

Fiscal Year 2017 - 2018

ANNUAL REPORT



FLORIDA DEPARTMENT OF HEALTH
IN HILLSBOROUGH COUNTY



Rick Scott

Governor

Celeste Philip, M.D

State Surgeon General and Secretary



The Florida Department of Health in Hillsborough County is a state agency in partnership with county government. This Annual Report summarizes the activities and accomplishments of the department for the period of July 1, 2017 through June 30, 2018.

Produced by Florida Department of Health in Hillsborough County

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Message from the Director



To the Community and Employees of the Florida Department of Health in Hillsborough County

It is with great pleasure that I present the 2017-2018 Annual Report for the Florida Department of Health in Hillsborough County (DOH-Hillsborough). DOH-Hillsborough is proud of the significant contributions it has made toward improving the health of Florida's citizens and visitors to our state. This report presents the many outstanding highlights from the past fiscal year, providing an overview of our organization while showcasing the services, performance and impact we provide to our community.

I thank our community partners, who work together to improve the health of our community. The willingness and engagement of our partners shows in the strides this community has made to improve the health and well-being of the public.

The Florida Department of Health in Hillsborough County is committed to being a model public health agency continuously evolving to exceed the needs of our community, customers, and employees. I am proud to lead a team of Healthcare Professionals who each day wholeheartedly demonstrate their devotion to public health to those they serve.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Holt". The signature is stylized with a large initial "D" and a long, sweeping underline.

Douglas A. Holt, M.D.,
Director
Florida Department of Health – Hillsborough

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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

Governance

STRATEGIC PLANNING

Florida Department of Health in Hillsborough County is in the third year of a five-year strategic plan. Plans were implemented to address priority areas:

- Healthy Moms and Babies
 - Long, Healthy Life
- 
- Readiness for Emerging Health Threats
 - Effective Agency Processes

As of June 30, 2018, a total of 49 of 63 action plan steps (78%), were completed.

Accomplishments and Highlights

WIC Obesity Project in Plant City resulted in a 51% BMI decrease for clients who returned for a 2nd contact.

Implemented HIV pre-exposure prophylaxis medication (PrEP) at two clinic locations.

Our Specialty Care Center achieved an 86% viral load suppression rate, well above the state rate of 61%.

Worked with the North Florida AIDS Education and Training Center to promote their HIV Symposium in Tampa, with sessions on PrEP, nPEP, motivational interviewing, and cultural humility.

Initiated multiple efforts to increase employee retention and satisfaction. A work group developed a new recruitment brochure, and job shadowing policy.

To increase financial sustainability, Disease Control initiated a new pharmacy and managed care contract which increased our revenue by \$145,000.



COMMUNITY COUNCIL

The Community Council engages its resources to assess needs, provide positive collaborative community activities, and disseminate information necessary for the promotion and protection of health of residents and visitors.

Accomplishments and Highlights

Jr. Gasparilla Distance Classic

For the first time, the Community Council participated in this event. The Jr. Gasparilla Distance Classic was well attended with approximately 1,700 people that stopped by the booth. A team of eight volunteers distributed promotional items and provided health



National Public Health Week 2018

The Community Council organized several outreach events in April to celebrate Public Health Week. The team distributed over 1,000 health promotional items to more than 850 attendees.

Northdale Family Fun Fest

A team of five volunteers gave out toothbrushes, toothbrush timers, portion plates, mini FirstAid kits, sunscreen, and lunch bags. Around 250 visitors stopped by the DOH-Hillsborough booth.



University of South Florida (USF) Bull Market

A team of six volunteers gave promotional items to approximately 250 attendees at USF. The “Market” serves the university’s ever-growing student population and is one of the largest student events held on campus.



Governance

CUSTOMER COUNCIL

The Customer Council ensures clients are provided with the highest quality service by consulting, advising, counseling, and making recommended improvements to leadership.

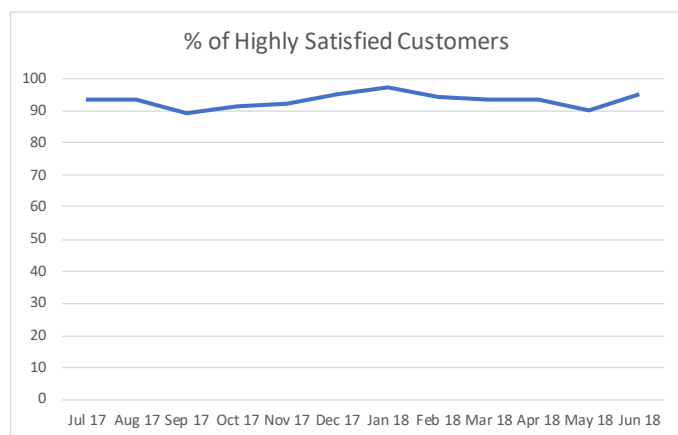
Accomplishment and Highlights

Customer Service Certification Training

Dr. Pauline Rivers with, assistance of various certified customer service specialists, conducted the third Customer Service Certification Training. Nineteen employees completed the program during FY 2017 - 2018. Currently, 42 employees are certified as customer service specialists. Employees maintain certification through on-going professional development and annually providing at least one 30-minute customer service training to staff.

Customer Satisfaction Results

Currently, 39 different programs distribute surveys to our customers. More than 10,500 customer satisfaction surveys (averaging 875 per month), were collected and analyzed. Annually, approximately 67,000 client services were offered at ten locations throughout Hillsborough County. The overall satisfaction rate (Highly Satisfied Ratings only) was, 92.73%, which is a 3.3% increase from last fiscal year.



EMPLOYEE COUNCIL

The Employee Council provides recommendations to enhance the employee's work environment (safety), wellness, and satisfaction.

Safety Committee

Multiple new trainings are now incorporated into regular staff training to include Stop-the-Bleed, Automated External Defibrillator (AED), basic First Aid and Active Shooter.

Wellness Committee

Distance Challenge "FL State Parks"

Some 60 employees on 15 different teams participated in a 12-week challenge from March 26 to June 17, 2018. Participants logged a total of 12,331 miles, with one employee logging 627 miles by herself.

