MERCER COUNTY HEALTH DISTRICT

ANNUAL REPORT 2017

Mercer County Health District

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TO OUR STAKEHOLDERS

Strategic Highlights

MCHD completed a new strategic plan for 2018-2020. The two priorities are:

- Increase employee satisfaction.
- Achieve and maintain public health accreditation.

Goals are:

- Increase two-way communication within MCHD.
- Promote problem solving and teamwork among MCHD staff.
- Continue collaboration with partner agencies to implement the CHIP.
- Integrate performance management into daily operations at MCHD.
- Integrate quality improvement into daily operations at MCHD.
- Increase Board of Health Awareness of the functions and operations of MCHD.

Operating Highlights

MCHD had a successful year:

- Rebranded ourselves as Mercer County Health District.
- Able to carry over **$717,817.32.** Our highest carryover to date. 150% increase from my first year here (2014-2015 $288,886.92).
- Hired 5 new employees with two of those being replacement positions.
- Added a new member to the Board of Health to replace Dr. Hosbach. Her name is Alyssa Tobe, M.D. and she is acclimatizing well.
- Continued on the path to Accreditation and submitted our application in the fall of 2017.
- Awarded Accreditation Readiness Grant of $15,000 to create a Community Health Improvement Plan with OSU.
- Awarded PHEP $77,699.00 and IM $46,945.00 Grant Funds.

Looking Ahead

MCHD will:

- Collect all documentation needed for submission to PHAB by December 15, 2018.
- Continue to address the Marshallese population's needs within the community.
- Work to break barriers with substance abuse, nutrition and weight status, and mental health needs with the county.
- Continue to work collaboratively with county partners in future projects.

Amy Jo Poor, BS, MSM
Mercer County Health Commissioner

MCHD OPERATING BUDGET

The Mercer County Health District's Fiscal Specialist is responsible for accounting, budget, accounts payable, and purchasing. The department also provides a variety of financial, reporting, and decision support services to management staff. The annual budget for Mercer County Health District is just under $2 million and the main revenue stream is from services offered to the community as well as Federal, State and County/Local dollars and grants.

❖ The State Auditor approved our 2015-2016 Fiscal Year End Audit and can be viewed on the Ohio Auditor's Website ❖

❖ The 2017 Year-End Annual Financial Report was submitted to the State Auditor and the Ohio Department of Health according to ORC Guidelines ❖

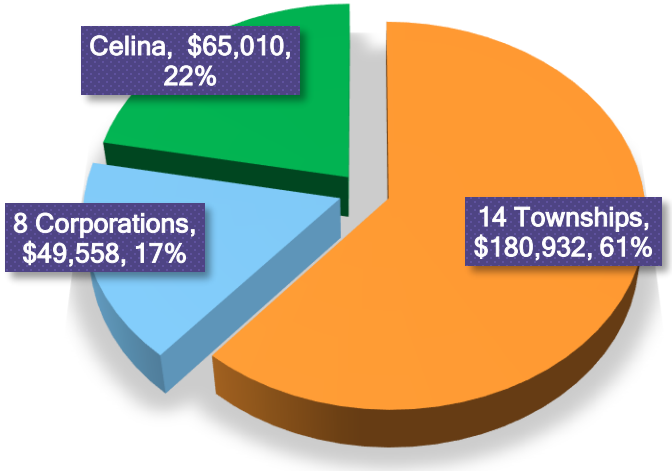
❖ The Tentative 2019 General Fund Budget will be submitted for approval at the April 11, 2018 Board of Health Meeting ❖

2018 Estimated Budget

$1,908,342

$2,371,752

Political Subdivisions 2018 $ Contributions



$295,500

Used to Fund:

