the criteria, several key changes to our governance system were initiated during 2004-2005. To align our governance system with our Vision Statement, we reorganized and created the Office of Community Health and the Office of Organizational Development. These two units focus on our Community and Employee requirements respectively. At the same time, we flattened the operational side of our organization to allow for more effective and efficient management of direct services to our Customers. As we continue to evolve and improve, we will monitor and evaluate performance and anticipate continued progress to achieve our Vision.

ADMINISTRATIVE SERVICES

Information Technology

Management Information Systems (MIS) is the technical branch within the HCHD and is tasked with providing all voice, data, video service and support as well as providing desktop computer service and support.

The MIS department's accomplishments include:

- One of 11 Regional Communications Centers for the FDOH, supporting 5 surrounding counties (West Central Region)
- Providing data connectivity to over 3,000 FDOH employees
- Providing full time information technology service and support to the Hardee CHD
- Supporting 13 operating locations within Hillsborough County
- Maintaining over 500 desktop computers, 20 Microsoft File servers, two high capacity Internet Web servers, 11 telephone switches, and over 550 desktop telephone units
- Being recognized as a leader of information technology service and support with the FDOH and has received two Davis Productivity Awards
- Combining all voice and data operations within the organization resulting in a substantial cost savings due to the elimination of hundreds of standard analog telephone lines.

2006 Technology Goals

- Replacing approximately one fourth of the desktop computers to Pentium 4 technology
- Moving all voice communications service to Voice Over IP (VOIP)
- Continuing to improve and increase voice communications service and capacity
- Expanding content and improving services on the Internet web site
- Installing hardware firewall's on all network entry points to increase network security

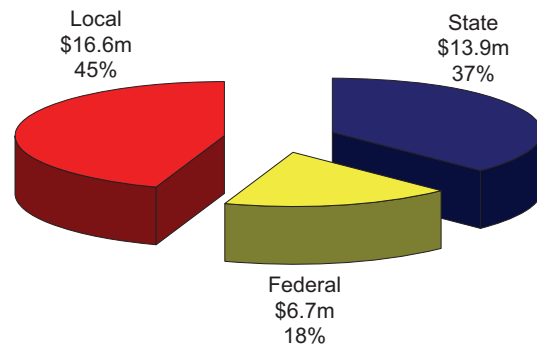
ADMINISTRATIVE SERVICES

Financial Analysis

During Fiscal Year 2004-2005 the department managed a budget of \$37 million with a staff of 62. Administrative Services manages the Human Resources, Vital Statistics, Information Technology, Purchasing, Contracting, Facilities, Safety, as well as Accounting and Finance departments.

The HCHD, the 4th largest of the 67 CHD's in the State of Florida, is committed to maximizing the taxpayer's investment in public health and deliver quality care at our sites strategically located throughout the county that provide for the public health needs of residents and visitors to the Tampa Bay area.

Revenue - \$37.2 Million



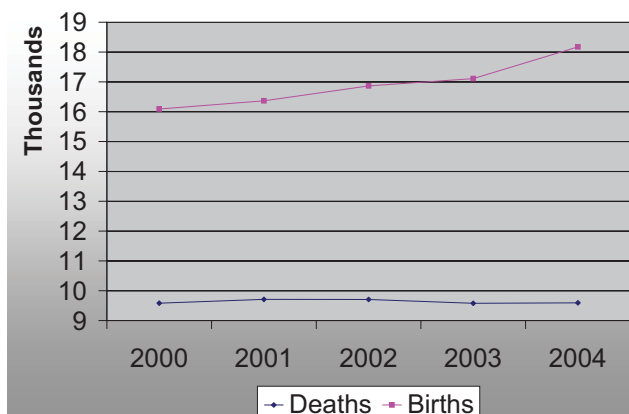
Vital Statistics

The main function of the Vital Statistics office is the recording of birth and death certificates. The recordings are done through the collaboration of funeral homes, medical examiner's offices, hospitals, birthing centers, and physicians. Currently, Hillsborough County is the third largest Florida County in births and the fifth in deaths.

For the period of January 1, 2004, through December 31, 2004, there were 105,101 certified copies of birth and death certificates issued compared to 103,017 issued in 2003.

HCHD's reporting system has been recognized statewide and has been in effect for more than three years.

2000 - 2004 RECORDINGS





AWARDS & RECOGNITION

Linda Lacombe-Williams received the *Nurse of the Year Award* from the Florida Nurses Association.

Gregg Rottler was selected for the Florida Environmental Health Association 2005 *Billy G. Tennant Award* in recognition of long-term accomplishments of an environmental health professional.

Eliot Gregos was selected for the Florida Environmental Health Association 2004 *Outstanding Environmental Health Professional Award* in recognition of accomplishments of an environmental health professional over the past year.

Doug Zimmer and the **Medical Unit Specialists** received the 2004 *Davis Productivity Award* for developing an Inventory Control Program for clinical operations. The system allowed for receiving, issuing, movement, estimated

replenishment cycles, and reordering levels of an estimated \$250,000 of supplies ordered that saves the HCHD \$13,050 annually.

