



Scott County Health Department

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Director's Report to the Board of Health March 15, 2024

Director's Attended External Meetings –

- Blake Thelander, Health Policy Advisor; Rachael Anderson, District Representative; and John Kaufman, District Representative-Congresswoman Miller-Meeks Office
- Board of Supervisors Presentation on Opioid Settlement Fund Process
- Centers for Disease Control and Prevention (CDC) All State, Territorial, and Local Health Department Update
- CDC Respiratory Virus Recommendations Update
- Crowe Consulting On-Site Review of Jail Medical as Part of Jail Management System Project
- Genesis Psychology Associates, Scott County Community Services, Scott County Attorney's Office, and Scott County Jail
- Iowa Counties Public Health Association (ICPHA)
- Iowa Department of Health and Human Services (HHS) Behavioral Health Service System Bill Town Hall
- HHS Integrated Testing Services Listening Visit
- HHS Overdose Data to Action in States Grant Overview
- Iowa Department of Inspections, Appeals, and Licensing-Food Program
- Iowa Department of Inspections, Appeals, and Licensing-Tattoo and Swimming Pool Programs
- Jail Management System Replacement Project Team (2)
- Jeneane McDonald, Public Health Workforce Director, HHS
- Kevin Officer, HHS Lead Program and Sofie Dollison-McGill, University of Iowa Regarding Community Focus Groups
- MEDIC Work Group
- Opioid Core Team and Rich Whitaker, Vera French Community Mental Health Center
- Opioid Core Team and Sarah Harris, Bettendorf Community School District
- Quad Cities Chamber Meet and Greet
- Quad City Health Initiative Board
- Radiological FEMA Evaluated Exercise
- Scott County Board of Supervisors-Opioid Settlement Planning Presentation
- The Project Open House
- Vera French Clinical Care Committee
- World Relief of the Quad Cities Quarterly Consultation

Recognition of years of service with the department:

Ann Carmody, Per Diem Dental Hygienist	1 year	March 3
Mindy McLaughlin, Per Diem Dental Hygienist	1 year	March 10
Lorna Bimm, Public Health Nurse	16 years	March 24
Brandon George, Correctional Health Nurse	17 years	March 9
Sherry Holzhauer, Correctional Health Nurse	19 years	March 7

Assessment

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

Community Health Assessment Process Progress

The Community Health Assessment (CHA) Steering Committee met to discuss local planning efforts for the 2024 CHA. Partners reviewed the sample plan proposal from Professional Research Consultants (PRC), project timeline, and additional survey options. The current version of the survey is over 140 questions; the Steering Committee is reviewing questions to shorten the length of the survey.

Opioid Settlement Recommendations

Based off prioritization results from the Opioid Steering Committee and the identification of partners who were willing to assist with implementation, the two strategies recommended for initial use of funds to the Scott County Board of Supervisors include: Core Strategy #5 (Fund warm hand-off programs and recovery services) and Core Strategy #7 (Enrich evidence-based prevention strategies). An Opioid Settlement Funds Report has been finalized and shared with the Scott County Board of Supervisors, Opioid Settlement Steering Committee, other partners, and community members. A copy of the report is included in the Board of Health packet in the correspondence area.

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

Communicable Disease Program

A total of eight confirmed communicable diseases were reported during February. They included two cases of hepatitis B, two e.Coli infections, and one case each of campylobacteriosis, cryptosporidiosis, salmonellosis, and hepatitis C.

Clinical and Environmental Health staff investigated a potential foodborne illness outbreak in February. Staff inspected a Scott County food establishment the day after receiving the first foodborne illness complaint. The following day, staff accompanied an Iowa Department of Inspections, Appeals, and Licensing (DIAL) staff member, who completed an environmental assessment inspection at the food establishment. Ten interviews were conducted among individuals who reported becoming ill after eating at the food establishment. These individuals were from three separate groups that ate at the establishment. Stool samples were collected from three ill individuals and submitted to SHL for testing. All three samples tested positive for Norovirus. The facility completed a Norovirus cleaning and additional steps required by the department due to violations identified.

Rabies Risk Assessments

In February, 30 individuals required rabies risk assessments after exposures to 16 dogs, eight cats, two bats and one raccoon. One bat exposed four individuals. Ten victims were recommended for rabies prevention treatment for high-risk exposures or bites above the shoulders and nine victims started the treatment.

Childhood Lead Poisoning Prevention Program

In February, there were five children receiving individual lead case management. Of those, four had a blood level less than 15 ug/dL, one had a blood lead level between 15-19 ug/dL, and none had a blood lead level between 20-44 ug/dL. Six 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, five had a blood lead level between 10-14 ug/dL and one 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.

