

transportation system factors that impact physical activity behavior and health outcomes. Staff is involved in a current project to document the range of mechanisms municipalities have in place and model or promising practices to help public health practitioners and advocates advance policy and practice at the local, state, and national levels to improve active transportation, physical activity, health, and equity. Current efforts are focused on participants achieving acceptable reliability in their evaluations; once that is complete, the official assignments for data collection and coding of sidewalk ordinances and budgets will begin.

Community Health Improvement Plan Progress

Staff attended the Quad Cities Behavioral Health Coalition Steering Committee meeting to continue discussion around progress on strategies under the mental health priority area of the 2019 Community Health Improvement Plan. This feedback will help to update the current plan and inform the next Community Health Improvement Plan being created this summer.

The Community Health Assessment (CHA) Steering Committee met on June 22nd. The group reviewed progress on the health improvement plans being completed by the hospital systems and health departments. Steering Committee members discussed having another meeting with the Stakeholder Committee to get their input on how to update the previous health improvement plans for this next three-year cycle. The health departments will organize the event.

Staff attended an additional CHA Steering Committee meeting on June 27th with a representative from Amerigroup. Amerigroup has started implementing several initiatives in Iowa around health equity, including addressing disparities in vaccination rates, asthma, diabetes, maternal and child health, substance use, and behavioral health. The group discussed strategies aimed at improving access to care due to the increased use of telehealth for all types of health services in both urban and rural areas. Amerigroup has telehealth kiosks available, which are iPads on rolling stands, that can be placed in locations where underserved populations can utilize them.

Amerigroup has funding opportunities to continue these health equity initiatives and will be sharing that information with the partners moving forward. Amerigroup is currently seeking partners in Scott County specifically for their asthma mitigation project, which is already operating in Polk and Linn counties. This project includes implementing household-level mitigation strategies. CHA partners suggested reaching out to organizations that provide home visits, pediatric clinics, and the local Air Quality Task Force.

Investigate, diagnose, and address health problems and hazards affecting the population

Communicable Disease Program

A total of 1,122 communicable diseases were reported during June. They included five cases of hepatitis C, three e. Coli infections, and one case each of hepatitis B and salmonellosis. In addition, there were 1,111 cases of COVID-19 reported.

Rabies Risk Assessments

In June, 61 individuals required rabies risk assessments after exposures to 34 dogs, 15 cats, five bats, one rat, one hamster, and one chipmunk. Four animals exposed more than one person. Seventeen victims were recommended for rabies prevention treatment for a high-risk exposure or a bite above the shoulders and sixteen started the treatment.

Childhood Lead Poisoning Prevention Program

In June, there were three children receiving individual case management. Of those, two had a blood level less than 15 ug/dL and one had a level between 15-19 ug/dL. These cases receive case management until they meet closure criteria. Three children with an initial blood lead level between 10-14 ug/dL received supportive services for lead poisoning during the month. Two children have a blood lead level between 10-14 ug/dL and one has a level less than 10 ug/dL. These children receive public health nursing support until two consecutive blood lead levels equal to or below 5 ug/dL are obtained. Six children attending the department's immunization clinic accepted lead testing services during their June visit. There were no new positives identified during this effort.

Sexual Health Program

Sixty individuals received sexually transmitted infection (STI) clinic services during June 2022. Five clients tested positive for chlamydia, three clients tested positive for gonorrhea, and three clients tested positive for syphilis at the Health Department's clinic. In total, 75 cases of chlamydia, 41 cases of gonorrhea, and five cases of syphilis were reported in Scott County during June. An additional eleven syphilis cases were investigated; seven were determined to be previous positives, two reside out of Scott County in another jurisdiction, and two cases are still pending. These cases were closed or referred.

Policy Development

Communicate effectively to inform and educate people about health factors that influence it, and how to improve it

I-STEP Chapters Celebrate End of Year

Iowa Students for Tobacco Education and Prevention (ISTEP) chapters from the Safer Foundation and Davenport Central High School both celebrated a successful school year with pizza parties. ISTEP is the youth advocacy and education component of the Tobacco Grant.

Education Provided at Safer Foundation's Youth Empowerment Program

Staff provided tobacco and nicotine focused prevention education to nine students from the Safer Foundation's Youth Empowerment program. The education included hands-on interaction with the simulated smoker's lungs, the tar jar, and a display of vape device models.

In a another presentation to students at the Safer Foundation, staff shared information regarding the importance of having a medical home by establishing care with a medical

provider. Students were engaged in a questionnaire of health, risk factors, and how to keep themselves safe. Participants also experienced a demonstration of proper hand hygiene skills.

Bettendorf Healthy Hometown Workplace Wellbeing Lunch and Learn

The Bettendorf Healthy Hometown Initiative hosted a workplace wellbeing lunch and learn for Quad Cities businesses. More than 20 attendees learned about the Bettendorf Healthy Hometown Initiatives and heard from Economic Development, Visit Quad Cities, and United Way leaders how employees can socially connect at community events and volunteer, network, and share ideas to improve employee health and wellbeing. The first lunch and learn session received positive feedback and attendees expressed interest in continuing similar sessions. SCHED staff continue to be involved in this community wellness initiative.

Fejervary Family Fun Day

Staff attended Fejervary Family Fun Day, a free family fun day hosted by Davenport Parks and Recreation. A toothbrushing activity, promotional items, and program information for Hawk-I, Care for Kids, I-Smile and Maternal Health was shared with children and their families.

Strengthen, support, and mobilize communities, and partnerships to improve health

Food Rescue Partnership Learns About Other Initiatives

The Food Rescue Partnership (FRP) held an in-person planning session that included several presentations from other community based initiatives. The Iowa Waste Reduction Center showcased why wasting food is such a problem and the effects it has socially, economically, and environmentally. The Iowa Hunger Coalition Chair provided an overview of how state and federal policies changed during the pandemic and the impact it has on food recourse available to families. St. Ambrose University showcased a model for a personalized, healthy food pantry service based on a collaborative project with Community Action of Eastern Iowa. The presentations provided great information to FRP Stakeholders that will help guide their fiscal year 2023 work plan.