Accomplishment and Highlights

Fall Health Challenge Biggest Loser Get Into Fitness Today (GIFT Program)



Employees were given the opportunity to follow a 12-week GIFT program. Participants weighed in weekly to track progress. The challenge attracted 36 employees on nine teams with the winning team losing 4.03% total body weight.

Move it, Move it Newsletter

A quarterly newsletter was created and shared with all employees. The newsletter typically included a featured article, physical health tips, mental health tips, and an employee spotlight.

Smart Snacks Program

Members of the Wellness Committee provided multiple programs and events throughout the year to include a Build your own salad bar luncheon, a Smoothie Day, and a Healthy Cookie Exchange.



Governance

PERFORMANCE MANAGEMENT COUNCIL

The Performance Management Council (PMC) conducts organizational performance progress reviews of objectives and initiatives from the Strategic Plan, Community Health Improvement Plan, and Quality Improvement Plan. This review meets accreditation requirements and ensures the agency is on track.

Accomplishment and Highlights

QI Training and Education

Dr. Pauline Rivers and Todd Brushwood developed an agency-wide Introduction to Process Mapping QI training. With assistance from Quality Committee members, various sessions were conducted, with more than 95% of staff receiving the training.

HMS Duplicates QI Project

This project was completed during FY 2017 - 2018. The objective to reduce the number of duplicate client registrations was successful and is now part of training of new employees. It's also part of employee performance expectations.

Internal Customer Satisfaction QI Project

The objective was to increase the number of customer satisfaction survey responses from internal customers. The project was presented to all staff at the February 2018 general staff day meeting.

National Quality Month

In November, DOH-Hillsborough celebrated National Quality Month by recognizing staff who were involved in Quality Improvement and promoting staff QI knowledge through a crossword puzzle contest.

HEALTHIEST WEIGHT FLORIDA

Healthiest Weight Florida is a Florida-wide collaboration that brings together state agencies, not-for-profit organizations, businesses, and entire communities to



help Florida's children and adults make choices about healthy eating and active living. Using evidence based interventions, the program works to influence the social determinants of health and move Florida toward achieving health equity. Healthiest Weight Florida is creating healthy places statewide by focusing interventions in: birthing facilities, early care and education centers, schools, worksites, communities, and health care settings.

Accomplishment and Highlights

Birthing Facilities

Women, Infants, and Children (WIC) Supplemental Nutrition Program enhanced breastfeeding support in the community. Peer counselors were hired at each WIC Site and a Helpline was created to provide breastfeeding participants assistance after hours and on weekends.

Health Care Settings

Increased outreach efforts, health equity, and referrals from physician offices to the DOH-Hillsborough Diabetes Prevention and Management programs. Nearly 700 referrals were received.

Worksites

The CDC Worksite Health Scorecard was reviewed and a wellness improvement plan was created with key activities focusing on nutrition, physical activity, and overall wellness. Staff also participated in four River Clean Up events to promote physical activity and a clean community.



Communities

A Health Impact Assessment was conducted for a local Brownfields project that sought to redevelop a Brownfield located in the University Area of Tampa. The plan established a playground and a community garden, and includes efforts to improve the walkability of the area.

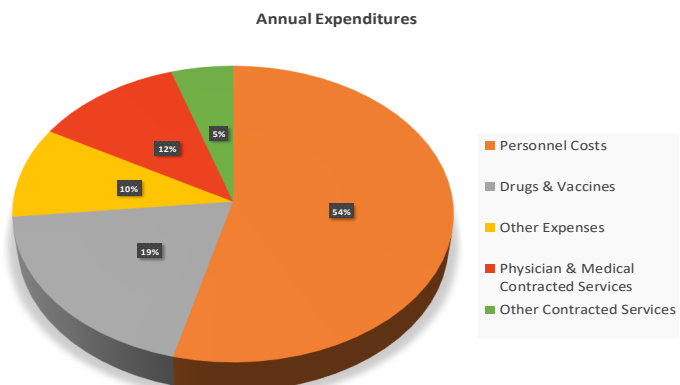
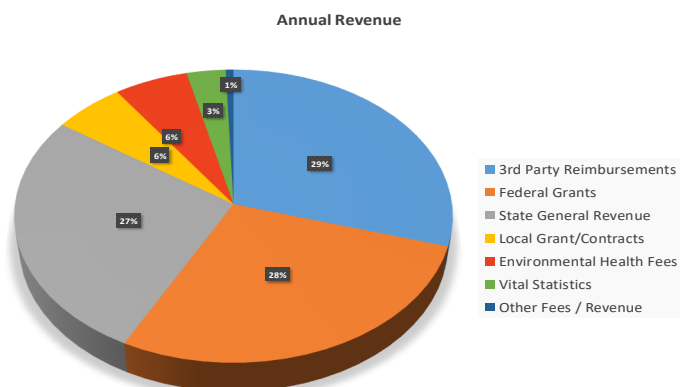
Administrative Services

Finance and Accounting
General Services
Human Resources
Management Information Systems
Performance and Quality Improvement
Vital Statistics

Our purpose is to provide quality support services that help program staff achieve our mission.

Finance and Accounting

Managed a \$37.9 million budget, with more than 35 funding sources, including local, state and federal dollars.



The department posted revenues and disbursements, including 15 standard contracts, totaling approximately \$4.8 million.

General Services

Managed security, housekeeping, fleet and building maintenance for 12 locations throughout the county, as well as oversaw Safety Program, Purchasing, and Contract Administration.

Accomplishment and Highlights

- Completed renovations to the new University STD Clinic, University WIC Clinic and Specialty Care's HIV Research Center to increase client access and efficiency of these operations.
- Interior and exterior lighting was upgraded to LED lights in the Downtown, Kelton, and North Hillsborough buildings.
- Parking lot lighting was added to the Kelton building to enhance staff safety.
- Air conditioning units were replaced at the Kelton and University buildings.