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

Sexually Transmitted Disease Program

Seventy-eight individuals received sexually transmitted infection (clinic) services during February. Ten clients tested positive for chlamydia, three clients tested positive for gonorrhea, and two clients tested positive for syphilis at the Health Department's sexual health clinic. In total, 81 cases of chlamydia, 23 cases of gonorrhea, and six cases of syphilis were reported in Scott County during the month. There were 19 additional syphilis results and one HIV result 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.

In February, the State Hygienic Laboratory (SHL) discontinued testing for *Trichomonas vaginalis* due to a lack of funding to support testing. The discontinuation of SHL testing does not affect the 340B STI medication program to treat clients diagnosed with or who are named contacts to trichomoniasis. The department will continue performing wet mount testing for diagnosing trichomoniasis.

Policy Development

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

Kindergarten Roundups Begin at Non-Public Schools

Staff have begun attending kindergarten roundup at the non-public schools. At the events, staff discuss school-age requirements for Iowa students, encourage parents to schedule

immunization appointments and vision and dental screenings, briefly discuss emergency action plans required for epi-pens and inhalers, and answer questions from parents regarding health concerns.

Quad City Youth Conference

Department staff participated in the two-day Quad City Youth Conference by hosting vendor tables. The vendor table provided education on health literacy, wellness, tobacco and nicotine, health insurance, and offered giveaways.

Black & Brown Girls Event

Staff represented the department during the Black & Brown Girls event hosted by St Ambrose University at the Rogalski Center. The event was designed to educate, empower, and enrich Black and Brown eighth grade students through three pillars: 1) Economics - educating young women on how money habits can impact their finances, 2) Political Awareness & Civic Responsibility - educating young women on how they can help their community, and 3) Physical Health/Mental Health & Character Development - educating young women on good listening skills. The event appeared to be very impactful with deep meaning for many of the young women who attended.

Child Care Center Learning Opportunity

Staff attended a learning opportunity hosted by a HHS Child Care Licensing Consultant and Child Care Resource and Referral Consultants. Child care center directors and on-site supervisors are invited to attend to learn about current trends in child care and connect with other local centers. Four Scott County center directors and staff attended.

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

Establishment of Davenport Trails Committee

The City of Davenport is establishing a Trails Committee to advocate for the Davenport multi-use trails and to advise the Parks and Recreation Department on matters concerning recreation trails, bike lanes, and other similar enhancements. The Davenport Trails Committee will consist of a Davenport resident from each ward and stakeholders representing various organizations throughout the Quad Cities. The department has been invited to be a part of the committee.

Collaboration with ISU Extension Nutrition Educators

Staff met with nutrition educators from Iowa State Extension to discuss offering nutrition classes to pregnant individuals. As a first step, classes will be offered on April 11 and 18 to pregnant and postpartum students at Mid-City High School.

Discussion of Oral Health with United Way

Staff met with United Way representatives to discuss the I-Smile™ and I-Smile™@School programs and learn how United Way serves the local community and schools. There was discussion on how the programs could support one another.

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

Dental Screening Audits Underway

Staff completed the state required school dental screening audits for the kindergarten and ninth grade students within Cedar, Jackson, and Clinton Counties. The I-Smile™ Program is responsible to assure the completion of these audits and the department delivers the program in the three counties mentioned as well as Scott County. Scott County's audits have not all been completed at this time. Each county's Board of Health will receive a report for its county upon completion.

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

Founded Food Service Complaints

Facility	Reason	Complaint Status
Central Avenue Tap, Central Avenue, Bettendorf	General Facility Sanitation	Ongoing

Swimming Pool/Spa Program

The swimming pool and spa at the Hotel Blackhawk in Davenport are currently out of service due to the failure of the mechanical components. In January, the pipes for the recirculation system froze during the extreme cold. The mechanical "room" is on the roof of the building. When the current iteration of the Hotel Blackhawk opened about 10 years ago, the pool equipment froze, delaying the opening of the pool and spa. Since that time, the equipment has been partially and then fully enclosed in a structure. Due to the recent failure and concerns about the structure, the state engineer is advising the hotel ownership to submit a plan for replacement (reconstruction) of all the components of the recirculation system.

Tattoo Program

Department staff and Kristina Lyon, Scott County Attorney's Office had a conference call with Kane Young and Caleb Foster, DIAL representatives. The purpose of the conference call was to discuss enforcement activity for tattoo establishments and artists when they are delinquent in renewing their licenses. Additional information is needed from DIAL representatives; both are new to the program since its transition from HHS to DIAL.

Staff investigated a complaint regarding tattooing in a residence. In response, staff visited the location and described the process to become a licensed tattoo artist in Iowa to the individual. The complaint could not be verified at that time, but in addition to licensing requirements, information regarding the penalties for illegal tattooing were explained.