Efforts to Link Child Care Providers/Families with Nutrition Education

Staff met with Suzanne Tanner from Iowa State University Extension and Outreach to discuss ways to identify child care providers or families that meet the criteria for the nutrition program she provides, Buy. Eat. Live Healthy. The course helps participants learn how to access nutritious food, cook healthy meals at home, and handle food safely.

Create, champion, and implement policies, plans, and laws that impact health

City of Walcott Strengthens City Code

Staff assisted the City of Walcott with passing strengthened city code that additionally prohibits the use of electronic smoking cigarettes in their city parks. Comprehensive tobacco and nicotine-free parks policies help to: prevent secondhand smoke exposure, reduce dangerous tobacco litter, prevent youth tobacco and nicotine use, and support a healthier lifestyle for all.

Iowa Caregivers Association Mouth Care Matters Program

Staff is leading a team to revise and renew the Iowa Caregivers Association Mouth Care Matters program that began in 2015. Staff from the University of Iowa College of Nursing and Dentistry and the Des Moines Area Community College Nursing and Dental Hygiene programs are part of the team. The plan is to have the newly revised curriculum ready for the August 17th new instructor training session. This curriculum will be used to teach the one day oral health specialty course to certified nursing assistants working in all areas of direct care.

Utilize legal and regulatory actions designed to improve and protect the public’s health

Notice of Potential Violation for the Smoke Free Air Act

Staff received a copy of one Notice of Potential Violation for the Smoke Free Air Act during June. IDPH sent the notice to Arconic Davenport Works, located at 265 South Bellingham Street in Riverdale, Iowa. At this time, there has been no request for education or additional information by the establishment. This is the first Notice of Potential Violation for this establishment in the last 12 months.

Food Program Webinar

Staff participated in a call conducted by the Iowa Department Inspections and Appeals with all of the local contractors to discuss the Summer Food Inspection Program and HF 2431. The Summer Food Inspection Program is funded by the Iowa Department of Education and provides for the inspection of summer feeding programs held a various locations throughout the community. Staff inspect a sampling of the locations and the department is reimbursed for the inspections.

House File 2431 is a bill that was effective July 1, 2022 regarding the regulation of home-based businesses, including food establishments and home food processing establishments. Details of the bill can be found at <https://www.legis.iowa.gov/legislation/BillBook?ga=89&ba=HF2431>. Overall, the bill expands the ability to prepare food in a home setting.

Founded Food Service Complaints

Facility	Reason	Complaint Status
Golden Mart, West River Drive, Davenport	Food on Floor; Cleanliness	Resolved
Hawkeye Sports Bar & Grille, Cheyenne Avenue, Davenport	Date Marking; Cleanliness; Structural Issues	Resolved
HyVee #5, West Locust Street, Davenport	Ribs Recall	Resolved
Kwik Star, 53 rd Street, Bettendorf	Flies	Resolved

Temporary Events

Event	Number of Inspections	Status
Food Truck Fight	20 (mobile units)	Violations corrected on site/re-inspection scheduled
Juneteenth	6 (4 booths/ 2 mobiles)	Violations corrected on site
Be Downtown (Bettendorf)	2 (mobiles)	Violations corrected/re-inspection scheduled

Swimming Pool/Spa Closures

Facility	Reason	Status
The Manor, Kimberly Road, Davenport	Pump Issues	Re-opened

Annual Hearing Testing Completed

Staff conducted hearing tests for 21 Scott County Conservation employees. This testing is done annually and is supplemented by training on hearing conservation provided by trainers within the Conservation Department. Hearing tests are conducted by the department for several County departments that have occupational exposure to noise levels that could impact hearing.

Assurance

Assure an effective system that enables access to the individual services and care needed to be healthy

First Med Pharmacy Review

In May, 210 inmates received 896 prescriptions. Ninety-eight percent of medical and ninety-nine percent of mental health medications were generic for the month.

HIV/Hepatitis C Outreach Efforts

Staff facilitated a health and wellness group at Roscrance New Life Outpatient Center. At the conclusion of the group, individuals were offered HIV/hepatitis C (HCV) testing. This outreach event secured five HIV tests. Additionally, the outreach team conducted HIV/HCV testing at QC Harm Reduction, Humility of Mary Shelter, Center for Behavioral Health, Muscatine Center for Social Action and Pearl Outreach Center in Muscatine; 55 HIV tests were completed during these outreach events. The team also hosted a vendor table at the Friends of MLK, Juneteenth celebration. The vendor table was equipped with HIV/HCV information as well as information on other department programs.

In collaboration with the Kaiser Family Foundation, the outreach team celebrated National HIV Testing Day by providing free and confidential HIV Testing at Walgreens located at 1805 N. Brady in Davenport. This outreach event resulted in the completion of 43 HIV tests.

Community Baby Shower Designed to Link Parents to Resources

Staff has been on the planning committee for the Community Baby Shower. The event will take place on August 17 from 4-6pm near the Freight House Farmer's Market. It will be a drive-thru event with several community agencies participating to supply families with resources and information for birthing families and parents of infants. The entire Maternal, Child, and Adolescent Health (MCAH) team plans to provide information and resources to parents related to Care for Kids, Hawk-I, I-Smile, Child Care Nurse Consultant, and Maternal Health.

Update to CDC Sexually Transmitted Infections Treatment Guidelines

The Centers for Disease Control and Prevention (CDC) revised and released the 2021 Sexually Transmitted Infections Treatment (STI) Guidelines. A couple of major highlights from the guidelines includes doxycycline being the first line treatment, instead of azithromycin for infections such as chlamydia and cervicitis, and dual treatment no longer being recommended for gonorrhea. Staff revised the STI treatment standing orders for the department's sexual health clinic. The medical director reviewed, approved, and signed the standing orders for FY23.

Outreach to Obstetric Offices

Staff completed outreach to obstetric offices within Scott County. Offices were educated on the services that the department offers, including breastfeeding classes/support. Each office was provided with various maternal health resources including:

- Hear Her Campaign Poster with pregnancy and postpartum warning signs;
- POST BIRTH warning signs poster;
- Medicaid income guidelines;
- Care for Kids and I-Smile™ program materials;
- Other resources to help support healthy pregnancies, children, and families.