Human Resources

Human Resources serves managers, employees, and future employees, providing subject matter expertise to them. Human Resources maintained more than 411 career and contracted positions. There were 102 people hired and 13 retirements. Each retiree had an average of 21 years of service, the longest being 35 years of service.

The Workers' Compensation rate was 3.71%. This is more than a percentage point lower than the rate for previous reporting period, 4.9%, and substantially lower than the 8.8% target rate established by the Florida Department of Health.

Administrative Services

Volunteers

During the 2017 - 2018 fiscal year, 478 volunteers contributed more than 5,100 hours of service. The total value of volunteer services was more than \$217,000.

| Division | Number of Volunteers/Students | Number of Hours |
|----------------------|-------------------------------|-----------------|
| Community Health | 3 | 193.5 |
| Disease Control | 44 | 2421 |
| Environmental Health | 1 | 97.5 |
| Nutrition | 29 | 658 |
| Subtotal | 77 | 3370 |
| Medical Reserve Corp | 401 | 1809.5 |
| Total | 478 | 5179.5 |

| Volunteers | Value |
|--------------------------------|---------------------|
| Non-licensed volunteers | \$107,106.37 |
| Licensed volunteers | \$110,488.52 |
| Total Value of Services | \$217,594.89 |

Management Information Systems

Installed, operated, and maintained voice, data, and video communications services for the Health Department. Also, provided local and wide area network and desktop computer support services at 15 separate operating locations within Hillsborough County, which includes the State's Tampa Medical Quality Assurance office and the Brain and Spinal Cord Injury Prevention program offices.

Accomplishment and Highlights

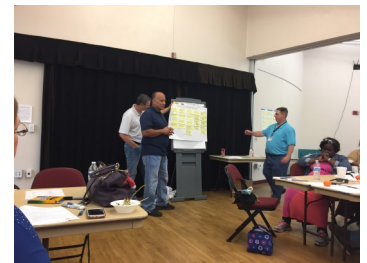
- Upgraded 70% of University Area Community Health Center to Cat6 cable.
- Migrated the STD Program Office from the Downtown Main Building to the University Area Community Health Center.
- Performed upgrade to Etreby server.
- Deployed DOH WIFI to University, Kelton and Downtown.
- Performed creation and deployment of QFlow system to the STD Clinic.

Performance and Quality Improvement

Performance and Quality Improvement (PQI) focuses on HMS administration, workforce development, data analysis, quality improvement and performance management. The purpose of PQI is to identify, recognize and cultivate quality in the DOH-Hillsborough people and processes.

Accomplishment and Highlights

- Implementation of a new performance management system.
- Supported agency/division quality improvement projects and initiatives.



Vital Statistics

Recorded 17,422 new births and 10,242 deaths in Hillsborough County. Vital Statistics office continued their partnership with Hillsborough County Tax Collector's Office, who issued 10,674 birth certificates at their 6 offices during the past year.

In addition to recording new births and deaths, the Vital Statistics Office responds to public requests for birth and death certificates. Hillsborough County Vital Statistics issued:

| Birth Certificates | Death Certificates |
|--------------------|--------------------|
| 51,443 | 58,913 |

Community Health

Epidemiology

The Epidemiology program provides a number of services for the community, including reportable disease and outbreak surveillance and investigations, and education to community partners about the control and prevention of communicable illnesses.

Perinatal Hepatitis B Prevention Program

The goal of the Perinatal Hepatitis B Prevention Program is to protect infants exposed to the Hepatitis B virus during birth. During fiscal year 2017-2018 thirteen women were enrolled in the Perinatal Hepatitis B Prevention Program in Hillsborough County. Eleven infants received Hepatitis B Immune Globulin (HBIG) and Hepatitis B vaccine birth dose within the first twelve hours of birth.

Enhanced Influenza Surveillance

Due to the severity of the 2017-2018 influenza season, starting in February 2018 the State Health Office requested that hospitals report individuals who were younger than 65 years of age and admitted to the ICU with a positive influenza test. Hillsborough County reported 63 cases from February 1, 2018 - June 30, 2018.

Syndromic Surveillance

Epidemiology staff utilizes emergency department data to monitor illness in our county. Daily analysis has allowed for a rapid public health response when necessary. Over the past year, 49 cases of reportable diseases have been identified, investigated, and reported due to detection during ESSENCE analysis.

Health Promotion and Education

Our goal is prevention through providing evidenced-based education to community members who learn how to make and maintain healthy lifestyle changes. The National Diabetes Prevention Program, Diabetes Self-Management Education program, and our Get into Fitness Today program encourage participants to improve overall health by reducing risk fac-

Diabetes Prevention Program (DPP)

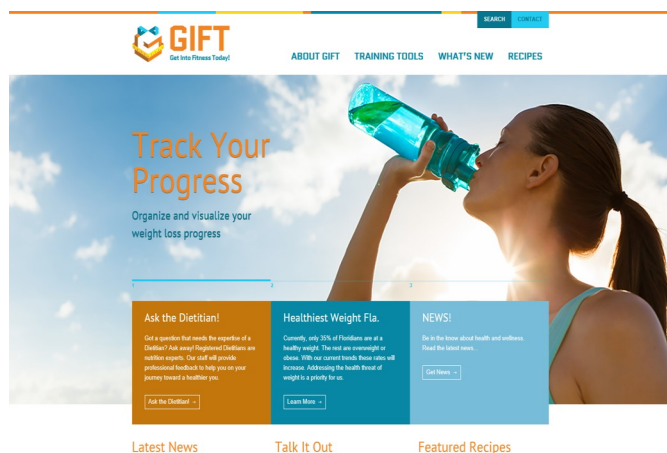
This program assists those individuals at risk for developing Type 2 diabetes by focusing on 5-7% weight loss and improving nutrition and physical activity. This Centers for Disease Control and Prevention year long program has proven results. From July 1, 2017 - June 30, 2018, we provided nine DPP classes to 50 individual participants who had an average of 6.3% weight loss by the end of the program.

