



Scott County Health Department

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Director's Report to the Board of Health January 12, 2024

Director's Attended Meetings –

- Iowa Counties Public Health Association (ICPHA) (2)
- Live Lead Free Quad Cities
- Nicole Carkner, Quad City Health Initiative
- Local Public Health Collaborative Planning Committee
- Juvenile Detention Directors and Iowa Department of Health and Human Services (HHS)
- Joy Harris, Public Health Accreditation Board (PHAB)
- Leslie Mussmann, HHS and Opioid Team
- Opioid Settlement Steering Committee
- National Weather Service Winter Weather Briefing (2)
- Jail Mental Health Protocol with Genesis Psychology Associates, Community Services, Juvenile Detention, and Jail Medical
- Jail Record System Replacement Project Kickoff with Crowe Consulting

Introduction of new employee:

Jessica Riddick, Office Assistant December 27

Assessment

Assess and monitor population health status, factors that influence health, and community needs and assets

Access to Care Workgroup

The Access to Care Workgroup met for a second time and started discussing what relevant data workgroup members have access to at their organizations. Some examples included ridership data from MetroLINK, referral data from Quad Cities Open Network, and needs assessments conducted on community services and transportation needs by Project NOW. Workgroup members are being asked to submit data they have access to so it can be shared with the larger group. During the previous meeting, workgroup members expressed strong interest in conducting focus groups with community members to gather qualitative data to better understand access to care issues; during this meeting initial questions and groups to meet with were discussed. The group will continue to meet on a regular basis throughout 2024 (every other month) to keep conversations and initiatives moving forward.

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

Communicable Disease Program

A total of six confirmed communicable diseases were reported during December. They included three cases of campylobacteriosis, one e.Coli infection, and one case each of hepatitis C and cyclosporiasis.

Rabies Risk Assessments

In December, 24 individuals required rabies risk assessments after exposures to 14 dogs, nine cats, and one bat. Nine victims were recommended for rabies prevention treatment for high-risk exposures or bites above the shoulders and four victims started the treatment.

Childhood Lead Poisoning Prevention Program

In December, there were eight children receiving individual lead case management. Of those, six had a blood level less than 15 ug/dL, two had a blood lead level between 15-19 ug/dL, and none had a blood lead level between 20-44 ug/dL. Seven children with an initial blood lead level between 10-14 ug/dL received supportive services (visual inspections, education over the telephone, appointment reminders) for lead poisoning during the month. Of those, three had a blood lead level between 10-14 ug/dL and four had a blood lead level less than 10 ug/dL. These children receive public health nursing support until two consecutive blood lead levels equal to or below 3.5 ug/dL are obtained.

Four children utilizing the department's immunization clinic accepted lead testing services at their December appointment. Two children were under three years of age and two were ages three and older. Two children accepted testing services at WIC. There were no new positives identified during these efforts.

Sexually Transmitted Disease Program

Fifty-one individuals received sexually transmitted infection (clinic) services during December. Two clients tested positive for chlamydia, two clients tested positive for gonorrhea, and three clients tested positive for syphilis at the Health Department's sexual health clinic. In total, 71 cases of chlamydia, 33 cases of gonorrhea, 11 cases of syphilis, and one HIV case were reported in Scott County during the month. There were 10 additional syphilis results and two HIV results that were investigated and determined to be out of jurisdiction, not identified as a case, or had a pending case. These cases were closed, referred, or remained open pending additional results.

Policy Development

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

Winter Wellness Event

On December 4th, staff spearheaded and participated in the Winter Wellness event at the Downtown Public Library. The Winter Wellness event served over 200 participants by providing ease of access to numerous health and wellness resources including: winter coats, hats, and

gloves; toothbrushes and oral health education; hot food provided by St. Anthony's parish; financial literacy education; behavioral health support; and many other social service resources. Organizations in attendance distributed \$650 in bus tokens, 90 blankets, 50 throws, and 90 pairs of socks to the community. Additionally, 69 HIV tests and 15 flu shots were administered. The influenza vaccine is donated to the department by St. Ambrose University.

