

Polk County Health Department Annual Report 2011



The dawning of a new day in health information technology

*Protecting and promoting the health of all
residents and visitors in Polk County*



Public Health
Prevent. Promote. Protect.

The Polk County Health Department would like to thank the following
for their assistance with the 2011 Annual Report

Administrative Services
Communicable Diseases
Community Health Services
Dental
Environmental Engineering
Environmental Health
Health Promotion & Preparedness
WIC & Nutrition

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Message from the Director

To the residents of Polk County and our Partners in Public Health,
As we prepared this 2011 Annual Report, each of us reached back in our data banks of memory to decide what defining accomplishments occurred this year. Every division of the Polk County Health Department stretched itself further with fewer resources, due to the economic factors that have affected every aspect of the lives of those of us who live, work, and play in Polk County.



Daniel O. Haight, MD, FACP

The use of technology to efficiently get the most out of our time and talent was a major highlight of last year. The internet is one of the main communication methods used today. Everyone is online and linked-in. We decided that our website needed a technical face-lift, so our IT staff created a state-of-the-art web presence. The result is our new website, www.mypolkhealth.org. We are very proud of its style and content, and hope that you will go online and share your thoughts with us, via our new Customer Satisfaction Survey tool.

Electronic Health Records, commonly referred to as EHR, is now a major part of healthcare in America. Our health department began phasing in this technology over the last year. When fully implemented, this system will streamline our clinical processes and allow us to communicate easily between not only our own clinic locations, but also with those providers outside the health department who see our clients. As with most other healthcare organizations, the Polk County Health Department plans to gradually move toward a paperless environment, implementing electronic modules currently being developed as they become available.

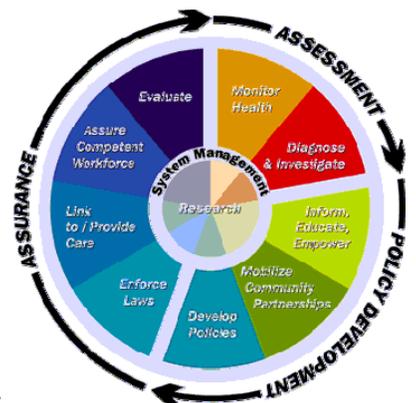
This year, our Vital Statistics office implemented the Electronic Death Registration System, or EDRS. This allows funeral directors and medical doctors to process death records electronically, eliminating a time-consuming paperwork process. This also means that death records will be available to family members sooner. Technological advances such as EDRS in 2011 and Vital Check for online payment of fees in 2010 have made it much more convenient for Polk residents to obtain vital records, often saving them a trip to one of our offices by ordering the records online.

As we move forward in 2012, we hope to continue to bring new technologies onboard, and further develop the ones mentioned above. We will always strive to integrate modern advances with good old-fashioned, patient-centered care. We remain wholly committed to our mission of protecting and promoting the health of all people in Polk County, and appreciate your continued support.

Regards,

A handwritten signature in black ink that reads "Daniel O. Haight, MD". The signature is written in a cursive, slightly slanted style.

Daniel O. Haight, MD, FACP
Director, Polk County Health Department
Associate Professor, University of South Florida, College of Medicine
Chair, Tampa Bay Regional Domestic Security Task Force, Health & Medical Committee



Essential Service #1

Monitor health status to identify community health problems

Vital Statistics (Birth & Death Records)

The Polk County Health Department is required by Florida law to record births and deaths in Polk County. The Vital Statistics office maintains records of all births that occurred within Florida since 1917, and deaths that have occurred within Polk County in the past 10 years. In 2011, there were 6,053 births and 5,555 deaths recorded in Polk County. The health department issued 25,816 birth certificates and 36,951 death certificates for the year.

Certified copies of birth and death certificates can be obtained from the Vital Statistic offices located in Bartow and Lakeland.

In 2011, Polk County Vital Statistics began using an independent company, VitalChek, to give people the option of ordering Polk County birth and death certificates securely through the internet. An additional fee is charged by VitalChek for using this service, which is available 24 hours a day, 7 days a week.

Birth and death records provide the health department with valuable information about the health issues that affect Polk County. Information, such as that listed below, helps the health department better understand what programs and services need to be provided to help people in Polk County live healthier lifestyles.