Doula Pilot Project Continues with Implementation

Iowa's Title V Community Based Doula Project for African American Families concluded its third quarter. In Scott County, seven women are enrolled, and five have begun visits with their doula. The state has released five more slots for doula clients that will be shared between Scott and Dubuque counties. As a result, a few more women in Scott County may sign up for the program before it ends in August. The doulas meet with clients to provide education, help with birth planning, preparation for parenting, and provide support during labor and delivery. Referrals for the doula program have primarily come from women's insurance companies or women that have interacted with the department's Maternal Health program. This quarter, staff shared information about the doula program with community partners at the Home Visitation/Family Support meeting in Davenport and the Quad City Breastfeeding Coalition. The intent of the doula program is to improve health outcomes for birthing parents that identify as Black/African American, and in so-doing, address maternal mortality concerns.

Build and support a diverse and skilled public health workforce

Disaster PrepWise Training

Staff attended a two-day Disaster PrepWise training at Johnson County Public Health. Disaster PrepWise helps older adults prepare for disasters or other emergencies. The purpose of the program is to help older adults and their families create an emergency plan so they can remain healthy at home, in a shelter, or elsewhere in the event of an actual emergency. The process involves helping older adults complete a household assessment, create an emergency kit, and build a personal emergency network.

LGBTQ Inclusivity Training

Staff attended a webinar hosted by Iowa Immunizes and sponsored by the Iowa Cancer Consortium on lesbian, gay, bisexual, transgender or queer (LGBTQ) inclusivity. The training provided information on LGBTQ identities, the difference between sex, gender, and sexual orientation, and best practices for immunization providers.

Constellation Radiologic Exercise Rehearsal

Staff participated in the Constellation Radiologic Exercise Rehearsal on June 14th. Two staff served in the role of dosimetry control officer (DCO). The purpose of this role is to help emergency workers monitor their exposure during a radiologic incident at The Quad Cities Nuclear Power Station. The department also had staff working in the public information officer role and leading Emergency Support Function 8, Public Health and Medical Services. The same staff will be involved in the evaluated exercise in July.

Technology of Participation Facilitation Methods Training

Several staff attended Technology of Participation Facilitation Methods training. Participants learned skills to successfully facilitate meetings and how to engage work groups. They learned three simple, universally applicable approaches to help confidently move any group from conflict or confusion to consensus and commitment. The skills learned will assist with facilitation of both internal and external meetings.

Tackling Data Training

Staff attended *Tackling Data* training through the University of Iowa College of Public Health. The training included how to measure and characterize disease frequency in defined populations using principles of descriptive epidemiology and surveillance. Staff learned how to develop audience-focused communication strategies using a “Bite, Snack, Meal” approach. This method outlines a way of providing data and information in various amounts to appeal to a range of audiences; some who only want a small piece of information and those who want to know as much information as possible. Resources from this training may help with creating effective materials using public health data, therefore making this data more accessible to the community.

Workforce Wellness Webinar

The industry of child care has changed dramatically since the COVID-19 pandemic began. Many locations are facing shortages in staff, which then creates disruptions to the care that can be provided. In an effort to be prepared to support child care providers, staff attended the webinar, *Workforce Wellness in Child Care*, which provided three program models used to support child care providers' health and wellness to ensure an effective workforce.

CPR Instructor Training

Staff attended the Basic Life Support Cardiopulmonary Resuscitation (BLS CPR) Instructor training. Following the in-class portion, staff needs to teach two classes, which will be monitored by a certified training, to become a certified instructor. Staff teach CPR to select Scott County departments/staff positions on a bi-annual basis.

Back-to-School Immunizations Webinar

Staff attended the webinar *Listening Session: Back-to School Immunizations* sponsored by Unity Consortium, a group focused on improving adolescent health through a focus on prevention and immunization. This training provided techniques for providers of vaccinations to increase vaccination rates within their practices or health departments.

National Breastfeeding Committee Conference

Staff attended the virtual National Breastfeeding Committee Conference (NBCC). The NBCC brings together a diverse set of clinical, community, advocacy, and research professionals who recognize the public health importance of breastfeeding as critical for reducing the burden of infant morbidity and mortality, childhood and adolescent overweight, obesity, and chronic disease, and maternal type 2 diabetes and maternal breast and ovarian cancers. The conference is designed to develop and strengthen the leadership capacity of the public health workforce, including representatives from direct service organizations, breastfeeding coalitions, hospitals and healthcare facilities, health departments, research institutions, and federal agencies to effectively protect, promote, and support breastfeeding at the national, state, local, and community levels.

Home Visitation Training

Staff completed the online training, *Home Visitation 101: Importance of Home Visiting and Collaborating with Other Agencies Within the Community*. The training discussed why home visiting is important, including reaching children during the most important time of brain growth to improve their physical health, social competence, and safe lifestyle; prevent child injuries, child abuse, neglect, maltreatment; and reduce visits to the emergency department. The training asked participants to review ways existing programs help families build protective barriers and identify strategies used to improve school readiness, eventual high school graduation, and future employment.

Webinar Addresses Prioritizing Healthy Births

Staff attended the California Preterm Birth Initiative's webinar, *Prioritizing Health Births for Black, Latine, and Pacific Island Communities*. In Oakland, Black, Latine, and Pacific Islander

women and birthing people disproportionately experience preterm births, barriers to health care, and little to no access to birth care. They reviewed how racism is a root cause in preterm births, the importance of birth workers and non-clinical mental health care workers, and identified available Black, Indigenous, and people of color perinatal resources.

Office of Disease Prevention and Health Promotion Webinar on Health People 2030 as a Tool
Staff attended the webinar, *Leveraging Healthy People 2030 to Address Issues Affecting Children, Mothers, and Families*. The presenters provided an overview of three Healthy People 2030 objectives:

- Reduce nonfatal child abuse and neglect;
- Reduce maternal deaths;
- Reduce household food insecurity and hunger.

After the introduction, they discussed how the indicators are connected and current progress toward meeting their targets within the context of children and family health and well-being. The Oklahoma Perinatal Quality Improvement Collaborative shared details on their statewide effort to reduce maternal mortality and severe maternal morbidity and its alignment with the Healthy People 2030 Leading Health Indicator on maternal mortality.

Black Fertility Matters Webinar

Staff attended the webinar, *Black Fertility Matters: Stories, Myths, and Resources from Provider and Community Champions*. Although Black families are almost never depicted in materials regarding infertility, Black birthing individuals are 1.5-2 times more likely to experience infertility than all other women. A panel of speakers shared their stories, debunked myths, shared resources, and discussed policy changes necessary. The webinar was sponsored by the University of California, San Francisco.

Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement

Intern Working on Assessment of Health Equity Within the MCAH Program

University of Iowa College of Public Health intern, Dr. Jamie Christophersen, has started her summer-fall 2022 internship with the department. She is working to assess health equity within the MCAH program. To do this, she is adapting a validated staff survey to evaluate health equity from the Bay Area Regional Health Equity Initiative (BARHEI), condensed for a local health department in Minnesota. Dr. Christophersen plans to customize the survey even further for the Family Health team using resources from the Maternal Child Health Navigator learning portal. In addition to the staff survey, she is working on a simple customer satisfaction survey that will anonymously assess client perspectives on health equity during their interactions with the department. Upon completion of the project, Dr. Christophersen will complete a report with recommendations for improvement based on her findings.

Quad City Health Initiative Low Birthweight Taskforce

Staff met with Janet Hill, Rock Island County Health Department, and Nicole Carkner, Quad City Health Initiative (QCHI), to discuss available public health data related to low birth weight babies born in Scott and Rock Island counties. It was decided that the Low Birth Weight Taskforce should focus on evaluating data available for a subset of infants that are full term (37 weeks or more gestation by obstetric estimate), singleton (excluding twins and multiples), and that weigh 2499 grams or less. Available data was extracted from CDC WONDER and examined for factors that correlate with low birth weight.

It was observed that low birth weight occurred more often with these factors:

- Mother's race – Black or African American
- Mother's marital status – Unmarried
- Age of Mother – 20-24 years
- Mother's Education – HS grad/GED and 9th-12th with no diploma
- Birth Gender – Female
- Infants just under weight (2000-2499 grams)
- Birth – 1st born
- Gestational age of 37-38 weeks
- Pregnancy-associated hypertension
- Tobacco Use

It was observed that low birth weight occurred less often with these factors:

- Mother indicates "Not Hispanic"
- Mother's Race – White
- Mother's Marital Status – Married
- Mother's Education – Bachelor's Degree
- Birth - 2nd born
- Gestational age of 39-40 weeks

These factors appear to align with preliminary data shared by health systems. The next steps for the group are to share the findings with local stakeholders and ask for feedback and help identifying opportunities to improve. There was also discussion about how best to tell the story of low birth weight and its impact on cost and health burden throughout life course

Immunization Quality Improvement Project Six-Month Follow-up

Staff met with the state Immunization Quality Improvement Project representative for the six-month follow-up meeting for the Vaccines for Children Program quality improvement project. The meeting provided an opportunity to discuss barriers to vaccination in Scott County and ways to improve vaccination rates.

Assessment of Non-Public Schools Needs

Staff sent out the school needs assessment to all of the non-public schools to allow for selection of services for the 2022-2023 school year. Feedback on the services provided during the 2021-2022 school year was also part of the survey. The full report is Attachment 2.

Customer Satisfaction Survey Regarding Informing Services

The MCAH team conducted a survey of individuals that received Inform Completion services during April 2022. Feedback regarding the services offered by the department was positive. A detailed report of the survey findings in Attachment 3.

Build and maintain a strong organization infrastructure for public health

Department Infrastructure Teams Convene

Quality Improvement Council

The Quality Improvement (QI) Council met to regroup and reengage department efforts to achieve a culture of quality. Most staff on the council are new to QI, as are many newer staff members throughout the department. The council reviewed examples of past QI projects and the process for submitting and selecting QI project ideas. The group also reviewed the existing QI Plan and the Culture of Quality Assessment survey for staff. The council plans to present at the August All Staff meeting to re-introduce basic QI principles and educate staff on the assessment survey prior to sending it to them to complete.

Health Equity Committee

The Health Equity Committee has hosted two meetings with the new committee members. Initial work for the group will include participation in a committee-wide training on health equity utilizing the *Unnatural Causes* documentary; drafting a workplan for FY23 which will focus on infrastructure building, staff capacity, and implementing equity projects; and creating a final draft of the Health Equity Plan.

Legislative Committee

The Legislative Committee participated in a webinar with Deborah Thompson, Consultant, regarding the department's vision to build the capacity of staff and the Board of Health to engage in the legislative process. Staff and Board of Health training was discussed as well as steps to complete to organize the work.

Workforce Development Committee

A representative from the Workforce Development Committee had an initial conversation with the University of Iowa College of Public Health regarding a workforce development assessment. One of the criteria outlined in the Public Health Accreditation Board (PHAB) standards is that staff are assessed on core competencies. The last survey completed was in 2019; the pandemic slowed this process down. It is typically conducted every other year. The College of Public Health has managed the survey for the department in the past and also works with other local public health departments across the state on workforce development initiatives.

Workplace Culture Committee

While this committee had been in existence, it had no formal infrastructure to it. The committee is working on not only establishing that formal infrastructure to guide its work on operations, but also discussing initiatives that can be acted upon in the present to build the culture of the department.

Meetings Attended by Staff

Administrative On-Site Review of Community Health Care, Inc.
 Area 5 Healthcare Coalition
 Bettendorf Healthy Hometown Lunch & Learn
 BIX Medical Team Preparation
 City of Bettendorf Wellness Committee
 City of Donahue
 Community Health Assessment (CHA) Steering Committee (2)
 Dan Nickey, Iowa Waste Reduction Center
 Community Vaccine Planning Subgroup
 Douglas Macy, LiveStories
 Environmental Protection Agency Food Systems
 Food Rescue Partnership
 Genesis Hospital Patient Care Tech Oral Care Champion
 Home Visitation/Family Support (Scott County Kids)
 Iowa Caregivers Association/Mouth Care Matters
 Iowa Department of Public Health – Child and Adolescent Health Contractor Feedback
 Iowa Department of Public Health – I-Smile™ Silver
 Iowa Public Health Association Social Media Community of Practice
 Janet Hill, Rock Island County Health Department
 Julie Gagne, Lutheran Services in Iowa
 Lifelong Smiles Coalition
 Live Lead Free Quad Cities
 Lunch & Learn Lock Box Program, IDPH
 Nicole Carkner, Quad City Health Initiative
 Physical Activity Policy Research and Evaluation Network (PAPREN) Parks Workgroup
 PAPREN Transportation Workgroup
 PAPREN Workplace Workgroup
 Physical Activity Access project with the City of Buffalo and Bi-State Regional Commission (2)
 Pregnancy Resources
 Quad Cities Behavioral Health Coalition Steering Committee
 Quad Cities Centers for Medicare and Medicaid Services Disaster Planning Committee
 Quad Cities Substance Abuse Prevention Coalition
 Quad City Elderly Consortium
 Quad City Emergency Planning Committee
 Tobacco Free Quad Cities (TFQC)
 Ride the River (2)
 River Way Steering Committee
 Safer Foundation
 Sarah Taylor Watts, Iowa Department of Public Health
 Southeast Regional Call, Integrated Testing Services
 Tucker Cottrell, Qualtrics
 VFC Follow up meeting