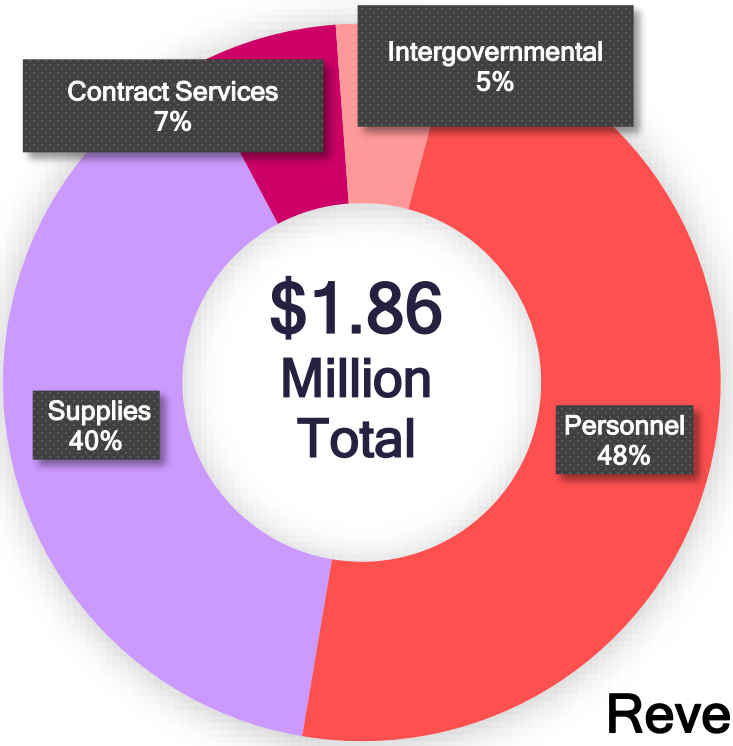
Amounts to be withheld from political subdivisions for Health Department Services

	Valuation	Percent of Total Valuation	Total To Be Withheld	Feb-18 Settlement	Aug-18 Settlement
Townships					
Blackcreek	34,760,730	0.036698	8,458.55	4,229.27	4,229.27
Butler	64,455,470	0.068048	15,684.37	7,842.18	7,842.19
Center	43,199,300	0.045607	10,511.96	5,255.98	5,255.98
Dublin	40,632,220	0.042897	9,887.30	4,943.65	4,943.65
Franklin	82,488,920	0.087086	20,072.56	10,036.28	10,036.28
Gibson	34,967,880	0.036917	8,508.96	4,254.48	4,254.48
Granville	60,331,630	0.063694	14,680.88	7,340.44	7,340.44
Hopewell	43,244,110	0.045654	10,522.87	5,261.44	5,261.44
Jefferson	85,663,860	0.090438	20,845.14	10,422.57	10,422.57
Liberty	38,961,830	0.041133	9,480.84	4,740.42	4,740.42
Marion	89,048,800	0.094012	21,668.82	10,834.41	10,834.41
Recovery	43,063,810	0.045464	10,479.00	5,239.50	5,239.50
Union	34,110,980	0.036012	8,300.44	4,150.22	4,150.22
Washington	46,704,470	0.049308	11,364.90	5,682.45	5,682.45
Total Townships	741,634,010		180,466.59	90,233.29	90,233.30
Corporations					
Burkettsville	2,660,300	0.002809	647.35	323.68	323.67
Chickasaw	7,619,920	0.008045	1,854.20	927.10	927.10
Coldwater	86,818,110	0.091657	21,126.01	10,563.00	10,563.01
Ft Recovery	25,420,230	0.026837	6,185.67	3,092.84	3,092.84
Mendon	5,928,620	0.006259	1,442.65	721.33	721.32
Montezuma	2,518,610	0.002659	612.87	306.43	306.43
Rockford	13,517,830	0.014271	3,289.38	1,644.69	1,644.69
St Henry	61,089,410	0.064494	14,865.28	7,432.64	7,432.64
Total Corps	205,573,030		50,023.41	25,011.71	25,011.70
Total Corp/Twp	947,207,040	1.000000	230,490	115,245.00	115,245.00
Celina City 22%	161,430,140		65,010.00	32,505.00	32,505.00
Grand Total	1,108,637,180		295,500	147,750	147,750

