

Annual Report

Fiscal Year 2012 - 2013

Rick Scott
Governor

John H. Armstrong, MD, FACS
State Surgeon General & Secretary



The Florida Department of Health (FDOH) in Hillsborough County is a state agency in partnership with county government. This Annual Report summarizes the activities and accomplishments of the FDOH - Hillsborough for the period of July 1, 2012 through June 30, 2013.

Produced by Florida Department of Health - Hillsborough

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Message from the Director

To the Community and Employees of the
Florida Department of Health - Hillsborough

It is with great pleasure that I present the Florida Department of Health – Hillsborough's 2012-2013 Annual Report. We are proud of the significant contributions our organization has made toward improving the health of Florida's citizens and visitors to our state. This report presents many outstanding highlights from the past year and provides an overview of the organization while showcasing the services, performance, and impact we provide in our community.

Our 2012-2013 fiscal year has once again resulted in major accomplishments for the organization. I am very proud of our loyal and dedicated employees who provided 147,610 healthcare services for our clients.

The Florida Department of Health – Hillsborough was designated the lead agency for planning the health and medical support and response activities for the 2012 Republican National Convention that was held in Tampa during the last week of August, 2012. The Public Health Preparedness division was responsible for planning all pre-hospital triage/treatment, transportation, medical assistance (to include hospitals, medical evacuation), medical countermeasures, disease detection and surveillance, veterinary services, responder safety/health, laboratory, medical examiner, and food safety. Workgroups with community representation were established in each of these disciplines to ensure that our mission goals were met. Staff from across the Health Department spent almost 3,870 man-hours planning for this event.

The Florida Department of Health – Hillsborough was recognized by receiving national accreditation through the National Association of County and City Health Officials (NACCHO). NACCHO has awarded less than 300 county health departments full accreditation status out of more than 3,100 counties nation-wide. In the coming year, the Florida Department of Health is looking forward to obtaining National Public Health Accreditation and empowering Floridians to pursue healthy lifestyles through our top priority— Healthiest Weight Florida initiative.

GIFT (Get Into Fitness Today), a health and wellness program developed by our Community Health division, was awarded a 2012 Certificate of Outstanding and Innovative Practice by NAACHO.

Our drinking water analysis lab staff won a Davis Productivity Award for our lab operations, which save the department approximately 70 percent of the costs of analysis of 1,500 drinking water samples per year and provide quicker results to our customers.

The Florida Department of Health - Hillsborough is committed to being a model public health agency, continuously evolving to exceed the needs of our community, customers, and employees. I thank our community partners, as well as our 500 + public health professionals at the Florida Department of Health – Hillsborough, who worked together to improve the health of our community. I am proud to lead a team of public servants who each day wholeheartedly demonstrates their dedication to public health and devotion to those they serve.

Sincerely,



Douglas A. Holt, M.D.

Director

Florida Department of Health – Hillsborough



Message from the State Surgeon General & Secretary

To the Community and Employees of the
Florida Department of Health - Hillsborough

As the State Surgeon General of the Florida Department of Health, it is my pleasure to present the Florida Department of Health – Hillsborough, fiscal year 2012-2013 Annual Report.

I am proud of the significant progress the professionals of the Florida Department of Health – Hillsborough have made in delivering high quality, cost effective public health services to clients during the past year. By relying on leadership, collaborative efforts, innovative programs and approaches, as well as sound science and data, they continue to promote a culture of public health stewardship in Hillsborough County and our State.

The Florida Department of Health – Hillsborough's dynamic team has worked tirelessly to meet the challenges and needs of their community. Considering the year in review - 2012-13, there are many reasons to celebrate health in Florida.

First, we know that good health starts with good jobs and good education. Each month, Florida's unemployment rate is moving in the right direction. It's working! Next, we know from outcomes that health is moving in the right direction – here are three examples:

Florida's infant mortality rate hit a historic low, 6.0 per 1,000 live births for all infants; most of the decrease has resulted from an 11 percent reduction in the black infant mortality rate.

Annual cases of active tuberculosis in the state declined again by 10 percent to 679 cases in a population of 19.2 million.

Finally, your Department of Health is reorganized and revitalized to focus on achieving healthy goals. In the coming year, the Department is looking forward to obtaining National Public Health Accreditation and empowering Floridians to pursue healthy lifestyles through our top priority – the Healthiest Weight Florida initiative.

Sincerely,



John H. Armstrong, M.D., FACS
State Surgeon General & Secretary
Florida Department of Health



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Mission, Vision & Guiding Principles

Florida Department of Health - Hillsborough 2012-2015 Strategic Plan Summary

Our Mission

To protect, promote and improve the health of all people in Florida through integrated state, county and community efforts

Our Vision

To be the **Healthiest State** in the Nation

Our Values

I (CARE)

Innovation: We search for creative solutions and manage resources wisely.

Collaboration: We use teamwork to achieve common goals and solve problems.

Accountability: We perform with integrity and respect.

Responsiveness: We achieve our mission by serving our customers and engaging our partners.

Excellence: We promote quality outcomes through learning and continuous performance improvement.

Our Guiding Principles

See with **Honesty** to recognize reality

Think with **Fairness** to achieve mutual purpose

Feel **Devoted** to doing the right thing

Act with **Courage** and be accountable

Achieve **Excellence** in outcomes and results

Strategic Goals

1. Ensure relevant information is effectively communicated to our workforce
2. Ensure decisions are made based on our principles and leaders are accountable for desired results
3. Ensure systematic quality improvements
4. Provide employees with flexible development opportunities to ensure the effective and innovative delivery of our programs and services
5. Maximize resources and collaborate with community partners to ensure access to health care and reduce disease burden in the community
6. Increase understanding of public health indicators, policies and our mission to increase support for our programs among critical stakeholders, partners and the population of Hillsborough County

During the fiscal year 2012-2013, The Florida Department of Health - Hillsborough has been developing and planning for implementation of specific, measurable and achievable objectives to meet our strategic goals. Both our Senior Leadership and Program Management team members have been involved in all phases of the process of goal and objective setting. Additionally, Supervisory and Frontline Staff have participated in much of this work, serving in workgroups, contributing to planning and SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis sessions, and providing feedback.

As the Florida Department of Health moves forward toward achieving national public health accreditation, the work of our strategic planning becomes very important because these goals and objectives must align not only with national measures and standards, but also with the needs of our local community.

National Public Health Accreditation

In 2011, the Public Health Accreditation Board (PHAB) launched the first national accreditation program for all public health departments, including state, local, Tribal and territorial health departments. PHAB is a nonprofit organization dedicated to improving and protecting the health of the public by advancing the quality and performance of public health departments, and to improve service, value and accountability to stakeholders. PHAB is governed by a Board of Directors comprised of Tribal, state and local public health practitioners, administrators, researchers and academicians. The accreditation is a peer-reviewed process that evaluates health departments against recognized standards and measures. To learn more about PHAB you can visit the website at www.phaboard.org.

The Florida Department of Health is an integrated public health agency and is currently pursuing accreditation through PHAB under the centralized state model. In a two-step process, the state office in Tallahassee leads the way, and the 67 Florida county health departments follow. There will be a single accreditation decision for the state office and all of the local county departments. In Hillsborough County, we are working through the accreditation process and anticipate that the final accreditation decision will be rendered in September 2014.

Part of the process includes developing and implementing a county health improvement plan. The chart below indicates local priority areas, which complement and link to state and national goals.

Community Health Improvement Plan (CHIP) Alignment with National and State Goals

Hillsborough CHIP	Florida State Health Improvement Plan (SHIP) ¹	Healthy People 2020 ²	National Prevention Strategy: Priorities ³	HHS Action Plan to Reduce Racial and Ethnic Health Disparities ⁴
Priority Area: Maternal and Child Health. Goal: Raise awareness on infant mortality and morbidity as important health issues.	Goal AC5: Reduce maternal and infant morbidity and mortality.	Maternal, Infant and Child Health MICH-1: Reduce the rate of fetal and infant deaths. MICH-8: Reduce low birth weight (LBW) and very low birth weight (VLBW). MICH-16: Increase the proportion of women delivering a live birth who received preconception care services and practiced key recommended preconception health behaviors	Reproductive and Sexual Health Key Indicator: Rate of infant mortality per 1,000 live births. Key Indicator: Proportion of children born with low birth weight (LBW) and very low birth weight (VLBW).	Strategy III.A: Reduce disparities in population health by increasing the availability and effectiveness of community-based programs and policies.
Priority Area: Obesity. Goal: Reduce prevalence of obesity.	Goal CD1: Increase the percentage of adults and children who are at a healthy weight.	Nutrition and Weight Status NWS-8: Increase the proportion of adults who are at a healthy weight. NWS-9: Reduce the proportion of adults who are obese. NSW-10: Reduce the proportion of children and adolescents who are considered obese.	Healthy Eating Key Indicator: Proportion of adults and children and adolescents who are obese.	Strategy III.A: Reduce disparities in population health by increasing the availability and effectiveness of community-based programs and policies.
Priority Area: Chronic Diseases. Goal: Reduce disparities in diabetes hospitalizations and deaths among vulnerable populations by first understanding community needs and assets.	Goal CD3: Reduce chronic disease morbidity and mortality.	Diabetes D-3: Reduce the diabetes death rate. D-14: Increase the proportion of persons with diagnosed diabetes who receive formal diabetes education. D-16: Increase prevention behaviors in persons at high risk for diabetes with pre-diabetes		
Priority Area: Social and Mental Health. Goal: Continue to support partnerships focused on behavioral and mental health.	Goal AC3: Improve behavioral health services so that adults, children and families are active, self-sufficient participants living in their communities.	Mental Health and Mental Disorders Objectives	Mental and Emotional Well-Being	

1. Florida State Health Improvement Plan 2012-2015, April 2012. Available at http://www.doh.state.fl.us/Planning_eval/Strategic_Planning/SHIP/FloridaSHIP2012-2015.pdf Accessed March 13, 2013.