WISEWOMAN Summer Meeting

Attachment 1: Reports from our database on education the department provided to the community, education the department provided to service providers, media inquiries and press releases/conferences

Attachment 2: School Health Services Report

Attachment 3: Maternal, Child and Adolescent Health Informing Customer Satisfaction Survey Report



Education provided between June 1, 2022 and June 30, 2022

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	6/6/2022	10	Safer Foundation	Tobacco Prevention
	6/7/2022	5	Hand in Hand Child Care	Medication Administration
<i>Safer</i>				
	6/7/2022	7	Safer Foundation	Child Health and Mental Health Services and Resources
<i>Service Providers</i>				
	6/2/2022	2424	Genesis	Oral Care and the Reduction of Non-Ventilator Hospital-Acquired Pneumonia



Media Inquiries between June 1, 2022 and June 30, 2022

Attachment 1

<i>Request Date</i>	<i>Nature of Request</i>	<i>Request From</i>	<i>Newspaper</i>	<i>Radio</i>	<i>Television</i>
6/22/2022	Covid-19 vaccine	Radio		WVIK Augustana	
6/28/2022	Other	Newspaper	Quad City Times		

School Health Services Report

2021-2022 School Year

Scott County Health Department

June 2022



School Health Services Survey

Nine non-public schools were sent a survey to evaluate the school health services provided by the Scott County Health Department (SCHD). Surveys were returned from all nine of the schools. A copy of the survey that was provided is available as an attachment to this report. Below are the responses to the survey.

Schools Completing the Survey

The nine schools that completed the survey are listed below.



All Saints
Catholic School



Assumption
High School



John F.
Kennedy
Catholic School



Lourdes
Catholic School



Morning Star
Academy



Quad City
Montessori
School



Rivermont
Collegiate



St. Paul the
Apostle
Catholic School



Trinity
Lutheran
School

Survey Results

Below is a detailed description of the feedback received for the school health services provided for the 2021-2022 school year.

Services Provided:

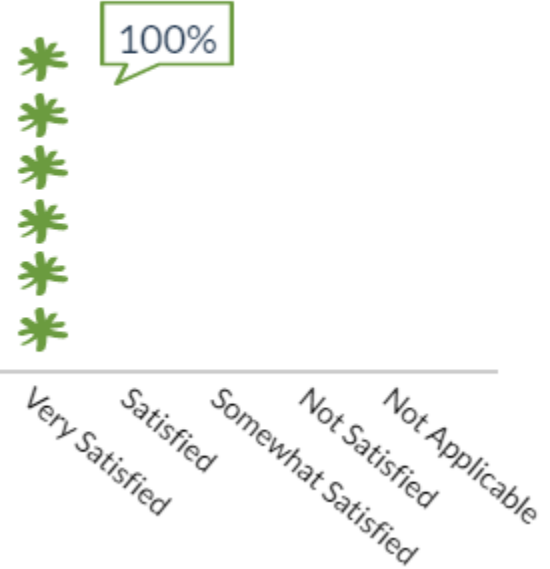
- Kindergarten Round-Up
- Health Record Coordination
- Preparation for Immunization Audit
- Preparation for Dental Audit
- Vision Screening for Grades K, 1, 3, and 5
- Dental Screening for Grade K
- Hearing Screening (for Non-AEA Schools)
- Maturity/Puberty Education
- Bloodborne Pathogens Training
- Medication Administration Training



Kindergarten Roundup & School Registration

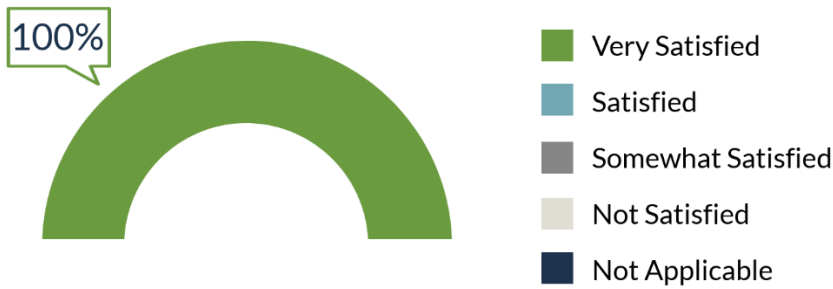
Six non-public schools received Kindergarten Roundup and School Registration services from the Scott County Health Department during the 2021-2022 school year. Of the six schools that received the services, all six (100% of those receiving the services) reported being “very satisfied” with the services that were provided.

Kindergarten Round Up/ School Registration



Audit Preparation (Immunization & Dental)

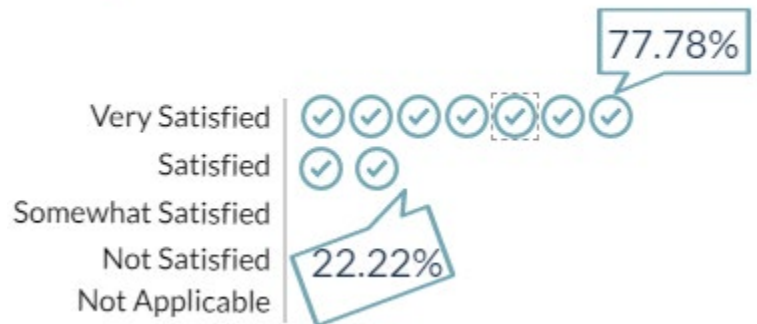
All (9) schools received Audit Preparation services during the past year (100%) and reported feeling “very satisfied” with the services received to prepare for immunization and dental audits.



