



Scott County Health Department

600 W. 4th Street | Davenport, IA 52801-1003 | P. 563-326-8618 | F. 563-326-8774
health@scottcountyiowa.gov | www.scottcountyiowa.gov/health

Director's Report to the Board of Health June 14, 2024

Director's Attended External Meetings –

- Childhood Lead Advisory Workgroup
- Iowa Counties Public Health Association
- Iowa Department of Health and Human Services (HHS) 2024 Local Public Health Collaborative Planning Committee
- Jail Management System Replacement Project Team (3)
- Live Lead Free Quad Cities
- National Association of County and City Health Officials Listening Session
- Quad City Health Initiative Board
- Scott County Jail Advisory Committee
- Scott County Kids Fiscal Committee
- Scott County Kids/Decategorization
- Scott County Public School Districts
- Service Area 5 Health Care Coalition
- The Project of the Quad Cities
- Vera French Clinical Care Committee
- World Relief Quad Cities Quarterly Consultation

Recognition of years of service with the department:

Jennifer Stout, Correctional Health Nurse (PRN)	1 year	June 12
Brittany Wall, Correctional Health Nurse	9 years	June 10
Leslie Ronnebeck, Correctional Health Manager	18 years	June 12

Departure from the department:

Erin Kelley, Part-time Family Health Nurse	June 11
--	---------

Assessment

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

Community Health Assessment Stakeholder Committee Begins Work

Health Department staff collaborated with the Community Health Assessment (CHA) partners to hold the first CHA Stakeholder Committee meeting. Participants received an overview of the CHA process, timeline, and the evidence-based framework used to guide the assessment. The

Stakeholder Committee is expected to assist with gathering data; identifying assets, threats, strengths, and opportunities; and prioritizing areas of need based on the data collected. Part of this will include assisting with coordinating, facilitating, and analyzing feedback obtained through focus groups that will be held with various subpopulations within the community. Collecting this qualitative data will complement the quantitative data collected by Professional Research Consultants via telephone survey. Members of the Stakeholder Committee brainstormed participants, partners, and questions for the focus groups. The goal will be for these focus groups to take place this summer.

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

Communicable Disease Program

A total of 12 confirmed communicable diseases were reported during May. They included five cases of campylobacteriosis, two cases of hepatitis C, two cases of salmonellosis, two E. coli infections, and one case of hepatitis B.

Rabies Risk Assessments

In May, 33 individuals required rabies risk assessments after exposures to 24 dogs, six cats, three bats, and one unknown large rodent. One victim was exposed to two dogs. Fourteen 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 May, there were seven children receiving individual lead case management. Of those, five 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, two had a blood lead level between 10-14 ug/dL and five 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.

Three children utilizing the department's immunization clinic accepted lead testing services at their May appointment. One child accepted testing services at WIC. There were no new positives identified during these efforts.

Staff completed a home visit to address three children with elevated blood lead levels who are residing in a rental property in Davenport. The children have elevated blood lead levels requiring a nursing home visit, but none have risen to the level requiring environmental investigation. A walk through was completed to conduct a visual inspection and chipping and peeling paint was observed in areas throughout the pre-1978 home. The family is receiving supportive services through two community non-profit organizations. The property management company for the rental property was contacted and notified about the visual inspection and assumption of current lead hazards. The property management company has inquired about training options to get several employees registered to attend an Iowa approved Lead Safe Renovator training.

One of the department's Environmental Health staff attended Lead Inspector/Risk Assessor and Sampling Technician training and passed the precursory exams. As a result, the staff member is now a certified sampling technician for lead-based homes and can perform the tasks of a sampling technician. Once they pass a third-party exam, they will be a certified lead inspector/risk assessor.

Sexually Transmitted Disease Program

Eighty-two individuals received sexually transmitted infection clinic services during May. Ten clients tested positive for chlamydia, eight clients tested positive for gonorrhea, and two clients tested positive for syphilis at the Health Department's sexual health clinic. In total, 70 cases of chlamydia, 15 cases of gonorrhea, and six cases of syphilis were reported in Scott County during the month. There were 22 additional syphilis results and three HIV results that were investigated and determined to be out of jurisdiction, not identified as a case, or had a pending result. 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

Playground Supervision and Sun Safety Training

Staff presented Playground Supervision and Sun Safety Iowa Training Program to 30 childcare providers. This training, developed by the National Program for Playground Safety (NPPS), gives playground supervision techniques and sun safety information so that Iowa childcare outdoor spaces can be utilized safely.

Safe Sleep and Tobacco Use Education

Staff educated three students at Mid-City High School about safe sleep and tobacco use while pregnant or caring for babies; two of the students were new moms and the other student watches children on a regular basis. After the presentation, staff helped one student navigate their Medicaid coverage including the renewal process, importance of providing updated contact information, and value-added benefits of the program. Staff also provided information in response to the student's questions regarding college and scholarships.

Virtual Childbirth Class

The Family Health Team hosted its first virtual childbirth class. These classes are planned to be hosted every three months and were the result of a provider's request. One participant attended the first class.

Education for Health Careers Class

Staff presented information about tobacco and nicotine products at a health careers class at Assumption High School. Students were educated on the negative impacts these products can have on youth and the short- and long-term effects they have on health.

Tobacco Free Quad Cities Goes to the Ballpark

Tobacco Free Quad Cities had a vendor table at the Quad Cities River Bandits game and was able to inform approximately 170 spectators that visited the booth on My Life My Quit, Quitline Iowa, and other program resources, along with giving out educational material on the negative impacts of tobacco and e-cigarettes.

Mercado on Fifth Education and Connection

Staff attended Mercado on Fifth, an event that celebrates Hispanic and Latinx families, culture, and community in an inclusive way. During this event, staff hosted a booth to share and educate attendees on Hawki and Medicaid as well as immunizations for children and adolescents. Staff connected with an entrepreneur while providing information on Hawki who indicated they wanted to apply for the insurance because of dental issues their child had been having. Staff provided information to the attendee to schedule an appointment to address this need.