Assurance

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

HIV and Hepatitis C Outreach Testing

Staff conducted three outreach testing events at Muscatine Center for Social Action, Goodwill

of the Heartland, and Pearl City Outreach. These testing events resulted in 57 HIV tests being administered. Additionally, in celebration of National Black HIV/AIDS Awareness Day, the outreach team extended clinical hours to support HIV and hepatitis C testing.

Family Health Connections

Staff completed Medicaid Presumptive Eligibility (PE) applications for individuals and families with emergent needs such as psychiatric medication/medications to address certain illnesses. Care coordination was provided to ensure they were connected to doctors, dental, and vision care providers as needed.

The I-Smile™ team provided education, dental screenings, fluoride treatments, and sealants to children at several community locations including eight preschools and five elementary schools in the month of February. All schools qualifying for the I-Smile™@School program have either been served or have service dates on the calendar. Since October 2024, 880 children in Cedar, Clinton, Jackson, and Scott Counties have received dental direct care services as a result.

Staff met with providers at The Group to discuss ways to continue to expand the department's Healthy Pregnancy Program. The providers had great things to say about the program and expressed appreciation for the services. Beginning on February 26, Healthy Pregnancy staff are present at their office Mondays and Fridays, previously it was just on Fridays. The Group has also shared space for Healthy Pregnancy staff to meet with their patients on off days as needed. Staff are developing a plan to pilot a virtual childbirth class through their office and exploring ways to reach postpartum clients at The Group's satellite office in Clinton.

Staff made an initial connection with the office manager for UnityPoint's obstetrical clinic to share Healthy Pregnancy program information and discuss how the department might offer onsite services to their patients as well. Additional discussions are needed.

Non-Public School Health Screening Completed

Staff completed the final non-public school health screenings during February. For the 2023-2024 school year, the following were completed: 956 vision screenings and 102 vision referrals, 153 dental screenings and 22 dental referrals, and 20 hearing screenings and one hearing referral. Ten of the vision referrals were of elevated concern and three of the dental screenings were urgent. Staff is following up directly with the parents for these referrals.

Give Kids a Smile Day

Staff partnered with a school nurse and a local dentist to provide a Give Kids a Smile day in which seven students from McKinley Elementary school were seen for complete oral exams, prophylaxis, radiographs, fluoride, and sealants. If additional treatment was needed, care coordination was provided for the student through I-Smile™.

Build and support a diverse and skilled public health workforce

Syphilis Webinar

Staff attended the *Sexual Health Series: Syphilis, An Adolescent Overview*. Dr. McLean, Adult Infectious Disease and Assistant Professor of Medicine at Columbia University Medical Center, presented information on recognizing the burden of syphilis and sexually transmitted infections

among young people, identifying the stages of syphilis infection, interpreting syphilis serologic tests, and diagnosing and treating syphilis.

Social Media Training

Staff participated in the Federal Emergency Management Agency (FEMA) course, *Social Media Engagement Strategies*, through the National Disaster Preparedness Training Center. The course is designed to increase participant knowledge and skills for connecting and engaging with the community and volunteer organizations during an emergency via social media platforms.

Health Promotion Presentation Provided to St. Ambrose Students

Staff provided a presentation to Kinesiology undergraduate and graduate students who are enrolled in a Health Promotion Course at St. Ambrose University. The presentation described the process that the department's Health Promotion Team undertakes with Health Promotion Strategies, social media, and other promotional efforts. In addition, staff shared several different forms of communication used in health promotion efforts in recent years. The students were engaged and asked many questions about the topic.

Poverty Matter Session

Staff attended the session *Poverty Matters: Poverty and Healthcare* at the Martin Luther King Center. Attendees had the opportunity to hear from staff at Project Now, St. Ambrose University Institute for Person-Centered Care, and Community Health Care, Inc. regarding efforts underway to address the social determinants of health. The event concluded with an open discussion on the role of public policy on reducing poverty and expanding opportunities.

Root Cause Analyst Training

Staff attended a three-day training event regarding *Root Cause Analysis* that was hosted by DIAL. The course objectives included enhancing problem-solving effectiveness, clarifying the difference between analytical and creative thinking, and expanding the range of tools available for analysis of problem solutions.

Inspector Boot Camp

Food program staff attended the Association of Food and Drug Officials' Annual Inspector Boot Camp. This annual program provided insight into identifying special processes and reviewing food safety plans, recognizing and shaping food safety culture, identifying what makes a foodborne illness investigation different from routine work, and supporting lifelong learning.