Diabetes Self-Management Education (DSME)

This is an American Association for Diabetes Educator standards based program, is available to people with diagnosed diabetes. Hillsborough's rate of diabetes is higher than the Florida state average. Participants learn skills and information that help them better control their blood glucose levels, lowering risk for complications. This program is led by a Registered Dietitian and Health Educators. From July 1, 2017 - June 30, 2018 we offered 19 DSME opportunities to 96 participants, 80% of them showing an A1C improvement with an average improvement of .91 (the goal is .5).

Get Into Fitness Today (GIFT)

Sponsored by Health Promotions, GIFT is facilitated group meetings that encourage and support individuals in achieving a healthy weight through improved nutrition and increased physical activity. From July 1, 2017 - June 30, 2018, 31 classes were offered and there was a 660-pound net weight loss from approximately 149 participants.



Community Health

Office of Health Equity

The goal of the Office of Health Equity is for all Hillsborough County residents to achieve optimal health where they live, learn, work, play, and socialize. Our office collaborates with numerous partners, coalitions and initiatives to impact health equity. These include multiple transportation committees of the Hillsborough Metropolitan Planning Organization and the Vision Zero initiative, the Child Abuse Death Review Committee, the school district's School Health Advisory Committee, the Fetal Infant Mortality Review, the Central Florida Behavioral Health Network and other community-based organizations. Our overarching strategy is to address the social determinants of health, through policy, system and environmental changes, as well as assessment, education and direct services.

Community Dental Program



In partnership with the local Federally Qualified Health Centers, this program provides certain urgent and preventive dental services to pregnant and postpartum women,

infants and children who are uninsured or underinsured. These services prevent and control diseases and conditions related to poor oral health, and refer patients into a local dental medical home.

Florida Healthy Babies

This statewide initiative began in 2016 with the goal of reducing racial disparities in infant mortality (the rate of infants who die before their first birthday). This year Hillsborough County focused on preconception health screening and connection to services. Over 400 WIC participants were screened and referred to services, and assessed to determine their transportation needs and redesigned educational and promotional materials.

Health Impact Assessments (HIA)

HIA is a systematic process used to advance health equity in communities by considering the health impacts of a proposed plan, policy, program, or project. This tool helps incorporate health into planning and decision-making processes. DOH-Hillsborough led an HIA for the University of South Florida's Center for Brownfields Research. The HIA examined the health impacts of a Brownfields redevelopment project in the University Area, and was funded by a grant from the US Environmental Protection Agency. The Department also hosted an HIA training for Department of Health staff from other counties, USF students and local urban planners.



Health in All Policies (HiAP)

This framework is a cross-sectoral collaborative approach used to encourage government agencies, particularly those not traditionally associated with health, to consider population health in their decision making. In FY 2017-



2018, a technical assistance award from the National Association of City and County Health Officials supported HiAP program planning efforts focused on outreach, messaging, and bringing value to partners. Other projects included assisting with a public health approach to community safety and violence reduction, aligning agency

goals with the Hillsborough Metropolitan Planning Organization, providing education on safe streets and reviewing the City of Tampa's Comprehensive Plan for its inclusion of health.

Community Health

Health Literacy

A new priority area for the DOH-Hillsborough Community Health Improvement Plan is health literacy, the practice of empowering individuals to take better control of their health through improved use and understanding of health information and resources. Our priority populations for this initiative are DOH-Hillsborough staff and organizations serving middle through high school-aged youth. The first action plan steps are to conduct baseline needs and interest assessments for each priority population.

Healthy Start Administration Unit

In cooperation with the Healthy Start Coalition of Hillsborough County, our Healthy Start Administration Unit enters infant and prenatal data to help partners connect women and families to care and developmental programs.

Title X Family Planning

The Title X program plays a key role in preventing unintended pregnancies, reducing the incidences of abortion and improving birth outcomes. Services include contraceptive counseling and supplies, pre-conception and interconception health counseling, infertility counseling, STD screenings, Reproductive Life Plan review, and referral/availability of a medical home. In Hillsborough County, these services are provided in partnership by the local Federally Qualified Health Centers, at 11 different locations.

Childhood Lead Poisoning Prevention and Healthy Homes Programs



in America and lead paint is present in millions of

The Florida Department of Health in Hillsborough continues to remind the community and leaders that childhood lead poisoning remains the number one preventable problem

homes. Hillsborough County has remained committed to the Healthy People goal of eliminating elevated blood lead levels in children by 2020.

| Confirmed First Time Lead Cases | 2017-2018 |
|---------------------------------------|-----------|
| New Child Lead Cases (0-16 years old) | 34 |
| New Adult Lead Cases (17+ years old) | 59 |

| Lead and Healthy Homes Education | 2017-2018 |
|---------------------------------------|-----------|
| Medical Providers In-Service Training | 28 |
| Community Education Sessions | 38 |

Childhood Lead Poisoning Program Outreach

As of June 2018, there were 53 pediatric offices and labs that have been using the Lead Care II blood lead Analyzer in Hillsborough county. A 50% increase from the previous year. This type of testing allows parents to have their child tested for lead poisoning in a physician's office and receive results within three minutes. Physicians are then able to provide lead



risk and lead source education at the same time. Health care practitioners provide preventive guidance to parents of all young children regarding sources of lead and help them identify sources of lead in their child's environment. Case-management is a resource available to parents by the disease investigator to develop a care plan and an environmental investigation either on the phone or through a home visit.

Community Health

Breast and Cervical Cancer Early Detection Program

The National Breast and Cervical Cancer Early Detection Program (NBCCEDP) as administered by the Centers for Disease Control and Prevention (CDC) funds the Florida Breast and Cervical Cancer Early Detection Program (FBCCEDP).