FINANCIAL SUMMARY 2017

❖ The **carryover balance** into 2018 was **$717,817.32** ❖

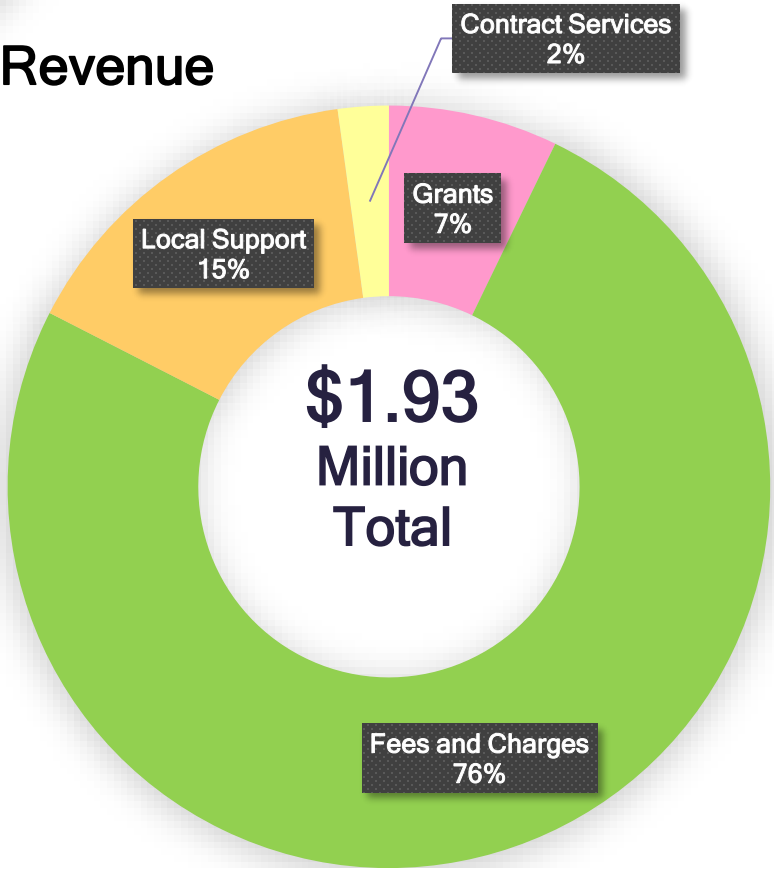
Expenditures



2017 Expenditures

Personnel	$900,159
Materials/Supplies	734,899
Contract Services	122,133
Intergovernmental	98,907
Other	1,672
Total	**$1,857,769**

Revenue



2017 Revenue

Grants	138,709
Fees and Charges	1,453,932
Contract Services	41,520
Local Support	295,500
Total	**$1,929,661**

VITAL STATISTICS

- 1568 Certified Birth Certificates
- 1139 Certified Death Certificates
- 90 Burial Permits Issued