Wastewater Training

Department staff involved in the septic program are certified as Time of Transfer Inspectors. These are individuals certified to complete inspections of septic systems during real estate transactions. As part of the certification, inspectors are required to complete continuing education hours. During February, staff completed the training *Onsite Wastewater Essentials and Code Compliance* and attended the lunch and learn *Understanding RV's and Fifth Wheel Campers and their Wastewater Stream*. Both events were hosted by the Des Moines Area Community College as part of its Onsite Wastewater Training Center of Iowa Program.

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

Child Health Record Check-Up

Staff conducted a Child Health Record Check-up visit at a childcare center. The purpose of the record review is to identify if children are receiving preventative health services and screenings, identify special health needs, and assist families in securing needed health care services. Child care nurse consultants (CCNC) were asked to complete this visit at a local site that uses Child Care Management Software through the Child Care Collaborative of Iowa. CCNCs will then discuss any identified challenges or benefits to using an online system versus paper files at regional meetings in March.

Family Health Program Meetings

Staff attended several state meetings for grant projects including Maternal Health, The Doula Project, and I-Smile™ Silver. State consultants shared updates related to new staff and state consultant assignments. Melissa Woodhouse, RDH, Oral Health Consultant is now assigned to support the oral health programs in Scott County and Collaborative Service Area 14.

Attendees discussed The Doula Project. There is a year and a half left of the pilot project and communication and service documentation continue to be the biggest program challenges. To date, the department's Healthy Pregnancy Program has made 27 doula referrals, but only three of those referrals have been successfully connected to a doula to receive support services. More discussion regarding addressing these challenges is underway.

Community Based Screening Services Report

The department received the 2023 Community-Based Screening Services (CBSS) Fourth Quarter Quality Report. There was a 0.3 percent decrease in testing among the CBSS test sites from the third quarter of 2023. The positivity rate for chlamydia increased from 7.3 percent to 7.6 percent in the fourth quarter. The positivity rate for gonorrhea increased slightly from 3.0 percent to 3.1 percent, and the positivity rate for trichomoniasis increased from 5.5 percent to 5.8 percent in the fourth quarter.

Radiological Exercise

Staff and I attended a graded Radiological Exercise at Scott County Emergency Management Agency. In preparation for this exercise, a dress rehearsal was conducted in January. The exercise involved local and regional partners, including but not limited to first responder agencies, Iowa Homeland Security, and FEMA. The department is involved in multiple capacities including public information and dosimetry control. This exercise was hostile action-based, which is required every eight years by the federal government and included a simulated release of radiation which is required every sixteen years as part of the exercise.

I-Smile™ Silver Program Record Review

Department met with state staff to complete a Joint Record Review (Chart Audit) for the I-Smile™ Silver program. The review demonstrated that staff are generally thorough and concise with documentation, but it revealed that there are some areas on direct care forms

that may be confusing and may be interpreted by providers differently. The staff that use the forms will review them together and make recommendations for improvement.

Community Transformation Program Customer Satisfaction Survey

A customer satisfaction report for the Community Health service area concerning the worksite component of the Community Transformation Program was completed. The QI Council is supporting service areas and departments to complete customer satisfaction surveys. The response to the Community Transformation Program survey was small, but positive. A copy of the report is included as Attachment 2.

Build and maintain a strong organization infrastructure for public health

PHAB Reaccreditation Update

The Department's infrastructure teams continue their work to gather evidence and draft narratives for requirements outlined in the PHAB Reaccreditation Standards and Measures. Teams have increased the number of examples completed for reaccreditation by 13% during the month of February (moved from 0% of examples being ready for final review to 13%)! The department is celebrating these achievements throughout the long journey towards Reaccreditation.

Department Infrastructure Teams

Quality Improvement Council

The Quality Improvement Council provided a brief training at the February All Staff meeting, demonstrating how the Plan Do Check Act (PDCA) tool can be used for quality improvement. All staff participated in an activity with the objective of passing a tennis ball through the hands of every person as quickly as possible. After using the PDCA tool to improve the objective, staff were able to improve from taking several minutes to mere seconds to accomplish the task. The activity was intended to be a fun and memorable way to practice incorporating quality improvement into everyday situations at SCHD. The council continues to support customer satisfaction surveys, solicit and review QI project nominations, and compile PHAB required documentation and narratives.

Health Equity Committee

The Health Equity Committee completed an initial draft of the department's first Health Equity Plan. The plan details the department's work to address equity utilizing the Bay Area Regional Health Inequities Initiative (BARHII) Framework: internal capacity building, strategic partnerships, community engagement, and addressing health equity in program/policy/strategy development. The plan also provides staff with tools to support community engagement work and policy/program health impact reviews. The committee also facilitated staff discussion involving the CA4Health 21 Day Racial Equity & Social Justice Challenge. The challenge encouraged learning to support understanding the history of racism and discrimination in creating the inequities seen in communities and working collectively to make systems more equitable.