Hands-Only CPR Training

The Quad Cities HEARTSafe Coalition (QCHC) provided a free 30-minute hands-only CPR training for Habitat for Humanity, at the Winter Wellness Fair, and during the first quarterly public QCHC training hosted at the Genesis Heart Institute. More than 115 people learned the two important steps to Hands-Only CPR and each organization represented received a free American Heart Association Family & Friends Anytime kit with a DVD and mini rescue Annie.

Education Provided to Students at Safer Foundation

Staff gave a presentation to students at Safer Foundation on services provided by the Child and Adolescent Health (CAH) Program, Hawki coverage, and the importance of having a doctor, dentist, and vision care provider. Staff provided hand hygiene education with a handwashing skills demonstration and activity for the students.

Medication Administration Skills Competency Assessments

Staff completed medication administration skills competency assessments with seven child care staff that took training in November. For training credit, each participant completes a one-hour skills assessment within 30 days of the initial training. All seven child care staff successfully completed the skills assessment. Department staff continue to complete medication skills assessments with child care providers that take the training online or are due for re-assessment. The re-assessments are completed every two years for Iowa's Quality Rating and Improvement System, IQ4K.

Palmer Hills Retirement Community Learning Day

Staff participated in a day of learning and sharing at Palmer Hills Retirement Community where they presented information on the prevention of hospital acquired pneumonia through oral care. Attendees had the opportunity to ask questions, discuss their own oral health concerns, and receive program information and oral hygiene supplies.

Dental Screening Training

Staff presented training to school nurses on how to provide student dental screenings. This training will support compliance with Iowa's School Dental Screening requirement for kindergarteners, as nurses may complete the dental screening for that age group.

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

Tobacco-Free Quad Cities Full Coalition Meeting

At the December Tobacco-Free Quad Cities (TFQC) coalition meeting, attendees participated in a partnership assessment. The assessment reviewed the various sectors represented within the coalition and determined their level of involvement. This information will be helpful as the coalition focuses their work on targeted recruitment of members. The coalition meeting also

provided attendees an opportunity to network and hear about work being done in the community related to tobacco. The members decided to meet monthly going forward.

Family Health Team and CHC Meet Regarding Community Health Workers

The Family Health Team met with Ellie Kenney, Community Health Care, Inc. (CHC) Population Health Manager, to learn more about CHC's Community Health Worker Program and other population health projects. Staff identified areas to collaborate including working with CHC staff to help clients navigate health insurance options within the HealthCare.gov Marketplace and assisting with presumptive eligibility determinations for Medicaid plans.

Food Safety Task Force

Staff hosted a Food Safety Task Force meeting with 13 food operators in attendance. The topics discussed included an introduction to department staff, Farmer's Market updates, Annual Temporary License changes, long term corrective action expectations, inspection frequencies, certified food protection manager information, and quality improvement projects. The meeting was successful and allowed for engagement with food operators outside of the inspection realm. Staff plan to offer two Food Safety Task Force meetings in 2024.

Bethany for Children & Families Give Kids a Smile Program

Staff attended a meeting with the Bethany for Children & Families Give Kids a Smile Program to discuss collaboration between the I-Smile™ Program and the Bethany Dental Bus to improve dental outcomes for Scott County children. The program is operating on the Illinois side of the Quad Cities and is still working on Medicaid credentialing before they could function on the Iowa side. The parties agreed to communicate and collaborate on efforts once the program is ready to offer services in Iowa.

Oak Street Health Open House

Staff attended an open house at Oak Street Health, a new primary care clinic focusing on meeting the needs of older adults and providing geriatric health care. The organization, that recently merged with CVS, has opened two Quad City locations this year - Davenport and Moline. Staff were able to educate clinic staff on the I-Smile™ Silver Program in an attempt to establish a referral relationship and look for other partnership opportunities.

Community-Based Healthy Pregnancy Program

Healthy Pregnancy Program staff continue to reach new and expecting parents in the region with enhanced health education for pregnancy and childbirth, lactation classes, and psychosocial supports. Each month they provide care at nine locations in the region including the department, CHC-Edgerton OBGYN clinic, The Group OBGYN clinic, and at WIC clinics in Cedar, Clinton, Jackson, and Scott Counties. Each satellite clinic graciously offers space for staff and works side-by-side with Healthy Pregnancy staff to offer customized care for mutual patients. This demonstrates the versatility of public health to provide services through collaborative partnerships and creative systems.