2. U.S. Department of Health and Human Services. Office of Disease Prevention and Health Promotion. Healthy People 2020. Washington, DC. Available at <http://www.healthypeople.gov/2020/default.aspx>. Accessed March 13, 2013.

3. National Prevention Council, *National Prevention Strategy*, Washington, DC: U.S. Department of Health and Human Services, Office of the Surgeon General, 2011. Available at <http://www.surgeongeneral.gov/initiatives/prevention/index.html> Accessed March 13, 2013.

4. U.S. Department of Health and Human Services. HHS Action Plan to Reduce Racial and Ethnic Disparities: A Nation Free of Disparities in Health and Health Care. Washington, D.C.: U.S. Department of Health and Human Services, [April 2011]. Available at: http://www.minorityhealth.hhs.gov/npa/files/Plans/HHS/HHS_Plan_complete.pdf Accessed March 13, 2013.

Administrative Services

Budget/Finance, General Services, Knowledge Management, Management Information Systems and Vital Statistics fall under the umbrella of the Administrative Services Division of the Florida Department of Health - Hillsborough.

Budget and Finance

Florida Department of Health - Hillsborough's annual budget is \$38.5 million for fiscal year 2012-2013 and is funded through Federal, State, and County/local revenue streams. Approximately 25% of our funding comes from state General Revenue, 25% comes from federal funds, and about 50% comes from fees generated primarily through Environmental Health, Medicaid/Medicare and Vital Statistics.

Revenue		
	FY 2011/2012	FY 2012/2013
County Contributions	277,484	261,900
Federal Grants	665,228	420,770
Vital Statistics Fees	1,239,811	1,140,224
Environmental Health Fees	1,892,589	1,780,866
Other Fees	13,280,949	10,111,334
Local Contributions	2,752,995	3,261,742
Federal Funds	10,906,044	10,010,748
State Funds	11,143,304	9,908,289
Special Projects		600,000
Other Revenue	119,193	185,868
Total	42,277,597	37,681,741

Expense		
	FY 2011/2012	FY 2012/2013
Public Health Preparedness	869,440	859,475
Community Health	3,302,084	3,568,943
Environmental Health	2,721,459	2,705,099
Nutrition/WIC	5,751,625	5,396,946
Administration	4,211,667	3,955,005
Direct Services	3,366,885	1,266,558
Disease Control	16,862,993	17,164,022
Special Projects	3,705,578	2,653,000

General Services

Program Outcome Statement:

Contract Administration, Facilities Management, Property Administration, Purchasing and Safety, comprise the General Services office. Its role is to support the internal customers at the Florida Department of Health - Hillsborough in order to achieve excellence in service to our citizens of Tampa Bay.

Headline Measure:

Purchasing Purchase Order Count		
	FY 2011/2012	FY 2012/2013
PO Count	1,738	1,691
Amount	\$16.1 Million	\$15.5 Million

Facilities Work Orders Comparison		
	FY 2011/2012	FY 2012/2013
Work Orders	2,449	2,310
Labor Dollars	\$83.75K	\$79K

Story Behind Headline Measure:

Purchasing Department procures commodities and services for the Florida Department of Health -Hillsborough, processing in excess of 1,600 purchase requisitions totaling more than \$15 million. The Facilities Management Department is responsible for Agency owned/leased property with an asset value of \$31 million. The department processes an average of 2,300 work orders annually. Property Administration is responsible for 324 assets totaling \$983,784.63. Project Management successfully completed 30 building projects, totaling \$3.5 million. The Contracts Department administered 31 service contracts totaling \$5.8 million. These contracts include, but are not limited to, women's health, HIV/ AIDS, school health, housekeeping, as well as HIV research and medications.

What will be done to improve performance in the next year:

General Services will continue to support our staff through the use of technology, using tools like Netfacilities Work-order system, My Florida Market Place & Redwire Security and access systems will keep the Health Department competitive with today's requirements. We will also continue our Green Plan Initiatives with the continuation of Energy Conservation and Recycling.

Management Information Systems

Program Outcome Statement:

The Management Information Systems (MIS) department is responsible for providing information technology and technical support to all Florida Department of Health - Hillsborough employees. MIS technical support staff provides local area network, voice - over IP audio, video, desktop computer and printing for the organization at all operating locations within the county. Additionally, MIS plays a critical role in the protection of desktop and network computer resources and virus detection and removal to ensure the integrity of all mission critical data. MIS supports over 500 customers at 17 separate locations including the St. Joseph's Women's Hospital, Medical Quality Assurance Investigative Services Unit, Brandon Hospital Vital Statistics and the Florida Department of Health - Hardee in Wauchula, Florida.

Headline Measure:

- Completed 14,000 customer service requests
- Replaced the Health Management System file server with 3 high capacity clustered servers to provide maximum application redundancy
- Completed all requirements to convert our Health Management System file server to 64 bit environment
- Installed a high capacity mirrored Storage Area Network dedicated to Financial Records archives
- Greatly expanded our Disaster Preparedness capability by creating and equipping a dedicated Disaster Recovery facility
- Re-cabled the downtown Annex, College Hill, Joyce Ely Clinic, and Sulphur Springs Immunizations/Refugee Clinic facilities with category 6 cable
- Centralized 3 wiring closets/cabinets into the Annex to streamline cable management tasks
- Began upgrading our Cisco voice-over IP telephone system to the current release
- Began preparations to move the Medical Quality Assurance office from North Dale Mabry Highway to downtown Tampa
- Replaced 150 desktop computers and monitors
- Added a new call center for the STD Surveillance unit

Vital Statistics

Program Outcome Statement:

The 2013 year will mark the first full calendar year that Vital Statistics in Hillsborough County will have been almost completely paperless, by implementing both the Electronic Birth Registration System (EBRS) and the Electronic Death Registration System (EDRS).

These new systems not only reduce paper consumption, but also offer several other benefits to the community that we serve. Paper death records could only be printed from the county where the death occurred, but the new system allows digital records to be issued from any county in the state. Thus, if you need a death certificate for someone that died in another county, Hillsborough now has the capability to issue you that certificate without having to travel or wait for mailed copies to arrive. As more and more hospitals and funeral homes are added to the system, the wait times for birth and death records also drastically diminish. This means less time for families to wait for these vital records.

Records Recorded (ending 06/30/2013)				Certified Copies Issued (ending 06/30/2013)			
	2011	2012	2013		2011	2012	2013
Birth	18,663	18,545	8,904	Birth	56,186	53,669	26,174
Death	9,906	10,214	5,215	Death	63,188	56,854	29,425

Did you know:

Every year in Hillsborough County about 18,500 births are recorded.

- 9,100 or 49% of these births are covered by Medicaid.
- 8,100 or 44% are born to an overweight or obese mother. This number is up from 37% only a year ago. Overweight and obese women may be more likely to have a baby born with a congenital heart defect, neural tube defect or limb defects, compared to women with normal pre-pregnancy weight.
- 2,800 or 15% of them are born to women without a high school education. Lack of education is associated with an increased risk for low-birth weight babies.
- 2,700 or 14% are born to women age 35 years and older. Women over the age of 35 have a higher risk of chromosomal birth defects, such as Down syndrome, and may be more likely to have pregnancy complications.
- 1,500 or 8% are born to teenage mothers between the ages of 15 and 19. This number is down from 12% a year ago. Among women of young maternal age, there is a 10 times increased risk for an abdominal wall defect, called gastroschisis.