Health Promotion Team

The Health Promotion Team has revised the department's Inventory Procedure following the reorganization of closets and storage center locations since the last iteration. An inventory of general promotional items has been conducted and a survey was sent to staff regarding the use of current promotional items and other needs. The Health Promotion Team is preparing to promote National Public Health Week during the first week in April with a newsletter article and social media posts related to the theme. The team has also worked on securing documentation and writing narratives for PHAB reaccreditation.

Health Policy Committee

At the February meeting of the Legislative Committee, the team welcomed two new members and changed its name to the Health Policy Committee. This name will better reflect a more comprehensive approach to addressing public health challenges. The committee discussed public health legislation at the state level as well as the Mental Health/Behavioral Health bill that had been recently released. The group is in the process of finalizing fact sheets for local (city/county) elected officials and identifying examples for use as part of PHAB reaccreditation.

Workforce Development Committee

The Workforce Development Committee finalized updates to the department's Workforce Development Plan. The plan was under review prior to the COVID pandemic but had not had a full review since it was originally approved in 2017. The plan is required to be submitted as part of the department's reaccreditation. It includes results of staff competency assessments, a profile of the department's staff, an overview of required trainings, a reflection on the department's learning culture, and the way the department supports the development of the future public health workforce among other operational items. The team is also working on additional narratives for PHAB reaccreditation.

Workplace Culture Committee

The Workplace Culture Committee hosted three Joy in Work sessions related to how relationships support a positive work environment during February. Twenty-four staff members attended the sessions that were facilitated by committee members. The discussions were focused on examples of great communication within the department, ideas to increase communication, examples of winning teamwork, and ideas on fostering winning teamwork at a higher and more consistent level. The committee will use the feedback in a variety of ways including evaluating ideas that were generated, incorporating the feedback into the Workplace Culture plan being developed, and identifying ways to promote the values identified during the sessions.

Meetings Attended by Staff

Access to Care Workgroup

Anthony Heddlesten, Riverdale Mayor and Luke Hoffman, Iowa Bicycle Coalition

Behavioral Health Service System Bill Town Hall

Connecting All Doula Efforts in Iowa

Cedar/Jones Early Childhood Iowa

Community Health Assessment (CHA) Steering Committee

Community Planning Group

Davenport Trails Committee
Head Start Health Services Advisory Committee
HHS Doula Project
HHS Vaccines for Children Program Providers
Iowa Immunizes Coalition
I-Smile™ Silver Contractors
Laura Bell, HHS
Live Lead Free Quad Cities
Madison Elementary School Community Partners
Maternal Health Contractors
Opioid Core Team
Physical Activity Policy Research and Evaluation Network (PAPREN) Parks & Green Spaces
PAPREN Transportation
PAPREN Workplace
Paul Kleinhans-Schulz, Quad Cities River Bandits
Quad Cities Medicare Certified Agency Disaster Planning Committee
Quad Cities HEARTSafe Coalition
Quad Cities Regional Disaster Conference Planning Committee
Quad Cities Substance Abuse Prevention Coalition
Quad Cities Trauma Informed Consortium
Quad City Emergency Planning Committee
Rich Whitaker, Vera French Community Mental Health Center
River Bend Food Bank Nutrition Committee
River Way Steering Committee
Safer Foundation
Sarah Harris, Bettendorf School District
Service Area 5 Healthcare Coalition
Scott County Kids Early Childhood Leadership
Scott County Kids School Health Committee
Scott County Oral Health Network
Service Area 5 Dialysis Presentation and Vulnerable Populations Sub-Committee
Teresa Pangan and Trisha Fisher, UnityPoint – Trinity
Teresa Pangan and Trisha Fisher, UnityPoint – Trinity, and Diane Koster, Genesis Health System
Tobacco Free Quad Cities

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

Attachment 2: FY24 Community Transformation Customer Satisfaction Survey Report



Education provided between February 1, 2024 and February 29, 2024

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	2/1/2024	40	MercyOne Childcare	Oral Health
	2/6/2024	30	Wittenmeyer Headstart	Oral Health
	2/9/2024	4	Safer Foundation	Hands-Only CPR
	2/13/2024	9	National Council for Behavioral Health	Mental Health First Aid
	2/15/2024	13	Community-at-large	Hands-Only CPR & AED
	2/16/2024	4	Safer Foundation	Tobacco, Vaping and Nicotine
	2/20/2024	4	Safer Foundation	Child and Adolescent Health