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

2023-2024 School Immunization Audits

Immunization audits for K-12 schools were completed and reported to the Iowa Department of Health and Human Services (HHS). The total Scott County student enrollment was 28,686 for the 2023-2024 school year. Of the 28,686 students enrolled, 26,949 (93.94%) students had certificates of immunizations, 351 (1.22%) students had provisional certificates, 1,237 (4.31%) students had religious exemptions, 51 (0.18%) students had medical exemptions, and 98 (0.34%) students had an unacceptable or no certificate of immunization (Attachment 2).

There was a slight decrease in the total enrollment (29,026) for the county, with small increases in provisional certificates (328) and religious exemptions (1,177) when compared to the 2022-2023 school year. However, the total number of invalid or unacceptable certificates (154) decreased this school year.

Workplace CHANGE Tool Recommendations

Staff met with the American Industrial Door Company to review the workplace Community Health Assessment and Group Evaluation (CHANGE) Tool recommendations. During the meeting, staff expressed interest in adopting a lactation policy and tobacco-free/nicotine-free policy. Staff will assist with sample language for both policies.

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

Founded Food Service Complaints

Facility	Reason	Complaint Status
HyVee, West Locust Street, Davenport	Small Fire	Resolved
Tommy's Café, West 3 rd Street, Davenport	Sanitation	Ongoing
Lamp Litter Inn, South Grove Street, Walcott	Sanitation, Date Marking, Temperatures	Resolved
Davenport Square Restaurant, West Kimberly Road, Davenport	Pests	Resolved
Village Inn, North Harriston Street, Davenport	Sanitation	Resolved
Tiphany's, East 2 nd Street, Davenport	Sanitation	Ongoing

Tattoo Program

Three new tattoo establishments were inspected and approved for licensing. One is in Clinton County. Of the two in Scott County, one is an existing business which moved to a new location. In one of the new tattoo establishments, staff found an improper drain installation; the drainpipe was corrugated. Drainpipes are required to be smooth. Once a proper pipe was installed, approval for licensing was sent to the state.

Hotel Program

Staff investigated a justified complaint at the Ramada Hotel in Bettendorf. The complaint included stained bedding and a lamp shade decorated with push pins which protruded creating

a hazard when reaching for the lamp switch. The owner was advised to put the room out of service until the violations have been corrected.

The Iowa Department of Inspections, Appeals, and Licensing (DIAL) notified contractors that they have drafted a bill for the 2024 Iowa Legislative Session that would repeal the requirement that DIAL or local boards of health conduct biennial sanitation inspections of hotels in Iowa. The bill moves certain provisions associated with inspections to a section regarding inspection upon complaint; complaint inspections would continue to be required.

Assurance

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

MEDIC EMS of Scott County

At 23:59 on December 31, 2023, Linda Frederiksen, MEDIC EMS Director, completed the official radio notification of MEDIC EMS being out of operation and at 12:00 on January 1, 2024, Paul Andorf, MEDIC EMS of Scott County Director, completed the official radio notification of MEDIC EMS of Scott County becoming operational. This transition was monumental as MEDIC EMS became a unit of Scott County government and ended the “first phase” of the transition. As implementation is underway, the work continues as approximately 150 staff begin to utilize new software for things like documenting their time and attendance, accessing their email, purchasing items, etc. Full integration is expected to take months, if not years, but these efforts do not have a direct impact on patient care. Director Andorf reported that operations are going well. The service’s Iowa license was received following a December 29th inspection. The MEDIC EMS of Scott County Transition Team will be meeting every other week as the broad-based support of the team becomes more targeted amongst various departments.

Non-Public School Health Screening

Staff conducted health screenings at two non-public schools during December. Thirty kindergarten students received dental screenings and 233 students received vision screenings. Four students were referred for a dental evaluation and 20 were referred for a vision evaluation. Screenings will continue with the remaining non-public schools in January.