Birth records

- premature births
- low birth weight
- births to teen mothers

Death records

- causes of death
- average life expectancy

Top Causes of Death in Polk County 2011

- Heart Disease
- Cancer
- Chronic Lower
Respiratory Disease
- Unintentional Injuries
- Stroke

For information on how to obtain a birth or death certificate, please visit the Polk County Health Department web site: www.mypolkhealth.org.

Teen Pregnancy Prevention

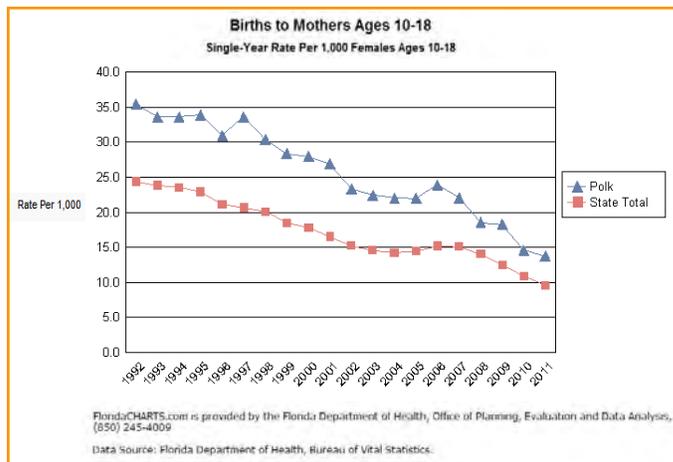
Statistics show that children born to teen parents are at greater risk for living in poverty, experiencing health problems or difficulty in school, serving time in jail, and/or becoming teen parents themselves. During 2011, there were 792 babies born in Polk County to mothers age 18 and under. Of those, 9 births were to teens age 14 and younger.

The Polk County Health Department continuously monitors the number of births to teens and works in collaboration with the Teen Pregnancy Prevention Alliance (TPPA) to plan and implement strategies that reduce teen pregnancies. TPPA is coordinated by the Healthy Start Coalition and consists of community partners working together to break the cycle of teen pregnancy.

Over the past decade, Polk County has seen a steady decline in the number of teens giving birth. The graph to the right provides a look at this trend and it's relation to overall statistics for the state.

Experts believe that several factors have contributed to this downward trend:

- More teens are waiting until they are older or married to have sex
- Increased use of birth-control and condoms
- Better sex education



Even with these encouraging statistics, teen pregnancy remains a public health concern in Polk County. Compared to older women who get pregnant, teen mothers are less likely to finish their education (only 40% finish high school), more likely to live in poverty, and usually have multiple pregnancies. About a quarter of teen mothers have a second baby within two years. Keeping in mind that a teenager who is having unprotected sex has a 90% chance of becoming pregnant within a year, we simply cannot afford to be less than vigilant.

For more information on Teen Pregnancy Prevention, visit: www.healthystarthhp.org/tppa.php

Essential Service #1 (continued)

Monitor health status to identify community health problems

Mobilizing for Action through Planning and Partnerships (MAPP)

Mobilizing for Action through Planning and Partnerships (MAPP) is a community planning process that consists of 4 community health assessments and a summary report. This process is useful to help communities prioritize public health issues, identify resources for addressing them, and take action.

The MAPP process should be completed every 3-5 years. The Polk County Health Department worked with numerous community partners to complete the second round of assessments in 2011.

A *Report of Findings* was also published, which analyzed the results from all 4 of the reports and compared them to the 2007 assessments.

Findings:

The Community Health Status committee, comprised of community partners, reviewed the key findings from the MAPP assessments and created a list of challenges and opportunities for improvement.

The following **key themes** were identified that impact the quality of life in Polk County:

- Access to Care
- Assessment / Quality Assurance / Evaluation
- Communications / Health Education
- Diseases and Risk Factors
- Jobs / Economy
- Linkages / Coordination of Services
- Resources



Table 1 below shows the similarities between the challenges identified in 2007 and those for 2011. To view these reports, go to www.mypolkhealth.org, under *Data and Reports*.

What's Next?

Three years ago, the MAPP assessments were used to create a Community Health Improvement Plan (CHIP). The CHIP is a community-wide strategic plan to improve the health and quality of life of the people who live, work, and play in Polk County. The results from the 2011 assessments will be used by community groups to develop a new CHIP during the coming year.