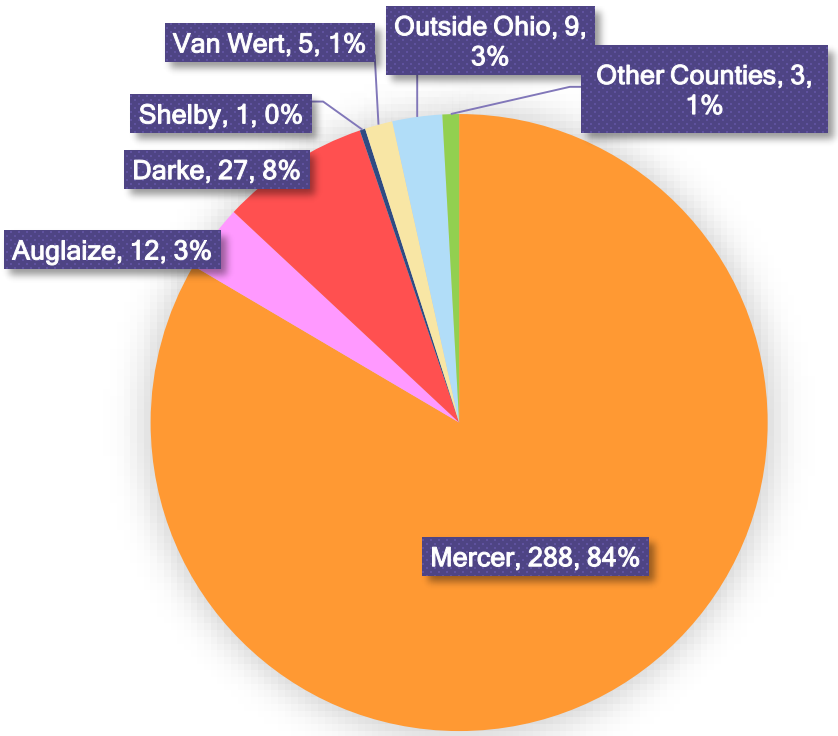
345 Births

168 Males

(1) Birth at Home

177 Females

Birth Registration by Mother's Residence



Top 5 Leading Causes of Death

1. Heart Disease (129)
2. Cancer (malignant neoplasms) (48)
3. Congestive Heart Failure (21)
4. Alzheimer's/Dementia (22)
5. Pneumonia & Aspiration (17)

Causes of Death Ruled as Accidental

Vehicular (5)
Smoke Inhalation (1)
Multiple Drug Intoxication (5)
Drowning (1)
Ruled as Suicide (2)
↘ Males - Average Age 54

ENVIRONMENTAL HEALTH

2017 Summary of Prominent Activities

Throughout the year, routine inspections that are required by state regulations, such as food service inspections, water well and septic system permitting and inspections, nuisance investigations, solid waste inspections, and rabies prevention activities keep the Environmental Health Division busy. Beyond that, enforcement cases and changing regulations provide a break from the routine and can consume considerable amounts of our time as well.

- **Dumpsterman Container Service enforcement case**

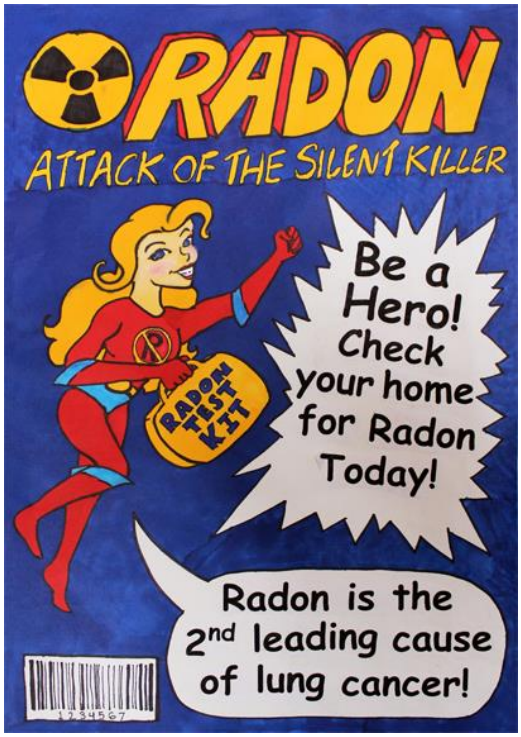
In December 2017, an "Agreed Consent Order" was filed in the Court of Common Pleas, establishing a firm court-ordered mandate for clean-up of the property to the bare ground. The Consent Order established a March 31, 2018 deadline for all clean up to be completed at the site. This is a huge step forward in a case that has been on-going for 5 years! Hopefully the 2018 annual report will say that the entire clean-up has been completed.

- **State Surveys**

The Ohio Department of Health performed the annual mandatory survey of our **Swimming Pool Program** and MCHD **scored** a **94%** on the field review portion of the survey! Also, the Ohio EPA performed the mandatory annual survey of the Solid Waste program, and we were found to be administering this program in a satisfactory manner.

- **Radon Grant**

In 2017, the Health Department entered into a grant contract with Union County Health Department to promote radon testing in homes in Mercer County and to distribute education to realtors, builders, schools and low income units. Under the grant contract Mercer County was tasked with coordinating these efforts in Mercer, Shelby and Auglaize Counties. Shelby and Auglaize County Health Departments participated by completing activities and reporting these to Mercer County. A realtor training was hosted in February at the Mercer County Health Department, outreach was done by distributing educational information to builders and schools within the jurisdiction, and information was posted on websites and Facebook pages as well as in the newspapers during January (Radon Action Month).