Community-Based HIV, Hepatitis C, and Syphilis Screening

Staff administered HIV, hepatitis C, and syphilis screenings at Iowa Harm Reduction Coalition-Quad Cities. HIV and hepatitis C testing were also conducted at the Center for Behavioral Health. Both of these settings serve individuals at higher risk, which are targets of the department’s efforts.

Examples of Care Coordination Provided for Pregnant Clients

In December, staff with the Healthy Pregnancy Program connected with a client who moved from Illinois with her Illinois Medicaid discontinuing due to the move and who was currently uninsured. Staff completed a Medicaid presumptive eligibility application for the client allowing her to have immediate Iowa Medicaid support. The client had already established prenatal care at an obstetrical office and was very grateful for the assistance because she was unable to find

anyone else who could get her urgent coverage.

In another example, a newly Medicaid eligible pregnant mom called the Child Health Program with concerns about her Medicaid coverage. She had her Medicaid ID number, but no other information such as managed care organization (MCO) or coverage specifics. She was also in need of a dentist and other resources. Staff retrieved her profile in the state databases, noticing eligibility discrepancies between the different systems and confirmed eligibility in the appropriate Medicaid verification portal. The client was given the information she needed for dentists and pregnancy/infant resources. Later the client reached out requesting help with the Medicaid transportation service because she needed eligibility verification to schedule a ride to her ultrasound appointment. After an hour and a half conference call between the client, the transportation company, the MCO, and department staff, the client had a ride to her ultrasound appointment scheduled. The department strives to make the connections work for clients so that they are successful in accessing the care needed.

I-Smile™ Silver Success Related to Emergency Department Referral

Staff called a client in follow-up to an Emergency Department referral earlier in the year. The client was referred to a dental office accepting new clients with Medicaid, but was unable to get through after leaving several messages. The client was also very worried about her living situation; she was staying with a sister who was moving out of state, which would leave her with no place to live. With a previous eviction on record, she could not find anyone who would rent to her, and she was unemployed. Staff encouraged her to keep trying and encouraged her to take her oral health one step at a time. Staff scheduled an appointment with the office to which she had been referred to address an abscessed tooth. A week later the client called to share her excitement. She got a new job and appreciated the encouragement to keep trying. The following week, the client called to share that she found an apartment manager that would rent to her. Finally in mid-December, the client called to let staff know that she had finally made it to the dentist and had a great experience. She would have a whole new smile in three months with zero out of pocket expense! There was a lot of work to do; the remaining teeth would need extraction and dentures made. The client said that I-Smile™ Silver was the reason her life is better now, and she would not have moved forward without staff's help. She had wanted a nice smile for a very long time. It is through one-on-one care coordination focused on the whole person that transformations like this one become possible.

Dental Screening, Education, and Fluoride Varnish

Staff provided dental screening, education, and fluoride varnish to children at nine early childhood centers and elementary schools. Children learned the basics of teeth formation and how to take care of them with daily brushing.

Medicaid Outreach Project

At the December Maternal Health Contractors' meeting, HHS consultants shared information about a special outreach project to assist those program clients who may have lost Medicaid coverage during the unwinding during the summer and fall of 2023. HHS staff secured HRSA funding to support agencies in reaching out to clients served by the Healthy Pregnancy Program in the past year to offer insurance coverage resources. The project activities and funding availability are expected to begin in January 2024.

Build and support a diverse and skilled public health workforce

Certified Pool Operator Course

Staff completed certified pool operator (CPO) training. Pool and spa inspection staff are required to be a CPO; recertification occurs every five years. The training course covers pool/spa operations including chemistry, record keeping, inspection requirements, filtration, circulation, sanitation, etc. To receive certification, attendees must pass an exam.

Regional Traffic Safety Workshop

Staff attended the Regional Traffic Safety Workshop hosted by Bi-State Regional Commission. Speakers covered trends on traffic safety, safe systems approach, and an overview of field experiences for conducting road safety assessments and audits. The opening keynote, Mark Doctor, Federal Highway Administration Resource Center, emphasized that transportation planners need to take a public health approach to reduce the number of fatalities and injuries.