Hillsborough County's regional program uses federal and state funds to provide pap smears, mammograms, and clinical breast exams to women 50 to 64 years of age in Hardee, Highlands, Hillsborough and Polk counties who lack insurance to cover these services. In addition, women under the age of 50 who are symptomatic were granted access to the program as long as they met the financial, insurance and residency requirements. The program is based on population percentages of different racial and ethnic groups, with contracted providers providing the services. We are an active partner in the Tampa Bay Community Cancer Network.

| Services Provided in 2017-2018 | |
|--------------------------------|-------|
| Mammograms | 1,654 |
| Clinical Breast Examinations | 200 |
| Pap Smears | 118 |
| | |
| Breast Cancers Identified | 32* |
| Cervical Cancers Identified | 0 |

* - When cancers are identified through testing, clients are linked to providers for additional testing and treatment.

Sterilizations

Federal Title X funds vasectomies and tubal ligations provided to eligible individuals at low to no-cost through contracted providers in Hillsborough County. Services are provided based on funding.

| Sterilizations in 2017-2018 | |
|-----------------------------|----|
| Tubal Ligations (women) | 31 |
| Vasectomies (men) | 9 |

School Health Program

The Hillsborough County School Health Program provides health services and the assurance of compliance for all mandated screenings and health policies. This includes specific training and monitoring of health trends and communicable diseases, along with collaborating in health promotion for our students. The goal in mind is assisting in the development and aiding of each student in reaching their academic goals and becoming productive citizens of Hillsborough County. This program is funded from State and Federal sources for contractual services to the School District of Hillsborough County.

| Services Provided in FY 2017-2018 | |
|---|-----------|
| Nursing Services/ Clinic Visit | 2,290,155 |
| Medication doses administration | 228,762 |
| Procedures | 217,503 |
| Mandated Screenings (Vision, Growth and Development, Hearing and Scoliosis) | 205,558 |
| Educational Presentations | 3,013 |

The School Health Program is also responsible for ensuring the Florida Youth Behavioral Risk Survey is conducted every year to randomly selected schools in the county.

Disease Control

Immunizations and Refugee Health Programs

The Florida Department of Health Immunization Program continues to increase vaccination levels in Hillsborough County by providing education, vaccinations, and building community partnerships. The Immunization Program offers free vaccines to eligible children through the Vaccines for Children Program (VFC), and offers adult immunizations in clinical and community outreach settings. We also provide post-exposure vaccinations to individuals exposed to rabid or potentially rabid animals.

During National Infant Immunization Week, the Immunization Program promoted the importance of protecting infants from vaccine-preventable diseases with education materials and presentations.



From July 1, 2017 - June 30, 2018, the Immunization Program provided 17,617 services to 5,263 unduplicated clients. The Florida Department of Health in



Hillsborough County cooperatively supports the local health initiative to be "school ready" by providing immunization services with the Back-2-School Coalition during events before the start of each school year. In July and August of 2017, we

provided 4,175 childhood immunizations.

During the 2017-2018 Influenza Season (October-March), we helped protect our community through the provision of 4,324 flu shots throughout all ages.

Due to increased animal bite reports and rabid animals, 191 patients received a grand total of 549 vaccinations between July 1, 2017 - June 30, 2018.

Refugee Health

The Refugee Health Program's vision is to be the leader in providing culturally sensitive health services for persons who have fled their home country to flee persecution and seek a better life and self-sufficiency

in the United States. The Refugee Health Program provided 25,994 services to 2,760 unduplicated clients during the period July 1, 2017 - June 30, 2018. Case management services were provided to 390 refugees to link refugees to healthcare services during July 1, 2017 - June 30, 2018.

DOH-Hillsborough also participated in World Refugee Day, celebrated in the Tampa Bay Area this year on June 22, 2018. The event provided an opportunity to network across the Bay and provide education of services provided by the Florida Department of Health.



DOH-Hillsborough took part in the 4th Annual National Welcoming Week event celebrated September 23, 2017. The celebration took place at the University Area Community Development Center, in Tampa. Community members and partners were awarded Welcoming Award certificates for their volunteer work among refugees and migrants. One award was given to Florence Ackey for her volunteer work with refugee women and their families.

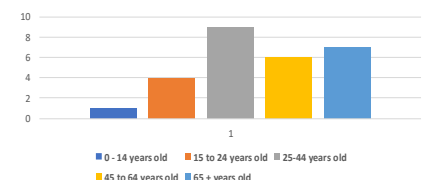
Tuberculosis (TB) Program

The Florida Department of Health TB Program's purpose is to protect the health of our community through competent public health education, intervention and treatment of tuberculosis. We provide clinical care services for the diagnosis, treatment and management of active and latent tuberculosis. We evaluate persons for possible exposure and infection. Persons with active tuberculosis are treated through directly observed therapy.

DOH Hillsborough County TB Cases by Gender for 7/1/2017 - 6/30/2018



DOH Hillsborough County TB Cases by Age Group for 7/1/2017 - 6/30/2018



Disease Control

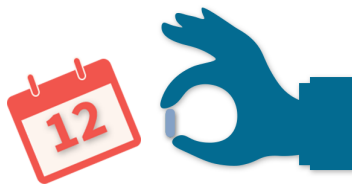
This year, we provided 14,228 clinical services during 5,894 clinical visits. These services were provided to persons with active tuberculosis, their contacts, and persons with latent TB.

We treated 28 persons with active tuberculosis and evaluated 96 persons with contact with these individuals.

Each year we commemorate World TB Day in March to raise public awareness about the devastating health, social and economic consequences of tuberculosis (TB) and to step up efforts to end the global TB epidemic. Although awareness is promoted throughout the year, for the month of March we had an outreach event for Hillsborough county residents. We set up an educational table and hosted a training for the private and public sector with the Mantoux Tuberculin Skin Testing Certification course.

Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome (HIV/AIDS) Program

The HIV/AIDS Program Office serves as subject matter experts for local prevention and patient care programs. In partnership with healthcare providers, educators, community based organizations, stakeholders, and citizens, this team promotes prevention strategies that include, HIV education, condom use, routine testing, pre-exposure prophylaxis (PrEP), treatment as prevention (TasP), perinatal prevention efforts, and community outreach. The Program Office team manages over \$2 million worth of contracts for HIV/AIDS patient care, housing, prevention, and early intervention services.