Career Information Shared Through ASWAS

Staff attended the A System Within A System Inc.'s (ASWAS) Davenport Central graduation for students who completed the six-week system series in real estate, financial literacy, education, economics, health and wellness, and the judiciary system. Students were presented with certificates of completion and had the opportunity to meet with business and community leaders. Staff met with two students to share their career journey of becoming a registered nurse.

Future Fest Connects to Resources

Staff attended Future Fest held at the Mississippi Bend Area Education to share program information. The event was for juniors and seniors in high school who have been or are currently involved in the Foster Care system. They were able to explore career options and community resources to help prepare for the future.

Head Start Kindergarten Transition

Staff attended the Head Start Kindergarten transition to connect with families served throughout the year with dental services. Staff provided electric toothbrushes, coloring books about dental health, and information on services to families with preschoolers.

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

Curriculum Discussion Held with School District Representatives

Scott County's Opioid Core Team met with Scott County school district representatives to discuss the strategy of youth-based prevention programs that was prioritized by the Opioid Settlement Steering Committee. These programs have a strong evidence base that supports their effectiveness at reducing risky behaviors, including substance misuse. The Opioid Core Team has started to identify potential programs utilizing the [Blueprints for Healthy Youth Development](#) registry and shared some options with the school district representatives. The group also discussed the needs and capacity of each school district for implementation of these

types of programs. Discussions will continue this summer as the group keeps exploring program options, training, and logistics for implementation.

Partnership with American Heart Association to Support Pregnant Individuals and New Parents

Staff facilitated a connection between the Iowa Black Doula Collective and the American Heart Association (AHA). AHA plans to give infant CPR kits to the Collective so that doulas can be trained and then train the families they support. The Collective plans to host an infant CPR training at the community baby shower that will be held on June 8, 2024. AHA will be exploring funding to provide blood pressure monitors for the doulas to use during the prenatal and postpartum visits.

Community Action of Eastern Iowa Health Services Advisory Committee

Several staff attended the Community Action of Eastern Iowa's (CAEI) Health Services Advisory Committee to help Head Start staff evaluate outcomes for participants and advise on each of their areas of expertise related to dental care, health coverage, and immunizations.

Community Partnership Tobacco Contractors Meet

Staff attended the Tobacco Regional Meeting in Coralville to discuss challenges within the community and learn about program components such as policies, education, and outreach.

Connecting All Doula Efforts in Iowa

Staff attended the Connecting All Doula Efforts in Iowa (CADEII) virtual meeting. Stakeholders gather to review ongoing doula efforts across the state. This meeting focused on creating messaging and videos about different doula programs in each county across the state. This is something that would be sent to hospitals and clinics to give to their patients.

Iowa National Guard Networking and Training

Staff attended a networking and training event at the Iowa National Guard to meet and inform other local organizations of the resources and services provided at SCHD. They met with approximately 40 different community partners and shared information about department programs.

CMS Agency Quarterly Planning Meeting

Staff helped facilitate the quarterly meeting of the Centers for Medicare and Medicaid Services Certified Agency (CMS) Disaster Planning Committee. This committee includes representatives from long-term care facilities, dialysis facilities, surgery centers, etc. that have a requirement to be engaged in and exercise preparedness plans/planning. At the meeting, a UnityPoint Health emergency preparedness program director gave a presentation on emergency preparedness and business continuity. Following the presentation, facilitators led small group discussions about business continuity and developing continuity of operations plans.

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

Tobacco and Vape Retail Store Ordinance in Eldridge

In April 2024, the Eldridge City Council unanimously passed the third reading and adopted a zoning ordinance that restricts any new tobacco and vape retail store development to the City's industrial district. This is the first ordinance of its kind in the State of Iowa. In May 2024, staff

provided Quitline Iowa resources to the Eldridge city administrator to display at City Hall and the United States Postal Service. Staff will continue providing technical assistance for the City of Eldridge to implement policy and environmental recommendations to improve community wellness.

Annual Hearing Tests Begin

In May, annual employee hearing tests began, starting with the Conservation Department. Staff screened 23 employees according to Occupational Safety and Health Administration (OSHA) guidelines.

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

Food Inspection Program

The food inspection team taught a 15-hour ServSafe training course. A total of 28 individuals attended the class and three additional individuals took the exam. Twenty-eight of thirty-one examinees earned a passing score, with an average passing score of 84.73 percent.

Founded Food Service Complaints

Facility	Reason	Complaint Status
The Food Fix, North Ridge Circle, Bettendorf	Operating without a license	Resolved
Kwik Star #280, West Kimberly Road, Davenport	Animals in facility	Resolved

Temporary Events

Event	Number of Inspections	Status
Freight House Farmer’s Market	12 (six mobile facilities and six temporary licenses)	Satisfactory

Swimming Pool/Spa Program

Outdoor pre-opening inspections were the focus in May. There are a few outdoor pools which for various reasons have delayed opening for the season until June. These have been contacted and will be inspected when they are ready to be checked for compliance.

The Mississippi Mist Interactive Fountain in Muscatine will remain closed until issues relating to violations noted by the state engineer have been resolved. Last year the state engineer conducted an inspection prompted by the report of a serious accident at the facility and it was noted that among other violations, the fountain had been altered after the accident. The modifications were made without the required reconstruction permit and approval by the state engineer.

Staff reviewed the condition of an outdoor pool that had been closed for several years. When last visited, the pool at Cross Creek Apartments in Davenport was in poor condition and the manager at that time stated reconstruction was unlikely due to the cost of extensive repairs. Staff learned that the pool had been repaired and was open late last swimming season without being inspected. The current manager is new and was not aware that public pools are required

to be inspected by the Health Department. No construction permit had been obtained for the repairs. Staff informed the manager that any changes in equipment from what was originally approved at the time of construction in 2008 require approval of the state's pool program engineer. The on-site manager has referred the matter to the company managers. Staff will continue to monitor the situation.

Hotel/Motel Program

Staff conducted routine hotel inspections of two guest homes in LeClaire: LeClaire River Loft and LeClaire River Chateau. Staff also investigated hotel complaints regarding bed bugs at the Ramada by Wyndham on Utica Ridge Road in Bettendorf and one regarding trash at Relax Inn on North Brady Street in Davenport. Both complaints have been resolved.