Table 1: Challenges 2007 vs. 2011

2007	2011
<ul style="list-style-type: none"> ▪ Health Disparities ▪ Growing population of uninsured ▪ Unhealthy lifestyles (rate of obesity, use of tobacco products, lack of physical activity) ▪ Community health education activities needed to expand to target populations with significant health disparities ▪ “Knowledge gaps” were noted by residents as to where to go for healthcare and how to access mental health and substance abuse services ▪ Insuring access to basic health services for everyone, and ensuring healthy, safe environments to live in 	<ul style="list-style-type: none"> ▪ Diseases and risk factors (obesity, chronic diseases, risky behaviors, health disparities) ▪ Access to care. Lack of health insurance and transportation were noted. ▪ Lack of job opportunities in Polk County ▪ Coordination of services, referrals, and health education activities need to be improved. Residents suggested one centralized source of health information. ▪ Communications / health education targeted to specific groups based on gender, race, age, and educational level in order to improve understanding of health concepts ▪ Assessment / Quality Assurance / Evaluation ▪ Community groups need to work together to maximize existing resources

Essential Service #2

Diagnose & investigate health problems & health hazards in the community

Disease Outbreak Investigation & Control (Epidemiology)

Some infectious diseases are required by law to be reported to the health department. Doctors and other medical personnel must fill out and submit a form whenever a patient they have seen is suspected of or diagnosed with a reportable illness.

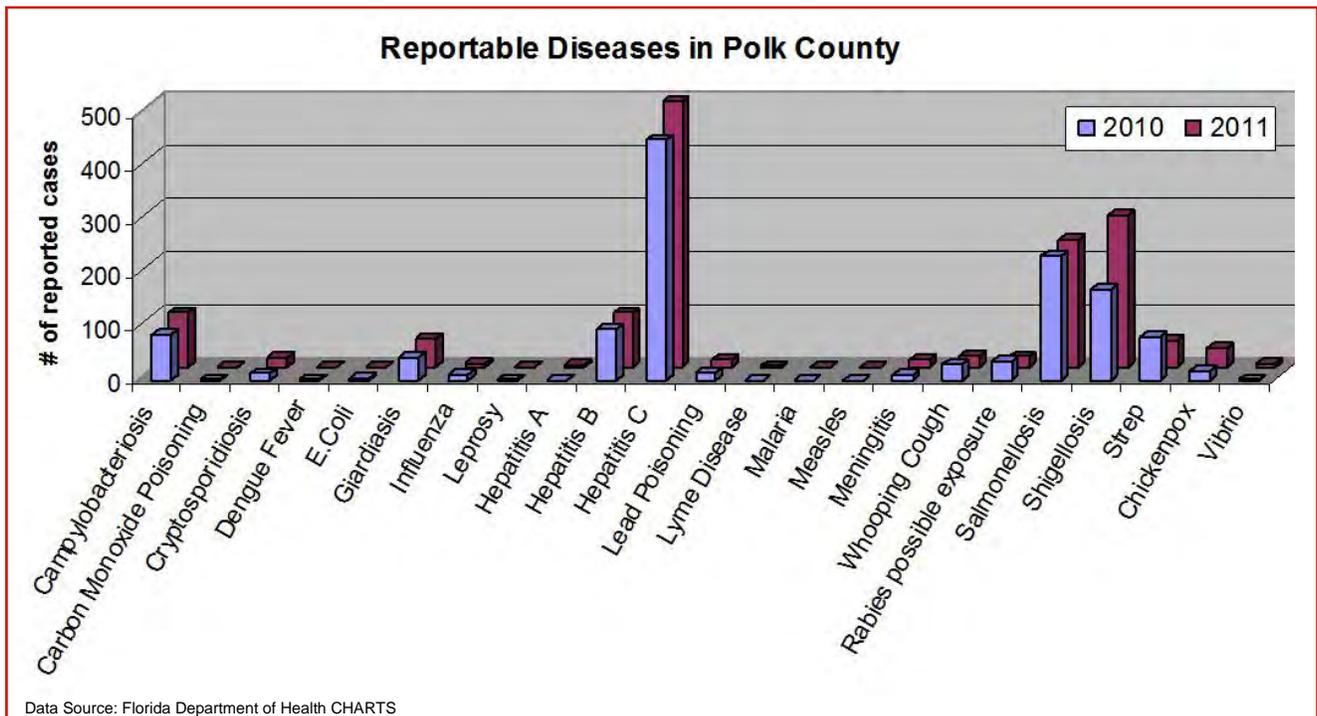
Health department staff who are specifically trained in the science of epidemiology continuously monitor and investigate the source of these reportable infectious diseases. Once a concern has been identified, these staff members provide services to help stop the spread of the disease.