People who use PrEP must **commit to taking the drug every day** and seeing their health care provider **every 3 months for follow-up.**

HIV Surveillance

The HIV/AIDS Surveillance Office is responsible for the timely and systematic collection, analysis, interpretation, and dissemination of population-based information about persons diagnosed and living with HIV and/or AIDS. Collecting reportable information from healthcare providers and laboratories, the office works to improve access to the delivery of HIV prevention, care and treatment services, and to evaluate HIV/AIDS programs and interventions. The Surveillance Office also serves as technical specialists in lab interpretation; providing education upon request. The HIV/AIDS Surveillance Office is also responsible for the Medical Monitoring Project (MMP) covering west central and southwest Florida. MMP is a CDC grant funded study designed to learn more about the experiences and needs of people who are living with HIV.

Accomplishment and Highlights

- Developed and implemented a retention and re-engagement into care program in line 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/AIDS, and reducing HIV-related health disparities.
- Assisted with the implementation of PrEP at DOH-Hillsborough and organized a regional training for health departments and community organizations focusing on implementation and cultural humility.
- Further refined the "Data to Care" program, a strategy using HIV surveillance data to identify HIV-diagnosed individuals who are not in care, into care with a physician, thereby supporting the HIV Care Continuum.



Disease Control

Sexually Transmitted Disease Program

The mission of the STD Program 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.

We accomplish this through a competent public health workforce providing comprehensive care and education in the clinic, and integrated with the efforts of our Surveillance Unit and early disease identification carried out by the Disease Intervention Specialists in the field.

During FY 2017-2018, the STD Clinic provided services to over 4,200 unique patients. Surveillance worked over 21,000 positive labs. Disease Intervention Specialists conducted over 900 patient interviews.

Accomplishment and Highlights

- In January, the STD Program relocated to the University Area Community Health Center increasing access for the community by being located less than one mile from a Hartline Transit Center.
- PrEP was implemented in the STD clinic. PrEP is a once-daily pill taken orally to reduce the risk of HIV infection.
- In collaboration with Phi Beta Sigma Fraternity, the STD Program hosted a community screening event in the University Area.
- Expedited Partner Therapy was implemented in the STD clinic. The STD Program hosted Get Yourself Tested (GYT) events at the University of South Florida and University of Tampa.

Specialty Care Center

The Florida Department of Health in Hillsborough County, Specialty Care Center (SCC) has been involved with the provision of HIV/AIDS medical and dental care from the very beginning of the disease burden and will be here until the end.

Our dedication to our clients remains our top priority. The SCC continues to establish the benchmark for one-stop needs for HIV+ individuals in Hillsborough County and the surrounding area.

This is accomplished via a unique blend of State, University, Hospital and Community Partnerships that ensure the mission of reducing HIV infections, linking and retaining HIV+ clients in care and suppressing viral loads to ensure a happy, healthy life for HIV infected individuals remains a priority. Our team of dedicated medical professionals have hundreds of years of combined experience with vast resources at their disposal to ensure the provision of state of the art medical and dental care.

During FY 2017-2018, the Specialty Care Center provided services to 2,378 unique patients, while the Dental Department serviced 738 unique patients. We offer on-site laboratory, pharmacy, case management, AIDS Drug Assistance Program, and research on premises.



Accomplishment and Highlights

- In October and November 2017, the SCC began a new same day access (SDA) clinic to better assist our patients in getting established into care. The SDA has been highly successful and well received by the patients we serve.
- In March 2018, the SCC included the provision of sexually transmitted infection (STI) services into the SDA clinic. This was offered as an extension to our recently re-located STI clinic to the University Area and remains our busiest daily clinic within SCC.

Environmental Health

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

The Environmental Health Team not only regulates but strives to educate the public about environmental safety and hazards. The Team works closely with clients, community partners, and other government agencies to link resources, develop training programs, and improve the number and quality of services provided. Overall success is achieved by focusing on three key areas: customers, community and employees.

Community Environmental Health

The rabies virus is a significant threat to public health as untreated it is nearly 100% fatal in humans. Environmental Health ensures that all possible rabies exposures are reported and



investigated in a timely manner. Staff work with a network of community partners such as: Hillsborough County Pet Resource Center, local veterinary offices, hospitals, and medical clinics. This past year Environmental Health investigated 2,686 possible human rabies exposures.

Safe Drinking Water Program

Hillsborough County is one of seven health departments across the state that has been given primacy through the Department of Environmental Protection (FDEP) to regulate public water systems in their county. Environmental Health ensures that all 647 public water systems in the county



provide residents and visitors with drinking water that meets Federal and State drinking water standards. Environmental Health consistently scores around 100% on annual reviews which are conducted by the FDEP and the DOH for adherence to all policies and rules.

Onsite Treatment and Disposal Program

The Onsite Sewage Treatment and Disposal System (OSTDS) program, commonly referred to as septic wastewater disposal, ensures the proper installation of all new and repaired septic systems. All systems are permitted and inspected according to regulations found in Florida Administrative Codes and Statutes.

There are over 120,000 onsite septic systems in the County. Environmental Health issued 1,518 permits 520 of which were for new systems and 783 were issued for repairs to existing systems. In addition, 803 onsite septic systems in the county require advanced treatment, receive commercial waste for disposal, or are in industrial manufacturing areas, each are inspected annually to verify proper operation and compliance.



Community Outreach

Each year Environmental Health and other DOH-Hillsborough staff participates in Paint Your Heart Out Tampa, where elderly or disabled residents have their homes painted at no cost to them.

The Hillsborough County Healthy Homes program addressed the key residential health hazards to include asthma and allergy triggers, such as mold, dampness and pests, injury hazards, and poor indoor air quality.



Nutrition

The Nutrition Division of DOH-Hillsborough consists of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), 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 fourth largest agency 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 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 the full benefit of nutritional counseling and the supplemental foods available through the program.

Breastfeeding Peer Counselor Program

WIC is the recipient of a Breastfeeding Peer Counselor (BPC) grant which enables Hills-



borough County to provide breastfeeding support to families who are interested in breastfeeding.