- **Food Safety Program**

The Health Department spent 2017 reminding and prompting food service operators regarding the state regulation requiring all Risk category 3 & 4 facilities to obtain 15 hours of food safety training certification. By the end of 2017 roughly 50% of facilities were in compliance with this requirement. The Health Department offered proctoring services on a monthly basis, except for the summer months, for those individuals completing coursework on-line who needed to complete the written exam. In the local area there is a shortage of classroom course offerings for this education requirement.

INSPECTIONS & INVESTIGATIONS

686 FOOD AND BEVERAGE

247	52	33	65	123
Water Tests Public and Private	Campgrounds & Manufactured Home Parks	Pool & Spa	Nuisances	Septic/Other

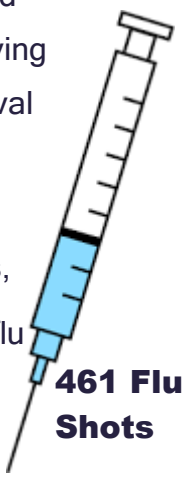
EMERGENCY RESPONSE DIVISION

During the past year, MCHD has participated in three emergency exercises. All three exercises provided us and the partner agencies with valuable experience in working through the challenges of such events and the opportunity to work together with these partners to strengthen bonds and cooperation so that if a real event would occur, we will be better able to respond quickly and effectively together.

medical reserve corps

56 Volunteers

The Medical Reserve Corps was active in the exercises mentioned above and also did some self-promoting at the Mercer Healthy Living Expo in March, the Mercer County Fair and the Celina Lake Festival Parade. In 2017 quarterly MRC meetings were held.



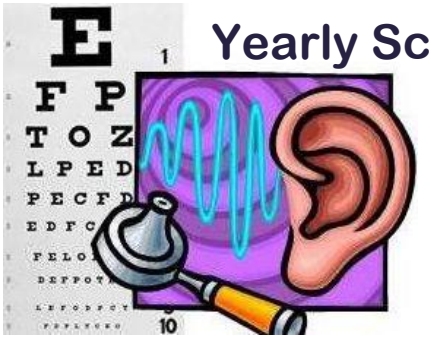
461 Flu Shots

The Mercer County Health District and MRC, with Mercer County EMA and other partners, conducted the **9th Annual Drive-Thru Flu Clinic** in October. More than 450 flu shots were given in one day through the efforts of over 70 staff and volunteers.

The **Mercer County Healthcare Disaster Planning Coalition (MCHDPC)** is a voluntary group chaired by the Mercer County Health District, Mercer County EMA, and Mercer Health Hospital. The coalition invites all agencies in Mercer County that provide or support healthcare to attend the quarterly meetings. The goal of the MCHDPC is to maximize healthcare response capabilities and minimize healthcare system interruption during emergencies by planning together to identify and fill gaps.

All of these events provide the Emergency Response Division with opportunities to fine-tune our practices and policies to better provide for the health and well-being of everyone in Mercer County.

HEALTH SERVICES SUMMARY



Yearly School Nursing Report 2017-2018

	Ft. Recovery Local Schools	St. Henry Consolidated Local Schools
Hearing/Vision Screenings	635	669
Referrals Sent	88	81

Lead Testing Yearly Report

14 Children Tested

- 12 lead level < 2
- 2 lead level = 2

Flu Shots Administered

445 Federally Funded

1,571 MCHD Purchased

15,284 Vaccines Administered

Protecting Against 18 Life Threatening Diseases

3,272 Children Vaccinated

71% had Private Health Insurance

29% were Eligible for VFC

- 80% - Medicaid
- 12% - Not Insured
- 9% - Underinsured

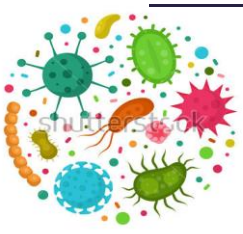
1,568 Adults Vaccinated

5% Adult Vaccine Program

95% had Health Insurance

MCHD reported 13 Outbreaks in 2017. The Mercer County Health District is required to investigate all suspected outbreaks of disease of a community; foodborne; healthcare-associated; institutional; waterborne; or zoonotic nature, to ensure control measures are implemented to prevent further spread.