Some of these reportable diseases are familiar to all of us: chickenpox, measles, and the flu. Some of them are conditions that we may have thought were not a concern any more: leprosy, whooping cough, or lead poisoning. Still others we may not even be aware of, or think they affect us: Dengue fever, meningitis, hepatitis, and tuberculosis. The fact remains that all of these diseases are still present in our society, and it is the job of the Epidemiology Unit to be aware of the current trends for these conditions, and take action when there is a possible threat to our citizens.

Measles - In 2011, the Polk County Health Department investigated a single case of measles in a visitor to the area who had not received the measles vaccine. This person went overseas to an area with a measles outbreak and caught the disease. The epidemiology staff, along with the State Health Department, monitored for other cases on the airplane, in venues the person visited in Florida, as well as the medical establishments that were used.

Whooping Cough - Although the number of cases for whooping cough decreased in Polk from 2010 to 2011, there have been recent outbreaks nationwide that make it extremely important to monitor trends for this disease. Young children who have not been vaccinated, the elderly, and people with compromised immune systems are most likely to get whooping cough, which may be fatal in young children, if left untreated. A large concern is the number of adults who have not been vaccinated, and who may pass the disease unknowingly to their babies.

The Flu - Although our regular flu season was mild in 2011, it has lasted longer than usual, stretching into May and June of 2012. It is important to get a flu shot early each flu season, to be sure that you are protected against any flu virus that may be present.



Essential Service #2 (continued)

Diagnose & investigate health problems & health hazards in the community

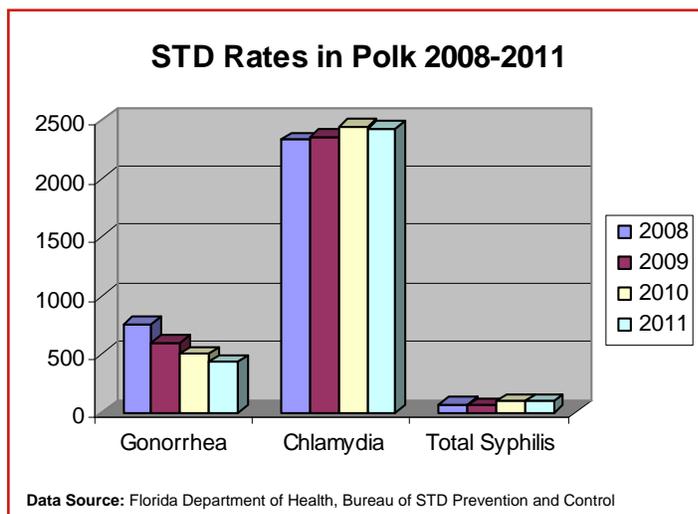
Sexually Transmitted Disease (STD) Control

The Sexually Transmitted Disease (STD) Prevention and Control Program identifies, tests, and treats people who may have been exposed to an STD or HIV. The goal of the program is to help prevent further spread of sexually transmitted diseases in Polk County. We also keep the medical community informed on any developments in this field.

Diseases of this nature include syphilis, chlamydia, gonorrhea, herpes, genital warts, and HIV. People who remain undiagnosed and untreated may spread the infection to others and experience long-term negative health effects.

In 2011, the following statistics were reported:

- Polk County Health Department provided 4,046 sexually transmitted disease services to 2,915 clients.
- The total reported cases of STDs in Polk decreased by 1% from 3,046 in 2010 to 2,957 in 2011. This included a 1.5% increase in the number of reported cases for teens and young adults, ages 15-24.
- Of the total reported cases, 433 were diagnosed with gonorrhea, 2,430 with chlamydia, and 94 with syphilis.
- Polk County accounts for 3% of the total reported cases statewide.
- 489 women were diagnosed with an STD during pregnancy.
- There were no cases of congenital syphilis reported this year, in comparison with 1 case in 2010.