Our team consists of an international board certified lactation consultants, as well as, 18 certified lactation counselors located

throughout our eight sites. Breastfeeding peer counselors are available by phone at (813) 496-BABY (2228) from 8 a.m. to 9 p.m. seven days a week for breastfeeding questions and concerns.

Accomplishment and Highlights

- A yearly average of 33,364 clients participated in the WIC program.
- 99% of clients have received an appointment within processing standards of 10 days.
- Conducted more than 380 outreach contacts to various WIC populations.
- Federally Qualified Health Centers mobile dental units visit WIC clinics to provide preventative dental care to clients.
- Partnered with Community Health division to provide bilingual nutrition staff to facilitate Spanish Diabetes Self-Management Classes.
- Implemented WICHealth.org system to provide online nutrition education to clients between office visits.
- Registered Dietitians have provided internship opportunities for 29 future nutrition professionals.
- Healthy Start's Resource Specialist served more than 1,700 clients in the WIC offices, providing families with concrete support and Safe Baby education.
- Partnered with Hillsborough County to open a new office in the Plant City area.



Public Health Preparedness

The Public Health Preparedness (PHP) mission is to promote and protect the health and safety of the residents and visitors to Hillsborough County by mitigating the effects of a disaster through education, planning for, responding to and recovering from both natural and man-made incidents/disasters or pre-planned events. Our strategies are based on the divisional goals of Prevention, Education, Surveillance and Intervention.

Emergency Support Function 8 (ESF 8)

Provide coordination of resources and response for the health and medical system during emergencies.

Special Needs Shelter Registry Program

Develop and maintain a registry of individuals having specific medical needs and staff/operate medical shelters during emergencies.

Risk Communications and Public Information

Deliver coordinated, prompt, and actionable information to the whole community using consistent, accessible, and culturally and linguistically appropriate methods.

Planning, Training and Exercising

Develop formalized plans and partnerships to respond to events that threaten public safety.

Cities Readiness Initiative Program

Develop a distribution system to provide prophylaxis medication to all residents and visitors of the County in response to a bioterror event.

Medical Reserve Corps (MRC)

Recruit, train and sustain medical volunteers to assist during emergencies, incidents or pre-planned events.

Accomplishment and Highlights

Hurricane Irma Response

On September 6, 2017, the county Executive Policy Group declared a local state of emergency and activated the Emergency Operations Center. Special needs shelters opened September 8, and the shelters remained active through September 14.

Some 1,702 special needs evacuees were housed during that period and 178 staff members worked the shelters throughout the operational period. Medical Reserve

Corps and USF Citizens Emergency Response Team volunteers augmented the Department staff. PHP staff functioned as the ESF 8, Health and Medical section at the Hillsborough Emergency Operations Center from September 6 - 23, 2017. During this period, the ESF 8 coordinated the evacuation of two hospitals and two large nursing homes to safe havens within the county.

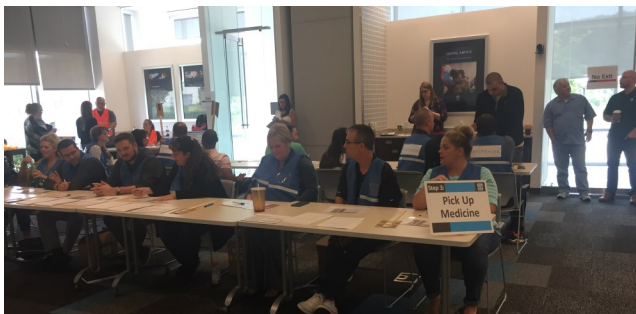
Medical System Exercises

- PHP and the MRC participated in a multi-state Federal Coordinating Center (FCC) exercise. The FCC is designed to receive medical patients being brought into our area from another disaster stricken area. In this exercise, the MRC was responsible for identifying medical facilities that would accept these patients, provide all on-scene medical screenings and stabilization treatment, and coordinating the appropriate medical transportation for patients being flown into Tampa from health care facilities in Arkansas, Missouri and Tennessee.
- A table-top exercise was conducted for 46 health service providers representing dialysis, ambulatory surgery, home health, Hospice, and nursing homes. Attendees were able to identify their strengths and areas for improvement in a “no fault” environment and were able to share best practices.
- A full-scale exercise with 92 different organizations representing hospitals, nursing homes, assisted living facilities, surgical service centers, dialysis centers, and home health agencies was conducted to test the effectiveness of the health and medical system to respond to a large-scale disaster. In total, 1,047 individuals participated actively in the drill, which was designed to test a hospital’s ability to deal with a surge of casualties and ensure that other types of healthcare providers could maintain continuity of care for their patients during a disaster situation. A community-wide improvement plan was implemented based on opportunities identified during the exercise.



Public Health Preparedness

- Conducted full-scale Points of Dispensing exercises to distribute medical countermeasures after a bio-terror attack at TECO and the United States Automobile Association (USAA). Both organizations partner with DOH Hillsborough to provide post exposure medications to their employees and their families. The exercise tested the organization's ability to receive, account for, and distribute medications to all employees/family members within a specified timeframe.



- In conjunction with the Tampa Bay Regional Health and medical Preparedness Coalition, designed and implemented multiple medical facility evacuation exercises and patient movement tabletop exercises. These exercises are designed to test the capabilities of each facility, region and state to evacuate patients.

Special Needs Registry

- Increased the number of registrants from approximately 2,500 to more than 3,900.
- Revised the hospital assignment process to ensure that patients exceeding the level of care of the shelters are placed in an appropriate facility to include hospitals, nursing homes or assisted living facilities.
- Provided briefings to the public and in-service education to home health agencies and nurse registries.
- Consulted with 58 home health, home medical equipment, nurse registry organizations on planning and response requirements for their registered patients to ensure continuity of care during disasters.