Outbreaks



- Influenza (4)
- Norovirus (3)
- Cryptosporidium (2)
- Scabies (2)
- Mumps (1)
- Shigella (1)

BUREAU OF CHILDREN WITH MEDICAL HANDICAPS

In 2016, the name changed to Children with Medial Handicaps (CMH)

CMH is a program provided by the Ohio Department of Health (ODH) that helps ensure quality healthcare for children with certain eligible health conditions. In some cases, it is secondary to the family's primary insurance and in others, it is the only coverage these children have. Each county has a designated Public Health Nurse to monitor and facilitate coverage of eligible children that reside in that particular county. This is done through phone, email, home visit or whatever preferred method of contact is convenient for the family.

CMH Claims Paid by ODH

$29,620

Total CMH Cases

Treatment Cases	174
Diagnostic Cases	110
Service Coordination Cases	6

CMH Covered Conditions

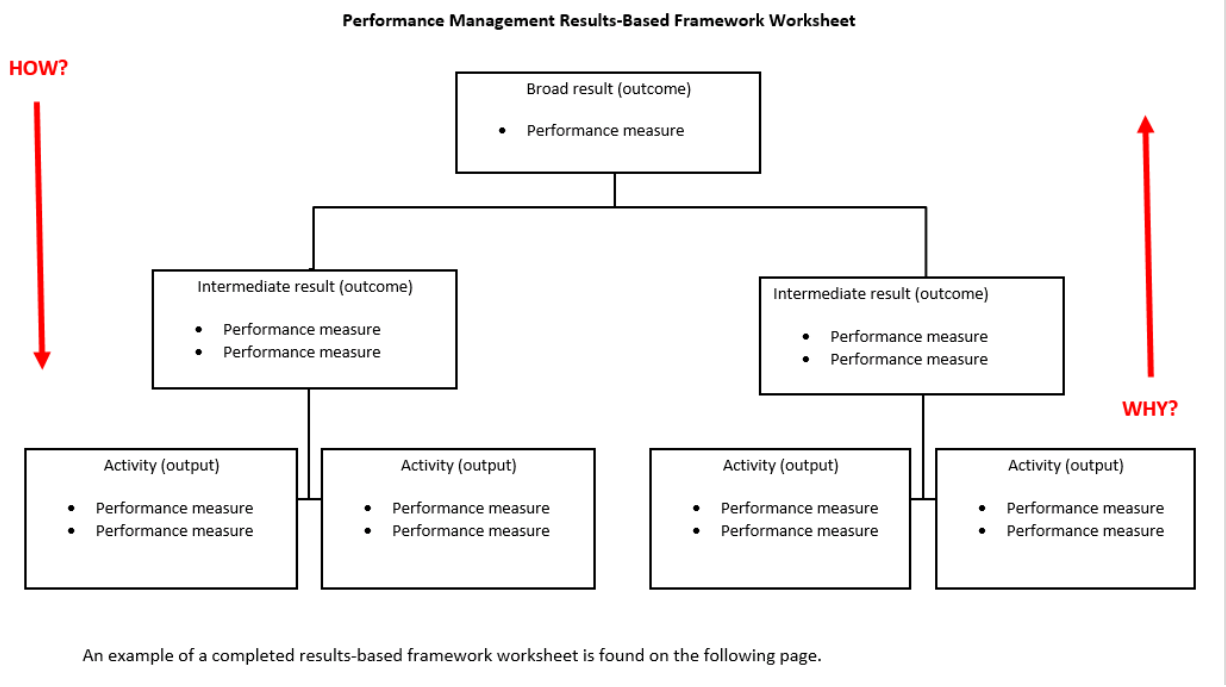
Cystic Fibrosis (CF)
Cerebral Palsy
Epilepsy

"As a mother of 2 children with very involved special needs the BCMH program is a safety net from their primary insurance. We would not be able to afford to take care of our kid's medical needs properly without the BCMH program. It essentially keeps our kids alive."