Assurance

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

Outreach Testing and Education

In May, staff conducted three outreach testing events for HIV/hepatitis C (HCV) at the following locations: Muscatine Center for Social Action, Pearl City Outreach, and Goodwill of Heartland. These events were aimed at providing testing and raising awareness about HIV and HCV within the community. Staff gave two presentations at Rosecrance. Following these presentations, HIV/HCV testing was conducted. In total, 68 HIV and 14 HCV tests were performed during outreach testing. In addition, condoms were distributed to eight local businesses, which included doctors' offices, shelters, barber shops, and tattoo shops.

Linkages to Dental Care

Staff contacted Wellpoint Medicare Advantage's Iowa Regional Sales Manager to share that their dental managed care organization, DentaQuest, has no providers for their members in all of Scott County. The manager shared that the company was aware of the situation and was having additional discussions. Staff was able to obtain the name of a contact with DentaQuest who expressed appreciation for the local perspective, committed to having additional conversations with their team regarding the lack of access for their dual enrolled members, and offered to help members who are trying to find a provider.

Staff helped a client who was in desperate need of dental care but suffered from extreme dental anxiety. The patient had been to the only dental office who accepts new patients with Medicaid insurance, but the dentist refused to provide treatment due to the client's anxiety. Staff contacted Delta Dental Government Relations and they were able to find an office to accept a "single case agreement". The office will complete the patient's necessary treatment as well as keep them as a patient for preventive visits.

Staff was able to coordinate care for a client living in Clinton that needed treatment in Iowa City. The client was successfully seen in Iowa City and future treatment for complex dental problems with sedation has been scheduled. Staff arranged transportation for all visits and helped the child's parent understand the treatment plan from the University of Iowa.

Staff coordinated with a local pediatric dental office and the Scott County Jail to have patient forms completed by a parent who was incarcerated for their child to receive urgent dental care. The child was in the care of a great-grandparent who did not have legal guardianship of the child and as a result the child was not able to obtain care. Staff were initially contacted by a school nurse. After the staff's work with the entities involved and the parent, the child was seen for dental care.

Build and support a diverse and skilled public health workforce

Water Quality Webinar

Staff participated in the webinar, *Clean and Clear Water: Enhancing Water Quality in the CACFP*. The Child and Adult Care Food Program (CACFP) is a federally funded program that provides meal reimbursement to child care programs and adult day care centers. This webinar focused on lead in drinking water, as young children are a vulnerable population and childcare is often done in buildings with older plumbing. The presenters reviewed testing strategies for lead in water and ways to reduce lead exposure, including filter replacement, cold water use for food and beverages and flushing faucets regularly.

Conversations About Breastfeeding Webinar

Staff attended the webinar, *Improving Our Approach: Better Conversations About Breastfeeding*. This National Institute for Children's Health Quality webinar provided approaches and strategies health professionals can use to help mothers open up about the challenges they face when breastfeeding.

Safe Sleep Webinar

Staff participated in the webinar, *Improving Safe Sleep Conversations: Strategies for Helping Families Adopt Safe Sleep Habits*. Stacy Scott, PhD, MPA, founder of the Global Infant Safe Sleep Center, lead a series of role-playing exercises where she demonstrated tactics to engage families from different backgrounds in meaningful conversations about safe sleep. These actionable skills will benefit all health professionals, human service providers, community health workers, home visitors, peer supporters and family members working to improve infant health outcomes.

Sustainability in Dentistry Webinar

Staff participated in the World Dental Federation's online course, *Sustainability in Dentistry*. The course discussed the implications of dental and medical treatment on the environment and how to lessen those impacts.

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

Family Engagement Event at Jefferson Elementary School

Health Department and Scott County Kids staff hosted a Family Engagement event at Davenport's Jefferson Elementary School with Hispanic and Latinx families. The topic for discussion was immunizations. Staff utilized a facilitation model that placed questions at tables and then asked the participants to go around to each table and write their answers to the

question listed at the table. Dinner was provided and volunteers provided activities for the kids while the parents and teenagers participated in the group discussion. Each participant was provided with a gift card and a bucket of goodies. Feedback from the group will be presented to the Child and Adolescent Health team who will then modify promotional materials and approaches towards immunizations.

Health and Safety Assessments Completed

Staff conducted Health and Safety Checklist assessments at two childcare programs. The checklist is a compilation of best practice standards, that if followed, are most likely to prevent adverse outcomes for children/staff in early care and education settings. This assessment is a required component of Iowa's quality rating improvement system, Iowa Quality for Kids (IQ4K), for providers applying for levels 3-5.

Presentation on Data to Support Taskforce

Staff presented to four Augustana students and their professor, Kimberly Murphy, on how to use the CDC WONDER (Wide-ranging ONline Data for Epidemiologic Research) database to observe vital statistics related to maternal health and births. During the summer, the students plan to collect and summarize information for 2021, 2022, and 2023 for Quad City Health Initiative's Health Outcomes Planning Taskforce (HOPT) Low Birthweight group. Time was also used to discuss local resources and the Healthy Pregnancy program. Students shared their own lived experiences and observations from their hometowns that caused them to be interested in healthy pregnancies and maternal health.

Local Public Health Services Contractor Meeting

Staff attended the Region 6 Local Public Health Services (LPHS) Spring Contractor Meeting. Attendees learned about upcoming staff changes at the Iowa Department of Health and Human Services and were introduced to the new regional consultant, Roxanne Smith. A focused conversation was conducted regarding the LPHS progress reports, and a survey was sent to collect additional feedback. In addition, attendees were informed about the new signatory authority form that refers to the power and responsibility given by the Board of Health (BOH) to sign legally binding documents on their behalf. If signatory authority is granted, the effective date shall be identified and will remain in effect until the contract is scheduled for renewal or revoked by the BOH; there are no sub-delegations; and all contracts reviewed and executed by the signatory authority should be brought before the BOH at their next scheduled meeting.