Health Screenings (Vision, Hearing, Dental)

Nine schools (100%) received health screening services, including vision, hearing and dental that were provided by the Scott County Health Department. Seven schools (77.78%) were “very satisfied,” and 2 schools (22.22%) were “satisfied” with the health screening services.

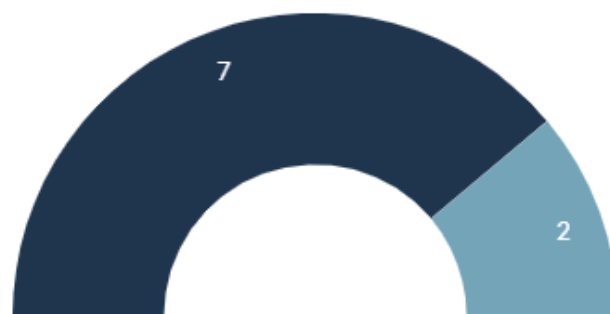
Health Screenings





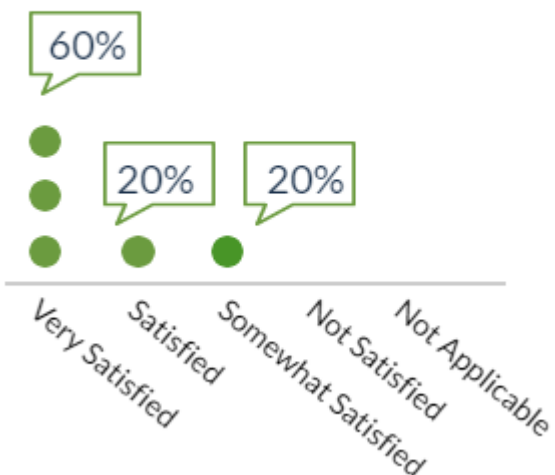
Communicable Disease & School Health Information

Communicable disease and school health information was provided by the Scott County Health Department to all 9 of the Scott County non-public schools. Seven schools (77.78%) were “very satisfied,” and 2 schools (22.22%) were “satisfied” with the services that were provided.



Very Satisfied (77.78%) Satisfied (22.22%)

Classroom Education (Puberty, Handwashing, etc.)



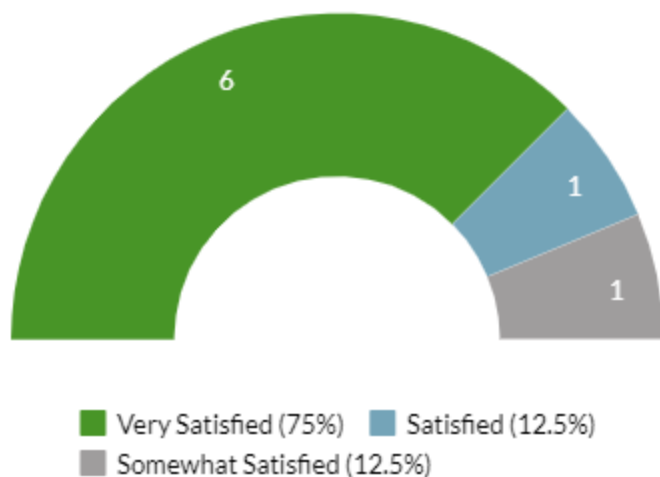
Classroom Education (Puberty, Handwashing, etc.)

Five of the 9 schools surveyed received staff and classroom education services from the Scott County Health Department. 60% of the schools reported being “very satisfied,” 20% reported being “satisfied,” and 20% reported being “somewhat satisfied” with the services for the 2021-2022 school year.



Staff Training (Medication Administration, Allergies, Bloodborne Pathogens)

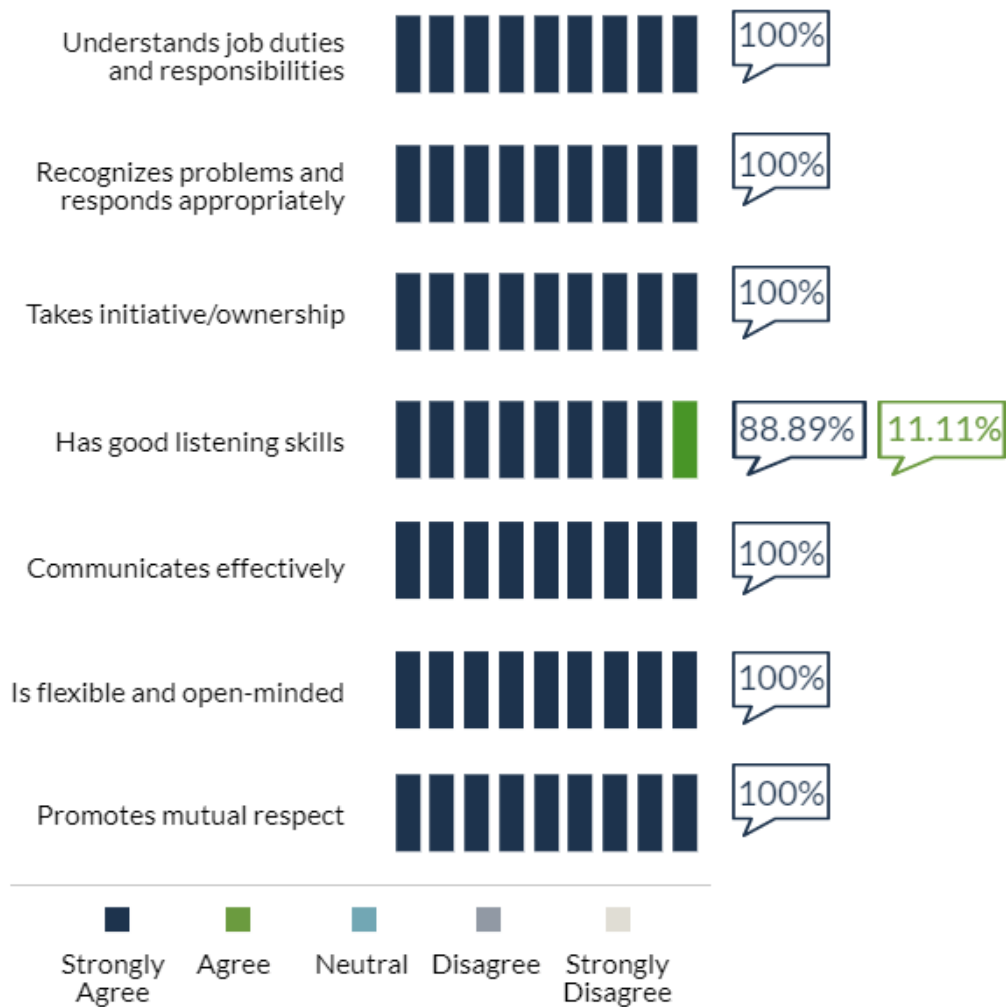
Eight of the 9 schools surveyed received staff training services from the Scott County Health Department. 75% of the schools reported being “very satisfied,” 12.5% were “satisfied,” and 12.5% were “somewhat satisfied” with the services for the 2021-2022 school year.