❖ When Governor Kasich proposed changes and budget cuts to CMH, parents spoke up and took initiative to save the program for their children ❖

PERFORMANCE MANAGEMENT AT MCHD

The meaningful implementation of our performance management system was a major focus during 2017. During the first half of the year, members of the performance management team learned to develop performance measures using the results-based framework shown below. The key concept of the framework is that we begin with the end outcome in mind and work backwards in order to determine the appropriate activities and performance measures to help us achieve the desired outcome.



An example of a completed results-based framework worksheet is found on the following page.

With a little practice, the performance management team began to feel more comfortable identifying ways to measure our performance against our targets or goals. Below is an example of a few of the measures developed to track performance in the Environmental Health Division.

Performance Measure	Data Source	Data Collection Method	Data Acquisition		Analysis, Use & Reporting	
			Schedule & Frequency	Person Responsible	Reporting Frequency	Person/Team Responsible
Result: Number of critical violations noted on FSO/RFE inspection reports is decreased.						
1. # of critical violations per quarter.	HealthSpace	Web Report	Quarterly	Jason Menchhofer	Quarterly	Jason Menchhofer
2. # Level 2 food handler certification violations per quarter.	HealthSpace	Web Report	Quarterly	Jason Menchhofer	Quarterly	Jason Menchhofer
3. # Food safety newsletters sent per year	S:	Manual review of newsletters	Annually	Michelle Kimmel	Annually	Jason Menchhofer
4. # Articles based on problems directly observed by MCHD inspectors	HealthSpace, S:	Web Report, manual review of newsletters	Annually	Michelle Kimmel	Annually	Jason Menchhofer
5. # consultative	HDIS Daily	HDIS Report	Quarterly	Jason Menchhofer	Annual	Jason

Now that these and other performance measures have been developed, targets are established and data is collected on a regular basis and monitored to determine whether target values are being achieved. Below is an example of a dashboard report which is distributed to health department staff and the Board of Health periodically.