Prevention and early detection are the key to controlling the spread of sexually transmitted diseases. STD program staff educate, counsel, locate, and screen people at risk for sexually transmitted diseases. Through health fairs, festivals, and other local community outreach events, we provide free testing, education, and prevention information within Polk County communities. We also work with other high-risk groups, such as inmates, college students, and the homeless.

For more information on sexually transmitted diseases, visit: www.mypolkhealth.org.

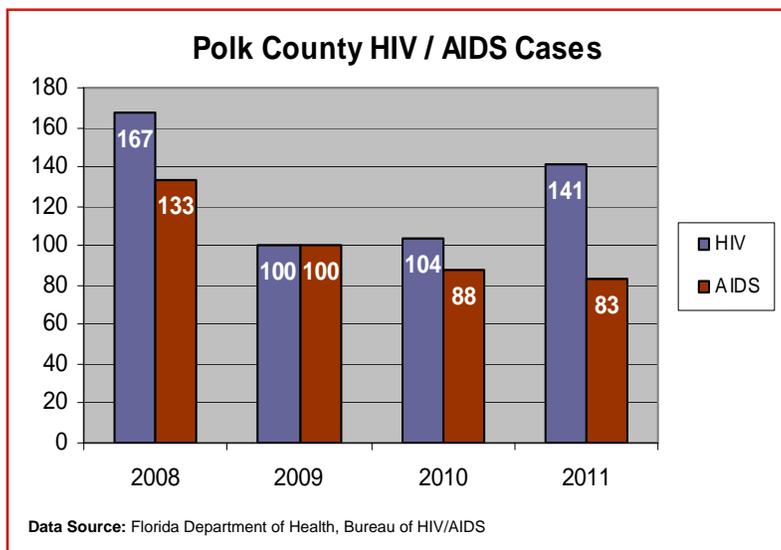
HIV / AIDS Outreach Program

The HIV / AIDS Outreach Program works to prevent and control the spread of HIV through education, counseling, and testing services, as required by Florida law.

In 2011, the number of newly diagnosed cases of HIV increased from 104 cases in 2010 to 141 cases. There were 83 newly diagnosed cases of AIDS, which was down from the 88 AIDS cases reported in 2010.

In an effort to address HIV / AIDS in Polk County, the HIV / AIDS Outreach Program made 12,301 educational contacts and provided counseling and testing to 1,607 people in 2011. People tested for HIV were also offered testing for hepatitis, syphilis, chlamydia, and gonorrhea.

During 2011, the HIV / AIDS Outreach Program significantly increased all HIV pre- and post-test counseling, as well as testing for syphilis, chlamydia, and gonorrhea. Increases in testing were due to the addition of part-time staff, and events held in our communities.



Essential Service #2 (continued) Diagnose & investigate health problems & health hazards in the community

Hepatitis Prevention Program

The Hepatitis Prevention Program serves adults, 18 years and older, at risk for hepatitis. Funding for this program supports hepatitis screening, hepatitis A and B vaccine delivery to adults at risk, and educational information and activities. In 2011, the budget for this program was reduced by 50%.



Staff with this program raises awareness of viral hepatitis by participating in various health fairs and outreach events held throughout the community. In 2011, the Hepatitis Prevention Program screened and educated 1,644 Polk County residents.

Vaccinations are provided free of charge to those who are at increased risk from viral hepatitis due to lifestyle choices or health conditions. In 2011, 784 doses of vaccine for hepatitis A and B were given. This is an increase of 245 doses from 2010. We were able to achieve this increased level due to free hepatitis A and B vaccines received from the Florida State Hepatitis Prevention Program and the Centers for Disease Control and Prevention (CDC).

In order to reach those within our community most at risk for acquiring hepatitis, we partner with local community support services such as homeless shelters, drug and alcohol treatment centers, and the local county jail.

The Hepatitis Prevention Program currently provides full investigation of all acute and chronic hepatitis B cases, all acute hepatitis C cases, and all chronic hepatitis C cases in persons under age 50. Over 750 total cases were reported in 2011.

For more information on hepatitis and liver failure, visit www.mypolkhealth.org.

Tuberculosis (TB) Control Program

The Polk County Health Department TB Control staff play a very important part in preventing and controlling Tuberculosis (TB) in our community. Each case of TB is fully investigated and treated, to prevent further spread of the disease to others.