Build and maintain a strong organization infrastructure for public health

PHAB Reaccreditation Update

The department is in the final stages of uploading evidence to e-PHAB, the Public Health Accreditation Board (PHAB) portal. The final submission will be completed during the June 17th All Staff Meeting; the deadline is June 21st. After submission, the department's assigned accreditation specialist will conduct an initial review of all submitted documentation. Any measures identified as slightly demonstrated or not demonstrated will be shared with the department. The department will have 45 days to provide additional documentation for any of those measures. Following that process, the department will be assigned a site visit team who will complete a site visit and issue a final report regarding the department's three greatest

strengths, three greatest opportunities for improvement, and overall impressions of the department as a functioning health department to the PHAB Accreditation Committee. The Accreditation Committee will then determine whether the department receives continued accreditation for five years or has action requirements that must be completed and submitted for consideration.

Department Infrastructure Teams

Health Equity Committee

The Health Equity Committee has been drafting its FY25 annual work plan. Additionally, discussions and planning are taking place for FY25 staff training with The Project of the Quad Cities and the University of Iowa College of Public Health.

Health Promotion Team

The Health Promotion Team has identified team members for two FY25 Health Promotion Strategies. The immunization Health Promotion Strategy will begin this summer, and the Vaping Health Promotion Strategy will start this fall. Kelly Meyer from OnMedia presented a COVID campaign recap to the Health Promotion Team. The data showed that the reach for the English and Spanish ads were impressive. The team discussed sharing this information, along with the bus ad campaign at the July All Staff meeting. The Health Promotion Team has begun to develop the FY25 workplan, which will include the creation of a new SCHD promotional video. The team is beginning to brainstorm ideas for the FY24 Annual Report.

Public Health Policy Committee

The Public Health Policy Committee sent “Public Health in Scott County” information to all Scott County City Council members, Board of Supervisors members, and city administrators. Included in the packet was program statistical information from fiscal year 2023 on one page and when possible, information specific to the department’s work in the individual city.

Quality Improvement Council

The QI Council presented the Fiscal Team customer satisfaction survey results focused on travel at the May All Staff meeting (Attachment 2). All service areas completed a customer satisfaction survey in FY24. Next year, the QI Council plans to re-evaluate the standard questions for the surveys since some of them are irrelevant for internal customer satisfaction surveys. The QI Council completed reaccreditation documentation and packaging for PHAB. A QI culture assessment survey was sent to leadership/QI Council and staff to complete during the month of May. The results will help drive the FY25 workplan.

Workplace Culture Committee

The Workplace Culture Committee made the decision to take the lead for the department regarding the Public Health Workforce Interests and Needs Survey (PH WINS). PH WINS is conducted every three years by the deBeaumont Foundation. It is the only nationally representative source of data about the governmental public health workforce. It collects data on the demographics of the workforce and captures individual public health workers’ perspectives on key issues such as workforce engagement and morale, training needs, and emerging concepts in public health. While some topics touch on items included in the biennial

survey conducted by the Workforce Development Committee, there is a component that is directly related to Workplace Culture and could provide baseline data. The survey will be released in the fall of 2024 with results expected in summer of 2025.

Workforce Development Committee

The Workforce Development Committee finalized PHAB documentation, and the internal review team did not identify any area of concern. The Committee has renewed its work on the Hiring and New Employee Onboard Procedure reviewing some templates to support staff orientation. Completing work on this procedure is the committee's priority. A workgroup met to incorporate feedback received from the committee for future review. In addition, the Committee developed a plan for staff sessions regarding the topic of "Peer Interaction" as part of ongoing efforts to learn about what makes a good work environment.

Meetings Attended by Staff

Adrian Blackwell, Rock Island County Health Department
Be Healthy QC Social Media Technical Assistance Session with Brittany Raji Aberty
Be Ready QC Emergency Resource Fair Planning Committee
Bettendorf Wellness Committee
Bi-State Regional Trails Committee
BIX 2024 Medical Response (2)
CADEII
CAEI Health Services Advisory Committee
Community Health Assessment Stakeholder Committee
Community Health Assessment Steering Committee
Davenport Trails Committee
Erin Sodawasser-Hermiston, St. Ambrose University
Farmers Market Integrated Testing Services Event Planning
Department of Inspections, Appeals, and Licensing Food Contractors
Food Rescue Partnership
George Verástegui and Kate Meyer, Rock Island County Health Department
Statewide Healthy Child Care Iowa Child Care Nurse Consultants
Health Outcomes Planning Taskforce - Low Birthweight Taskforce
HHS and Child Care Resource & Referral Collaboration
Iowa Breastfeeding Coalition
Kelly Meyer, OnMedia
Laura Bell, HHS
Live Lead Free QC
Madison Elementary Community Partners
Maternal Health Contractors
Nathan Fitzgibbon and Amy Johnson, Center for Active Seniors, Inc.
Nevada Lemke, City of Eldridge (2)
Oral Health Iowa
Physical Activity Policy Research and Evaluation Network (PAPREN) Transportation Workgroup
PAPREN Workplace Workgroup
Prevention Research Center (PRC) Effective Policy Communication Workshop
PRC Social Media Technical Assistance Session

Quad Cities Behavioral Health Coalition
Quad Cities Behavioral Health Coalition Promotion Team
Quad Cities Medicaid and Medicare Certified Agency (CMS) Disaster Planning Committee
Quad Cities CMS Agencies
Quad Cities HEARTSafe Coalition
Quad Cities Substance Use Prevention Coalition
Quad Cities Trauma Informed Consortium
Quad City Elderly Consortium
Quad City Emergency Planning Committee
Region 6 Local Public Health Services Contractors
River Action's Explore & Seek (2)
River Way Steering Committee
School Districts – Substance Use Prevention Programming
Scott County Kids Early Childhood Leadership
Scott County Kids Health Committee
Service Area 5 Communication Sub-Committee
Service Area 5 HealthCare Coalition
Tammy Krohn, Quad Cities Youth Conference
Trisha Dyal, Rock Island County Health Department
Waste Commission of Scott County

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 Fiscal Travel Process Customer Satisfaction Survey Report



Education provided between May 1, 2024 and May 31, 2024

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	5/2/2024	11	North West Bank & Trust Company	Hands-Only CPR
	5/3/2024	24	Assumption High School	Effect of Tobacco and Nicotine Products
	5/6/2024	0	WIC	Lactation
	5/9/2024	15	YWCA Lyons Campus	Oral Health
	5/10/2024	150	Jackson County Prevention Coalittion	I-Smile and Child Health Programs
	5/10/2024	65	Iowa National Guard	Scott County Health Department Programs

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	5/15/2024	1	Pregnancy Resources	Lactation
	5/16/2024	35	Grace Lutheran Preschool De Witt	Oral Health
	5/17/2024	12	Safer Foundation	Oral Health, HPV Vaccince, and Vaping
	5/28/2024	30	Birdie's Nest	Playground Supervision and Safety
	5/30/2024	170	Quad Cities River Bandits	Tobacco, Nicotine, Quitline Iowa
<i>Service Providers</i>				
	5/8/2024	18	Genesis	Prevention of Non-Ventilator Hospital Acquired Pneumonia through Oral Health Care
	5/22/2024	16	Genesis Hospital	Prevention of Non-Ventilator Hospital Acquired Pneumonia through Oral Health Care

FY24 Fiscal Travel Process Customer Satisfaction Survey Report

May 2024



Survey Description

The Fiscal Team at the Scott County Health Department is responsible for facilitating the travel process for department staff. This includes following the Scott County Health Department Travel Procedure, which outlines the process staff should be following prior to and when returning from travel. The Fiscal Team was seeking feedback on the ease of completing this process for both overnight and same day travel.

Description of Survey Participants

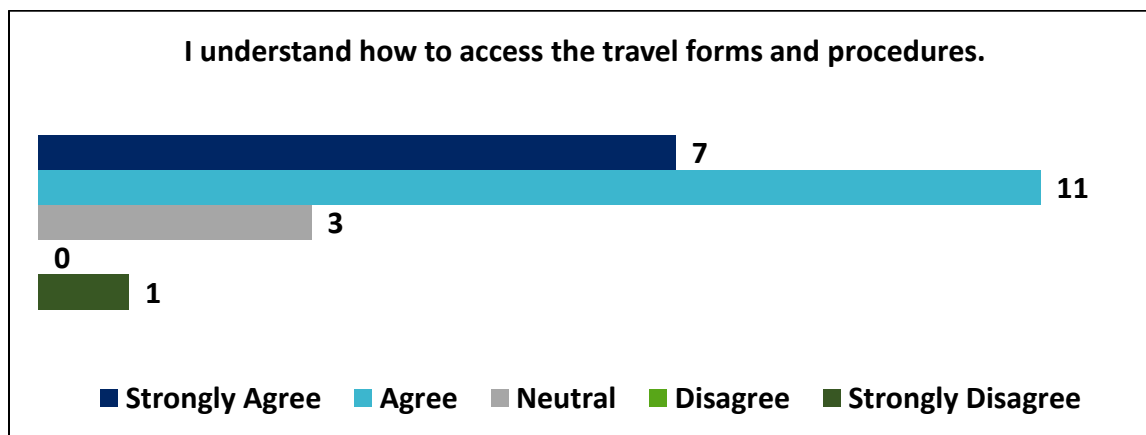
An email was sent to all health department staff on April 18th, 2024, requesting feedback on the travel process. The email included a link to the survey in Qualtrics and staff were given two weeks to complete the survey. A total of 22 individuals filled out the survey.

Survey Results

Response options for the following questions included, “Strongly Agree”, “Agree”, “Neutral”, “Disagree”, and “Strongly Disagree”. Questions 2, 3, 4, and 5 also had the response option of “N/A: I have not done this”.

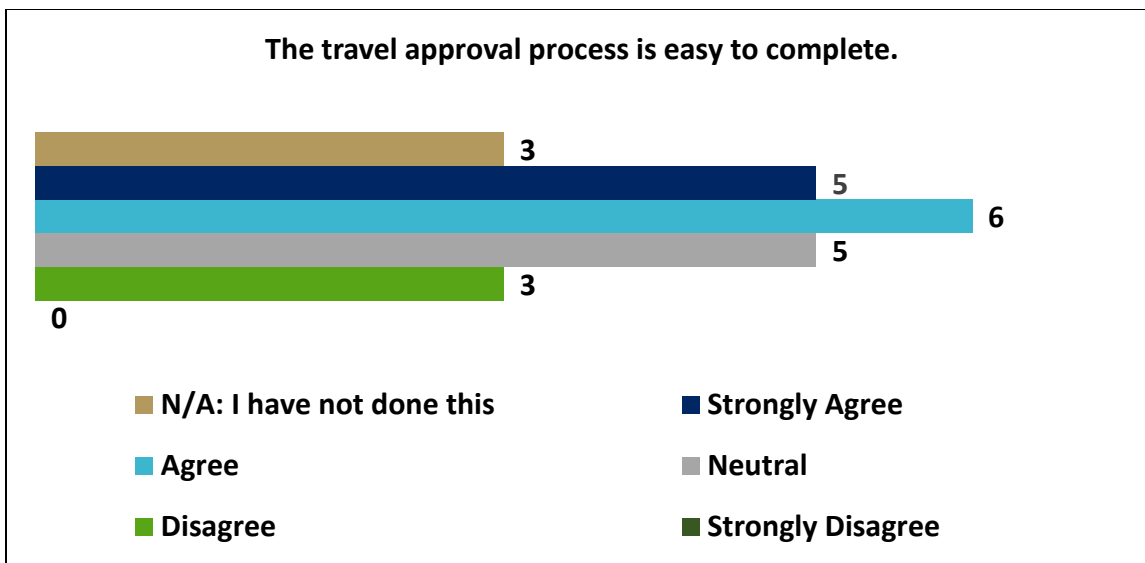
Question 1: I understand how to access the travel forms and procedures.

Twenty-two (22) respondents answered this question. Eighteen (18) respondents said “agree” or “strongly agree”, three (3) respondents said “neutral”, and one (1) said “strongly disagree”.