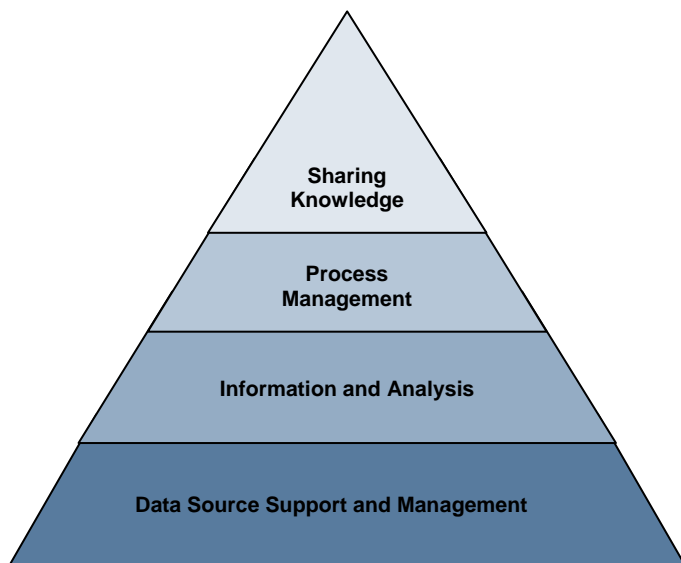
- 2,400 or 13% are born pre-term or less than 37 weeks gestation. These babies are 3 times more likely to die in their first year of life, and are at an increased risk for breathing and feeding problems, as well as long lasting disabilities.
- Cancer remains the leading cause of death in Hillsborough County for 2013, accounting for 29.2% of all deaths occurring within the borders. Heart Disease is a close second, accounting for 29.03% of all deaths. By contrast, the next leading cause of death in Hillsborough County is Respiratory Disease, which accounts for only 8.5% of all deaths in the county.

Data Sources: Florida CHARTS , Vital Statistics e-Vital, 11/2013

Knowledge Management

Program Outcome Statement:

The Knowledge Management (KM) department works with the other offices in the Florida Department of Health - Hillsborough to help provide quality services to the public. KM does this through a four step process called the "KM Pyramid".



At the base of the pyramid is data source support and maintenance. Good data is essential in any operation. The second step in the pyramid involves careful analysis of the data collected to produce useful information. Process management is the third step. Good information helps us understand and improve our processes. At the peak of the pyramid is sharing knowledge. Information gets distributed so the entire workforce knows how we are performing and where we need to improve.

The Knowledge Management department puts this method into practice by helping the department manage key processes, data sources and reporting systems.

Tasks include:

- Administration of the Health Management System (HMS) used to collect client and service information that is reported to the county and legislature.
- Oversight of the Records Management process to ensure records are properly archived and disposed of at the end of their retention periods.
- Report development and deployment which allows staff and managers to get information needed to gauge performance and make fact-based decisions.
- Managing the third party billing process to ensure revenue is collected for services provided.

2012-13 Highlights

During the 2012-13 fiscal year the KM team worked with the state office, local clinic managers and clinic staff to help implement a new electronic health record (EHR). This conversion involved changes to our key clinical data source (HMS), collection and analysis of new information, changes to clinical processes, and the need to train staff on these changes. The FDOH-Hillsborough was able to meet and then exceed the requirements for full adoption by June 30, 2013. This successful implementation was the result of considerable work among the clinical staff and providers.

Goals for KM for the next year:

- Continue support for the Health Management System (HMS), the Electronic Health Record (EHR) and future developments / enhancements of that system.
- Establishing new insurance contracts to expand the revenue streams available for the Florida Department of Health - Hillsborough clinics.
- Facilitating process improvements projects and promoting process management.
- Continue to assist the staff of the Florida Department of Health - Hillsborough, to protect, promote and improve the health of all people in Florida through integrated state, local and community efforts.

Did you know?

Financially speaking, annual medical costs for obesity in the US is more than \$190 BILLION.

1 in 3 children and 2 out of 3 adults in the US are overweight or obese.

Human Resources / Employee Development

Program Outcome Statement:

Maintaining a highly skilled, results-oriented and diverse workforce is vital to successfully accomplishing Florida Department of Health - Hillsborough's (FDOH-Hillsborough) mission. Activities are prioritized to support the mission and promote an environment where Innovation, Collaboration, Accountability, Responsiveness and Excellence are our core values.

Recognizing the importance of a workforce planning system, supported by valid workforce data, Human Resources/Employee Development (HRED) participated in the development of the Strategic Plan for the FDOH - Hillsborough. The Cultural Transformation segment of this plan will ensure that we attract "the right number of people with the right skills, experiences and competencies in the right jobs at the right time." In addition, cross training, career path programs, as well as succession and effective retention planning, will enhance preparations for future demographic challenges and potential staff shortages by promoting an environment that embraces learning, fosters leadership and cultivates career potential.

Story Behind Baseline Performance:

- HRED leads the Staffing Workgroup, currently developing a comprehensive standardized hiring model utilizing Competency-Based Interviewing techniques to improve the efficiency and effectiveness of the process.
- Participated in Cultural Transformation - Leadership Development process for the next level of leadership.
- Developed an Incident Reporting Tracking Tool which was subsequently identified as a Davis Productivity Winner.
- Evaluated our online New Employee Onboarding process.
- Developed an online information security and ethics training for volunteers.
- Created online site to obtain required EEO and other informational posters.
- Participated in statewide development of SMART Expectations/performance measures for all employees.
- Delivered 3 of 4 Modules of the Communication Series, providing effective skills training to supervisors.
- Cultivating Successful Leaders (CSL), Class VII is in its second half. Participants have delivered their "leader" presentations and are preparing their pro-

jects which will be due in August 2013. New topics have been added for 2013. Applications for 2014 CSL will be accepted in October 2013.

- Prepared the FDOH - Hillsborough staff for the implementation of the new Learning Management System (LMS), an effective tool to keep track of employees' trainings and to offer them further public health training opportunities.

Performance Improvement Goals:

- Revise the Basic Supervisory Training Program to include new training measures and evaluation.
- Early 2014, unveil a formal on-boarding process in which new employees acquire the necessary knowledge, skills and behaviors to become productive members of the FDOH - Hillsborough. New team members will be introduced to the organization's culture, mission and values through videos, printed material and computer-based training. Familiarizing our members with who we are and what we do will lead to positive outcomes for new employees and the state such as higher job satisfaction, loyalty and job performance.
- Succession Planning: identifying and preparing employees through mentoring and cross training.
- Systematic Quality Improvement: Develop a process to ensure quality improvement in Staffing, Risk Management and Performance Management Processes.
- Accountability: Ensure all supervisors have established performance evaluation competencies to reinforce aspects of the Cultural Transformation Leadership and Communication Series.
- Develop a consistent process for communicating changes to FDOH - Hillsborough processes, policies and procedures.
- Present Retirement/Benefit seminars for our employees to provide better understanding of their retirement options for future planning.
- Revise the Division Training Plans to be more specific to communication skills for frontline staff.
- Complete and deliver the fourth module of the Communications Skills Series for supervisors
- Continue to maintain a lending library in order to provide career development materials for employees.
- Develop additional "Lunch and Learn" trainings.

Community Health

Health Promotion & Education

Program Outcome Statement:

Reduce and prevent chronic diseases of public health significance.

Weight Management and Fitness: Get Into Fitness Today (GIFT), the Florida Department of Health - Hillsborough's signature weight loss and fitness classes continued to be offered in community locations, with additional promotion to businesses as an inexpensive but effective way to provide employee wellness opportunities at work. Seventy-five percent of participants lost weight and over 80% increased their daily physical activity and fruit and vegetable intake.

This program is a low-cost approach to employee wellness for several businesses including several Florida health departments. GIFT was awarded a 2012 Certificate of Outstanding and Innovative Practice by NAACHO.



Website design for online GIFT programming was begun in April 2013, with a planned launch date in July 2013.

Community Summit: In February 2013, Community Health staff hosted a one-day summit to address rising obesity rates. City of Tampa Mayor Bob Buckhorn, Hillsborough County Commission Chair Ken Hagan, and School Board member Susan Valdes convened the meeting, with speakers from the Institute of Medicine's report committee presenting information about the obesity epidemic. Partners in Obesity Prevention (POP) coalition members and Dean Donna Petersen of College of Public Health/University of South Florida (USF) assisted in facilitation of the meeting and breakout groups, charged with developing community actions.

The work of the summit continues through the coalition, which is spearheaded and facilitated by our Health Education staff.



Diabetes Self-Management Classes: The goal of this program is to increase the number of people diagnosed with diabetes who have ever taken a diabetes self-management course. During 2012-2013, 146 individuals, including 101 who attended a minimum of 4 classes, reached personal health goals, with overall "very satisfied" customer satisfaction reported. Additionally, participant's reported an average decrease in their A1c value of 0.41% six months after participation.

While medical providers routinely refer patients, these classes are also open to any community member who has already been diagnosed with diabetes. Skill-learning such as problem-solving, reducing complication risks, and self-monitoring of blood glucose are included.

Diabetes Prevention Program: Diabetes is the leading cause of heart disease, stroke, kidney disease, limb amputation, and new-onset blindness. Diabetes is the 5th leading cause of disease-death in Florida.

This evidence-based program is offered at no charge to community members and focuses on making small lifestyle changes that can prevent diabetes. This year-long program, serving adults 18 and older who have been diagnosed as pre-diabetic or are at high risk for diabetes, began full implementation in August 2012 with 26 participants having completed the program.