School Nurse Consultant Rating:

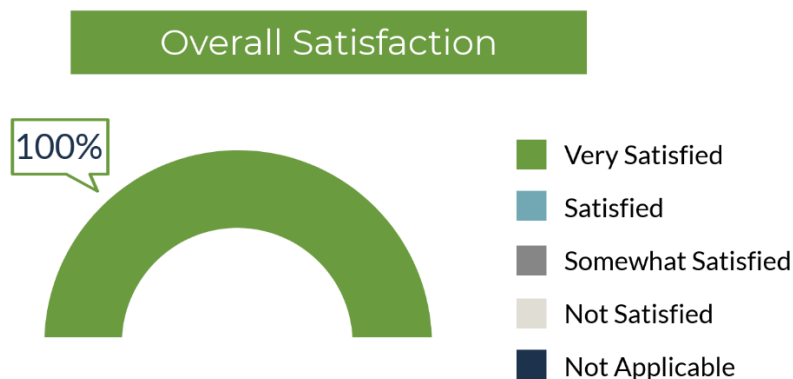
In addition to rating the level of satisfaction with school nursing services, schools were asked to rate the school nurse consultant assigned to their school according to her ability to carry out the following seven competencies. Respondents provided positive responses with regard to the school nurse consultant. All nine schools indicated “strongly agreeing” or “agreeing” with each of the statements regarding her abilities.

My Nurse Consultant...



Overall Satisfaction Level

All nine schools receiving non-public school nursing services during the 2021-2022 academic year reported they were “very satisfied” with the services received.



Conclusion

Each of the nine schools receiving school nurse consultant services completed and returned surveys for the 2021-2022 school year. All nine of the schools responded they were “very satisfied” with the services they received from the school nurse consultant program.

In response to questions regarding the school nurse consultant assigned to their school, the response was overwhelmingly positive. Each school reported “strongly agree” or “agree” that the school nurse consultant understood her job responsibilities and duties, recognizes problems and responds appropriately, takes initiative/ownership, has good listening skills, communicates effectively, is flexible and open-minded, and promotes mutual respect. Overall, all 9 schools (100%) responding to the overall level of satisfaction question were “very satisfied” with the school nurse consultant assigned to their school.

Due to the high level of satisfaction with the school nurse consultant and the non-public school services received, the non-public school nursing program remains an effective and high-quality program serving over 3,000 students within Scott County. This report will be provided to the department’s Quality Improvement Council to discuss any additional follow-up based upon survey results.

Maternal, Child and Adolescent Health Informing Customer Satisfaction Survey Report

June 2022



Background

Reaching out to newly eligible families with Iowa Medicaid coverage has been a core part of the Title V Maternal Child and Adolescent Health (MCAH) program. This type of outreach is termed Informing, which includes a series of letters and phone call attempts to reach families within the month they are first eligible for Iowa Medicaid. The goal of informing is to have a live conversation with the client or parent to discuss the new benefits and make sure they have what they need to access health care and community resources. This live conversation is called an Inform Completion.

It is important to assure that services delivered to families are helpful and relevant. The following report will detail the survey of newly eligible clients who completed an informing call with Scott County Health Department (SCHD) staff during the month of April 2022. The survey's intent was to evaluate the quality of informing services, cultural relevance, overall client satisfaction, and screen for disparate responses between different racial and ethnic groups. Priority population groups for the MCAH program have included African American/Black and Hispanic/Latinx. Scott County has a diverse population, and it is important to know if the services delivered meet clients' needs.

Methods

Clients who completed an informing call with SCHD staff in the month of April were asked about their experience in a follow-up call in May. Participants were asked to rate a series of statements using a Likert-type scale. The survey was created based on similar surveys done in the past and uses questions developed by SCHD's Quality Improvement Council. The first several (1-6) were standard SCHD questions and (7-9) were specific to the services provided. A tenth question asked participants to identify their race/ethnicity from the list of options available in the MCAH database. This information was asked with the intent to assess whether or not the customer service experience was equitable among various groups. Two additional questions (11 and 12) were optional/open-ended questions. See Attachment 1 to for the Survey Script and Questions. Participants were thanked for their time and valuable feedback that will be used to improve future services. The responses were recorded for evaluation and reporting.

Results

Inform conversations were completed with 76 families (households) in the month of April 2022. One call attempt was made to each of these families to complete a customer satisfaction survey to evaluate the quality and cultural competency of the informing discussions. Of these, 28 answered the phone and completed the survey, a 37% percent

response rate. An additional six answered the phone, but refused to complete the survey. There were 42 families/households that did not answer the phone call.

Participants rated each statement using a five-point scale with “Strongly Agree 5” being the highest score, and “Strongly Disagree 1” being the lowest score. A score of three indicated “Neutral.” Overall, clients gave positive ratings, with an average score per question of 4.88. The most frequently occurring score given was a five. Each of the statements were rated as follows:

SCHD staff was respectful. Two indicated they “Agree” and 26 indicated they “Strongly Agree” for an average score 4.93 out of five.

The service provided to me was easy to access. One “Neutral” rating for the survey was given in response to this statement. In addition, three participants indicated “Agree” and 24 indicated they “Strongly Agree” for an average of 4.82 out of five. The lower ratings, “Neutral” and “Agree,” were from clients who identified as white.