Service 4: Employee Satisfaction

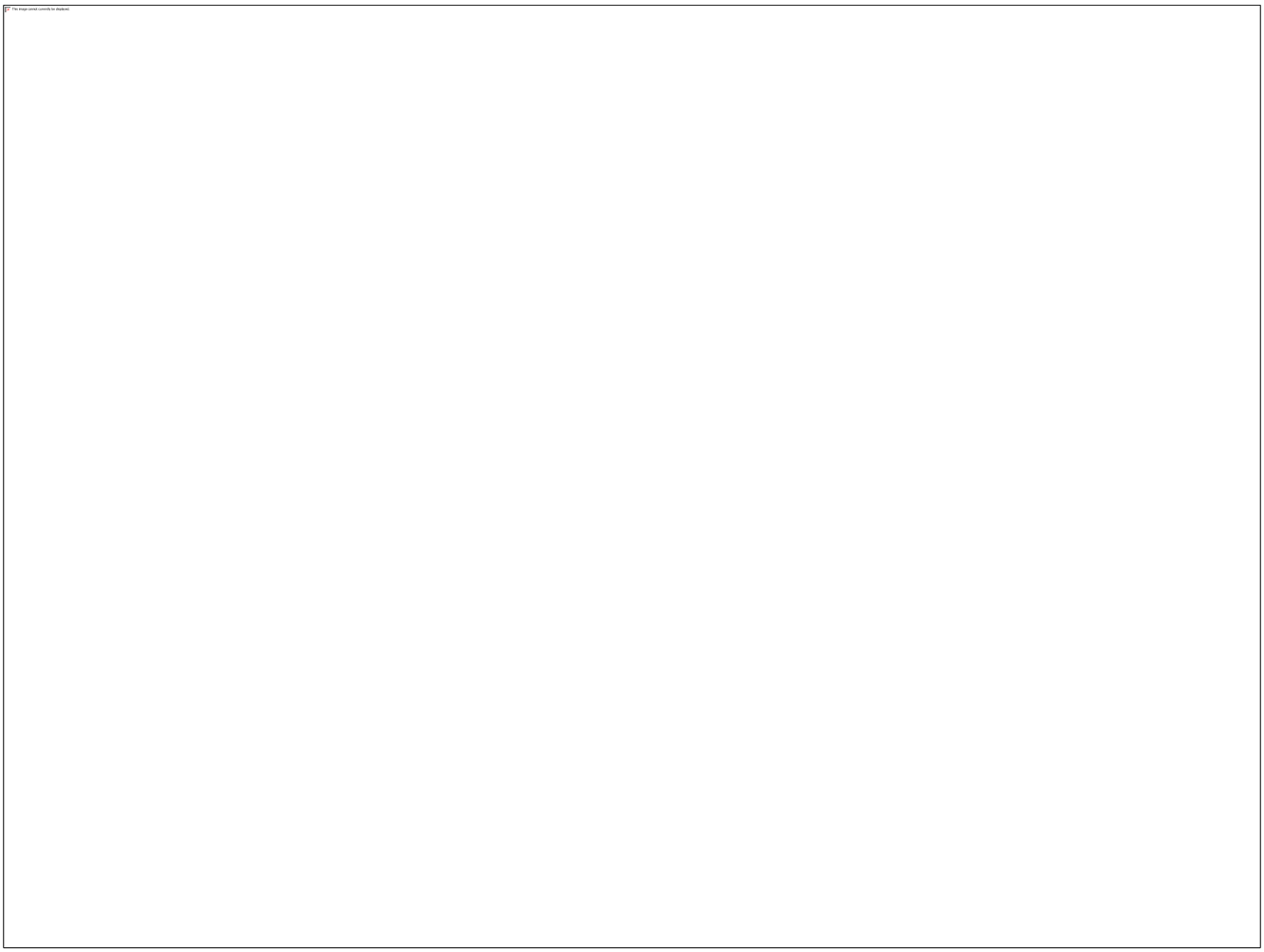
Goal 4.1: Employee satisfaction is increased

Objective 4.1.1: Employee satisfaction is increased. **Lead:** Menchhofer, Jason

Status	Act No.	Activity Leader	Activity	Performance Metric	Status
	4.1.1.1	Menchhofer, Jason	% of employee satisfaction surveys completed	[QA] % annual survey completion measured Annually Green >= 75 Yellow >60 and < 75 Red <= 60	82
	4.1.1.2	Menchhofer, Jason	Average % positive annual survey responses*	[QA] percentage measured Annually Green >= 75 Yellow >60 and < 75 Red <= 60	79
	Notes:	*Agree and strongly agree are considered positive survey responses			
	4.1.1.3	Menchhofer, Jason	% Positive responses regarding confidence in leadership.**	[QA] % positive responses measured Annually Green >= 75 Yellow >60 and < 75 Red <= 60	86
	Notes:	**Calculated by averaging all three %positive responses for Q2.			
	4.1.1.4	Menchhofer, Jason	% of positive survey responses regarding fair treatment by supervisor***	[QA] % positive response measured Annually Green >= 75 Yellow >60 and < 75 Red <= 60	71
	Notes:	***% positive response to `my supervisor treats me fairly` under Q4			
	4.1.1.5	Menchhofer, Jason	% of employees suggesting at least one solution via open-ended survey questions.	[QA] % respondents measured Annually Green >= 75 Yellow >60 and < 75 Red <= 60	64

The color coded traffic light system provides an easily recognizable way to examine performance trends at a glance and identify opportunities for improvement. As we gradually expand the use of these methods, we are setting a foundation for operational decisions based on real, measurable data, not what we “think” we should do.

As always, we thank townships, villages and city for your support of our department. Through your contributions, we are able to provide the services described in this report. If you ever have specific concerns, please feel free to contact us!

Sincerely,

The Mercer County Health District Staff