Drowning Prevention: Florida continues to lead the nation in drowning deaths of children 4 years and under. Community Health provided education and door/window alarms to community members, targeting families with children <10 years of age who have home pool/spas and/or who live on or near open bodies of water.

Health Literacy: Because low health literacy contributes to poor health outcomes, community education has been a particular focus. In a three-year partnership with Tampa Housing Authority's Youth Build program the department has provided life-skill building in the area of personal health to 16-24 year olds seeking GEDs. An average of 5 hours of student instruction are provided monthly over the class term and are required for graduation. From February through June 2013, 81 individuals including these students and other community members have received education.

Program Goals:

- Reduce chronic disease rates
- Increase weight management and diabetes program participation and class availability
- Increase healthcare provider referrals to programs
- Eliminate child drowning
- Improve health literacy

Health and Referral Services

Breast and Cervical Cancer Early Detection:

Unfunded/under-funded women ages 50-64 years receive clinical breast exams, mammograms and Pap smears through contracted providers in Hillsborough, Polk, Highlands and Hardee counties, with 24 breast and 3 cervical cancers/pre-cancerous lesions identified during 2012-2013. All of these women were referred for and received treatment. The number of services provided are based on funding provided through the State of Florida.

2,721	Clinical breast exams
1,297	Mammograms
250	Pap smears

During this fiscal year, two trained lay health workers provided "For Peace of Mind" group presentations to raise awareness of the need for early detection of breast cancer through regular screenings, with 359 women reached. Future funding will allow for continued outreach of this program, targeting specifically Hispanic populations to reduce higher than normal cervical cancer rates in Highlands County and breast cancer rates in Hillsborough.

Family Planning and Sterilization Services:

Through contracts and billings managed and submitted by health department staff, contracted healthcare providers, utilizing Federal Title X funding, provided vasectomies and tubal ligations to eligible men and women. The number of services provided is based on funding provided through the State of Florida.

46	Vasectomies
27	Bilateral tubal ligations

Programs Goals for Health and Referral Services:

- Increase awareness and utilization of program services in Hardee County
- Provide education and training opportunities for new healthcare providers
- Ensure full utilization of funding and convenient access to screening and services

Childhood Lead Poisoning

This program is charged with monitoring all lead testing results in Hillsborough County through the Florida Department of Health Merlin data system. Staff identify and investigate all child lead poisoning cases, provide

parental education and case manage children until lead levels drop to acceptable levels. Staff works closely with area healthcare providers and their staff, providing education to ensure screening and treatment guidelines are followed.

This program also partners with many agencies and businesses, as well as local code enforcement, to work for healthier, safer housing, particularly in older homes, along with promotion of safe construction practices. Additionally, education to homeowners and childcare centers, which are "homes-away-from-home" for many children, is provided to ensure participants can identify home health hazards and safely mitigate those dangers. Staff are also active members of Florida Asthma Coalition and facilitate the local Healthy Homes Partnership of Tampa Bay.

Program outcomes during fiscal year 2012-2013:

165	New lead cases (children and adults)
56	Case management (children, until blood lead levels return to normal)
2,531	Screenings (children 6 years old and under, including Refugee children 1 – 16 years)
112	Enrolled in the Lead Alert Network (email alert of recalled products and toys)
388	Enrolled in Healthy Homes newsletter (does not include accessed online)

School Health Services

Program Goals:

Ensure children are healthy in school and ready to learn by providing health services required and funded through state and federal government programs.

School Health Services provides funding for contracted services to the School District of Hillsborough County.

School nurse staff in public schools participated in the Back-to-School Coalition events helping ensure children receive required physicals and immunizations for school attendance. Florida Department of Health - Hillsborough staff promulgated, assisted in distribution and ensured submittal of 3,000 student surveys for the annual Florida Youth Survey and routinely provides consultation and nursing guidance for non-public schools in Hillsborough County upon request. School year 2012-2013:

2,093,590	Nursing Services: all student encounters
236,450	Healthy Screenings: vision, hearing, scoliosis, height/weight/BMI
220,388	Medication doses
2,448	Presentations: students, faculty, parents

Epidemiology

The Epidemiology program provides a multitude of services for the community including case and outbreak investigation, disease surveillance and education on the control and prevention of communicable disease. Additionally, Epidemiology staff works closely with local hospital infection preventionists to increase vaccination rates for influenza and pertussis among healthcare staff. Epidemiology staff also provided education to local organizations through numerous presentations and community health events.

	FY 2011/2012	FY 2012/2013
Total Reportable Diseases	3,413	3,203
Outbreak Investigations	30	81

Syndromic Surveillance

Epidemiology utilizes emergency department data to monitor disease and illness in our county. Over the past year, staff have continued to look for outbreaks using this data and focused their attention on detecting notifiable diseases that would have otherwise gone unreported. Diseases that have been detected include varicella, pertussis, carbon monoxide poisoning, hepatitis, and meningitis. Daily analysis, including weekends and holidays, has allowed for a rapid public health response when necessary. This data also helped the department perform enhanced surveillance during the Republican National Convention held in Tampa during August, 2012.

Mosquito-borne Illnesses



The Epidemiology Program continues to investigate mosquito-borne diseases within the county and is diligent in our efforts to monitor activity around the state that may impact Hillsborough County. For the past three consecutive years, the Epidemiology staff have investigated a human case of locally acquired Eastern Equine Encephalitis (EEE) in our county. Additionally, we have investigated and reported 1 neuro-invasive

West Nile Virus case also acquired locally, 6 Dengue Fever cases, 1 case of Dengue Hemorrhagic Fever (the first case in Hillsborough County) and 9 imported Malaria cases, all of which were imported from other countries and territories.

The Epidemiology Program responds to these cases of mosquito-borne diseases by coordinating with the Hillsborough County Mosquito and Aquatic Weed Control Program to reduce mosquito populations in the affected areas where there has been local transmission and/or around residences of the cases who imported mosquito-borne diseases. These efforts work to reduce the risk to Hillsborough County residents and to continue to prevent reintroduction of certain mosquito-borne disease that are no longer endemic in Florida.

Perinatal Hepatitis B Program

The goal of the Perinatal Hepatitis B Prevention Program is to protect infants exposed to the hepatitis B virus during birth. During the year July 1, 2012 through June 30, 2013, 26 women who were enrolled in the Perinatal Hepatitis B Prevention Program in Hillsborough County gave birth. All of the exposed infants received hepatitis B immune Globulin (HBIG) and the first hepatitis B vaccine within 12 hours of birth. Twenty-three of these 26 cases (88%) received recommended HBIG and all three recommended vaccines by 12 months. After all vaccines are given, a post-vaccination serology is conducted to ensure protection from hepatitis B virus. Ten of 26 infants have completed the post-vaccination serologies, and nine babies were found to be fully protected from hepatitis B. The additional 16 are still completing the process.



DISEASE/OUTBREAK REPORTING

Florida Department of Health - Hillsborough
Epidemiology Program
PO BOX 5135 Tampa, FL 33675-5135
1105 E. Kennedy Blvd. Tampa, FL 33602

Office: (813) 307-8010

Fax: (813) 276-2981

TO REPORT A DISEASE OR SUSPECT DISEASE

Mon-Fri 8 AM - 5 PM

OFFICE (813) 307-8010

For immediate notification on
weekends, holidays and after hours:
Answering Service (813) 307-8000

After office hours and weekends:
Non-Urgent Office Voice Mail (813) 307-8010

Office of Health Equity

Program Outcome Statement:

The Office of Health Equity (OHE) works to assure all of Hillsborough County has access and opportunity to achieve our full health potential by addressing the social determinants of health through Policy, System and Environmental changes (PSEs), and education. PSEs are a way of modifying the community, alleviating health inequities and making healthy choices more practical and available to all who live, work, learn, play or socialize in our county.

Tobacco Policies and Prevention: Working with Tobacco Free Florida, Hillsborough County businesses and multi-unit housing, OHE assists with tobacco-related policies geared toward smoke-free environments to better protect the health of all residents through the elimination of second and third hand smoke exposure, and to increase awareness of and access to free tobacco cessation opportunities.

Social Disparities and Statistics: Tobacco use is the leading preventable cause of death in the United States. As reported by Tobacco Free Florida, tobacco companies target lower-income, minority communities with point-of-sale marketing for cheaper pricing or buy-one, get-one deals. Using pervasive advertising and products with enticing flavors, more than 4,000 youth (under 18) daily try smoking for the first time, and an additional 1,000 youth become regular smokers.

Smoking costs \$19.6 billion in direct costs to the Florida economy annually, including workplace productivity losses, premature death and direct medical expenditures.

Future Plans: Our internal service providers, Nutrition/WIC and Disease Control programs, will begin providing to clients who self-identify as tobacco users, tobacco-related brochures and business cards with free cessation resources.

Baby Café: The Centers for Disease Control and Prevention recognizes breastfeeding as the number one health and protective factor a mother can provide to her child. Although over 75% of mothers initiate breastfeeding in Hillsborough County, less than 15% continue exclusively to 6 months.