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	2/20/2024	400	Quad Cities Youth Conference (Middle School)	Tobacco, Vaping and Nicotine
	2/21/2024	200	Quad Cities Youth Conference	Health Insurance, Healty Living
	2/21/2024	400	Quad Cities Youth Conference (High School)	Tobacco, Vaping and Nicotine
	2/23/2024	75	Tipton Elementary School	Oral Health
	2/27/2024	60	Walcott Elementary School	Oral Health
	2/28/2024	15	Kids Business Dewitt	Oral Health



Media Inquiries between February 1, 2024 and February 29, 2024

<i>Request Date</i>	<i>Nature of Request</i>	<i>Request From</i>	<i>Newspaper</i>	<i>Radio</i>	<i>Television</i>
2/15/2024	Other	Television			WQAD-TV8

FY24 Community Transformation Customer Satisfaction Survey Report

January 2024



Survey Description

The Scott County Health Department (SCHD) community transformation consultant (CTC) assists Scott County workplaces with completing an evidence-based [Community Health Assessment aNd Group Evaluation \(CHANGE\) Tool Assessment](#). The assessment guides the subsequent hands-on technical assistance provided by the CTC in developing or strengthening changes in the work environment and wellness policies to promote physical activity, healthy eating, and chronic disease prevention. The free technical assistance services are tailored to help create a culture of wellness that best fits each workplace. Examples of past workplace successes include establishing a wellness committee; increasing healthy vending machine items and marketing; strengthening tobacco-free policies; providing private and comfortable lactation rooms; and developing a comprehensive wellness policy. To measure customer satisfaction, workplaces that had recently received CTC Workplace Wellness services were contacted with a request to complete a brief customer satisfaction survey. Survey participant information; questions and results; discussion regarding the limitations of the data; and an overall conclusion are shared in the following report.

Description of Survey Participants

The pool of potential survey participants consisted of the five workplaces that participated in CTC Workplace Wellness services during FY22 and FY23. A Qualtrics survey link was sent via email from the community health manager to these workplaces. An initial email was sent in November 2023 that garnered one response from a workplace. Due to the low response rate, an additional reminder email was sent in January 2024. No additional responses were received.

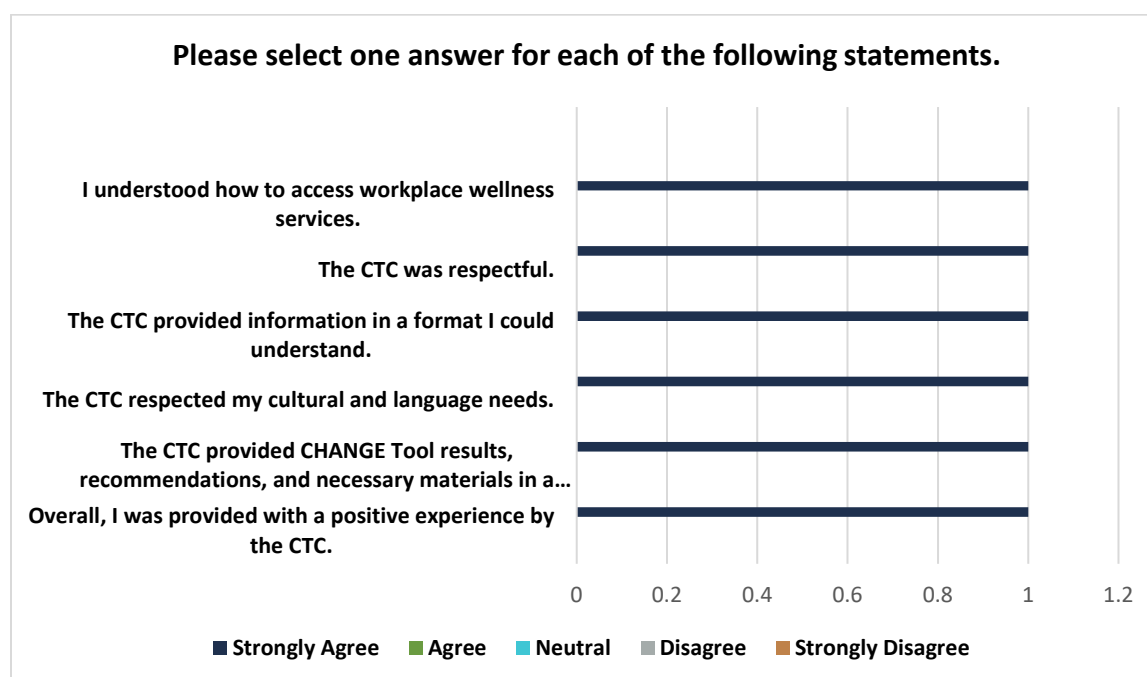
Survey Questions and Results

Question one: Please select one answer for each of the following statements.