SCHD provided services in a format I can understand. One indicated they “Agree” and 27 indicated they “Strongly Agree” for an average score 4.96 out of five.

Staff respected my cultural and language needs. One indicated they “Agree” and 27 indicated they “Strongly Agree” for an average score 4.96 out of five.

The education and service I received today was helpful for my family. Three indicated they “Agree” and 25 indicated they “Strongly Agree” for an average score 4.89 out of five.

I am likely to recommend these services to others. Three indicated they “Agree” and 25 indicated they “Strongly Agree” for an average score 4.89 out of five.

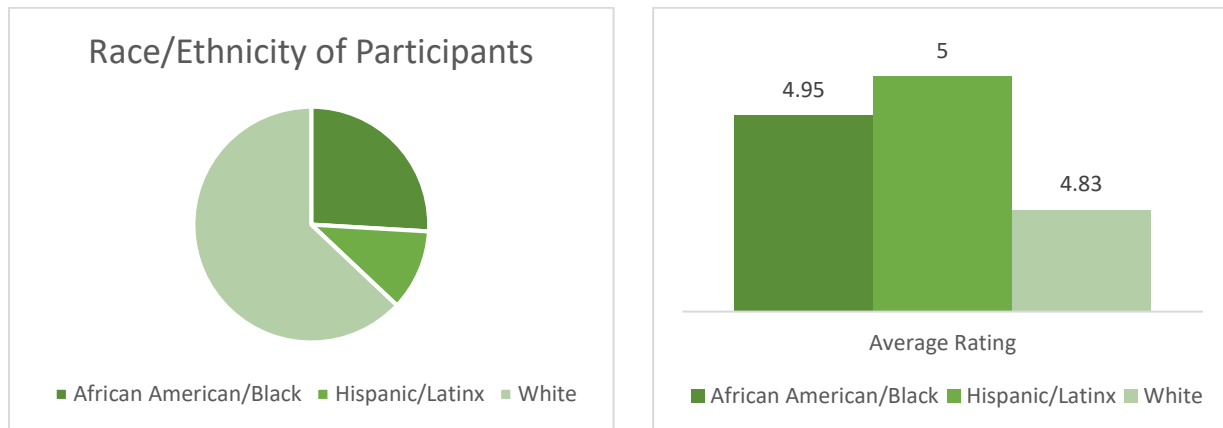
The informing call helped me better understand how to use my (or my child’s) health insurance. Three “Neutral” ratings for the survey were given in response to this statement. In addition, two participants indicated “Agree” and 24 indicated they “Strongly Agree” for an average of 4.79 out of five. The lower ratings, “Neutral” and “Agree,” were from clients who identified as white. This was the lowest rated statement of the survey.

The informing call made it easier for me to find providers like doctors and dentists for my child. One “Neutral” rating for the survey was given in response to this statement. In addition, three participants indicated “Agree” and 24 indicated they “Strongly Agree” for an average of 4.82 out of five. The lower rating, “Neutral” was from a client who identified as white. The lower ratings “Agree” were from one client who identified as African American/Black and two clients who identified as White.

Overall, I was satisfied with the service and information I received. Three indicated they “Agree” and 25 indicated they “Strongly Agree” for an average score 4.89 out of five. The lower

ratings “Agree” were from one client who identified as African American/Black and two clients who identified as White.

Participants were asked to identify their race or ethnicity during the survey. Seven identified as African American/Black, three identified as Hispanic/Latinx, and 17 identified as White. While all participants rated the informing service fairly high, those identifying as Hispanic/Latinx rated the services the highest, followed by African American/Black. Participants identifying as White rated the services the lowest.



The survey collected additional comments to the following open-ended questions:

If the SCHD could improve one thing about the informing services, what would it be:

“Don’t know”

“More information on providers for Iowa Total Care”

“Have a list of providers that are accepting new patients”

“A little faster with the process”

Additional comments:

“Believes Care for Kids has the wrong email address”

“Everything was good”

“Did excellent first time having this service and it felt as if I had it for years”

“Satisfied with everything”

“Gave me everything that I needed”

Conclusions

The results of the customer satisfaction survey demonstrated a high level of satisfaction with the informing services provided by staff at Scott County Health Department. The survey gave some reassuring indications that staff efforts to offer equitable services may be effective. Ratings between different racial and ethnic groups were very slight. Participants identifying as African American/Black or Hispanic/Latinx actually rated the service slightly higher than those identifying as White. No significant disparities exist in the customer service experiences of racial and ethnic minority groups at this time based on the results of the survey.

With regard to customer satisfaction in general, the statements rated the lowest were related to accessibility of information, understanding how to use health coverage, and finding providers. Participant comments about needing more information about their MCO and wanting an accessible list of providers may point to the need for continually improving communication and follow up with clients receiving informing services. This gives the MCAH team some areas for further discussion and areas for improvement in the future. This report will be provided to the department's Quality Improvement Council to discuss any additional follow-up based upon survey results.

Informing Survey Script and Questions

Hello. I am calling with Scott County Health Department’s Care for Kids program asking a few quick survey questions about a recent call with our staff. The survey information helps us improve future calls and make sure we are providing culturally relevant service. Your information is confidential and answers are anonymous.

Please rate the following statements on a scale of one through five, with one (1) indicating you strongly disagree, and five (5) indicating you strongly agree.

Last month we called people who were newly eligible for health coverage to explain their benefits and make sure they had providers and resources they need. During that call, would you say that:

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1. SCHD staff was respectful.					
2. The service provided to me was easy to access. (ie. time of day; someone picked answered if calling back)					
3. SCHD provided information in a format I could understand.					
4. Staff respected my cultural and language needs.					
5. The education and service I received today was helpful for my family.					
6. I am likely to recommend these services to others.					
7. The informing call helped me better understand how to use my (or my child’s) health insurance.					
8. The informing call made it easier for me to find providers (like doctors and dentists) for my child.					
9. Overall, I was satisfied with the service and information I received.					

10. Please identify your race and ethnicity: Unknown Declined

Black/African American

Asian Indian

Alaska Native

White

Chinese

Native Hawaiian

Asian

Vietnamese

Samoan

Filipino

Hispanic/Latino

Guamanian/Chamorro

Japanese

Mexican

Pacific Islander

Korean

American Indian

Other

11. If staff could improve one thing, what would it be?

Other Comments: