



Scott County Health Department

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

Director's Attended External Meetings –

- Humane Society of Scott County Task Force
- Iowa Counties Public Health Association
- Iowa Health and Human Services (HHS) Division of Behavioral Health
- Iowa HHS Public Health Office Hours
- Iowa HHS Virtual Comment Session on Behavioral Health Districts
- Iowa National Guard
- Live Lead Free Quad Cities
- MEDIC Work Group
- Melissa Sharer, St. Ambrose University Master of Public Health Program
- Patagonia Health
- Scott County Emergency Management Agency Flood Briefing (2)
- Scott County Jail Management System Core Team

Recognition of years of service with the department:

Pam Thomas, Community Health Interventionist	2 years	July 5
LaBridgette Johnson, Family Health Coordinator	3 years	July 12
Melissa Thomas, Correctional Health Nurse (PRN)	4 years	July 14
Cindi Levetzow, Office Assistant	16 years	July 30
Trish Beckman, Medical Assistant	19 years	July 18

Assessment

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

Community Health Assessment Focus Group Training

Staff hosted a training for facilitators and notetakers that will be assisting with the focus groups that will be held to gather input for the 2024 Community Health Assessment (CHA). The focus group populations have been selected, and community partners have volunteered to serve as a facilitator or notetaker. CHA Steering Committee members have been assigned to be the point of contact for these volunteers as they identify a location for the focus group. The goal is to have the focus groups completed during June and July, so that a report can be compiled in August identifying trends.

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

Communicable Disease Program

A total of 12 confirmed communicable diseases were reported during June. They included two cases of campylobacteriosis, four cases of hepatitis C, two cases of salmonellosis, three cases of Lyme Disease, and one case of hepatitis B.

Rabies Risk Assessments

In June, 51 individuals required rabies risk assessments after exposures to 30 dogs, 14 cats, and two bats. One of the bats exposed a family of five while they slept. Twenty victims were recommended for rabies prevention treatment for high-risk exposures or bites above the shoulders and six victims started the treatment.

Childhood Lead Poisoning Prevention Program

In June, there were nine 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 one 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, two 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.

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

Staff conducted a visual inspection at a Davenport property associated with a child with an elevated blood lead level. The apartment was previously involved in a lead poisoning case in 2017; after remediation the unit passed both a visual inspection and lead dust clearance sampling. The current child has lived in the unit for approximately eight months. During the visit, several areas that previously tested positive for lead based paint were observed with new areas of chipping and/or peeling lead-based paint. Staff are working with the property owner to get the areas with lead-based paint hazards remediated.

Staff visited a property that has been on the department's caseload for several years. The home is split into an upstairs and downstairs location unit. When staff first started working with the family, the child with an elevated blood level was living in the upstairs unit; they have since moved downstairs. After learning this, staff made an appointment to conduct testing of services in the downstairs unit using the department's XRF analyzer. Lead hazards were identified in the downstairs unit at the time of the inspection. Staff from the City of Davenport also conducted a walk-through of the unit to look at the structure of the home and to provide education about the City's Dream Program and the Owner-Occupied Housing Program. The family has also submitted an application to Live Lead Free QC to request financial assistance for lead remediation activities. The overall needs of the home are numerous, so there is a desire to address multiple issues to ensure that any lead remediation can be maintained.

Sexually Transmitted Disease Program

Sixty-nine individuals received sexually transmitted infection clinic services during June. Seven 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, 65 cases of chlamydia, 18 cases of gonorrhea, 10 cases of syphilis, and one HIV case 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 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

Annual School Nutrition Association Conference

Food Program staff provided a presentation to 65 attendees at the Annual School Nutrition Association conference in Davenport. The presentation was titled, *Food Safety is Everyone's Responsibility*, and provided an overview of Iowa food inspection protocols, food safety practices, and the identification and mitigation of foodborne illness risk factors. Staff had been invited to attend by the Davenport Schools Food and Nutrition Services supervisor. The positive and responsive ways that staff have interacted with their program were highlighted and was the reason staff were asked to participate.

Education Provided at Juneteenth Celebration

The department supported the Friends of Martin Luther King Jr.'s Juneteenth celebration by hosting a vendor table. The event commemorates the ending of slavery in the United States for African Americans. The event was well attended. Staff shared information on various programs such as HIV/hepatitis C, Immunizations, Healthy Pregnancy, and I-Smile™ and Medicaid/Hawki insurance.

Iowa Black Doula Collaborative Baby Shower

Staff attended the community baby shower hosted by the Iowa Black Doula Collective at the Lincoln Center. Families were able to make connections with doulas, receive baby items, and play games. Vera French attended the event and shared resources to help families access mental health support.

City of Davenport Party in the Park Events

Staff attended Party in the Park events at Whalen Park and Lindsey Park to give information to families about SCHD services. Both events were well attended, and many families received information regarding the department services, especially Hawki insurance and dental care.

GAIN Camp

Staff participated in Genesis Adventures in Nursing (GAIN) Camp, providing hands on education on oral care in the hospital to high school students interested in nursing/health care as a career.

Garden Learn & Play Day

Staff attended the Garden Learn & Play Day at the Floreciente Community Garden. Staff hosted an interactive activity for young children and their families as well as provided information on Hawki/Medicaid and other Child Health Program services.

Maquoketa Art in the Park

Staff attended a session, Art in the Park, held in downtown Maquoketa. The event required vendors to have a craft and an interactive activity for kids and families to participate in at their booths, that would encourage fun and artistic expression for people of all ages. In addition to the activity, staff provided information on I-Smile™ services and Medicaid/Hawki information as well as information on dentists that accept Medicaid insured families in the area.

The Climb Community Walk

Staff attended a Postpartum Support International-Iowa Chapter event, The Climb. The Climb is a community walk and fundraiser to raise awareness for perinatal mental health conditions. Postpartum Support International is an organization that promotes awareness, prevention and treatment of mental health issues related to childbearing worldwide.

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

Tobacco Support Offered at the Quad Cities Housing Cluster

The Quad Cities Housing Cluster is a group that brings together the area's not-for-profit housing service providers and developers with the area's for-profit developers, lenders, funders, local governments, and members of the housing industry to work towards housing solutions. Department staff have been a part of the Cluster for many years in their efforts to address lead paint. More recently, Tobacco Program staff have also been attending and during the June meeting informed members of the assistance that can be provided by the department on policy work for smoke-free homes.

Annual Visits to Dental Offices

During June, staff began visiting all dental offices within Scott and Cedar Counties to promote the I-Smile™ programs and to build trusting relationships with offices in hopes to build the dental network of Medicaid providers. Visits will also occur with providers in Clinton and Jackson Counties.

Appointment to Executive Board for the Service Area 5 Healthcare Coalition

Tiffany Peterson, Community Health Manager, was nominated and appointed to the Executive Board for the Service Area 5 Healthcare Coalition. In this role, she will have an additional meeting once a month to plan for the monthly Service Area 5 Healthcare Coalition meetings as well as assist with efforts to complete the annual workplan for the region.

Quad Cities Breastfeeding Taskforce

Staff attended the Quad Cities Breastfeeding Taskforce meeting at UnityPoint. Members discussed current breastfeeding efforts, updates from WIC, and planned to make mini postpartum kits to be distributed at WIC, obstetrical clinics, and pediatric offices.

Tobacco Free Quad Cities Coalition

Staff facilitated the Tobacco Free Quad Cities (TFQC) Coalition meeting. The group discussed membership fees, the Behavioral Health System that will go into effect in FY26, and items to include in the year-end review for TFQC. Members also discussed building new partnerships and ideas for expanding maternal health education related to tobacco and vaping use.

Water Fluoridation Quality Award

Staff presented the Water Fluoridation Quality Award from HHS on behalf of the Centers for Disease Control and Prevention to Eldridge and Bellevue water systems for having twelve consecutive months of optimal fluoride levels.

Care For Yourself Program Changes

The FY25 CFY grant was submitted in June. Diane Koster, Care For Yourself Program Manager, retired on July 3rd. Her replacement, Jenny Kitsis, began her new role on June 17th. Staff met with Diane Koster and Jenny Kitsis to make connections and to help with the transition.

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

Outdoor Play Space Assessment

Staff visited a child care center to assess its outdoor play spaces at the request of their HHS licensing consultant. Staff identified and shared concerns with the director and owner and provided best practice resources. They planned to remove the equipment that does not meet standards and repair the other areas. Follow-up by phone later in the month confirmed the changes were in progress.

Outreach to Child Development Homes Regarding CCNC Services

Staff conducted outreach to several child development home providers offering to meet with them to review child care nurse consultant (CCNC) services offered, discuss their health and safety questions, and provide items they can use in their child care programs. Six child development homes participated. Staff plans to continue this type of outreach to increase the number of participating programs in Scott County. Participating in CCNC support services improves the health, safety, and quality of child care programs.

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

Food Inspection Program

Food staff conducted inspections at the Quad City Air Show. The primary food vendor, Omnium Concessions, had one main cooking and storage area, but had four "neighborhoods" where all food was served to the public. Upon initial inspection, the main cooking area's walk-in cooler and walk-in freezer were not functioning properly. A repair company was called, and the units were each repaired. There were also several violations at the food service locations such as handwashing, equipment failures, glove use, and temperatures which were all corrected. A follow-up inspection was conducted on the second day of the show, and there were no violations observed.

Staff proctored a ServSafe exam for four food service employees. Exam results were received a

week later, and all four food service employees received a passing score. These four food service employees will be able to meet the certified food protection manager requirement for three different food service establishments in Scott County.

Founded Food Service Complaints

Facility	Reason	Complaint Status
The Foundry Food & Tap, Competition Drive, Bettendorf	Physical Contamination, Improper Temperatures	Resolved
Happy Joe’s, West Locust Street, Davenport	Pests	Resolved
Save More, East Locust Street, Davenport	Poor Sanitation	Resolved
Kobe Sushi and Hibachi, Elmore Avenue, Davenport	Food Handling, Glove Use, Handwashing	Resolved
Subway, West Locust Street, Davenport	Poor Sanitation	Resolved
Azteca 4, North Brady Street, Davenport	Pests	Ongoing

Temporary Events

Event	Number of Inspections	Status
Blue Grass Days	2 temporaries/1 mobile	Satisfactory
Juneteenth	6 temporaries/2 mobiles	Satisfactory
Beerfest (Bettendorf)	2 temporaries/5 mobiles	Satisfactory
Air Show	8 temporaries/1 mobile	Violations corrected

Swimming Pool/Spa Program

Last month’s report included information about a pool that had been repaired and opened late last year without an inspection. Since last month, the management has agreed to have an inspection before opening this year. Currently, management is waiting for services from a pool company and will contact the department when ready for inspection.

Staff received an inquiry about the status of Creek Ridge Estates swimming pool in Bettendorf. It is operated by a homeowners’ association (HOA) with less than 72 units and has an exemption from state registration in accordance with provisions of IAC 641-15 Swimming Pool Rules. The pool is exempt from inspection by SCHD but is required to be inspected by a certified pool operator. This is the only HOA with a swimming pool in the four-county territory the department is contracted to inspect that has such an exemption. Staff have been having ongoing discussions with management regarding the requirements to maintain their exemption.

Tattoo Program

Staff inspected and approved a new tattoo establishment, Cryptic Vision, in downtown Davenport.

In addition, the department has been working with the County Attorney’s Office regarding ways to collect overdue inspection fees from tattoo facilities. The department currently has five

facilities with outstanding balances dating back to October 2023. Unlike the Food Program where the fee the department receives is for a license and those entities that do not pay are operating without a license and can be closed by the department, the fees due the department in this instance are for inspection fees and the Iowa Department of Inspections, Appeals, and Licensing has authority for their license. The use of a Cease-and-Desist Letter for not following code related to timely payment was recently successful with one business. If the owner had not paid in the three days given, the assigned assistant county attorney would have pursued an injunction from the courts. Inspection fees are \$250.00 with the potential for two late fees of \$30 each. Unfortunately, collection of these fees takes considerable time with contacting the facility and documenting those interactions. As the program procedure is revised, the process for collecting payment will be included.

Hearing Tests

Staff working in the Employee Health Program conducted annual Occupational Safety and Health Administration (OSHA) required hearing tests. Hearing tests were provided to 123 Scott County Employees with high-risk noise exposure from various departments.

Assurance

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

Focus Groups Regarding Lead

In partnership with the University of Iowa Institute for Public Health Practice, Research, and Policy, HHS held a focus group for African American families and those working with African American children ages one year to six years old. Staff from the department were present at the event to provide support and answer questions about local lead testing resources. The goal is to improve the state's program and increase lead testing.

The same groups hosted another focus group for individuals within the housing sector. This group was asked to share experiences with home repair and maintenance; housing ordinances, codes, and laws; funding for home repairs; and housing inspections. The feedback was designed to explore ways to improve efforts regarding lead from a policy perspective. Department staff also attended this focus group.

Oral Health Project at the Scott County Jail

Since February 2024, I-Smile™ Silver has been implementing a pilot project at the Scott County Jail. As part of this project, a dental hygienist provides oral screenings, fluoride varnish, silver diamine fluoride (SDF), radiographs, and oral health education to the inmates. Radiographs are then shared with a dentist for examination and a determination is made regarding further oral health needs. The inmates are seen upon request based upon complaint of symptoms. While addressing the immediate source of pain is the priority, having the ability to apply SDF with consent is addressing areas of concern proactively. During the period of February through June, 207 inmates have been seen. The decision has been made to continue the program after the initial four-month pilot project.

HIV/Hepatitis C Outreach Testing

In June, the department partnered with the Kaiser Family Foundation and Walgreens to support National HIV Testing Day. This collaboration aimed to increase knowledge, raise awareness, and reduce the stigma associated with HIV. Twenty-three HIV and three hepatitis C tests were administered during the National HIV Testing Day events. A number of staff attended the event to provide information on other department programs.

Two outreach testing events were held at Muscatine Center for Social Action and Jesus Mission Church/Pearl City Outreach, further expanding the department's efforts to provide HIV testing and education in the community. A total of 55 HIV tests and three HCV tests were administered during those outreach events.

Presumptive Eligibility for Oral Health Needs

Staff provided Medicaid presumptive eligibility services to three clients in the month of June. All three were referred to the department through the partnership with the Genesis Emergency Departments. The patients had been in the emergency room for toothaches.

Resolution to Concerns About DentaQuest Service Providers

Last month's report indicated challenges finding any providers that would take the DentaQuest Medicare Advantage Program. This month, staff were successful in working with DentaQuest Medicare Advantage plan, Edith Acevedo, Network Relationships Consultant, and a local Heartland Dental practice to get them in the DentaQuest network. Now, those members who live in Scott County will have a provider who can assure the best use of their dental benefits. Crow Valley Dental has already scheduled five patients who have this Medicare Advantage plan.

Build and support a diverse and skilled public health workforce

ToP Facilitation Methods Training

Several staff members attended the ToP Facilitation Methods Training and learned different methods on how to conduct meetings and facilitate conversations, such as with the community or with community partners. The training provided insight on how to effectively lead a room and ensure that meetings are moving towards a goal.

Public Health Improvement Training

Multiple staff and I attended the Public Health Improvement Training (PHIT). PHIT is hosted by the National Network of Public Health Institutes in partnership with several national organizations. PHIT's areas of focus for sessions is around performance improvement: quality improvement, performance management, national accreditation and reaccreditation, health assessment and health improvement planning, workforce development, strategic planning, and resource management. New resources and information were obtained that will be useful as the department continues its performance improvement work. PHIT has been held virtually for the past several years which makes it more accessible, but efforts to make it interactive in a virtual world have not always been successful with not all attendees engaging in breakout discussions.

SAMHSA Convening Discusses Needs of Pregnant and Parenting People

Staff attended the Substance Abuse and Mental Health Services Administration's (SAMHSA) Community Health Worker, Behavioral Peer Specialist and Doula Convening, in Kansas City for SAMHSA Regions 5, 6, and 7. The goal of the event was to address the needs of pregnant and parenting people with substance abuse and mental health challenges. There were many organizations that were highlighted for the work they are doing in this area as well. Staff received some resources about services that can be used for the Healthy Pregnancy Program and for other community organizations to use.

Building Blocks Framework Webinar

Staff attended the webinar, *Building Blocks for Supporting all Children in Inclusive Settings*. The Building Blocks Framework is a multi-tiered system of support that helps childcare providers create environments that are accessible and engaging for all children. The presenters shared examples of small changes in classrooms, like visual reminders and timers, that can have a big impact on the child's participation and learning.

Webinar on Feeding Infants and Child During Emergencies

Staff attended the webinar, *Infant and Young Child Feeding in Emergencies: Preparedness Systems for Communities to Keep Babies Safe* hosted by the United States Breastfeeding Coalition and the National Association of County and City Health Officials (NACCHO). The session provided an overview of the Centers for Disease Control and Prevention's Infant and Young Child Feeding in Emergencies (IYCF-E) Toolkit, shared current research exploring personal experiences and disaster-related factors that influence breastfeeding, and described how NACCHO has supported communities in emergency preparedness for the maternal and child population.

Maternal Health Learning and Innovation Center Podcast

Staff listened to a podcast from Maternal Health Learning and Innovation Center, *Lived Experiences, Collective Action: Voices from the Lived Experience Advisory Group (LEAG)*. The podcast episode highlighted personal stories and collective activism of LEAB members, shedding light on the impact of their work and how it has deepened their commitment to improving maternal health in the United States. The speakers talked about challenges faced during childbirth amidst the pandemic, the intricate tapestry of maternal mental health, and the concept of community-based doula support.

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

Active Threat Tabletop Exercise

The Safety Management and Preparedness Teams facilitated an Active Threat Tabletop Exercise (TTX) for all staff. This two-hour exercise was discussion-based, allowing staff and leaders to discuss a hypothetical active shooter scenario. Discussions involved identifying current county or department policies related to this event, processes that staff would be expected to follow, and resources staff need to prepare for an event of this nature.

Administrative Onsite Reviews

Administrative onsite reviews were conducted of the department's subcontractors, Genesis Health System and Community Health Care, Inc., during June. These reviews are part of the department's efforts to ensure that subcontractors are meeting the requirements of the contracts the department has with them and are operating according to strong business practices. These monitoring efforts are also a requirement of Scott County's external auditors. There were no significant findings with either entity.

Maternal Health Contract Meetings

Staff attended the virtual Maternal Health Monthly Contractor's Call with state staff and other agencies around the state to hear updates for the Healthy Pregnancy Program. A special presentation was given by Casey Manser with the Iowa SIDS Foundation, who shared current statistics related to infant death. She shared that most of the time a risk factor, like an unsafe sleep environment, is present when an infant dies unexpectedly. The presentation underscored the importance of safe sleep education through maternal and child health programs. Currently safe sleep presentations for groups or one-on-one educational sessions are offered through Scott County's Child Care Nurse Consultant Program and the Healthy Pregnancy Program.

Staff attended the virtual Maternal Health Staffing meeting. The staffing meetings take the place of quarterly reporting, and attendees include all state consultants that have a role advising the Healthy Pregnancy Program, as well as the local agency project director and any staff are able to attend. At the meeting department staff reviewed updates on current programmatic activities and the state shared the service numbers that they were seeing for Collaborative Service Area 14, the area the department serves. The state was pleased with the progress so far this grant year and was interested in learning more about family engagement efforts.

Build and maintain a strong organization infrastructure for public health

PHAB Reaccreditation Update

The department received confirmation that its reaccreditation documentation had been received by the Public Health Accreditation Board (PHAB). Whitney Litzner, Accreditation Specialist, has been assigned to the department and will be completing the initial review of documentation. If during documentation review any measures are reopened, the department will have 45 days to respond. An official timeline for when notification will be received regarding any reopened measures has not been provided.

Department Infrastructure Teams

Health Equity Committee

The Health Equity Committee reorganized its annual workplan to follow the department's recently adopted framework for addressing health equity. All activities included in the upcoming FY25 workplan will support work towards the following broad health equity strategies:

- Strategic Partnerships
- Community Engagement
- Addressing Health Equity in Program/Policy/Strategy

- Internal Capacity Building

Additionally, the committee added a strategy to its FY25 workplan that involves highlighting cultural observances during the calendar year in order to promote awareness and learning throughout the department. Information will be shared in a variety of ways and conversations are taking place on how to include the community in the information shared.

Health Promotion Team

The Health Promotion Team met to finalize its FY25 workplan, review a presentation the committee team will provide at the July All Staff meeting, and brainstorm ideas for the FY24 Annual Report topics. In addition, the following Health Promotion Strategies are planned for FY25: Vaccination and Vaping. New to the FY25 workplan is the task to develop an updated department video. The video currently on the department's website was produced in 2016.

Public Health Policy Committee

The Public Health Policy Committee spent time in June working on its FY25 workplan. Since the committee expanded from legislative work to broader public health policy work, discussions were needed regarding how to continue to build on past work yet still have capacity to include broader work around topics like Health in All Policies. In addition, the Iowa Public Health Association hosted its Summer Advocacy Meeting for members of its Advocacy Committee. The meeting included a recap of efforts in 2024 as well as updates regarding topic areas of interest that are anticipated in 2025.

Quality Improvement Council

The Quality Improvement (QI) Council met in June to plan for an upcoming All Staff meeting presentation. All FY24 Customer Satisfaction Survey reports are complete, and each service area completed a minimum of one survey as planned. Plans are underway for the facilitation of two QI projects submitted by staff. The QI Council members will discuss results from the QI Culture Assessment at its July meeting. This information will be used to guide the workplan for FY25.

Workplace Culture Committee

The Workplace Culture Committee hosted two Joy in Work sessions surrounding peer interactions, and how those can sometimes interfere with joy in the workplace. During the sessions, attendees were asked to give a high-level overview of a peer interaction topic or situation that impacted their joy. The topics/situation were then placed in a container and then small groups pulled one of them out and worked together regarding solution ideas at an individual, service area, and department level. The information will be compiled and used in a variety of ways to influence policy decisions and well as assist in plan creation. As specific questions arise, work is also taking place to share answers.

Workforce Development Committee

The Workforce Development Committee continued its work on the development of a new and improved Hiring and New Employee Onboarding Procedure. The committee also began discussions of items to include in its FY25 workplan. The workplan is being reorganized and will include one-year and three-year strategies, much like the department's strategic plan. The committee thought that this would help activities continue to build upon each other.

Meetings Attended by Staff

Be Ready QC Planning Committee
BIX 2024 Medical Response (2)
Care For Yourself Contractors
Davenport Trails Committee
Diane Koster and Jenny Kitsis, Genesis Cancer Center
Food Rescue Partnership
HHS Division of Behavioral Health Overdose to Action in States Discussion
Iowa Department of Inspections, Appeals, and Licensing Food Contractors
Iowa Immunizes Coalition
Lead Focus Group
Live Lead Free Quad Cities
Local Public Health Plan Review
Maternal Health Contractors
Maternal Health Staffing
Mental Health Region and Public Health Partners
National Guard Survey Group
Physical Activity Policy Research and Evaluation Network Transportation Committee
Quad Cities Breastfeeding Coalition
Quad Cities HEARTSafe Coalition
Quad Cities Housing Cluster
Quad Cities Medicaid and Medicare Certified Agency (CMS) Disaster Planning Committee
Quad City Emergency Preparedness Committee
Quad City Local Emergency Preparedness Committee
REM Iowa Community Services
River Way Steering Committee
Service Area 5 Healthcare Coalition
Tobacco CDC Site Visit
Tobacco Free Quad Cities (2)
Tom Bowman, Community Health Care, Inc.
Waste Commission

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

Attachment 2: FY24 Healthy Pregnancy (Maternal Health) Services Customer Satisfaction Survey Report

Attachment 3: School Health Services Report 2023-2024 School Year

Attachment 4: FY24 Sexual Health Clinic Customer Satisfaction Survey Report

Attachment 5: FY24 Correctional Health General Population Customer Satisfaction Survey Report



Education provided between June 1, 2024 and June 30, 2024

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
<i>Community</i>				
	6/3/2024	8	WIC	Lactation
	6/13/2024	200	Quad Cities River Bandits	Tobacco and Nicotine Prevention and Quit Resources
	6/14/2024	7	Safer Foundation	Effects of Tobacco and Nicotine Products on Youth
	6/15/2024	150	Big Brothers Big Sisters	Effects of Tobacco and Nicotine Products on Youth
	6/18/2024	60	Clinton Parks and Rec	Oral Health
	6/19/2024	13	North Scott Chamber	Hands-Only CPR

<i>Education To:</i>	<i>Presentation Date</i>	<i>Total Audience</i>	<i>Requesting Organization</i>	<i>Description</i>
	6/26/2024	30	Davenport Schools Garfield Elementary	Oral Health
	6/27/2024	1	The Pregnancy Center- Clinton, IA	Oral Care, Tobacco Use and Safe Sleep
	6/27/2024	30	Walgreens	Tobacco and Nicotine Prevention and Quit Resources
	6/27/2024	35	Davenport Schools- Fillmore Elementary	Oral Health
<i>Service Providers</i>				
	6/5/2024	16	Genesis	Prevention of Non-Ventilator Hospital Acquired Pneumonia through Oral Health Care
	6/19/2024	19	Genesis	Prevention of Non-Ventilator Hospital Acquired Pneumonia through Oral Health Care
	6/20/2024	65	Davenport Community School District	Food Safety



Media Inquiries between June 1, 2024 and June 30, 2024

<i>Request Date</i>	<i>Nature of Request</i>	<i>Request From</i>	<i>Newspaper</i>	<i>Radio</i>	<i>Television</i>
6/6/2024	Other	Television			KWQC-TV6
6/13/2024	Other	Newspaper	North Scott Press		
6/26/2024	Other	Television			KWQC-TV6

FY24 Healthy Pregnancy (Maternal Health) Services Customer Satisfaction Survey Report

May 2024



Survey Description

The Healthy Pregnancy Program is a service provided by the Scott County Health Department (SCHD) through the Title V Maternal Child and Adolescent Health grant. The program provides free education and support to pregnant and postpartum people. Services include prenatal risk assessments, connection to resources, psychosocial assessments, dental screenings, lactation/breastfeeding classes, and childbirth education. To assess patient satisfaction with services provided, a ten-question satisfaction survey was developed to capture feedback on maternal health services in the Healthy Pregnancy Program. The survey was completed via phone call by contacting clients who had received maternal health services or were enrolled in the program in March and April of 2024. This report includes a description of survey participants, questions and results, and data limitations.

Description of Survey Participants

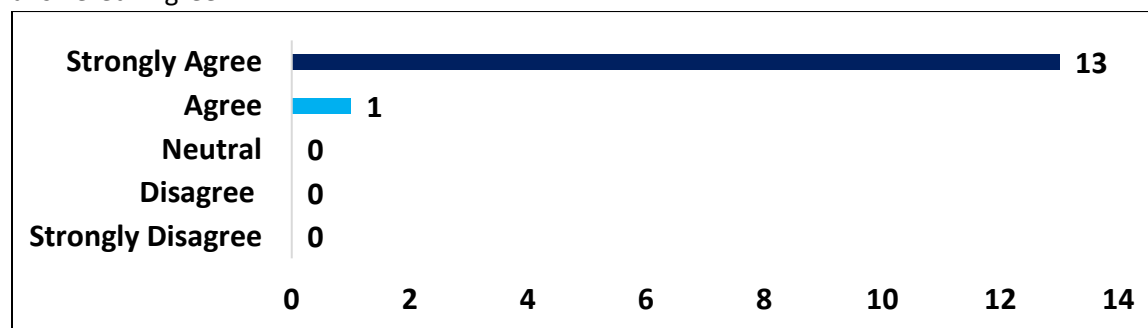
To complete the survey, a list of clients who used Healthy Pregnancy services in March and April of 2024 was compiled. Staff reached out via phone to the entire list of clients. A total of 32 clients received services in March and April and 14 responded to the survey.

Survey Results

Question 1: Healthy Pregnancy staff were respectful.

Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

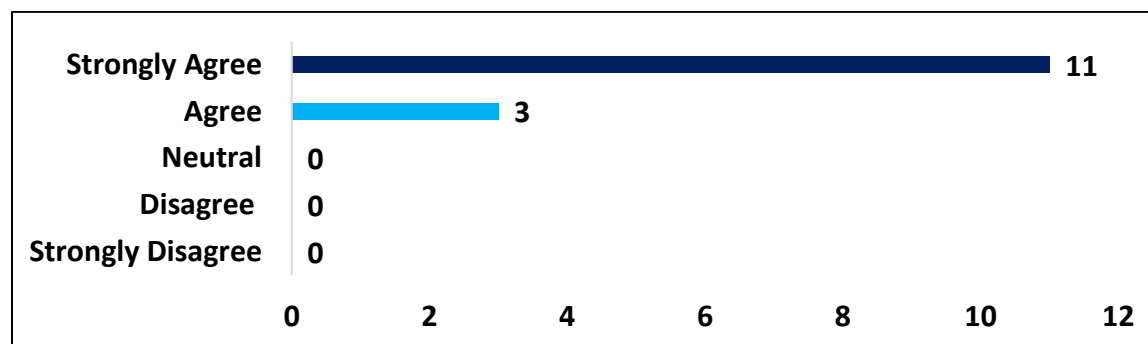
Fourteen (14) respondents answered this question. Thirteen (13) answered "Strongly Agree" and one (1) answered "Agree".



Question 2: The service provided to me was easy to access. (i.e., time of day; someone answered if calling back).

Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

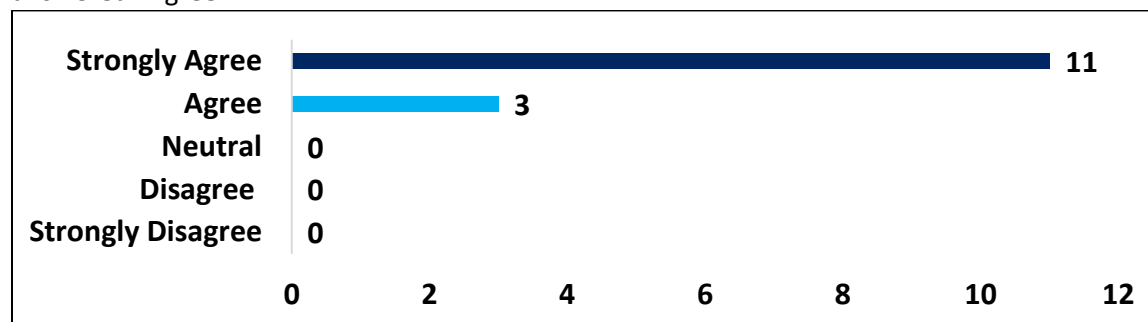
Fourteen (14) respondents answered this question. Eleven (11) answered "Strongly Agree" and three (3) answered "Agree".



Question 3: Healthy Pregnancy staff provided information in a format I could understand.

Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

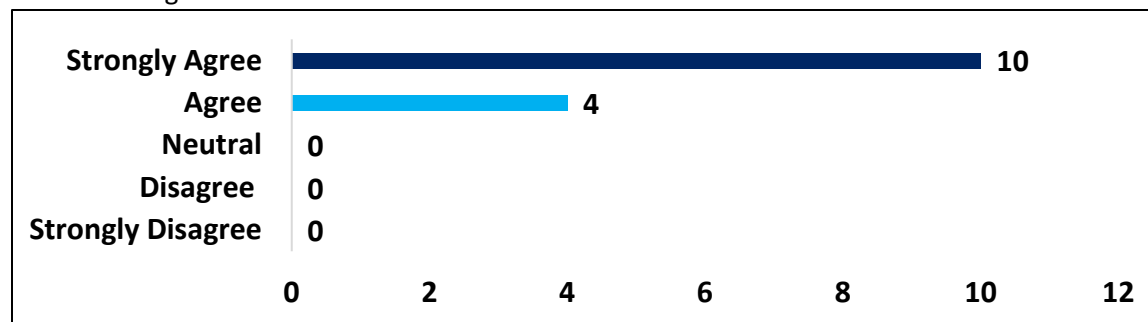
Fourteen (14) respondents answered this question. Eleven (11) answered "Strongly Agree" and three (3) answered "Agree".



Question 4: Staff respected my cultural and language needs.

Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

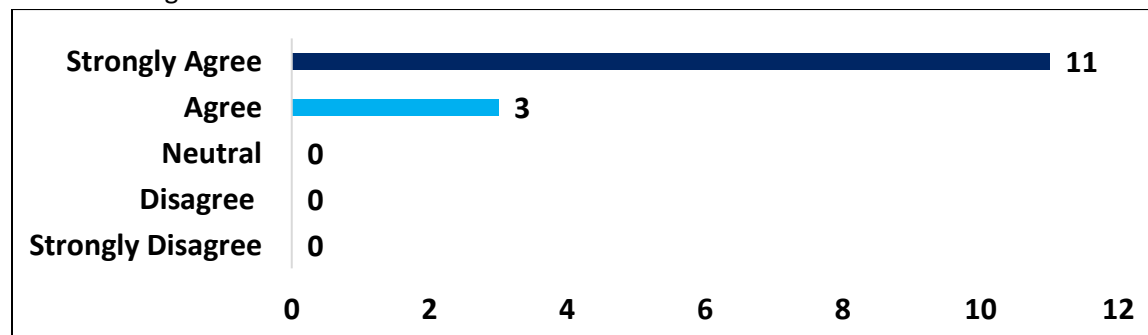
Fourteen (14) respondents answered this question. Ten (10) answered "Strongly Agree" and four (4) answered "Agree".



Question 5: The education and service I received was helpful to me.

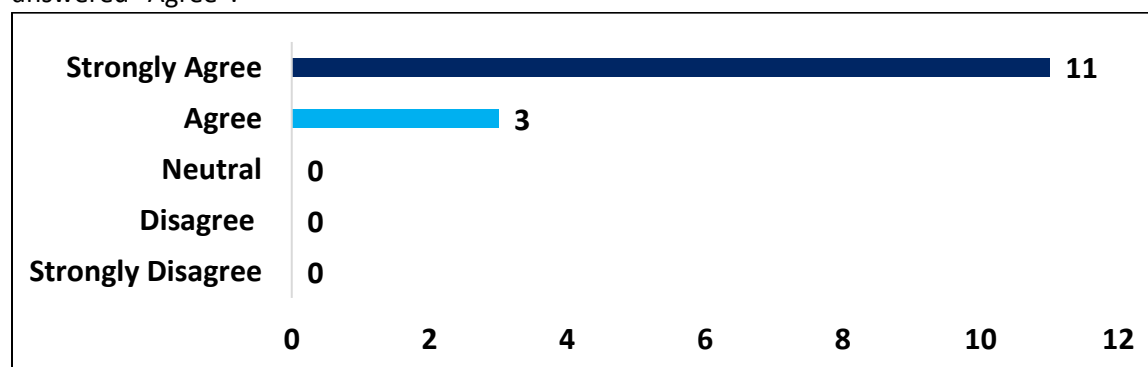
Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

Fourteen (14) respondents answered this question. Eleven (11) answered "Strongly Agree" and three (3) answered "Agree".

**Question 6: I am likely to recommend these services to others.**

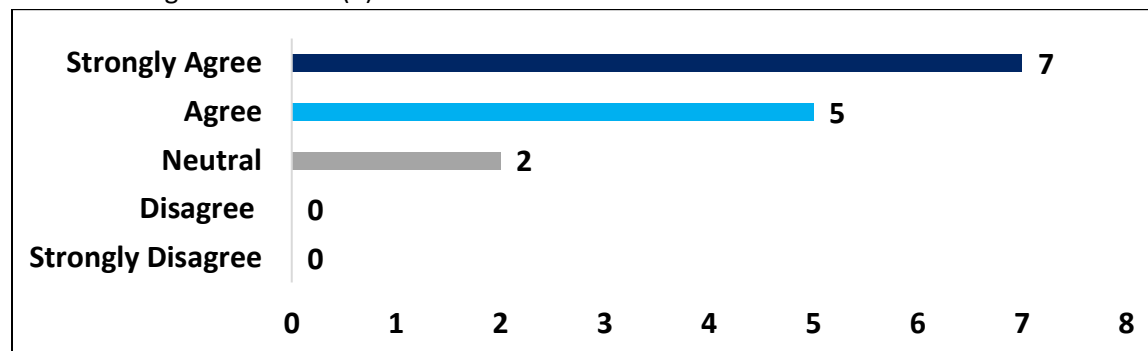
Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

Fourteen (14) respondents answered this question. Eleven (11) answered "Strongly Agree" and three (3) answered "Agree".

**Question 7: The Healthy Pregnancy staff helped me better understand how to care for myself.**

Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

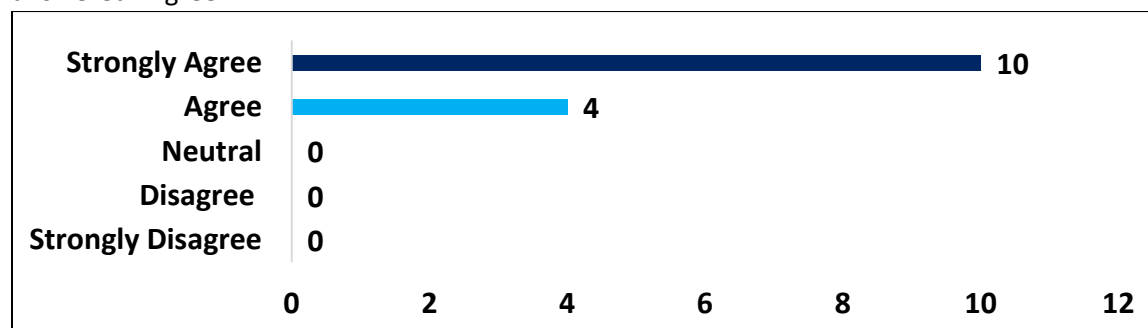
Fourteen (14) respondents answered this question. Seven (7) answered "Strongly Agree", five (5) answered "Agree" and two (2) answered "Neutral".



Question 8: The information made it easier for me to find/connect with the resources I need.

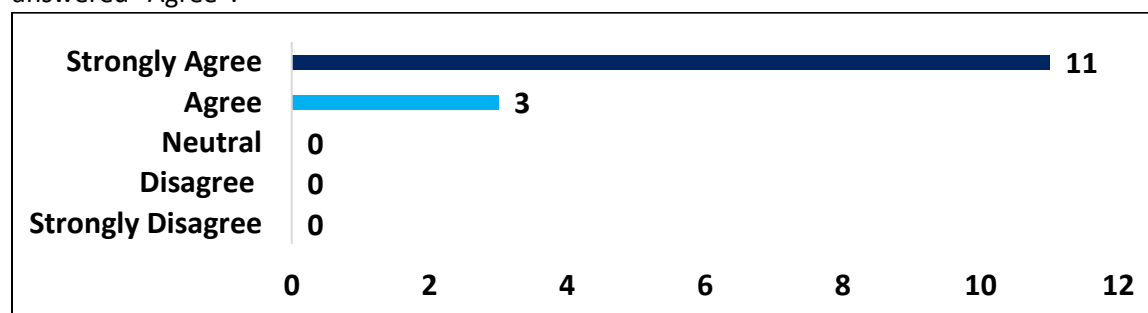
Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

Fourteen (14) respondents answered this question. Ten (10) answered "Strongly Agree" and four (4) answered "Agree".

**Question 9: Overall, I was satisfied with the service I received.**

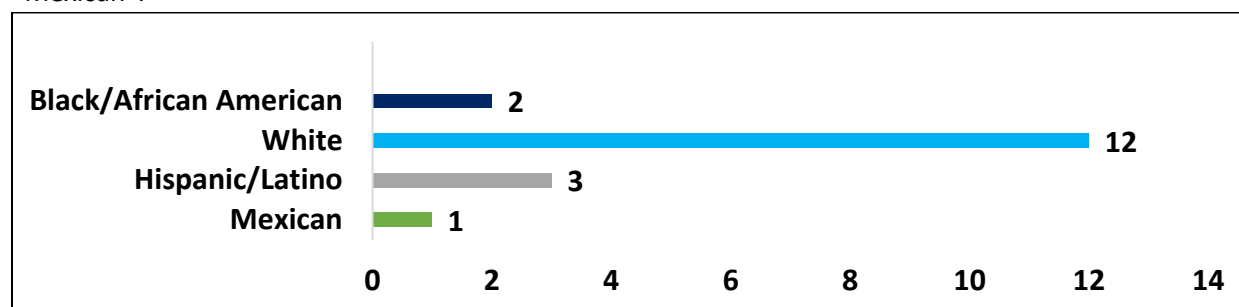
Response options: "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree."

Fourteen (14) respondents answered this question. Eleven (11) answered "Strongly Agree" and three (3) answered "Agree".

**Question 10: Please identify your race and ethnicity.**

Response options that were utilized by survey participants included "Black/African American", "White", "Hispanic/Latino", and "Mexican."

Fourteen (14) respondents answered this question. Two (2) identified as "Black/African American", Twelve (12) identified as "White", Three (3) identified as "Hispanic/Latino" and One (1) identified as "Mexican".



Conclusion

Overall, clients of the Healthy Pregnancy Program had very positive feedback. There were no negative responses to any of the questions. The participants of the program felt that staff were respectful and that the services they received were helpful. Participants said that they would recommend the program to others.

Positive Feedback:

- 100% reported that SCHD staff were respectful.
- 100% reported that SCHD staff respected their cultural and language needs.
- 100% were satisfied with the services they received.

This survey had very good responses overall. There were no negative responses to any of the questions. Question 7 “The Healthy Pregnancy staff helped me better understand how to care for myself” did receive two (2) neutral responses which could indicate that we could provide stronger education or support in that area.

Areas for Improvement:

Overall, feedback was very positive from Healthy Pregnancy clients, which reflects the quality of services provided by SCHD staff. If another survey is done in the future, it may be beneficial to ask some open-ended questions to leave room for feedback to see what services the clients of the program found most helpful. This report will be shared with the Quality Improvement Council to determine the next steps based on the survey results.

Attachment(s)

Healthy Pregnancy (Maternal Health) Customer Satisfaction Survey- 2024

Please rate the following statements on a scale from Strongly Disagree to Strongly Agree.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree
Healthy Pregnancy staff were respectful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service provided to me was easy to access. (i.e. Time of day; someone picked up if calling back).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy Pregnancy staff provided information in a format I could understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff respected my cultural and language needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The education and service I received was helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am likely to recommend these services to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Healthy Pregnancy staff helped me better understand how to care for myself.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information made it easier for me to find/connect with the resources I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I was satisfied with the service I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please identify your race and ethnicity.

- Black/African American
- White
- Asian
- Filipino
- Japanese
- Korean
- Asian Indian
- Chinese
- Vietnamese
- Hispanic/Latino
- Mexican
- American Indian
- Alaska Native
- Native Hawaiian
- Samoan
- Pacific Islander
- Other
- Declined
- Unknown

School Health Services Report

2023-2024 School Year

Scott County Health Department

June 2024



School Health Services Survey

Nine non-public schools were sent a survey to evaluate the school health services provided by the Scott County Health Department (SCHD) and all nine schools completed the survey. A copy of the survey is attached to this report. Below are the responses to the survey.

Schools Completing the Survey

The nine schools that completed the survey are listed below.



All Saints
Catholic School



Assumption
High School



John F.
Kennedy
Catholic School



Lourdes
Catholic School



Morning Star
Academy



Quad City
Montessori
School



Rivermont
Collegiate



St. Paul the
Apostle
Catholic School



Trinity
Lutheran
School

Survey Results

Below is a detailed description of the feedback received for the school health services provided for the 2023-2024 school year.

Services Provided:

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



Kindergarten Round Up/ School Registration

Kindergarten Roundup & School Registration

Seven non-public schools received Kindergarten Roundup and School Registration services from the Scott County Health Department during the 2023-2024 school year. All seven schools that received the services reported being “very satisfied” with the services that were provided.



Audit Preparation (Immunization & Dental)

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



Health Screenings

Health Screenings (Vision, Hearing, Dental)

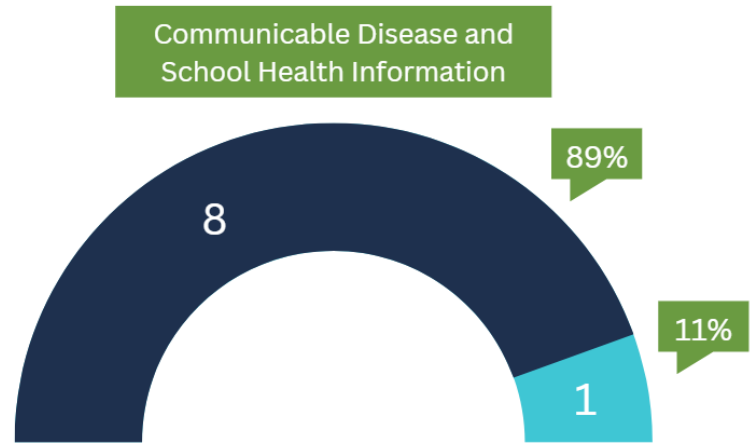
Eight schools (89%) received health screening services, including vision, hearing and dental that were provided by the Scott County Health Department. All eight schools (100%) were “very satisfied” with the health screening services.





Communicable Disease & School Health Information

Communicable disease and school health information was provided by the Scott County Health Department to all nine of the Scott County non-public schools. Eight schools (89%) were “very satisfied,” and one school (11%) was “satisfied” with the services that were provided.



Classroom Education (Puberty, Handwashing, etc.)



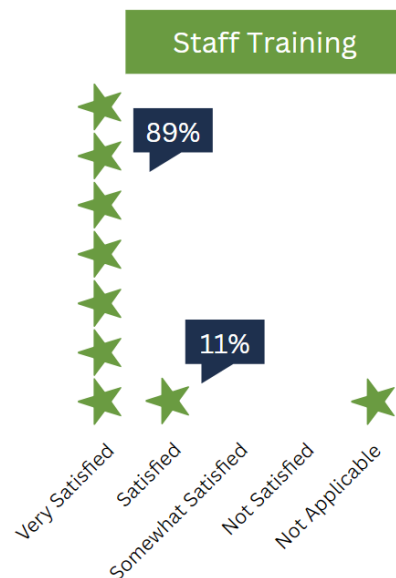
Classroom Education (Puberty, Handwashing, etc.)

Six of the nine schools surveyed received classroom education services from the Scott County Health Department. Of the six schools receiving services, five (83%) were “very satisfied,” and one (17%) reported being “satisfied” with the services for the 2023-2024 school year.



Staff Training (Medication Administration, Allergies, Bloodborne Pathogens)

Eight of the nine schools surveyed received staff training services from the Scott County Health Department. For the 2023-2024 school year, 89% of the schools reported being “very satisfied” and 11% were “satisfied” with the services provided.



School Nurse Consultant Rating:

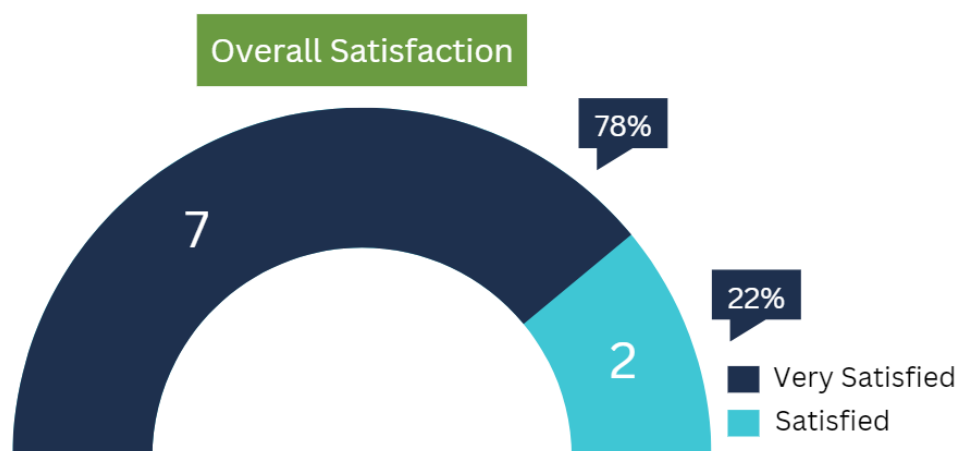
In addition to rating the level of satisfaction with school nursing services, schools were asked to rate the school nurse consultant assigned to their school according to her ability to carry out the following seven competencies. Respondents provided positive responses regarding the school nurse consultant.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

My Nurse Consultant...



Overall Satisfaction Level

Seven schools (78%) receiving non-public school nursing services during the 2023-2024 academic year reported they were “very satisfied”, and two schools (22%) were “satisfied” with the services received.



Conclusion

Each of the nine schools receiving school nurse consultant services completed and returned surveys for the 2023-2024 school year. Seven schools responded that they were “very satisfied”, and two schools were “satisfied” with the services they received from the school nurse consultant program.

The responses to questions regarding the school nurse consultant assigned to their school were positive. Seven schools reported “strongly agreeing” and two schools reported “agreeing” that the school nurse consultant understood her job responsibilities and duties, recognizes problems and responds appropriately, takes initiative/ownership, has good listening skills, communicates effectively, is flexible and open-minded, and promotes mutual respect.

Due to the high level of satisfaction with the school nurse consultant and the non-public school services received, the Non-Public School Nursing Program remains an effective and high-quality program serving over 2,800 students within Scott County. This report will be provided to the department’s Quality Improvement Council to discuss any additional follow-up based upon survey results.

Attachment(s)

Non-Public School Health Services 2023-2024

Q1 Please select your school.

- All Saints Catholic School
- Assumption High School
- John F. Kennedy Catholic School
- Lourdes Catholic School
- Morning Star Academy
- Quad City Montessori School
- Rivermont Collegiate
- St. Paul the Apostle Catholic School
- Trinity Lutheran School

Q2 Please provide feedback on the following health services provided to your school this year:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Not Applicable
Kindergarten Round-Up/School Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audit Preparation (Immunization/Dental)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Screenings (Vision, Dental, Hearing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicable Disease & School Health Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom Education (Puberty, Handwashing, Etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Training (Medication Administration, Allergies, Diabetes, Etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Please rate if you feel the nurse consultant:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Understands job duties and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognizes problems and responds appropriately	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Takes initiative/ownership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has good listening skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is flexible and open-minded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotes mutual respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 Please rate your overall satisfaction level with the school nurse consultant:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Not Satisfied

Q5 Additional Comments:

Q6

Please select the services you would like the Scott County Health Department to provide for the 2024-2025 school year:

- School Registration
- Kindergarten Roundup
- Health Record Coordination
- Preparation for Immunization Audit
- Preparation for Dental Audit
- Vision Screening for Grades K and 3 (State Requirement)
- Dental Screening for Grade K (State Requirement)
- Hearing Screening (**for Non-AEA Schools Only)
- Maturity/Puberty Education (4th/5th Grade)
- Sexual Health Education (7th Grade)
- Medication Administration Training (for School Staff)
- Bleeding Control Training (for School Staff)
- Diabetes Education (for School Staff)

FY24 Sexual Health Clinic Customer Satisfaction Survey Report

April 2024



Survey Description

The Sexual Health Clinic at Scott County Health Department (SCHD) offers confidential testing and treatment of sexually transmitted infections (STIs) and confidential follow up of sexual partners for appropriate testing and treatment to residents of Scott County that meet eligibility requirements. Services at the clinic are provided via appointment on Tuesdays from 12:30-3:30 pm and Fridays from 8:15-11:15 am. To assess patient satisfaction with clinic days and times, a survey was distributed to patients in the Sexual Health Clinic during the months of January and February 2024. This report includes a description of survey participants, questions and results, and data limitations.

Description of Survey Participants

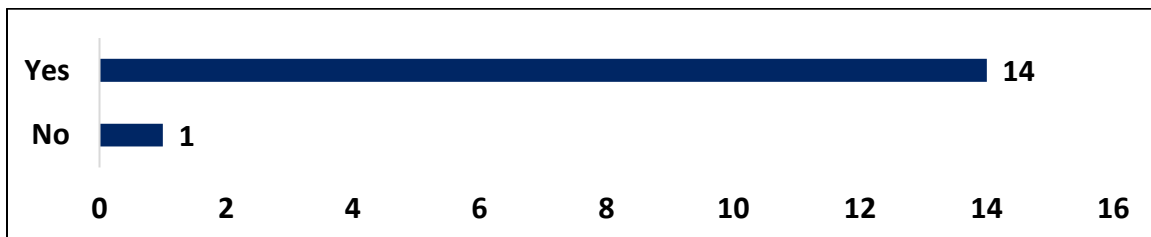
Patients who visited the Sexual Health Clinic at SCHD during January and February were given the option of filling out this voluntary customer satisfaction survey. Patients could fill out a paper version or scan a QR code to take it electronically. A total of 122 individuals received services during this time and 15 individuals filled out the survey.

Survey Results

Question 1: Are you a Scott County resident?

Response options: "Yes" or "No"

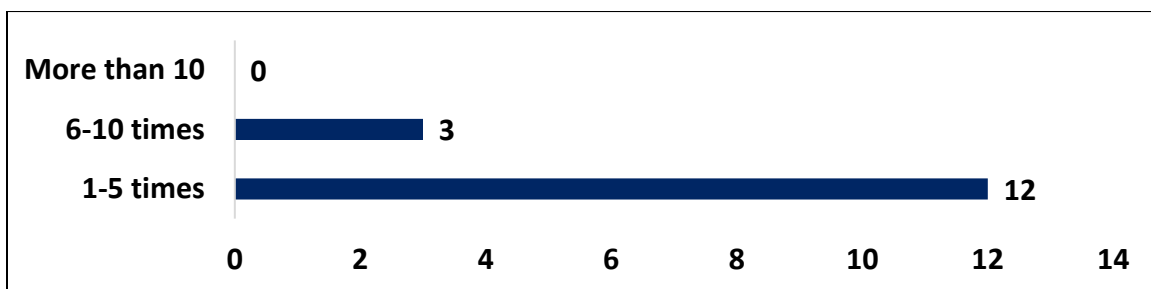
Fifteen (15) respondents answered this question. Fourteen (14) answered "yes" and one (1) answered "no".



Question 2: How many times have you utilized the SCHD Sexual Health Clinic services this year?

Response options: "1-5 times", "6-10 times", or "More than 10"

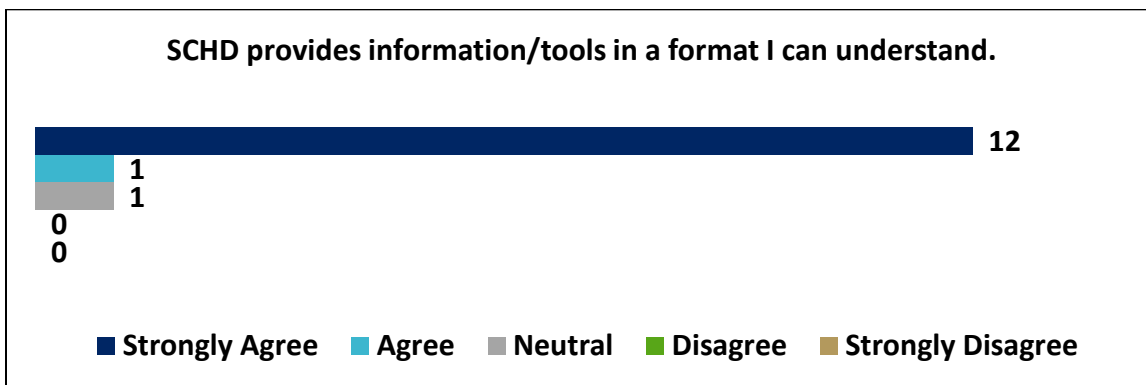
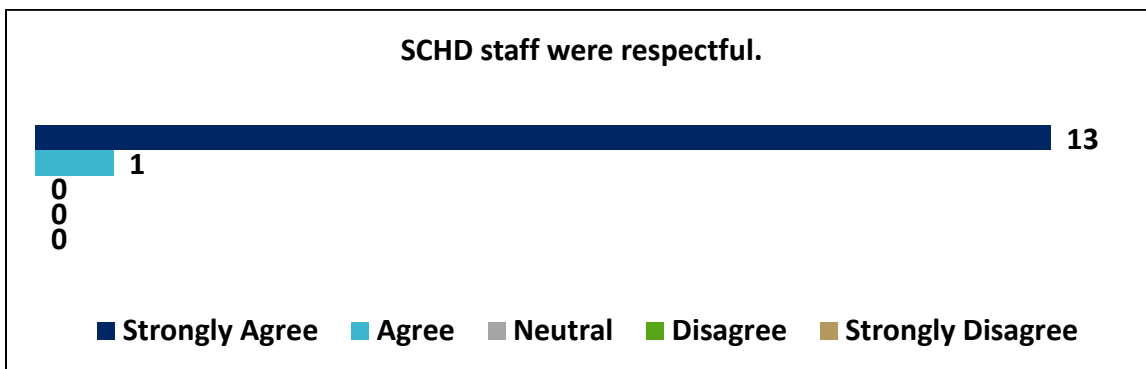
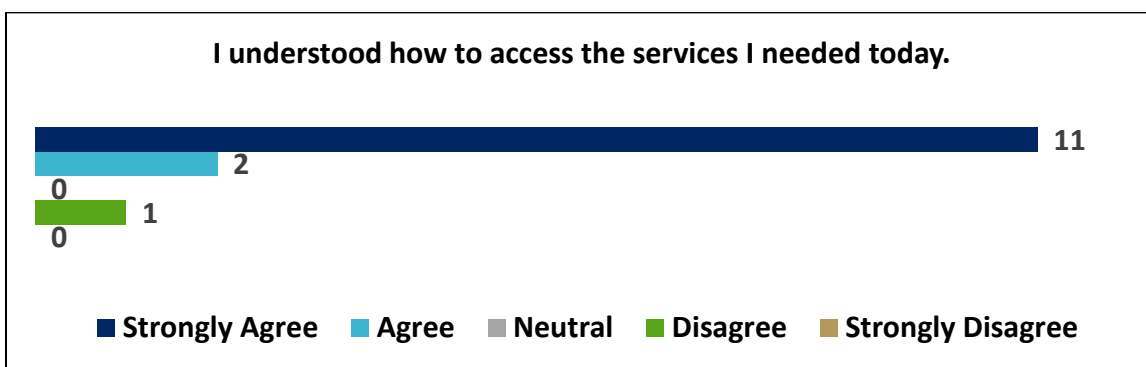
Fifteen (15) respondents answered this question. Twelve (12) selected "1-5 times" and three (3) selected "6-10 times".

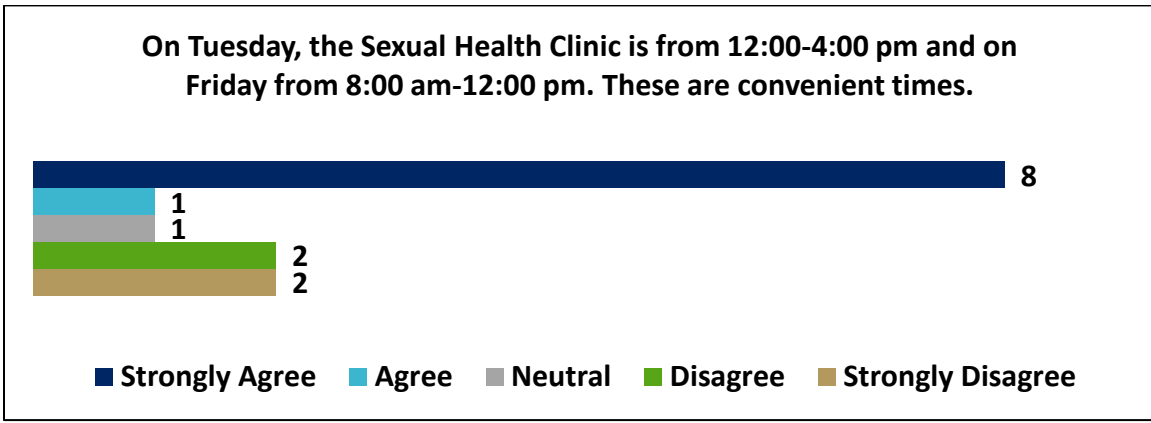
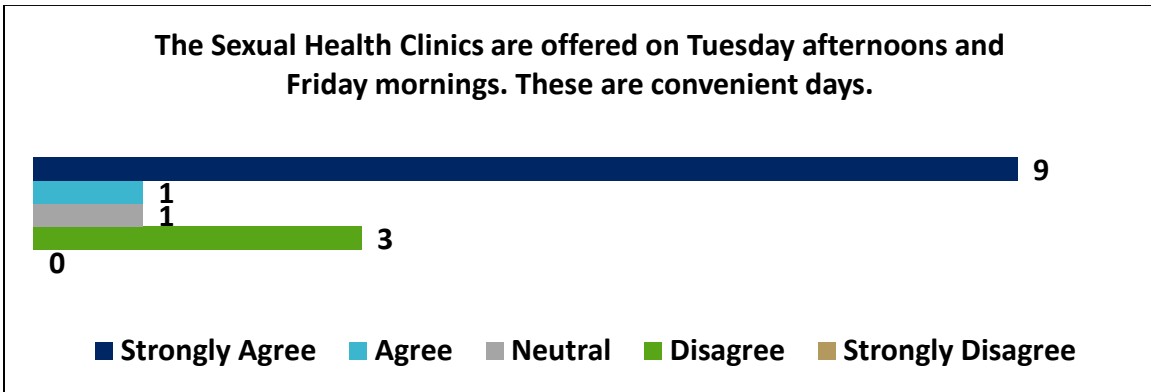
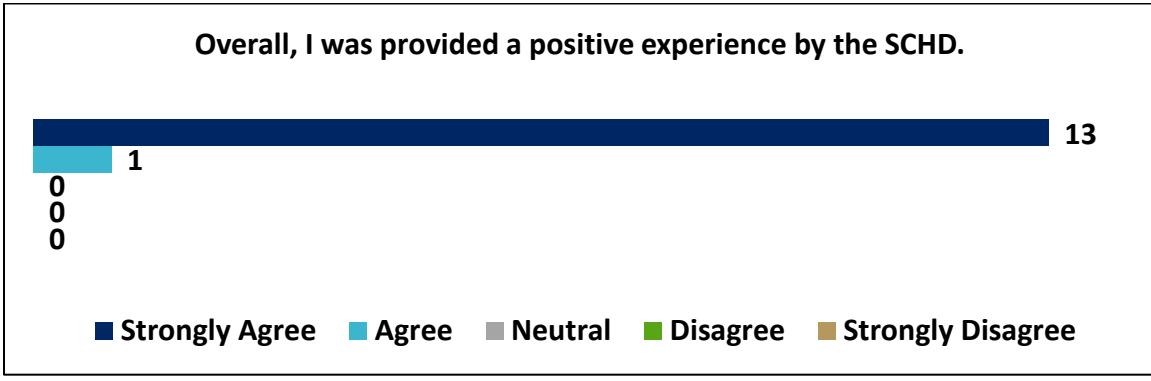
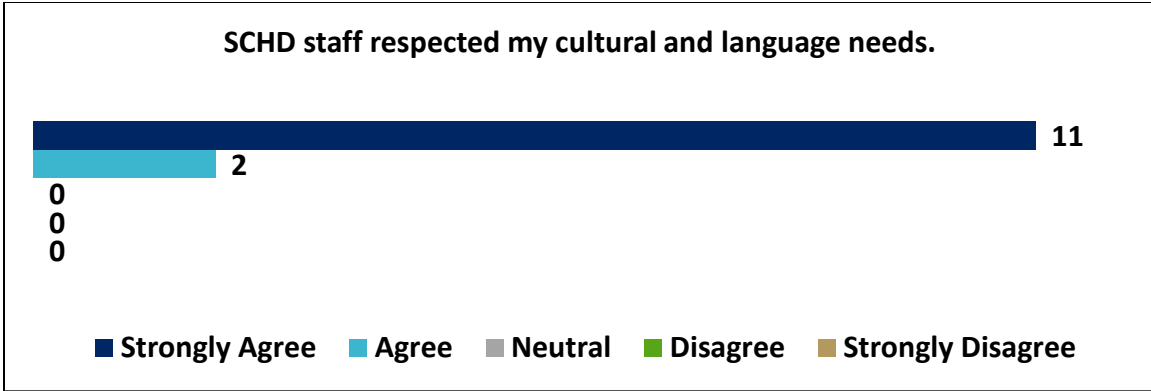


Question 3: Please rate the following statements on a scale from “Strongly Disagree” to “Strongly Agree”.

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

- A. “I understood how to access the services I needed.”
- B. “SCHD staff were respectful.”
- C. “SCHD provides information/tools in a format I can understand.”
- D. “SCHD staff respected my cultural and language needs.”
- E. “Overall, I was provided a positive experience by the SCHD.”
- F. “The Sexual Health Clinics are offered on Tuesday afternoons and Friday mornings. These are convenient days.”
- G. “On Tuesday, the Sexual Health Clinic is from 12:00-4:00 pm and on Friday from 8:00 am-12:00 pm. These are convenient times.”





Question 4: What suggestions do you have to help us improve the Sexual Health Clinic?

This was an open-ended question. Six (6) responses are summarized in the table below.

"N/A."
"This place is great!"
"Nothing. Respectful staff. I feel comfortable to get tested."
"More days open for services."
"Nothin! Keep up the great work! I love the staff nice lady's always make me feel comfortable."
"Additional days offered."

Conclusion

Overall, patients had very positive feedback on the questions that were asked about SCHD staff and services, while also identifying a couple areas for improvement. A majority of respondents felt that SCHD staff were respectful and provided information in an understandable format. All respondents reported an overall positive experience at SCHD.

Positive Feedback

- 93% of respondents knew how to access the services they needed.
- 100% reported that SCHD staff were respectful.
- 93% reported that information was provided to them in an understandable format.
- 100% reported that SCHD staff respected their cultural and language needs.
- 100% reported an overall positive experience at SCHD.

The two areas of suggested improvement were related to days and times for the Sexual Health Clinic at SCHD. Four (29%) respondents did not feel that clinics were provided at convenient times and three (23%) respondents did not feel that clinics were provided on convenient days. This was also echoed in a couple answers to the open-ended question at the end of the survey to offer "additional days" and "more days" for services.

Areas for Improvement

- 29% (4 out of 14) disagreed or strongly disagreed that clinics were provided at convenient times.
- 23% (3 out of 14) disagreed or strongly disagreed that clinics were provided on convenient days.

While this survey did not obtain a large amount of responses, the feedback was mostly positive and reflected the quality of services that SCHD staff are providing in the Sexual Health Clinic. This report will be shared with the Quality Improvement Council to determine next steps based upon the survey results.

Q4 What suggestions do you have to help us improve the Sexual Health Clinic?

FY24 Correctional Health General Population Customer Satisfaction Survey Report

May 2024



Survey Description

The Scott County Jail is a 394 bed 24/7 facility that serves the communities and various law enforcement agencies of Scott County. The Jail is overseen by the Sheriff of Scott County and employs more than 70 correctional staff. The Health Department employs 11 medical professionals which provide and oversee inmate medical care. The Scott County Jail is a direct supervision facility with correctional officers being placed in housing units to observe and interact with inmates rather than isolating them behind bars or traditional barriers. The Scott County Jail is the main detention facility of Scott County. The jail accommodates not only the county system, but the 7th Judicial District including? adult and juvenile incarceration. By Iowa State Statute, no one may be incarcerated in a county jail for more than one (1) year. To measure customer satisfaction, inmates in general population were requested to complete a brief customer satisfaction survey regarding medical services provided in the jail. 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

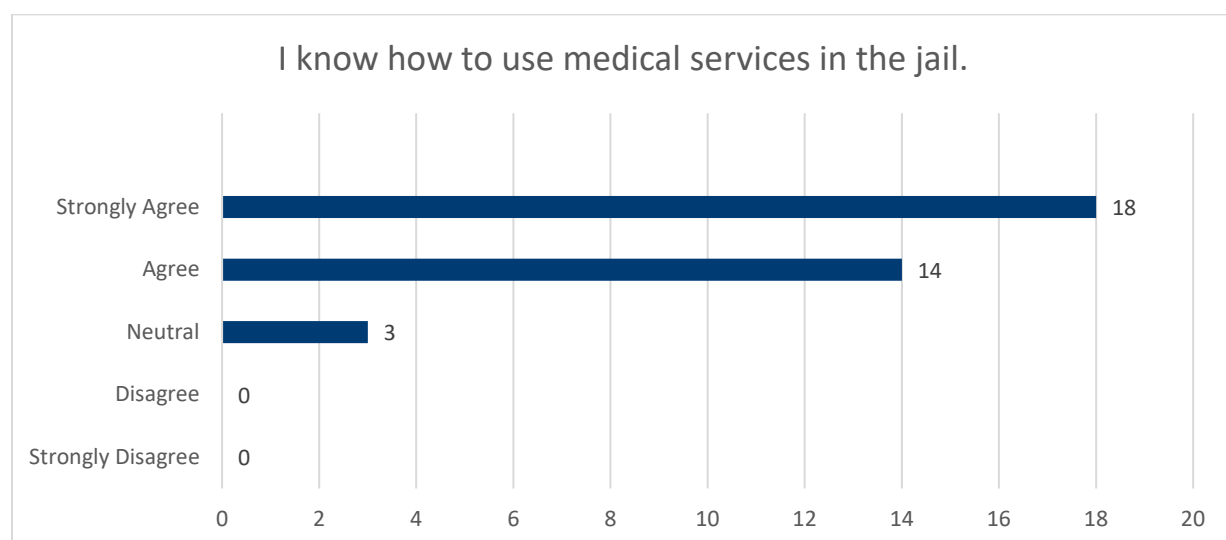
The pool of potential survey participants consisted of 21 female inmates and 57 male inmates in general population. Because there are multiple general populations housing male inmates, one was selected at random. A hard copy was offered to all inmates in the two selected general populations and participants were informed that their input was voluntary. The survey was conducted on one day only to avoid duplication because most inmates remain incarcerated for multiple days. Handing out the survey more than one day would have resulted in the same inmate completing multiple surveys. 21/21 females responded to the survey, and 15/57 males responded to the survey.

Survey Results

Question 1: I know how to use medical services in the jail.

Response options: "Strongly Agree," "Agree," "Neutral," "Disagree," and "Strongly Disagree"

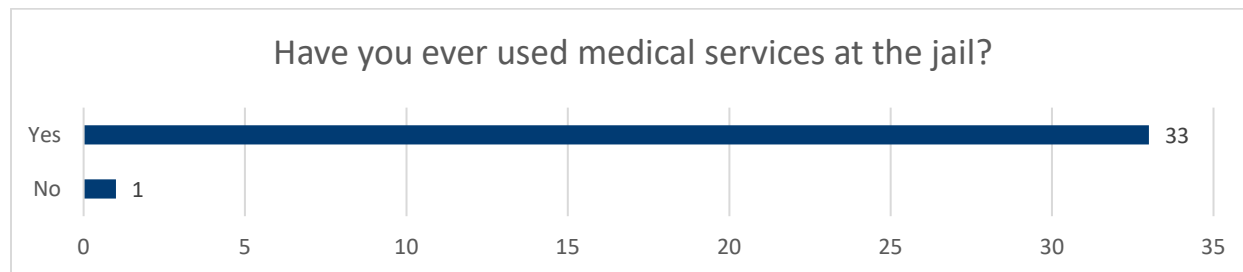
Thirty-five (35) respondents answered this question. Eighteen (18) answered "Strongly Agree," fourteen (14) answered "agree," three (3) answered "neutral" and zero (0) answered "disagree" or "strongly agree"



Question 2: Have you ever used medical services at the jail?