Program staff interact with local community partners to reach out to high risk populations to educate them on this disease, how it is contracted, and it's symptoms and treatment.

TB is a disease that is spread from person to person through the air, and can remain hidden for many years in someone that is infected. TB usually affects the lungs, but can also affect other parts of the body, such as the brain, the kidneys, and bone, if left untreated.

The TB Control program has four strategies.

- Identifying and ensuring complete treatment for all persons with TB disease
- Finding and evaluating persons who have been in contact with individuals with contagious TB, to determine if they have TB infection and provide appropriate therapy
- Testing high-risk groups for exposure to TB, to identify persons who may need therapy
- Identifying settings at high risk for increased transmission of TB, and recommend effective infection control measures to reduce risk

TB Control staff work closely with other doctors and clinics who provide TB services in settings such as private clinics, managed care organizations, HIV clinics, correctional facilities, and hospitals.

In 2011, Florida reported 753 TB cases. Florida continues to rank fourth in the nation for TB cases reported. Polk County ranked 11th out of Florida's 67 counties with 16 TB cases reported.

For more information on the TB Control Program, visit: www.mypolkhealth.org.



Essential Service #2 (continued) Diagnose & investigate health problems & health hazards in the community

Environmental Investigations

The Environmental Health Division works to keep our residents healthy and our communities free of disease. Most of their work takes place behind the scenes, as they protect residents from environmental hazards in their community.

This division investigates several different potential public health risks, including:

Food-borne illnesses - Environmental Health employees investigate illness complaints from the public that may be related to food products or water sources. All such reports are tracked, and an investigation is initiated when two or more individuals have become ill after eating or drinking the same things or from the same sources. When a food-borne or water-borne outbreak is suspected within a facility, a specialist from Environmental Health will conduct an onsite investigation. Samples may be gathered, the operation reviewed, and people questioned in order to determine the source of the illness and corrective action necessary to prevent further outbreaks from occurring.

Sanitary nuisance complaints - Sanitary nuisance complaints are situations which may threaten or impair the health of the public. Health Department staff responded to 308 sanitary nuisance complaints in 2011.

Any of the following conditions may create a sanitary nuisance that is harmful to health:

- Untreated or improperly treated human waste, garbage, dead animals, or dangerous waste materials from manufacturing processes, air pollutants, gases, and odors which are harmful to human or animal life
- Improperly built or maintained septic tanks, water closets, or privies
- Keeping diseased animals dangerous to human health
- Unclean or filthy places where animals are slaughtered
- Any condition capable of breeding flies, mosquitoes, or other arthropods capable of transmitting diseases to humans
- Any act or condition which may cause disease



These types of unsanitary or unsafe conditions on the outside of a dwelling can cause disease or injury to the public, and need to be cleaned up. When a nuisance is found to exist, a sanitary nuisance notice is issued, giving a reasonable time for correction, based on the severity of the condition. If correction is not completed, legal action is taken. Failure to comply is a second degree misdemeanor.

Lead contamination - Lead is a naturally occurring metal that has been used to make many products we use every day. Lead poisoning occurs when too much lead gets into the body. Exposure to lead-based paint is the leading cause of lead poisoning in the United States, especially in children. Other sources of lead exposure include: soil, occupations or hobbies, eating from imported pottery and dishes, home remedies, and water.

Anyone can be poisoned by lead, but young children are the most at risk. Children get lead into their bodies by eating or breathing lead-contaminated dust or handling things that have become contaminated from household dust or exterior soil. Healthcare providers and laboratories are required to report elevated blood lead levels to the health department. In 2011, there were 16 lead contamination investigations in Polk County.

Our Environmental Health staff educate at-risk individuals and families about lead poisoning hazards and prevention. Staff also assess the living environments of children who have been diagnosed with elevated levels of lead in their blood.

It is important for parents to remember that children who seem healthy can have high levels of lead in their blood. Even low levels of lead exposure can result in damage to the brain and nervous system, causing behavior and learning problems.

Some potential results of lead poisoning are:

- Decreased intelligence or ability to learn
- Decreased school performance
- Increased behavior problems
- Increased childhood health problems, such as anemia, speech and language delays, hearing problems, kidney damage, and seizure. In rare cases of extremely high lead levels, death may result.

For more information on Environmental Investigations, visit: www.myfloridaeh.com.