Advocacy Training

Staff attended an advocacy training sponsored by the National Environmental Health Association (NEHA) and the Iowa Environmental Health Association (IEHA). The webinar discussed methods and ways of speaking to legislators, marketing strategies, and expressed the importance of the environmental health field.

Advanced Epidemiology Course

Staff attended *Advanced Epidemiology: Introduction to Disease Investigations and Outbreaks* presented by Diana Von Stein, HHS Regional Epidemiologist. The training reviewed basic epidemiology, expectations of local public health partners, enteric exclusions, Class A bio-preparedness agents, and statistical data. The attendees were presented with a foodborne illness outbreak scenario that included how to complete a disease investigation.

Community Health Dental Coordinators Webinar

Staff attended a Health Resources and Services Administration (HRSA) sponsored webinar about community health dental coordinators and how they can integrate care into health centers to improve health outcomes. This dental model is based on concepts like the community health worker model, where individuals from within a specific population group are trained to better connect with clients/peers.

DIAL Required Training and Knowledge Checks Completed

Food inspection staff completed required on-line training and knowledge checks from DIAL regarding Home Food Processing Establishments, labeling requirements, made-to-order clarifications, and updates to Annual Temporary and Farmers Market Licenses.

Dental Education

To continue to enhance and improve services, staff completed continuing education sessions on several topics including dental caries, connecting risk assessment with cultural awareness, dental fear and anxiety, providing care to autistic individuals, and using minimally invasive care to reduce tooth decay.

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

ITS and CBSS Monitoring Visit

The HHS HIV and Hepatitis Prevention Program team conducted a virtual site visit in December. The monitoring visit included a programmatic review of Integrated Testing Services (ITS) and Community-Based Screening Services (CBSS) activities. No deficiencies were identified during the site visit and the department received praise for its work in the community.

Medicare Certified Agency Functional Exercise

Preparedness staff assisted with the Quad Cities Medicare Certified Agency functional exercise. In a functional exercise, participants react to realistic, simulated events and implement their emergency response plan and procedures. The exercise scenario involved an active shooter at a healthcare facility. Planning committee members were at the simulation cell (sim cell) and helped with phone calls: answered phones when facilities called, and made separate phone calls with exercise injects. Participants received exercise modules via Alert Iowa and they submitted documentation which the planning committee could view in real time. This allowed the committee to be hands-on and communicate with the participants more than in last year's exercise.

Food Program Quality Assurance Inspections

The Food Inspection Team completed three quality assurance inspections during the month of December. Quality assurance inspections are required for regulatory programs who are enrolled in the Food and Drug Administration's Retail Regulatory Food Program Standards. Quality assurance inspections are required under Standard 4 which applies to having a uniform inspection program.

Build and maintain a strong organization infrastructure for public health

PHAB Reaccreditation Update

An overview of the Public Health Accreditation Board (PHAB) reaccreditation process will be provided as the Board of Health Orientation. Going forward, this section of the Director's Report will be used to update the Board on the department's progress towards submission. Following the December 2023 Board of Health meeting, the department's reaccreditation application was submitted and approved; the deadline for documentation submission is June 21, 2024.

Department Infrastructure Teams

Quality Improvement Council

The Quality Improvement (QI) Council is planning a live-learning session at the February All Staff meeting on the Plan Do Study Act (PDSA) cycle. The QI Council reviewed the progress of customer satisfaction surveys for each service area, as well as the Food Program's QI project. The revised QI Plan and attachments were compared to the PHAB requirements and is under final review.

Health Equity Committee

The Health Equity Committee provided an overview of the department's first Health Equity Assessment at the December All Staff meeting. Results addressed successes and potential areas for growth:

- Successes: Strong understanding of health equity and social determinants of health; work promotes health equity; and staff and programs engage with a variety of types of community groups to address health equity.
- Potential areas for growth: Increasing comfort level with discussions surrounding race and racism; continued training for staff, community partners, and larger community; and focus on community engagement.

The Committee also facilitated a panel discussion with department staff that have been successful in engaging the community and specific populations for program planning and education. Staff shared their experiences and tips for being successful in these activities. The committee will continue to promote and provide support for community engagement efforts.