Response options included “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” and “Strongly Disagree.”

- A. **“I understood how to access Workplace Wellness services.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”
- B. **“The CTC was respectful.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”

- C. **“The CTC provided information in a format I could understand.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”
- D. **“The CTC respected my cultural and language needs.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”
- E. **“The CTC provided CHANGE Tool results, recommendations, and necessary materials in a timely manner.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”
- F. **“Overall, I was provided with a positive experience by the CTC.”** One participant shared a response to this question. 100% (n = 1) provided the response of “Strongly Agree.”



Question two: How would you have preferred the CTC make their first connection with you/your workplace?

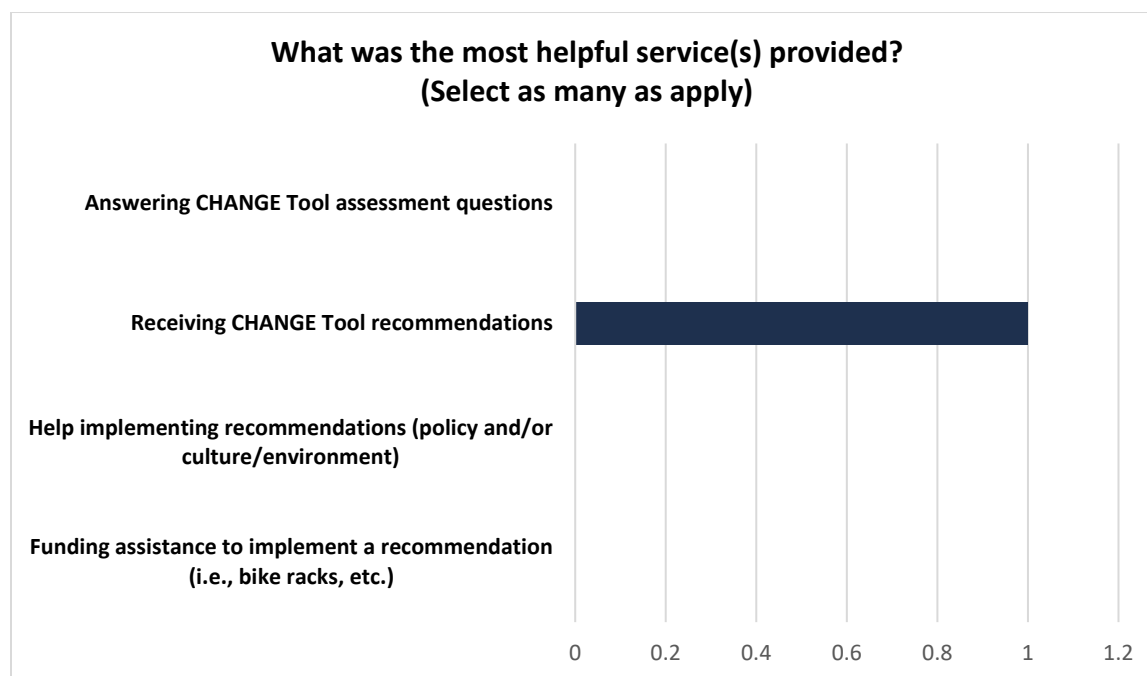
Response options included, “Letter,” “Email,” “Phone call,” “LinkedIn,” and “Other.” If “Other” was selected, the respondent was directed to specify their answer in the space provided. One response was received. 100% (n = 1) selected “Other.” Their specified response was, “Phone call followed up by an email.”

Question three: How can the recruitment process be improved for future workplaces?

This was an open-ended question. One response was received. 100% (n=1) stated, “No suggestion.”

Question four: What was the most helpful service(s) provided? (Select as many as apply.)

Four options were provided including, “Answering CHANGE Tool assessment questions,” “Receiving CHANGE Tool recommendations,” “Help implementing recommendations (policy and/or culture/environment),” and “Funding assistance to implement a recommendation (i.e., bike racks, etc.).” One response was received that only indicated a single selection. 100% (n=1) selected, “Receiving CHANGE Tool recommendations.”



Question five: Did your workplace adopt any of the recommendations for a wellness policy or culture/environment improvement?

Response options included either, “Yes,” or, “No.” One response was received. 100% (n=1) selected, “Yes.”

Based on the answers provided to five, two additional question options were available:

5a) If, “Yes,” was selected for question five: What was the most helpful recommendation provided by the CTC?

This was an open-ended question. As the one respondent answered, “Yes,” to question five, this was the additional question option that was triggered. That workplace respondent stated, “I really enjoyed the vending machine recommendation and set up for healthy choices. While we didn’t implement this, I think it is a clear and simple way to prioritize wellness.”