As part of our efforts to improve the success of breastfeeding mothers in Hillsborough County, the Florida Department of Health - Hillsborough (FDOH-Hillsborough) and the Children's Board of Hillsborough County partners launched 3 new Baby Café breastfeeding support groups in Plant City, East Tampa and Brandon during April 2013. The internationally recognized Baby Café is a weekly breastfeeding support group aimed at providing certified lactation assistance and encouragement to breastfeeding moms and moms-to-be in an effort to normalize breastfeeding, promote and protect the health of infants and children in our community.



Ribbon-cutting ceremony at Brandon Baby Café

Community Dental Health Program: Through partnerships with our two federally qualified health centers, the FDOH - Hillsborough provided \$150,000 worth of preventative oral health services to the community. Screenings, placement of dental sealants and referrals to dental homes were provided at 6 WIC sites and dozens of Board of County Commissioners Head Start and Redlands Christian Migrant Association Head Start program sites across Hillsborough County.

In February of 2013, FDOH - Hillsborough partnered with the City of Plant City, and the Hillsborough County Oral Health Coalition to celebrate completion of the city wide fluoridation project, which now provides fluorinated water to over 11,000 households in Plant City, Florida.

Dental Program Expansion

School-Based Sealants: The FDOH - Hillsborough, Hillsborough County School Board, Suncoast Community Health Centers and Tampa Family Health Centers are putting prevention to work by providing mobile dental services to second graders in Hillsborough County. In the 2012-2013 school year, its first year of operation, this partnership provided on-site preventative dental care to 93% of consented second graders in 8 Hillsborough County Public Schools through this School-Based Sealant Program.



Disease Control

Program Outcome Statement:

The Division of Disease Control is responsible for HIV screening and treatment, Sexually Transmitted Disease (STD) testing and treatment, immunizations, prevention and treatment for Tuberculosis and the overall safety and health of the population.

Tuberculosis Center

The Tuberculosis Center's mission is to promote the health of our diverse community through competent public health education, intervention and treatment of tuberculosis. There are three primary responsibilities for the Tuberculosis (TB) Center:

- Treat until cure, all persons with active TB.
- Provide contact investigations to evaluate persons exposed to tuberculosis.
- Provide targeted testing to persons in the community at highest risk for developing TB.

The TB Center at the Florida Department of Health - Hillsborough (FDOH-Hillsborough) supports the Florida System of Tuberculosis Care, a partnership between the FDOH and public health system to reduce the rate of TB in our state. Working together, physicians, community based clinics, laboratories, hospitals, social service agencies, academia and public health professionals form a network that assures an effective tuberculosis program founded upon proven public health practices, standards and evidence-based TB control strategies.

The TB Center has an integrated system of clinical care and surveillance. We provide clinical care for active cases of tuberculosis and high-risk persons with latent tuberculosis infection. In fiscal year 2012-2013, the TB Center provided 25,103 services to 1,449 unduplicated clients. This included reporting of 59 cases of active tuberculosis and evaluation of 389 contacts in approximately 67 locations throughout the county.

2012-2013 Accomplishments:

- Provided tuberculosis education to community providers in Federally Qualified Health Care Centers.
- Hosted fellowships and field placements for the Centers for Disease Control and Prevention (CDC)

and the University of South Florida (USF). Two CDC fellows and 6 students received field experience and essential public health competency development through tuberculosis.

- In collaboration with the Homeless Coalition of Hillsborough County, the TB Center initiated a Workgroup entitled Promoting Health in Homeless Shelters, summarized below.

Problem Statement:

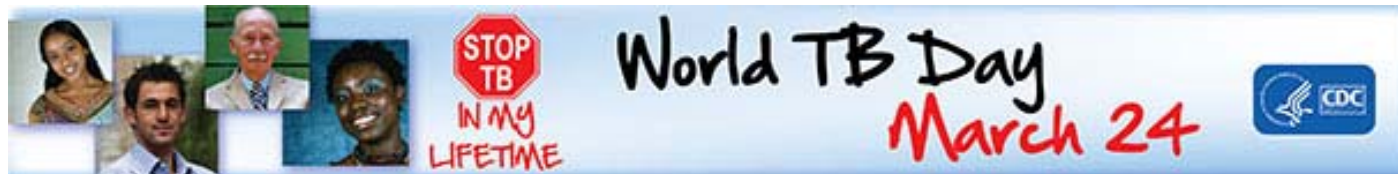
According to the CDC, the homeless population is at a higher risk of coming in contact with tuberculosis than the housed population. The risk factors for the homeless population becoming infected with TB bacteria include residence in congregate settings (e.g. homeless shelters), substance abuse and HIV infection. The relationship between homeless status and TB infection is illustrated by long-lasting TB clusters seen in homeless populations over the past decade in various locations across the United States (e.g. Los Angeles, California; Kane County, Illinois; and Jacksonville, Florida).

Project Description:

Due to the high risk of TB transmission in this population, it is imperative to implement infection prevention and control protocols in homeless shelters and increase the amount of targeted testing/screening and education provided to homeless individuals to reduce this risk. Through coordination with the Homeless Coalition of Hillsborough County, the Promoting Health in Homeless Shelters Project Plan was created for the FDOH - Hillsborough's TB Center to work with emergency shelter and transitional housing providers to complete the aforementioned tasks. By each shelter providing services to help identify cases of TB infection and TB disease (e.g., TB screening at client intake) and implementing infection prevention and control protocols, the risk of TB transmission can be significantly reduced in its facilities.

Project Beneficiaries:

Those who will benefit from this program include the emergency shelter and transitional housing providers, the homeless clients who reside in those shelters and the community. The FDOH benefits because it improves the control of communicable diseases that could occur in homeless shelters.



Specialty Care Center

The Specialty Care Center's (SCC) mission is the continuation of HIV/AIDS client-based services through on-site clinical services, as well as community-based collaborations.

The Specialty Care Center continued its highest levels of success in 2013, and maintained our numerous partnerships with the University of South Florida's (USF) Division of Adolescent and Pediatric Division. This partnership is one of the most unique in the State and provides HIV/AIDS medical care and case management services to clients of all ages and income, from pregnant women, to the newborn child, and to the elderly. Our one-stop shopping concept has been highly successful for the clients we serve. We continue to offer on-site laboratory services, "stat" testing, on-site AIDS Drug Assistance Program (ADAP) eligibility, Ryan White eligibility and Pharmacy services.

These specialized services are carried out by a team of 50 dedicated public health professionals and additional partnerships with Tampa General Hospital (TGH), Pharmacy Administrative Solutions and USF's College of Medicine. Our TGH medical professionals consists of 5 full-time Advanced Registered Nurse Practitioners with more than 100 years of cumulative experience. USF's College of Medicine provides physician oversight services, Medical Director and HIV/AIDS research coordination. Pharmacy Administrative Solutions staffs our Pharmacy, which serves the entire 8-county Ryan White Total Service Area.

The downtown facility also provides space and services to 2 case management agencies - Wellness & Community Centers and Francis House. These agencies provide non-medical case management services to our HIV/AIDS clients and complement the one-stop shopping concept that has been carried out at our downtown Tampa for over 20 years. We offer many specialized HIV/AIDS services including high-risk gynecology, colposcopy, high resolution anoscopy and limited oral health surgical procedures.

The back bone of the Specialty Care Center is our team of 7 registered nurses, 4 dental professionals, 2 licensed lab professionals, 9 staff in the ADAP and 20 administrative staff that provide registration, billing, medical records and clinic management necessary to sustain the mission.

2012-2013 Accomplishments:

The Specialty Care Center is currently managing over 2,200 unduplicated clients annually.

- The Dental Program manages 800 unduplicated clients annually.
- The front desk and laboratory services often exceed 100 patients per day.
- During 2013, the SCC staff embarked upon the Department of Health's electronic health record initiative. Beginning the process in the Spring of 2013, by the end of June 2013 we were 90% meaningful use. This successful effort was led by our TGH quality staff manager along with select key staff members.
- Our ADAP staff continued to manage a caseload of nearly 1,000 unduplicated clients.
- The Pharmacy processed and dispensed over 75,000 prescriptions and enhanced our mail-order program to 500 packages weekly.
- The Florida AIDS Network (FAN) program has continued to see tremendous growth. Florida Department of Health-Hillsborough is the newest member of the FAN network and now their number one provider. SCC has over 400 unduplicated FAN clients of the 780 total FAN clients in the area.
- Florida Department of Health state headquarters continues to recognize Hillsborough as a state-of-the-art location for the provision of services, as well as maintaining on-going community partnerships to serve HIV/AIDS clients in Hillsborough. We continued our collaborative efforts with the LoCicero Medical Group to assist in providing numerous additional specialty services, including dermatology, diabetes, rheumatology and endocrinology.



WORLD AIDS DAY December 1, 2013



HIV/AIDS Program Office and Surveillance

The HIV/AIDS Program Office coordinates local HIV/AIDS program planning, development, contracts and evaluation, as well as serves as the liaison to the HIV/AIDS and Hepatitis Section of the State HIV/AIDS Program Office. The Program Office manages more than \$1 million worth of contracts for HIV/AIDS patient care, housing, prevention and early intervention services.

The Surveillance Unit collects, analyzes and disseminates epidemiological data. They are responsible for reporting HIV and AIDS cases to the HIV/AIDS and Hepatitis Section and the Centers for Disease Control and Prevention (CDC). The data is used to plan, implement, and evaluate HIV/AIDS programs and interventions and to inform the public of trends in the disease.

The Surveillance Unit also is responsible for the Medical Monitoring Project (MMP) covering west central Florida. MMP is a project supported by CDC, designed to learn more about the experiences and needs of people who are receiving care for HIV. The Project will help to answer the following questions:

- How many people living with HIV/AIDS are receiving care for HIV?
- How easy is it to access care and use prevention and support services?
- What needs of persons living with HIV/AIDS are not met?
- How is treatment affecting people living with HIV/AIDS?

Did you know?

CDC estimates that, in the United States, 1,144,500 persons aged 13 years and older are living with HIV infection, including 180,900 (15.8%) who are unaware of their infection.

2012-2013 Accomplishments:

- Implemented the second phase of the “Test Tampa Bay” campaign in Hillsborough and Pinellas counties. The campaign, designed to increase HIV testing and make it a part of routine clinical care, included billboards, bus advertisements, bathroom stall advertisements, radio and online public service announcements and grand rounds talks to physicians and other healthcare professionals.



- Implemented 3 local awareness campaigns based on the HIV/AIDS and Hepatitis Section's “Man Up” and “Sistas Organizing to Survive” reports and the CDC's “9 1/2 Minutes” campaign.
- Implemented High Impact Prevention interventions and targeted-testing to comply with the National HIV/AIDS Strategy's goals of reducing the number of people infected with HIV, increasing access to care and optimizing health outcomes for people living with HIV and reducing HIV-related health disparities.
- Served as project sponsor for the local HOPWA (Housing Opportunities for Persons with AIDS) program that provides short-term rent, mortgage and utility assistance to eligible clients.
- Served as a partner in the local SMILE (Strategic Multi-state Initiative for Identification, Linkage, and Engagement) in Caring for Youth Project, designed to strengthen existing collaborations between and the health department and local organizations that serve youth ages 13-24.
- Surveillance Unit hosted 3 interns from the University of South Florida's College of Public Health under the Learning through Experience with Academic Partnerships (LEAP) program.
- Assisted the Connect to Protect (C2P) Coalition of Tampa Bay with the development and implementation of their Linkage to Care Subcommittee and several community-wide structural changes.



Sexually Transmitted Diseases

Sexually Transmitted Diseases (STD) Program's mission is to reduce the number of new STD infections and prevent disease-related complications through the promotion of sexual health education, early disease identification and timely treatment.

The program achieves this through an integrated system of care that includes our STD clinic, collaboration with community-based organizations and partnerships for disease reporting with private providers and laboratories.

The Surveillance section collects, analyzes and disseminates epidemiological data. They are responsible for reporting STD cases to the Sexually Transmitted Diseases Section in Tallahassee and the Centers for Disease Control and Prevention (CDC). From 2012-2013, the Surveillance section processed 118,904 disease reporting records. The data is used to plan, implement and evaluate STDs and HIV/AIDS programs and interventions and to inform the public of trends in the disease.

The clinic is the sole remaining public health unit in Tampa where the public, regardless of socio-economic status can receive an examination, laboratory tests and treatment for a reasonable cost. From 2012-2013, clinic staff provided services to 9,850 patients with a cumulative number of 13,870 visits.

The Disease Intervention Specialists are on the front lines of our disease burden reduction. These staff daily seek out persons who are infected, or potentially exposed to an infection with the goal of getting them tested and/or treated as quickly as possible to stop the spread of disease. Between 2012-2013 this group of professionals were responsible for contacting and investigating 2,754 STD contacts.

2012-2013 Accomplishments:

- Executed Memorandum of Agreement/ Understanding with the Sheriff's Department, Universities of South Florida and Tampa, Restore/ Tampa Hillsborough Action Plan, Connect to Protect, the Juvenile Assessment Center and the Ybor Youth Clinic.
- As a result of many of these agreements, the program expanded its monitoring capabilities by funding gonorrhea and chlamydia tests. As of July 2013, 254 individuals were tested, at a savings to the institutions of \$18,604.
- With one of the few funded Jail Linkage programs in the State, our program tested 2,860 inmates in an effort to identify persons infected with HIV/AIDS or other STDs.

- Testing a concept of "STD Program on Wheels", our program has been able to "go to" those in the community that would otherwise not have the opportunity to know their status. In Fiscal Years 11-12 and 12-13, our program tested nearly 1,800 residents and visitors, including 270 students in targeted outreach events.
- The STD Clinic staff acted as preceptor for 4 NO-VA Physician Assistant students, while the rest of the program hosted 3 interns from the University of South Florida's College of Public Health under the Learning through Experience with Academic Partnerships (LEAP) program.
- The STD Program was nominated by the State Program Office to participate in a customer service study on a grant awarded by the CDC to the National Association of City and County Health Officials (NACCHO). A staff member from the National Opinion Research Center (NORC) at the University of Chicago visited to conduct the study.
- Beginning October 2013 the STD Program will receive the resources and authority to implement a surveillance program regarding Gonorrhea isolates to determine the prevalence of antibiotic-resistant Gonorrhea in our community.



Vaccine-Preventable Diseases

Program Outcome Statement:

The goal of the Immunization Program is to prevent disease, disability and death through immunization by advancing programs including Florida State Health Online Tracking System (Florida SHOTS), Vaccines for Children Program, Vaccine Preventable Disease Surveillance activities, assessments of immunization coverage levels among targeted populations and operational reviews on program compliance among WIC clients.

Did you know?

Vaccine-preventable disease levels are at or near record lows.

Immunizations have proven to be one of the most cost-effective public health interventions. To maintain our progress, we must continue to maximize immunizations among all Floridians, particularly young children. During FY 2012-2013, the total number of Immunization clients seen was 12,968. We participated in Back-to-School Immunization and community outreach events targeting key at-risk populations.

Performance Improvement Goals:

OBJECTIVE: By Dec. 31, 2015, increase the percentage of two-year-olds who are fully immunized in our county from 76.0% in 2012 to 90%. Future plans:

- Ensure all children 2 years and younger are up to date on recommended vaccinations through reminder-recall.
- Continue WIC/Immunization Linkage program.
- Provide educational opportunities for pediatric provider groups through the Immunization Task Force.
- Provide a template of operation for back-to-school events to the Back-to-School Immunization Task Force and increase the number of committed community stakeholders in these events.
- Provide educational opportunities in the community and media to increase awareness of flu vaccination.
- Link with other community partners through coalition activities.

Refugee Health Program (RHP)

Program Outcome Statement:

The RHP reviews overseas medical examination records and provides health assessments and immuniza-

tions to refugees to enhance personal health status and protect Florida's public health.

Refugees are offered a domestic health screening within 90 days of their arrival at no charge to them, including vaccinations needed for adjustment of immigration status. These health services are provided by local health departments.

Florida is a national leader in refugee resettlement, receiving the largest number of participants in the United States Refugee Resettlement Program. We received a two-year total of 42,715 participants, while California received 26,450, Texas received 15,227 and New York received 10,583. The majority of participants who resettle in Florida originate from Cuba and, geographically, new arrivals tend to resettle more frequently in one of nine Florida counties: Miami-Dade, Hillsborough, Duval, Palm Beach, Broward, Orange, Collier, Lee or Pinellas. During 2012-2013 the total number of Refugee clients screened in Hillsborough County was 1,587.

Refugee Health Case Managers (RHCM)

Refugees with identified health conditions are referred to primary care physicians and specialists for follow-up healthcare. RHCM's, where available, assist refugees with identified health conditions in accessing and navigating the healthcare system, the appropriate use of various healthcare facilities and accessing public transportation for the purposes of attending medical care appointments. The RHCM's work in close collaboration with refugee resettlement agencies to ensure refugees receive the maximum benefit from services available to them. Hillsborough County is one of 4 Florida counties with a RHCM. The RHCM links clients with healthcare, assists with scheduling medical care appointments for high-risk clients and mentoring the Refugee until he or she is ready to access healthcare independently. The RHCM also serves as a guide in the reapplication process for Medicaid, or other health benefits, after the initial 8 months of Medicaid eligibility ends, identifying gaps in the provision of health-related education to refugees and assists in filling those voids. RHCMS are active in the community, holding outreach events to bring awareness to the community about the programs, and educates refugees about community resources. Refugee families from certain areas of the world suffer from malnutrition and lack knowledge about proper nutrition.

Performance Improvement Goals in the Next Year:

- Assure all refugee clients resettling to Hillsborough County receive a health assessment within 90 days of their eligibility.
- Assure all refugees begin their vaccination series.
- Participate in community events educating refugee clients on how to obtain proper nutrition.

Nutrition

Program Outcome Statement:

The Nutrition Division of Florida Department of Health - Hillsborough consists of the Women, Infants, and Children (WIC) supplemental nutrition program, as well as professional staff who work within the community providing nutrition education, menu and meal plan assistance and nutrition services to partner programs throughout the county.

Hillsborough County WIC is the third largest WIC program in the state, providing nutrition assessments, education, breastfeeding promotion and support and supplemental healthy foods including fresh fruits and vegetables to pregnant and post-partum women and their children up to 5 years of age. These services have long-term beneficial effects during critical periods of growth and development for insuring healthier newborns and thriving children.

Eligible women are encouraged to use WIC services as early in their pregnancy as possible to receive full benefit of nutritional counseling and the supplemental foods available through the program. The WIC program continues to progress in making women aware of the benefit of early enrollment.

2012-2013 Accomplishments:

- Through the WIC/Immunization linkage program, childhood immunization rates are monitored to help ensure WIC clients up to 35 months of age are up to date with recommendations.
- WIC Call Center staff received over 115,000 calls during this period.

- WIC staff monitors over 140 locally participating stores for compliance with Federal program guidelines.
- WIC clinics partnered with Suncoast Community Health and Tampa Family Health Centers in the "WIC Smiles 4 U" program. Fully equipped mobile dental units visit WIC clinics and provide dental assessments and preventative dental care for children and pregnant women who are WIC clients.



- WIC staff participated in 75 different outreach events and health fairs to help bring awareness about the WIC program to the community.
- In 2012-2013, Hillsborough County WIC surpassed the State goal of providing a nutrition education follow-up with at least 90% of high-risk WIC clients. Hillsborough County was above that goal for the entire year, reaching a high of 97% in some months.





Story Behind Performance:

WIC client needs are identified through a nutrition assessment conducted by a Registered Dietitian and/or Licensed Dietitian or Nutrition Educator. WIC staff partners with the clients to set achievable goals related to general health, nutrition, weight control and fitness. It is important for WIC staff to establish good relationships with the clients to ensure client follow through and to monitor progress.

Nutrition staff encourage and support breastfeeding efforts which results in healthier babies. WIC is the recipient of a Breastfeeding Peer Counselor (BPC) grant which enables Hillsborough County to provide more direct support to new mothers who may be interested in breastfeeding or are interested in learning more about the benefits of breastfeeding. WIC also has an electric breast pump loaner program available to mothers in

need. Among our staff, WIC is proud to have 3 International Board Certified Lactation Consultants, as well as 18 Certified Lactation Counselors located throughout our sites.

Future Goals and Improvements:

Florida Department of Health - Hillsborough is interested in improving birth outcomes. WIC's goal is that 90% of post-partum women who qualify for the WIC program receive inter-conception health and nutrition education within 6 months of delivering a baby.

WIC's new Brandon office is now open; providing services in this under-served area. From March 2013-June 2013 the number of new clients for this site was 733 and client transfers were 448. This is a total caseload of 1,181 clients in just 4 months from the time of opening.

During this same time period, 2 of our 8 WIC clinics underwent renovations to better serve our clients. As a result of these updates, WIC was able to add new breastfeeding rooms for nursing moms to feed their babies in a comfortable and private environment.

Did you know?

Electronic Benefit Transfer (EBT)
is coming to WIC
February 1, 2014!

Florida WIC EBT






6102 9612 3456 7890

Environmental Health

Program Outcome Statement:

The Environmental Health (EH) Division supports the health department's mission by preventing injury and disease through controlling environmental risks. This is accomplished through education, permits, monitoring and inspection of facilities and industries. Dedicated Environmental health teams work to reduce the exposure of residents and visitors to enteric diseases and other illnesses ensuring our public's health is protected in the areas of water, food and environmental hazards. During Fiscal Year 2012-2013, Environmental Health teams performed over 13,000 major services, including inspections of regulated facilities, complaint investigations and issuance of construction permits.

- Inspect mobile home parks to improve sanitary conditions
- Investigate animal bites and prevent potential rabies fatalities



Food

- Investigate food and waterborne illnesses to prevent future outbreaks
- Protect children from foodborne illnesses by inspecting private and public school cafeterias
- Protect the elderly and the vulnerable from foodborne illnesses by inspecting group-care homes
- Ensure safety of children in foster care and private schools

Environmental Hazards

- Inspect facilities that produce, handle and dispose of biomedical waste to reduce exposure to life-threatening infections
- Investigate nuisance complaints to decrease the risk of illness from environmental hazards
- Inspect tanning salons to protect users from excessive exposure to UV radiation which may cause skin cancer
- Grant permits and inspect facilities to ensure safe and sanitary migrant housing

Water

- Protect consumers from short and long-term risks from contaminated drinking water through the enforcement of the EPA Safe Drinking Water Act, Florida Administrative Code and local ordinances
- Approve new well construction to ensure residents have safe drinking water
- Monitor local beach water quality as part of the Healthy Beach Program to reduce contaminated water illnesses
- Minimize health risks associated with public pools to our residents and visitors
- Ensure proper construction of On Site Sewage Treatment and Disposal Systems (OSTDS) (septic systems) to protect groundwater from sewage contamination and the public from potential exposure to disease

Cost Savings

Our drinking water analysis lab continues to save the department approximately 70% of the costs of analysis of 1,500 drinking water samples per year and provides quicker results to our customers.

Did you know?

FDOH-Hillsborough inspects 6 public beaches weekly to ensure they are safe to use. Sampling results and advisories can be viewed at www.Floridahealth.gov/healthy-environments/beach-water-quality/index.html.



Public Health Training

Education is a vital part of any effective public health program. Staff members work diligently to create and provide regular educational training for community members in the areas of:

- Food Hygiene
- Public Swimming Pools
- Biomedical Waste
- Body Piercing

Specifically, Safe Drinking Water staff provided training to the Hillsborough County Mobile Home Park Association

Community Meetings

EH staff regularly attend meetings to increase interagency coordination:

- Family Home Day Care Advisory Board
- Agency for Health Care Administration Operation Spot Check
- Ombudsman
- USF Institutional Bio-safety Committee
- Cross Connection, Backflow and Back Siphonage Control Board
- Plumbing and Gas Board of Adjustment Appeals and Examiners



Did you know?

Live chickens stationed in 15 different locations throughout the county are monitored year round for mosquito-borne diseases like West Nile and Eastern Equine Encephalitis. Environmental staff work with Epidemiological staff and Hillsborough County Mosquito Control to educate and protect the public when chickens test positive.

Serving in the Community

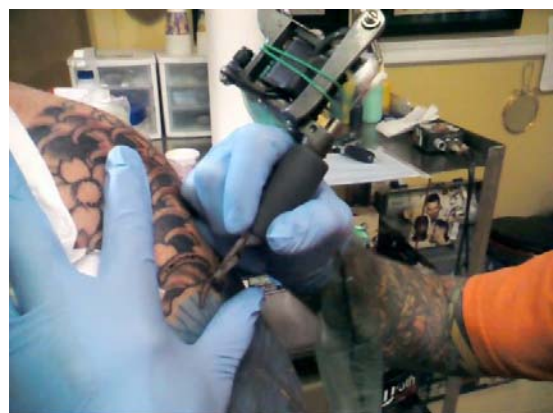
EH staff volunteered to participate in local events:

- Paint Your Heart Out Tampa
- Great American Teach-In at middle schools
- Several EH staff members attended the Summit on Accelerating Obesity Prevention in Tampa



New Program

Tattoo regulations came into effect in 2012, and the department began working with tattoo establishments and tattoo artists to bring them into compliance. Artists are required to meet educational requirements and standards of practice, and establishments must meet operational requirements as verified by annual inspections. These regulations help protect patrons of these facilities from injury and illness. Since state tattoo regulations came into effect in 2012, the Florida Department of Health – Hillsborough has issued 156 licenses to tattoo establishments and 351 licenses to tattoo artists. Over 177 inspections of tattoo establishments have been conducted by departmental personnel to help ensure that those receiving tattoos are protected from injuries and infections.



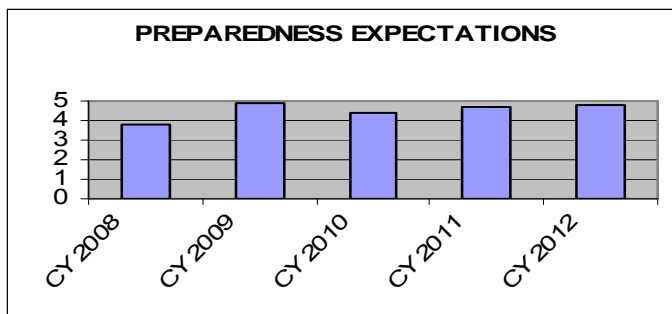
Public Health Preparedness

Program Outcome Statement:

The Florida Department of Health - Hillsborough promotes planning, preparedness and responsibility to ensure the readiness of the Tampa Bay Community. The Public Health Preparedness (PHP) Division of the agency is charged with planning for and responding to both natural and man-made disaster events. Hurricanes, industrial accidents, bioterrorism acts and infectious disease epidemics all require a planned response to protect the public health of Hillsborough County.

Preparedness Expectations

Each year the health department is assessed on its ability to plan for and respond to events, incidents and disasters. A composite measure is used consisting of twenty-six different capabilities which cover the entire spectrum of the county's health and medical system — ranging from disease and environmental events to mass casualty incidents that impact our hospitals' system of care. The composite rating is an average of individual capability scores, based on a zero (0) to five (5) scale, with five being the highest rating.



Planning and Operations

Because of the health department's efforts associated with the 2012 Republican National Convention (RNC), the PHP Division was asked to prepare a planning considerations document that would identify and explain all facets of health and medical operations planning for major special events. The document is inclusive of all aspects of public health, the hospital and emergency medical system, food safety, veterinary services, risk communications, and integration of state and federal assets into a local response. This document was adopted for use state-wide and is also being used by the U.S. Department of Health and Human Services as a guide for local health and medical planning for all national-level events.

Additionally, PHP planning staff were asked to help plan a comprehensive patient evacuation plan for the State in case of a catastrophic event. Hillsborough formed a work group with hospitals and other local organizations, the US Department of Defense, the US Department of

Health and Human Services, the Veteran's Administration, the Florida Department of Health and Florida Air National Guard to address evacuating medical patients out of this region. The plan was developed to be scalable and can be applied to any size evacuation or scenario. It was adopted by the state and will be used throughout Florida.

The PHP Division also partnered with the Department of Defense to pilot test an evacuation modeling program. Using data gathered from regional hospitals and Florida CHARTS, a model was created to determine the amount of time it



would take to evacuate medical patients from this area to other facilities throughout Florida and the Southeastern United States. By combining our regional patient information and the types of medical transportation available, the model was able to predict the number of hours it would take to evacuate up to 11,000 patients from the Tampa Bay region. This information is critical to any area that could experience a catastrophic event. The modeling program is now being beta tested in other Gulf Coast states and Tennessee.

Risk Communication

The Public Information Officer continued to improve public health messaging for the community. Tampa is the largest media market in Florida and the fourth largest in the nation, encompassing 13 counties with over 4.5 million viewers. Consistent public health messaging is critical to the public's health and safety. The Public Information Officer took the lead and pulled together a consortium of all the public information officers in the region and developed basic core message templates for the media. Local counties could then add their specifics while still providing the public with a consistent public health message.

There were problems identified with messaging during 3 separate chemical releases at the Port of Tampa. As a result of these 3 incidents, PHP led an effort to identify and create standardized message templates for the City of Tampa and Hillsborough County Offices of Communication. Each message was tailored to the category of chemicals being released and protective actions citizens need to take. This will prevent mixed or improper messaging in the future.

Medical Reserve Corps

The Hillsborough County Medical Reserve Corps (MRC) became part of the health department in 2013 in an effort to streamline processes and enhance effectiveness. The MRC's mission is to improve the health and safety of our community by organizing public health, medical, veterinary and other volunteers to supplement the existing health and medical system during special events, incidents or disasters.

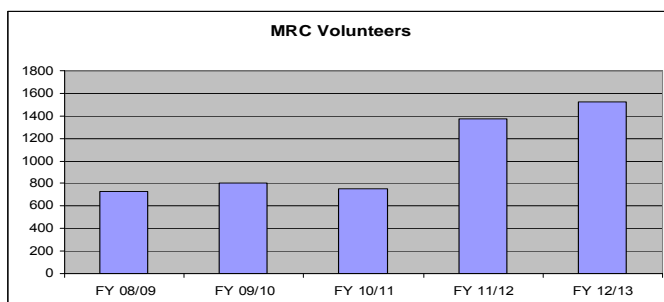


The MRC provided direct operational support during the 2012 Republican National Convention, the Gasparilla Fun Run and Parade, and several other smaller events in the community. The MRC also supported events in Pinellas and Pasco Counties. The total monetary value of their efforts was in excess of \$110,000 of in-kind services. Also noteworthy was the integration of MRC units from Hillsborough, Pinellas, Manatee and Polk counties into a single operational element to support the RNC. This inaugural union garnered national recognition by the National Association of County and City Health Officers (NACCHO).

The MRC Manager has increased recruitment activities, and the volunteer base continues to grow. The number of volunteers increased by 154 this year.

Future events:

- 2014 Gasparilla Fun Run and Parade
- "Bollywood" International Film awards
- Hillsborough County Mass Casualty Exercise
- Multiple trainings scheduled for FY 2013/2014 on: Radiological Response, Special Needs Shelters, Strategic National Stockpile and Points of Dispensing



Did you know?

Did you know that freezing several bottles of water (pint or quart size) and lining your freezer can extend the life of frozen foods by 24-36 hours during long power outages?

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Special Needs Shelters

The Special Needs Sheltering program maintains a registry of individuals for Hillsborough County's medical shelters. The program screens applicants, ensures that they are placed in a shelter capable of meeting their needs, and coordinates transportation needs. The census dropped by almost 1,000 this year to a total of 2,662 registered for the Special Needs Shelters, 502 are placed at hospitals and 162 individuals are placed in Red Cross shelters. The Special Needs Coordinator identified 1,337 as needing special transportation and has coordinated these needs with Hillsborough Area Regional Transit (HART) to ensure these individuals would not be left behind during a disaster.



The program staff worked with the County's Office of Emergency Management, the School District and the University of South Florida to increase capacity between our three shelters by 500 spaces.

To increase awareness and promote the program, PHP partnered with Hillsborough County Emergency Management, the City of Tampa Emergency Management, the Citizen's Emergency Response Corps and various other agencies to educate the public. A total of 117 presentations about Special Needs Shelters and preparedness were given throughout the community, with the Health Department providing 27 of those.

Contacts

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Administrative Services Director	Christina Ciereck.....	307-8015 x6303	272-6249
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Community Health Director	Leslene Gordon, Ph.D., R.D., L.D./N	307-8015 x7101	307-8094
Community Health Nursing Manager.....	Cindy Hardy, R.N	307-8015 x7102	307-8094
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HIV/AIDS Program Coordinator	Jim Roth	307-8026	276-2839
Human Resources Manager	Robert Kowalczyk	307-8015 x3101	272-5227
Immunizations/Refugee Manager	Robyn Pasto	307-8015 x7701	274-1940
Information Technology Manager	Chris Wagner	307-8015 x3401	272-5685
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Pharmacy Manager	Leslie Betts, Pharm.D.	307-8072	272-7240
PH Preparedness Director	Ryan J. Pedigo	307-8015 x4401	276-8789
Public Information Officer	Steve Huard	307-8044	276-8789
STD Manager	Carlos Mercado, M.B.A.	307-8015 x4501	307-8027
TB Manager	Jylmarie Lewis, M.P.H.....	307-8015 x4701	975-2014
Vital Statistics Manager.....	Stephen Sandoval.....	307-8002	903-3370

CLINIC Locations:

Immunizations/Refugee Health: 8605 N. Mitchell Avenue, Tampa, FL 33604
(813) 307-8071 ■ Fax (813) 274-1946

Tuberculosis Specialty Care: 8515 N. Mitchell Avenue, Tampa, FL 33604
(813) 307-8047 ■ Fax (813) 975-2014

Specialty Care Center (HIV/AIDS/STD): 1105 E. Kennedy Boulevard, Tampa, FL 33602
(813) 307-8064 ■ Fax (813) 273-3721

NUTRITION / WIC Locations:

For all offices Phone: (813) 307-8074 and Fax: (813) 307-8087

Brandon: 220 S. Moon Avenue, Brandon, FL 33511

Hargrett Building: 2002 East 26th Ave., Tampa, FL 33605

Joyce Ely: 205 14th Ave., S.E, Ruskin, FL 33570

North Hillsborough: 9827 N. Sheldon Road, Tampa, FL 33635

Palm River: (Opening mid-2014) 7728 Palm River Road, Tampa, FL 33619

Plant City: 307 N. Michigan Avenue, Plant City, FL 33563

Sulphur Springs: 8605 N. Mitchell Avenue, Tampa, FL 33604

University Area: 13601 North 22nd Street, Tampa, FL 33613

VITAL STATISTICS Locations:

For all offices Phone: (813) 307-8002 and Fax: (813) 903-3370

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Brandon: Oakfield Medical Plaza, 212 South Moon Avenue, Brandon, FL 33511

St. Joseph's Women's Hospital: 3030 W. Martin Luther King Jr. Blvd., Tampa, FL 33607



MISSION:

To protect, promote and improve the health of all people in Florida through integrated state, local and community efforts.

VISION:

To be the **Healthiest State** in the Nation.

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We invite you to view our other online publications and materials at:
www.hillscountyhealth.org