Health Promotion Team

The Health Promotion Team reviewed the COVID promotions with vendors Mesmerize and OnMedia and prepared for the January All Staff presentation which will focus on the Annual Report. The team is developing a virtual background for the department that can be used by staff on various platforms (such as WebEx or Zoom). The team reviewed PHAB assignments and identified ideas for evidence to be prepared for submission by the team.

Legislative Committee

The Legislative Committee sent a "Back to Session" packet to Scott County's state legislators. The packet included a copy of the department's FY23 Annual Report as well as a letter that included information regarding where to access the Director's Report and the Board of Health position statements on the department's website, a listing of current department projects, and an offer to connect regarding public health topics and the Scott County Health Department. The Committee is also preparing information for city elected officials that describes services provided and includes city-specific information when possible.

Workforce Development Committee

The Workforce Development Committee presented on the 10 Essential Public Health Services at the December All Staff Meeting. After an introduction of each essential service, examples of the essential service "in action" from across the state were shared, and then groups of staff discussed ways the department had worked in each essential service during 2023. The activity combined learning and a reflection on the work of the department in 2023. The committee continues to work on various plans and monitor staff continuing education hours.

Workplace Culture Committee

As part of the department's commitment to DISC personality profiles, the Workplace Culture Committee developed a DISC wheel that combines all staff within the department on one wheel. This wheel has been displayed and will be updated as new staff complete the

assessment. Infographics regarding the various DISC personality types were posted with the wheel. While staff represent all four primary personality types (Dominance-D, Influence-I, Steadiness-S, and Conscientious-C), the most identified are S and C, or some combination of the two. The Committee is also planning a staff feedback session in February regarding the role of relationships in making a great day at work.

Meetings Attended by Staff

Access to Care Workgroup
American Industrial Door Company
Be Healthy QC State Update
Climate and Age Friendly Communities
Community Health Assessment (CHA) Steering Committee
Community Outreach
Give Kids A Smile Bethany Dental Bus
Iowa Immunizes Coalition
Iowa Public Health Association Legislative Forum
Jean Hansen, QCR Holdings (Quad City Bank & Trust)
Live Lead Free Quad Cities
Lourdes Juan, Knead Tech
Maternal Health Monthly Contractors
Oak Street Health
Physical Activity Policy Research and Evaluation Network Transportation Workgroup
Quad Cities Medicare Certified Agency Disaster Planning Committee
Quad Cities HEARTSafe Coalition
Quad Cities Housing Cluster
Quad Cities Substance Abuse Prevention Coalition
Quad City Elderly Consortium
Quad City Emergency Planning Committee
Quad City Local Emergency Planning Committee
Quad City Regional Disaster Conference Planning Committee (2)
River Way Steering Committee
Scott County Kids Health Committee
Service Area 5 Healthcare Coalition
Service Area 5 Healthcare Coalition Stop the Bleed Update and Planning Committee
Teresa Pangan, UnityPoint Health
Tobacco-Free Quad Cities (TFQC) Full Coalition
YMCA of the Iowa Mississippi Valley Child Care and Family Services

Attachment 1: Reports from our database on education the department provided to the community and education the department provided to service providers

Attachment 2: 2023-2024 School Immunization Audit Results



Education provided between December 1, 2023 and December 31, 2023

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	12/1/2023	250	Northeast Elementary School	Dental Education
	12/4/2023	25	Prince of Peace Preschool	Dental Education
	12/7/2023	50	McKinley Elementary School	Dental Education
	12/11/2023	200	Mark Twain Elementary School	Dental Education
	12/14/2023	70	Truman Elementary School	Dental Education
	12/15/2023	350	Grant Wood Elementary	Dental Education
	12/20/2023	6	Safer Foundation	Adolescent Health

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	12/27/2023	12	Rosecrance	Sexual Health
	12/27/2023	16	Rosecrance	Sexual Health
<i>Service Providers</i>				
	12/1/2023	1	Northeast School	Dental Screening
	12/5/2023	1	North Cedar School- Lowden/Mechanicsville	Dental Screeing
	12/13/2023	14	Genesis Hospital	Prevention of Non-Ventilator Hospital Acquired Pneumonia through Oral Health Care