The **Epidemiology Program** received a *Davis Productivity Award Honorable Mention*, for their Syndromic Tracking and Reporting System (STARS).

The HCHD **Perinatal Hepatitis B Prevention Program** received the award for "Best Poster for Communicable Disease Epidemiology" at the Statewide Epidemiology Conference in May 2005. The program also submitted two abstracts for the NACCHO-ASTHO Conference held in Boston, MA July 2005, and the National Viral Hepatitis Conference held in Washington DC, December 2005, which were approved for poster presentations.

2004 - 2005 Employee's of the Quarter

1st



Jeff Sanchez
EH

2nd



Angelia Williams
Human Resources

3rd



Lori Matthews
Purchasing

4th



Van Fritz
EH

POINT OF CONTACT

Health Clinics

Floyd Kelton Clinic
4704-B Montgomery Avenue, Tampa, FL 33616
(813) 307-8055 ■ Fax (813) 272-7172

Immunization & Refugee Clinic
4951 E. Adamo Drive, Tampa, FL 33605
(813) 307-8077 ■ Fax (813) 274-1940

Joyce Ely Clinic
205 14th Ave. SE, Ruskin, FL 33570
Ph (813) 307-8056 ■ Fax (813) 671-7755

North Hillsborough Clinic
9827 N. Sheldon Road, Tampa, FL 33635
(813) 307-8053 ■ Fax (813) 554-5090

Nutrition Administration/Himes
8019 N. Himes, Suite #200, Tampa, FL 33614
(813) 307-8074 ■ Fax (813) 975-2169

Plant City Clinic
302 N. Michigan Avenue, Plant City, FL 33566
(813) 307-8057 ■ Fax (813) 757-3963

Specialty Care Clinic
1105 E. Kennedy Blvd., Tampa, FL 33602
(813) 307-8064 ■ Fax (813) 273-3721

Sulphur Springs Clinic
8605 N. Mitchell Avenue, Tampa, FL 33604
(813) 307-8054 ■ Fax (813) 975-2148

TB Health Clinic
8515 N. Mitchell Avenue, Tampa, FL 33604
Ph (813) 307-8047 ■ Fax (813) 975-2014

University Area Community Clinic
13601 North 22nd Street, Tampa, FL 33613
(813) 307-8058 ■ Fax (813) 272-7173

HILLSBOROUGH COUNTY HEALTH DEPARTMENT

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Unless noted area codes are 813

Telephone

FAX

CHD Director	Douglas Holt, MD	307-8008	272-6984
Assistant CHD Director	Bobbie Thackeray, RN, BSN	307-8008	272-6984
Medical Executive Director	Jose Montero, MD	307-8008	272-6984
Executive CHN Director	Bobbie Thackeray, RN, BSN	307-8008	272-6984
Clinical Services Manager	Faye Coe, RN, BSN	307-8015 x6321	272-6984
Communicable Disease Director	Beata Casanas, DO	307-8008	272-6284
Communicable Disease Administrator	Mike Kilcomons, RN, MPH	307-8015 x6307	272-6984
Community Health Administrator	Leslene Gordon, PhD, RD, LD/N ...	307-8015 x7101	272-7238
Environmental Administrator	Cindy Morris	307-8015 x5901	272-7242
Financial Administrator	Christina Ciereck	307-8015 x6303	272-6249
Organizational Development Administrator	George Strange	307-8015 x6901	307-8029
PH Nutrition Administrator	John Livingstone	307-8015 x7401	272-5408
Community Health Nursing Manager	Cindy Hardy, RN	307-8015 x7102	307-8094
Epidemiology Manager	Jylmarie Kintz, MPH	307-8010	276-2981
Human Resources Manager	Charles Chadbourne, SPHR	307-8015 x3101	272-5227
HIV/AIDS Program Coordinator	Jim Roth	307-8026	276-2839
Immunizations/Refugee Program Manager	Margaret N. Ewen RN, BSN, MSPH ..	307-8077	274-1939
Information Technology Manager	Chris Wagner	307-8015 x3401	272-5685
Legal Counsel	Frank Nagatani, JD	(727) 507-4326 x1274	(727) 507-4329
Public Health Preparedness Coordinator	Tiffany Melton, RN, COPN	307-8015 x6309	307-8076
Pharmacy Manager	Leslie Betts, PhD	307-8072	272-7240
Regional Public Information Officer	Steve Huard	307-8015 x6312	272-6984
School Health Manager	Pat Sandoval, RN	307-8015 x8502	307-8094
STD Operations Manager	George Hughes	307-8022	307-8027
Steps Program Manager	Walter Niles, MPA	307-8015 x6601	272-7238
TB Program Manager	Denise Dodge, RN	307-8015 x4701	975-2014
Vital Statistics Manager	Luz Perez	307-8002	903-3363



Floyd Kelton Clinic



Plant City Clinic



**Immunizations
& Refugee Clinic**



Sulphur Springs Clinic



Joyce Ely Clinic



TB Clinic



North Hillsborough Clinic



University Area Clinic



**Specialty Clinic &
Administration**