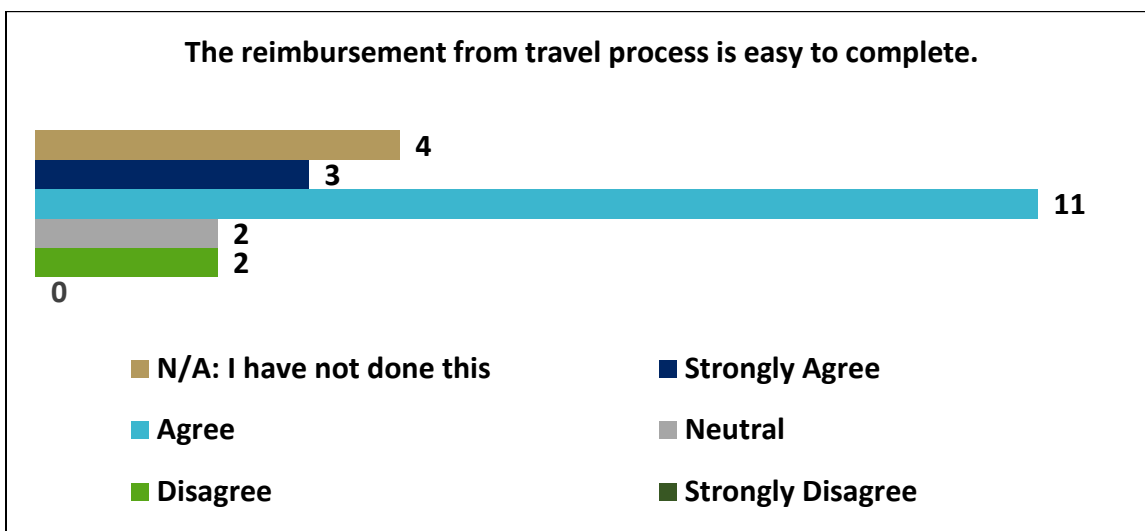
Question 2: The travel approval process is easy to complete.

Twenty-two (22) respondents answered this question. Eleven (11) respondents said “agree” or “strongly agree”, five (5) respondents said “neutral”, three (3) respondents said “disagree”, and three (3) respondents chose “N/A: I have not done this”.



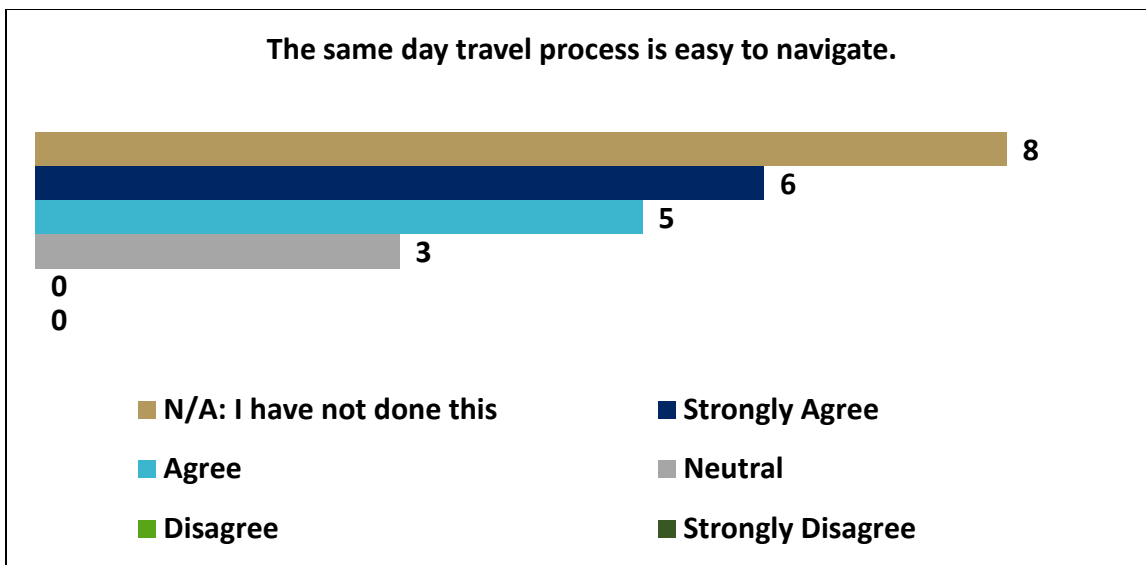
Question 3: The reimbursement from travel process is easy to complete.

Twenty-two (22) respondents answered this question. Fourteen (14) respondents said “agree” or “strongly agree”, two (2) respondents said “neutral”, two (2) respondents said “disagree”, and four (4) respondents chose “N/A: I have not done this”.



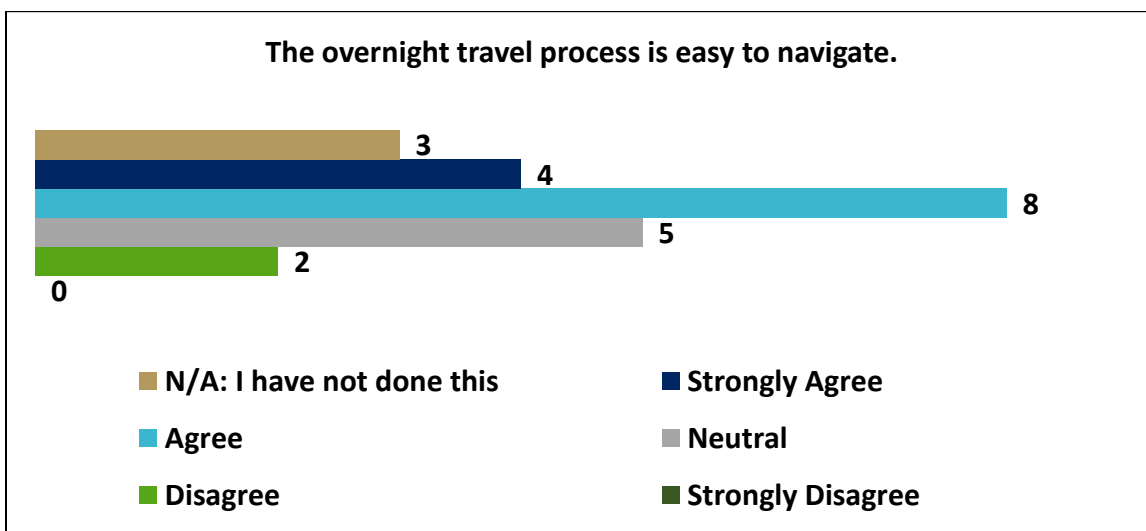
Question 4: The same day travel process is easy to complete.

Twenty-two (22) respondents answered this question. Eleven (11) respondents said “agree” or “strongly agree”, three (3) respondents said “neutral”, and eight (8) respondents chose “N/A: I have not done this”.



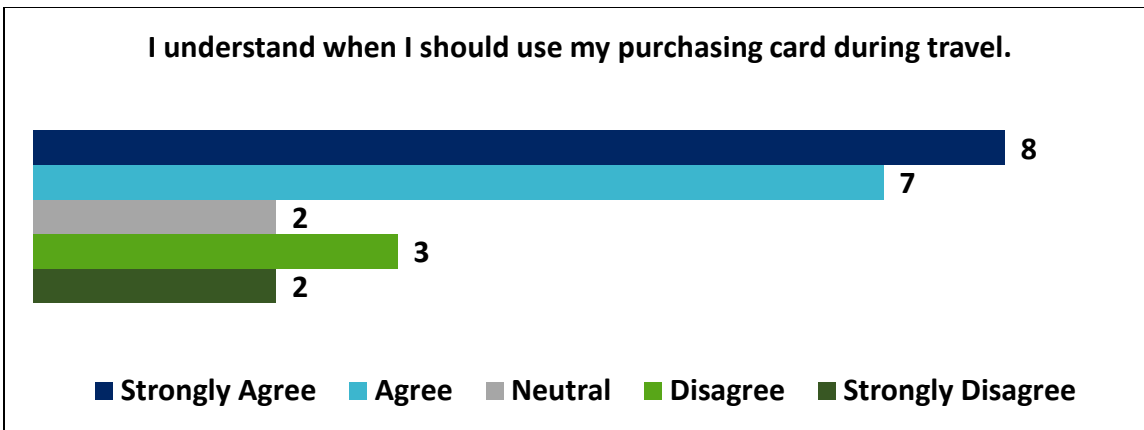
Question 5: The overnight travel process is easy to navigate.

Twenty-two (22) respondents answered this question. Twelve (12) respondents said “agree” or “strongly agree”, five (5) respondents said “neutral”, two (2) respondents said “disagree”, and three (3) respondents chose “N/A: I have not done this”.



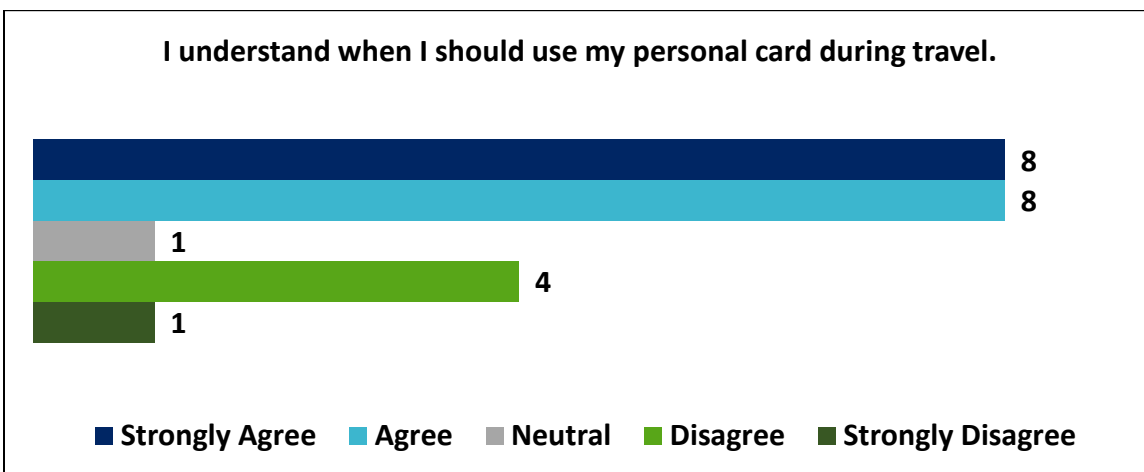
Question 6: I understand when I should use my purchasing card during travel.

Twenty-two (22) respondents answered this question. Fifteen (15) respondents said “agree” or “strongly agree”, two (2) respondents said “neutral”, and five (5) respondents said “disagree” or “strongly disagree”.



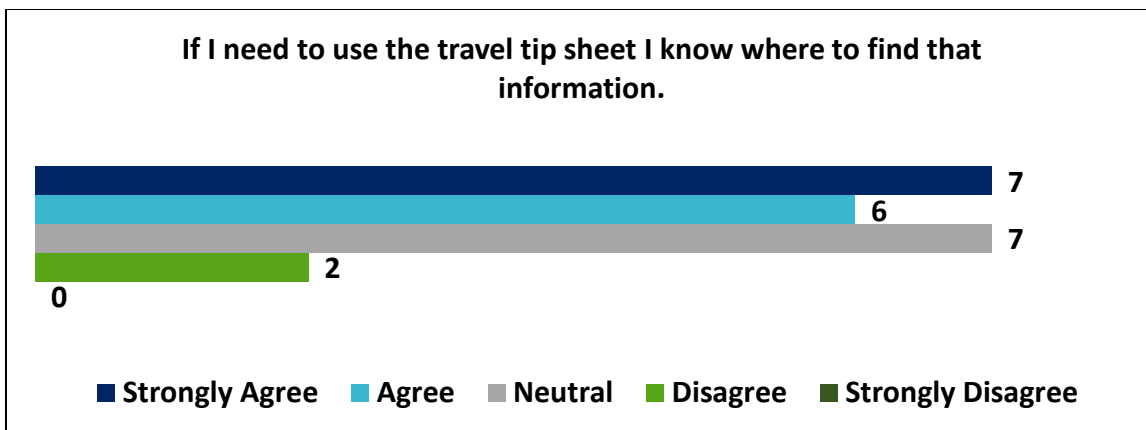
Question 7: I understand when I should use my personal card during travel.

Twenty-two (22) respondents answered this question. Sixteen (16) respondents said “agree” or “strongly agree”, one (1) respondent said “neutral”, and five (5) respondents “disagree” or “strongly disagree”.



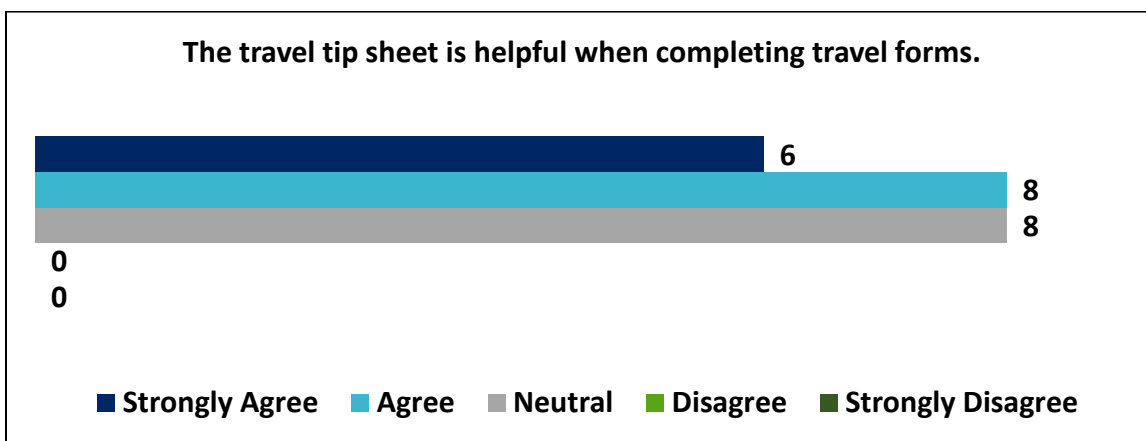
Question 8: If I need to use the travel tip sheet I know where to find that information.

Twenty-two (22) respondents answered this question. Thirteen (13) respondents said “agree” or “strongly agree”, seven (7) respondents said “neutral”, and two (2) respondents said “disagree”.



Question 9: The travel tip sheet is helpful when completing travel forms.

Twenty-two (22) respondents answered this question. Fourteen (14) respondents said “agree” or “strongly agree” and eight (8) respondents said “neutral”.



Open-ended questions

Question 10: What suggestions do you have to help us improve the travel approval process?

- “Please notify staff that they are no longer required to share a hotel room. I was not aware of this fantastic change! If multiple staff are traveling together over night, please inform and discuss flex time ahead of time so that minimum staffing doesn’t become an issue.”
- “Some of the forms are still difficult to navigate even after seeing them a couple times. Hard to know where to look sometimes.”
- “In the past it has been confusing as to whether the employee fills in the remainder of the travel form once they have returned or if they need to e-mail the details to the Office Assistant for the OA to fill in the remainder of the form.”
- “Remind staff about the travel tips sheet – it’s a great tool.”
- “Brittany, Brenda, and Michelle are extremely helpful.”
- “The travel tip sheet is a life saver when it comes to filling out the travel forms. I have to refer to it every time I fill out the forms to make sure I am doing it correctly, especially since travel for me does not happen frequently enough to be extremely familiar with the process.”

“Best wishes... I don’t travel.”

“Maybe put on the form to send a hyperlink to their manager for signature when complete.”

Question 11: What suggestions do you have to help us improve the reimbursement from travel process?

“None”

“Brittany, Brenda, and Michelle are extremely helpful”
--

“Split out reimbursement amounts per line item for grant funds vs. dept funds and have a way to show the different GL and project codes that will need to be applied.”
--

Conclusion

Overall, most respondents felt comfortable completing the various portions of the travel process, but also provided constructive feedback on components that could be improved or that are not as easy to navigate.

Positive Feedback

- 81% agreed or strongly agreed that they know how to access the travel forms and procedures.
- 63% agreed or strongly agreed that the reimbursement from travel process is easy to complete.
- 50% agreed or strongly agreed that the same day travel process is easy to navigate (36% answered N/A to this question).
- 68% agreed or strongly agreed that they know when to use their purchasing card during travel.
- 73% agreed or strongly agreed that they know when to use their personal card during travel.
- 63% agreed or strongly agreed that the travel tip sheet is helpful when completing travel forms.






Areas for Improvement

- 36% felt neutral or disagreed that the travel process is easy to complete.
- 32% felt neutral or disagreed that the overnight travel process is easy to navigate.
- 41% felt neutral or disagreed that they knew where to find the travel tip sheet.
- 36% felt neutral that the travel tip sheet is helpful when completing travel forms.

While most staff know where to access travel forms and procedures, there is room for improvement in the ease of navigating these processes. Approximately one third of respondents did not agree that the travel process is easy to complete, particularly the overnight travel process. A large percentage of staff also did not know where to locate the travel tip sheet. A reminder of where to access this form may be useful to staff. Specific suggestions for improving the travel process were given in the responses to the open-ended questions and may be considered by the Fiscal Team as they review their process. This report will be shared with the Quality Improvement Council and Fiscal Team to determine the next steps based upon the survey results.

Attachment(s)

Fiscal Travel Process Customer Satisfaction Survey – 2024

Focus Area	Question				
Likert Scale:	<i>Strongly Agree</i> 	<i>Agree</i> 	<i>Neutral</i> 	<i>Disagree</i> 	<i>Strongly Disagree</i> 
Core Question: Access to Services	I understand how to access the travel forms and procedures.				
	The travel approval process is easy to complete.				
	<i>Comment box</i>				
	The reimbursement from travel process is easy to complete.				
	<i>Comment box</i>				
	The same day travel process is easy to navigate.				
	<i>Comment box</i>				
	The overnight travel process is easy to navigate.				
	<i>Comment box</i>				
	I understand when I should use my purchasing card during travel.				
	I understand when I should use my personal card during travel.				
	If I need to use the travel tip sheet I know where to find that information.				
	The travel tip sheet is helpful when completing travel forms.				
Open-ended:					
	What suggestions do you have to help us improve the travel approval process?				
	What suggestions do you have to help us improve the reimbursement from travel process?				