5b) If, “No,” was selected for question five: Please provide more details as to why the recommendations for a wellness policy or culture/environment improvement were not adopted.”

Zero (n=0) responses were received for this option.

Question six: Are there any internal barriers that your workplace encountered that made the process difficult (i.e., staffing, funding, conflicting workload priorities, etc.)?

Response options included either, “Yes,” or, “No.” One response was received. 100% (n=1) selected, “Yes.”

6a) If, “Yes,” was selected for question six: Please share more details about the internal barriers experienced by your workplace that made the process difficult.

This was an open-ended question. As the one respondent answered, “Yes,” to question six, this additional question option was triggered. The workplace respondent stated, “Red Tape and gate keeper’s standard to a midsize organization.”

Question seven: How can the CTC help in reducing barriers to promoting Workplace Wellness?

This was an open-ended question. One response was received. 100% (n=1) stated, “I don’t think you can. Maybe start a ‘references’ program. Some thing like, ‘Company X implemented these wellness programs and experienced X benefit’ they are available for a reference if needed.”

Data Limitations

The email and Qualtrics survey link were first sent by email to the five workplaces in the potential respondent pool on 11/30/2023. When only one response was received, a second email was sent on 1/2/2024 to again ask the workplaces to complete the brief survey. Unfortunately, no additional responses were received. As a result, there are obvious limitations to the overall data that reflects only one workplace's perspective. Despite this, the data that was received can be utilized as the CTC moves forward in reviewing and updating the Workplace Wellness service process.

Conclusion

By providing CHANGE Tool assessment and technical assistance services to Scott County workplaces, the CTC supports positive change in the work environment that contributes to improvements in overall employee health and wellbeing. The completion of a customer satisfaction survey is a proactive way to learn what workplaces view is working well with these services and what could be made even better.

Positive takeaways included:

- Respectful services that support a workplace's cultural and language needs were offered.
- Information was provided in an understandable format and in a timely manner.
- Receiving CHANGE Tool recommendations was perceived to be the most helpful service provided.
- Recommendations for a wellness policy or culture/environment improvement were adopted because of the CTC's services.
- Overall, the CTC provides a positive service experience.

Suggestions for possible growth included:

- Calling workplaces first, then following up with an email, may be a helpful option when attempting to make the first connection.
- Sharing information about what other workplaces have already implemented and helping workplaces to connect with each other could foster a peer-type support system.

While the data was limited, the response that was received was overwhelmingly positive and indicates that the CTC is providing quality Workplace Wellness services. This report will be provided to SCHD's Quality Improvement Council to discuss potential follow-up actions based upon the survey results.

Attachments

FY24 Community Transformation Customer Satisfaction Survey

You are receiving this survey because the Scott County Health Department (SCHD) Community Transformation Consultant (CTC) provided Workplace Wellness services for your workplace. This survey should only take a few minutes to complete. The questions are designed to collect key information that will help to improve the Workplace Wellness service experience for future Scott County workplaces. Your honest responses on this survey are truly valuable. Thank you for your time!

1. Please select one answer for each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I understood how to access workplace wellness services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CTC was respectful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CTC provided information in a format I could understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CTC respected my cultural and language needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CTC provided CHANGE Tool results, recommendations, and necessary materials in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I was provided with a positive experience by the CTC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How would you have preferred the CTC make their first connection with you/your workplace?

- ☐ Letter
- ☐ Email
- ☐ Phone call
- ☐ LinkedIn
- ☐ Other (Please specify your answer in the space provided): _____

3. How can the recruitment process be improved for future workplaces?

4. What was the most helpful service(s) provided? (Select as many as apply)

- ☐ Answering CHANGE Tool assessment questions
- ☐ Receiving CHANGE Tool recommendations
- ☐ Help implementing recommendations (policy and/or culture/environment)
- ☐ Funding assistance to implement a recommendation (i.e., bike racks, etc.)

5. Did your workplace adopt any of the recommendations for a wellness policy or culture/environment improvement?

- ☐ Yes
- ☐ No

5a. (If, "Yes," was selected for question five) What was the most helpful recommendation provided by the CTC?

5b. (If, "No," was selected for question five) Please provide more details as to why the recommendations for a wellness policy or culture/environment improvement were not adopted."

6. Are there any internal barriers that your workplace encountered that made the process difficult (i.e., staffing, funding, conflicting workload priorities, etc.)?

- ☐ Yes
- ☐ No

6a. (If, "Yes," was selected for question six) Please share more details about the internal barriers experienced by your workplace that made the process difficult.

7. How can the CTC help in reducing barriers to promoting workplace wellness?