Special Needs Shelter Operations

- Program Management Team (PMT) restructured teams into six separate teams and all shelter managers will be assigned from PMT members.
- PHP provided a Shelter Manager training to all PMT members and follow-on training will begin in 2019.
- In May and June 2018, PHP developed and provided Shelter Orientation and Body Mechanics Trainings for department staff.
- The Nurse Leadership Team developed an enhanced Nursing Shelter Training that focuses on situations encountered in the Hillsborough Special Needs Shelters. Additionally, the Nurse Leadership Team implemented basic First Aid and Cardiopulmonary Resuscitation training for staff. The course was developed and presented by nursing staff from the School Health Program, who are certified trainers.



Risk Communications and Public Information

- A severe influenza season attracted significant media inquiries and public outreaches. DOH-Hillsborough staff did numerous interviews (see Cover Photograph) to discuss facts and misconceptions and provided significant amounts of education to various target groups in the community on prevention.
- A spike in rabies cases attracted significant media attention. Numerous interviews were done with various media partners to encourage people to do their part to reduce the chance of exposure. In addition to news interviews, social media was utilized to share infographics.



Division Contacts

Florida Department of Health - Hillsborough

Main Line: (813) 307-8000 ■ 1105 East Kennedy Boulevard ■ Tampa, Florida 33602

| Unless noted, area codes are 813..... | | Telephone: | Fax: |
|--|---|----------------------------|----------------|
| Health Department Director | Douglas A. Holt, M.D. | 307-8008..... | 272-6984 |
| Administrative Services Director | Christina Ciereck | 307-8015 x6303 | 272-6249 |
| Assistant Director | Cindy K. Morris, R.S. | 307-8008..... | 272-6984 |
| Community Health Director | Leslene Gordon, Ph.D., R.D., L.D./N..... | 307-8015 x7101 | 307-8094 |
| Community Health Manager | Jennifer Waskovich, MS, RD, LDN..... | 307-8015 x7102 | 307-8094 |
| Disease Control Director | Carlos Mercado, M.P.H. | 307-8015 x6321 | 272-6984 |
| Data Center Manager..... | Chris Wagner..... | 307-8015 x3401 | 272-5685 |
| Nursing Director..... | Gisela Hernandez, BSN..... | 307-8015 x6402 | 307-8094 |
| Environmental Health Director | Brian Miller, R.S..... | 307-8015 x5901 | 272-7242 |
| Environmental Manager | Eliot Gregos, M.P.H, R.S. | 307-8015 x5902 | 272-7242 |
| Epidemiology Manager | Michael Wiese., M.P.H. | 307-8015 x6701 | 276-2981 |
| HIV/AIDS Program Coordinator | Jim Roth..... | 307-8015 x6501 | 276-2839 |
| Immunizations/Refugee/TB Manager | Jylmarie Lewis, M.P.H..... | 307-8015 x7701 | 274-1946 |
| Legal Counsel..... | Beverly H. Diehr, J.D..... | (727) 507-4326 x7802 | (727) 507-4329 |
| Medical Director (HIV/STD/EPI)..... | Charurut Somboonwit, M.D..... | 307-8008..... | 272-6984 |
| Medical Director (TB/Refugee) | Beata Casañas, D.O. | 307-8008..... | 272-6984 |
| Medical Director (SCC) | Jamie Morano, M.D..... | 307-8008..... | 802-9743 |
| Nutrition Director..... | Bonnie Watson, R.D.N., L.D.N., C.L.C..... | 307-8015 x6312 | 307-8087 |
| Nutrition Program Coordinator | Latrasha Freeney, LD, RD/N | 307-8015 x7425 | 307-8087 |
| Office of Health Equity Manager | Allison Nguyen, M.P.H | 307-8015 x6601 | 307-8065 |
| Pharmacy Manager | Leslie Betts, PharmD..... | 307-8072..... | 272-7240 |
| PH Preparedness Director | Ryan J. Pedigo | 307-8015 x4401 | 276-8689 |
| Public Information Officer | Kevin Watler | 307-8044..... | 276-8689 |
| STD Manager | Sophia Hector, M.P.H., C.P.H..... | 307-8015 x4501 | 307-8027 |
| Vital Statistics Manager..... | Stephen Sandoval | 307-8002 x4001 | 903-3370 |

CLINIC LOCATIONS

Immunization and Refugee Service: 8605 North Mitchell Avenue, Tampa, 33604 ■ (813) 307-8077 ■ Fax (813) 274-1946

Tuberculosis Center: 8515 North Mitchell Avenue, Tampa, 33604 ■ (813) 307-8047 ■ Fax (813) 975-2014

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

University Health Center (STD): 13601 North 22nd Street, Tampa 33613 ■ (813) 307-8058 ■ Fax (813) 307-8027

NUTRITION / WIC LOCATIONS

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

Brandon: Oakfield Medical Plaza, 220 South Moon Avenue, Brandon, 33511

College Hill: 2313 E. 28th Avenue Tampa, 33505

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

North Hillsborough: 9827 North Sheldon Road, Tampa, 33635

Palm River: 7728 Palm River Road, Tampa, 33619

Plant City: 307 Michigan Avenue, Plant City, 33563

Sulphur Springs: 8605 North Mitchell Avenue, Tampa, 33604

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

VITAL STATISTICS and TAX COLLECTOR LOCATIONS

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

University: (Main office) 13601 North 22nd Street, Tampa, 33613

St. Joseph's Women's Hospital: 3030 West Martin Luther King Jr. Boulevard, Tampa, 33607

Tax Collector Office: 3011 University Center Drive, (Suite 150), Tampa, 33612

Tax Collector Office: 1834 Jim Redman Parkway, (SR 39), Plant City, 33563

Tax Collector Office: 4100 West Martin Luther King Jr. Boulevard, Tampa, 33614

Tax Collector Office: 3002 East College Avenue, Ruskin, 33570

Tax Collector Office: 3030 North Falkenburg Road, Tampa, 33619

Tax Collector Office: 601 East Kennedy Boulevard, (14th floor), Tampa, 33602

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal black lines across its entire width, providing a template for writing or drawing. The margins are consistent on all sides.



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:
hillsborough.flhealth.gov*