Response options: "Yes" or "No"

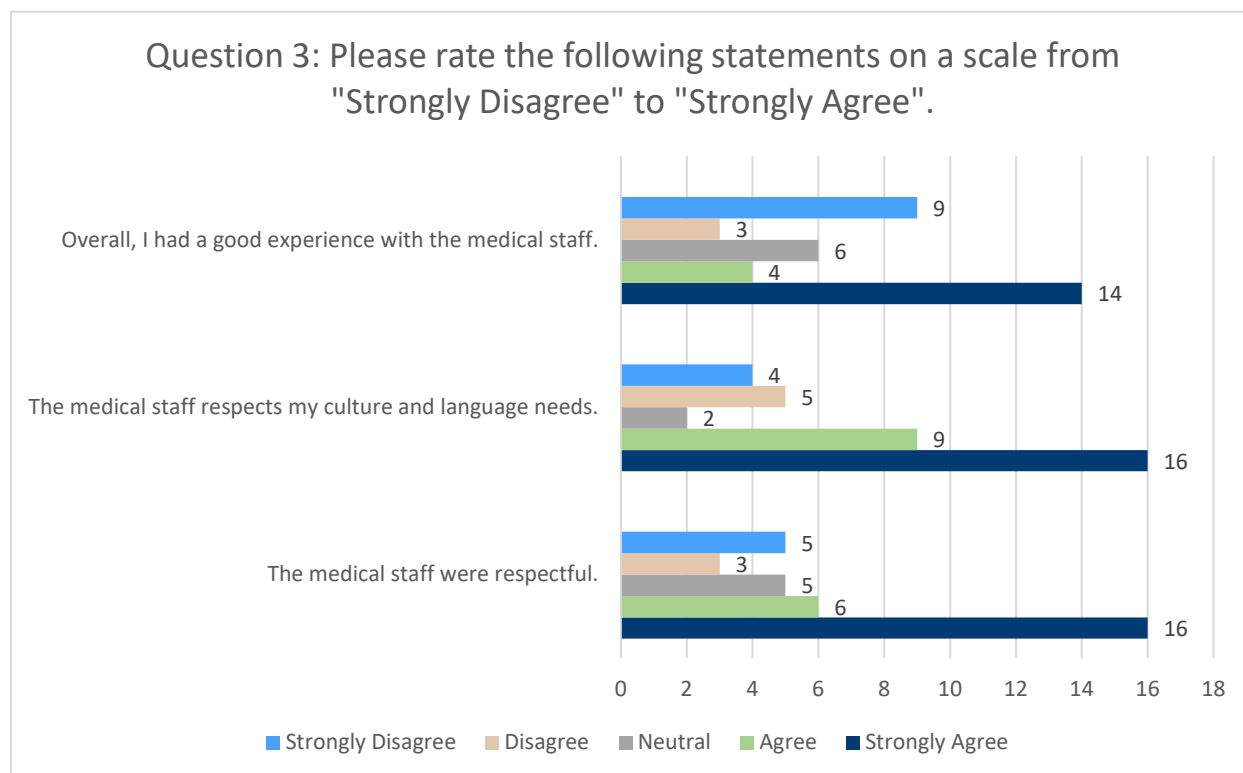
Thirty-four (34) respondents answered this question. Thirty-three (33) respondents answered "yes" and one (1) answered "no".



Question 3: Please rate the following statements on a scale from "Strongly Disagree" to "Strongly Agree".

Response options included "Strongly Agree", "Agree", "Neutral", "Disagree", and "Strongly Disagree."

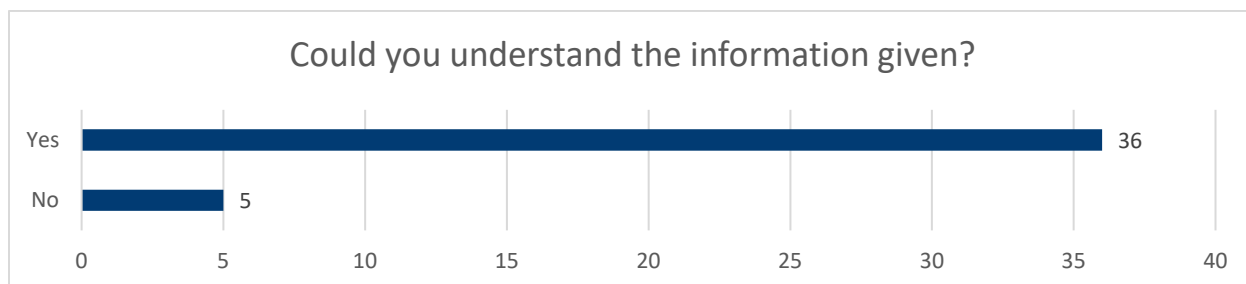
- A. "Overall, I had a good experience with the medical staff."
- B. "The medical staff respects my culture and language needs."
- C. "The medical staff were respectful."



Question 4: Could you understand the information given?

Response options: "Yes" or "No"

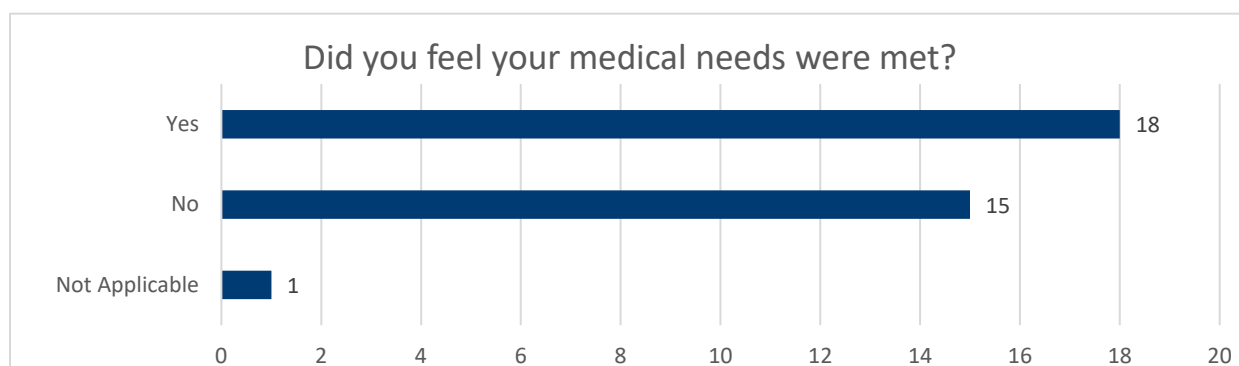
Thirty-one (36) respondents answered this question. Thirty-one (31) respondents answered “yes” and five (5) answered “no”.



Question 5: Did you feel that your medical needs were met?

Response options: “Yes”, “No”, or “Not Applicable”

Thirty-four (34) respondents answered this question. Eighteen (18) respondents answered “yes”, fifteen (15) answered “no”, and one (1) answered “not applicable”.



Question 6: What can the medical staff do to improve services?

This was an open-ended question. Twenty (20) responses are summarized in the table below.

“N/A”
“Mental health”
“The doctor to be more available”
“Bedside manner”
“Keep doing what they do”
“See me ASAP”
“Offer nicotine patches/gum please!”
“Be respectful, be replaced”
“Be replaced or understand where you work”
“Nothing they have already done”
“See my mental health practitioner sooner”
“More specific medicine for skin ailments. Hydrocortisone cream doesn’t help my psoriasis”
“Make determinations on course of treatment for each inmate - each symptom or complaint of ailment by the inmate objectively and with an exam or assessment where appropriate. Declining

access to mental health treatment for documented victims of violence due to inability to obtain a recent psychiatric exam is negligent at best. Victims often self-medicate with street drugs and end up in jail after resorting to crime and bad choices and most haven't seen a doctor in years are forced to detox in jail and be sober in jail for sometimes 100 plus days and cannot get mental health treatment of any kind and the nurses have never even have a single in-person conversation with the inmate to assess their mental health to even rule out suicidal tendencies. They simply send a C.O. to ask if the inmate wants to hurt themselves - yes or no. Some inmates are trying to manipulate medical and the system, but a lot of us are NOT and we are given excuse after excuse why we cannot resume our medication regimens from a few years ago in some cases and in others we just want to see a doctor and let them decide. I've been here 105 days and my spouse killed himself and in Scott County have 2 domestic violence abusers whom I had O.P.S. on here in Davenport. Both assaulted me and violated their orders and served time here in SCJ for it. I divorced one. My mental health records were "too old: and I've been here sober from drug suffering night terrors every night sleeping a few hours only every day - over exercising to the point of injuring myself multiple times. Had to grieve it to get a bottom bunk - never saw a nurse to discuss my mental health issues not ONCE, only on Kite. Medical refuses to let me see the psych MD for an assessment. When there is ample evidence I am NOT manipulating anything and NEED HELP."

"Address medical needs quicker, especially when it's serious"

"Outside appointments need to be made quicker"

"Treat people how you want your kids to be medically and correctly treated with just cause...Actually see us for our medical needs to meet them..."

"Medical wise they have met all my needs in a quick manner, but for the mental health aspect they are terrible. I've been on the list for months and still yet to be seen in this environment. Mental health is one of the most important things. I believe the whole mental health needs to be revised."

"Take individuals more serious regarding medical complaints. Respond to medical issues sooner, and change their outlook that all individuals are making false complaints."

"List and explain more. Be more polite and understanding of people's medical needs. Actually respond when they are asked for medical help."

"I still don't know the names of the meds I'm taking. They just show up and give me meds and don't provide any info or follow-up."

Conclusion

Overall, inmates had positive feedback on the questions they were asked about jail medical services while also identifying a couple areas for improvement. A majority of the respondents felt that jail medical staff were respectful and that the staff respected their culture and language needs. Slightly over half the inmates felt their medical needs were met.

Positive Feedback

- 91.4% of respondents know how to access and use medical services in the jail.
- 86% of respondents could understand the information given.
- 63% of respondents agreed staff were respectful and 14% were neutral.
- 50% of respondents felt they had a good experience and 17% were neutral.

One area of suggested improvements was related to inmates being seen more quickly for mental health, outside appointments, and "serious" concerns. Fifteen (44%) respondents did not feel that their medical needs were met.





While this survey did not obtain a large number of responses per population, the feedback was mostly positive and reflected the quality of services that medical staff are providing to jail inmates. This report will be shared with the Quality Improvement Council to determine the next steps based upon the survey results.

Attachment(s)

CORRECTIONAL HEALTH – NURSING - CUSTOMER SATISFACTION SURVEY

1. I know how to use medical services in the jail.

Pick one.

 Strongly Agree	 Agree	 Neutral	 Disagree	 Strongly Disagree
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2. Have you ever used medical services at the jail.

YES OR NO

If no, the survey is done. Thank you for your time.


3. The medical staff were respectful.

Pick one.

 Strongly Agree	 Agree	 Neutral	 Disagree	 Strongly Disagree
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4. The medical staff respects my culture and language needs.

Pick one.

 Strongly Agree	 Agree	 Neutral	 Disagree	 Strongly Disagree
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5. Overall, I had a good experience with the medical staff.

Pick one.

 Strongly Agree	 Agree	 Neutral	 Disagree	 Strongly Disagree
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6. Could you understand the information given?

YES OR NO

7. Do you feel that your medical needs were met?

YES OR NO

8. What can the medical staff do to improve services?