Essential Service #2 (continued) Diagnose & investigate health problems & health hazards in the community

Radiological Incident Investigations

Although radiological emergencies are rare, the health department does average 3 to 4 incident investigations per year. There were 4 radiological incidents in Polk County during 2011, which is 2 more than in the previous year.

Members of our radiological health team are specially trained to protect the public against accidental exposure. Team members investigate complaints against radioactive materials licensees and x-ray registrants, transportation accidents involving radioactive materials, incidents of lost or stolen radioactive sources, and contamination of facilities or the environment after any spill involving radioactive materials.

The Radiological Health team also provides training on the proper handling and disposal of radioactive materials. This training is offered for a variety of groups, including local fire and police departments, emergency response personnel, and the 3-day Applied Radiation Physics class for Bureau of Radiation Control personnel, which was most recently provided July 18-20, 2011. Upon request, staff from this division are also available to speak to local businesses and civic organizations about such topics as radon.



The Polk County Health Department, under contract with the Florida Department of Health Bureau of Radiation Control, plays a vital role as an active member of the Florida Radiological Incident Emergency Management Response Team. Working in cooperation with Federal Emergency Management Agency (FEMA), the team participates in annual emergency response exercises in preparation for any unexpected radiological emergency, such as a radiation leak from a nuclear power plant.

Indoor Air Quality

Indoor pollution sources that release gases or particles into the air are the primary cause of indoor air quality problems in homes. Inadequate ventilation can increase indoor pollutant levels by not bringing in enough outdoor air to dilute emissions from indoor sources and by not carrying indoor air pollutants out of the home. High temperature and humidity levels can also increase concentrations of some pollutants.

Health effects from indoor air pollutants may be experienced soon after exposure or, possibly, years later. These effects, which include some respiratory diseases, heart disease, and cancer, can be severely debilitating or fatal. It is prudent to try to improve the indoor air quality in your home, even if symptoms are not noticeable. Certain immediate effects are similar to those from colds or other viral diseases, so it is often difficult to determine if the symptoms are a result of exposure to indoor air pollution.

In 2011, a total of 313 indoor air quality telephone inquiries were handled by the Environmental Health Division. In addition, 28 voluntary indoor air quality investigations were conducted.

Radon Testing

The Polk County Radiological Health Unit is certified by the State of Florida as a Radon Measurement Business, and by the Natural Environmental Health Association as a Radon Laboratory. In 2011, the Polk County Radiological Health unit tested 273 local radon samples.

Radon is a naturally occurring, invisible, odorless gas that is found at low levels in outdoor air, but can reach harmful levels when trapped in buildings. According to the U.S. Surgeon General, radon is the second leading cause of lung cancer in the United States. Lung cancer is the only known effect on human health from exposure to radon in air. For smokers, the risk of lung cancer is six times greater than non-smokers, due to the combined effects of radon and smoking.

The Polk County Health Department works with the U.S. Environmental Protection Agency (EPA) to educate the community about the dangers of radon exposure and encourage residents to take action to protect their homes and families. Radon test kits are available to local homeowners for a fee of \$15. January is National Radon Awareness Month. We actively encourage residents to have their homes tested for radon, particularly when they are first purchased.



2011 Radon Poster Contest Honorable Mention Winner: Sybella Norman, student at Blake Academy of Lakeland

Essential Service #3

Inform, educate, & empower people about health issues

Public Information

The Polk County Health Department's Public Information Office coordinates media relations by responding to media inquiries, facilitating interviews with subject matter experts, and advising media outlets of important issues and events. A variety of communication methods are used to provide residents and visitors with timely and relevant information related to protecting and promoting their health.

In 2011, the Public Information Office:

- Responded to 68 media calls.
- Distributed 41 press releases.
- Created a public service announcement (PSA) on the proper disposal of household sharps, in cooperation with Polk Government Television (PGTV).
- Coordinated media interviews on topics such as rabies, mosquito activity, post-partum depression, the importance of immunizations, tobacco issues, and back to school events.
- Launched a new public website in November.



Visit our website at www.mypolkhealth.org for information on health department services and locations, as well as health-related alerts, announcements, and events.

Community Health

The Polk County Health Department receives many requests to participate in community health fairs. All requests are logged and reviewed to determine if we have the resources available to respond to the request.

During 2011, staff from programs such as Dental, Healthy Start, HIV / AIDS, Immunizations, Sexually Transmitted Diseases, Tobacco Prevention & Control, Tuberculosis Control, and WIC (Women, Infants, and Children) responded to 21 health fair requests.

We partner with many community groups throughout the year to provide information and services to the public. Some groups we partnered with included:

- City of Lake Wales
- City of Winter Haven
- Polk County Parks and Recreation
- Polk County School Board
- Polk State College

Our staff participated in Back to School events held in Haines City, Lakeland, and Lake Wales. During such events, staff from our School Health and Immunizations programs, along with Medical Reserve Corp (MRC) volunteers, provide school physicals, shots, and hearing/vision screenings for area children. All services are free of charge, with the goal of helping parents prepare their children to return to school in the fall.

LAKE WALES BACK TO SCHOOL BASH EVENT



Source: The Ledger

Essential Service #3 (continued) Inform, educate, & empower people about health issues

Tobacco Prevention Program

Tobacco use is one of the most preventable causes of death and disease in our society. Tobacco is recognized as a cause of multiple cancers, heart disease, stroke, complications of pregnancy and chronic obstructive pulmonary disease (COPD), and is responsible for over 438,000 deaths in the U.S. each year.

The Polk County Health Department is an active member of the Tobacco Free Partnership (TFP), a group of local individuals and community agencies who are committed to a tobacco-free Polk County. The TFP mission is to form partnerships with individuals and organizations to educate and serve the citizens of Polk regarding prevention of tobacco use, intervention, and cessation. Tobacco prevention program initiatives included:



Prevent Initiation of Tobacco Use Among Youth and Young Adults - Almost 90% of adult smokers started before the age of 18. Flavored tobacco products are designed to attract youth. Removing these products would significantly reduce the initiation and use of tobacco among youth and young adults.

Accomplishments in 2011

- TFP members surveyed retailers in Polk to determine if flavored tobacco products were sold. All of the retail outlets surveyed had flavored tobacco products available for sale.
- In July 2011, the City of Lakeland Commissioners passed a resolution urging retailers in the city to restrict the sale and marketing of flavored tobacco products where youth have access.
- TFP and Students Working Against Tobacco (SWAT) worked to raise awareness of the dangers of tobacco use and youth exposure through activities promoting tobacco control observances. Events such as Kick Butts Day, Tobacco Free Florida Week, health fairs, and other community and school programs were used to encourage the public to get involved.

Students Working Against Tobacco (SWAT) - SWAT is Florida's statewide youth organization working to mobilize, educate, and equip Florida youth to revolt against and de-glamorize Big Tobacco. Polk County SWAT is committed to developing leadership skills in youth through training in tobacco issues, media literacy, policy development processes, presentation skills, and evaluation.

Accomplishments in 2011

- Middle and high school students across Polk County participated in school or community-based SWAT clubs. They learned how to become advocates for change, and worked at the local level to reveal the truth of how tobacco industries target our youth.
- SWAT youth gave presentations on tobacco issues to community and civic groups, such as Rotary, Kiwanis, Lakeland City Commissioners, Polk Board of County Commissioners, Healthy Start Coalition, and School Health Advisory Council, among others.
- A Polk County SWAT member was chosen as the Southern Region Youth Advocate of the Year by the Campaign for Tobacco-Free Kids for his leadership in the fight against tobacco. On May 18, 2011, he was honored at a gala in Washington, D.C., along with other winners.
- Polk County hosted a regional SWAT retreat in June 2011, attended by youth from surrounding counties.

Eliminate Secondhand Smoke Exposure - Approximately 50,000 people die each year in the U.S. as a result of secondhand smoke. This program educates, empowers, and provides resources to agencies within our county to establish tobacco-free policies.

Accomplishments in 2011

- The program consulted with local organizations to plan and implement tobacco-free policies at their worksites.

FREE tobacco cessation services are available to anyone who is ready to quit.

Talk to a Quit Coach® who can help you quit tobacco.
1-877-U-CAN-NOW
1-877-822-6669

Florida AHEC Network operates a referral line and cessation classes.
Quit Smoking Now 1-87-QuitNow 6
1-877-848-6696

An online program to help you quit tobacco is a click away.
www.quitnow.net/florida

Essential Service #4

Mobilize community partnerships to identify & solve health problems

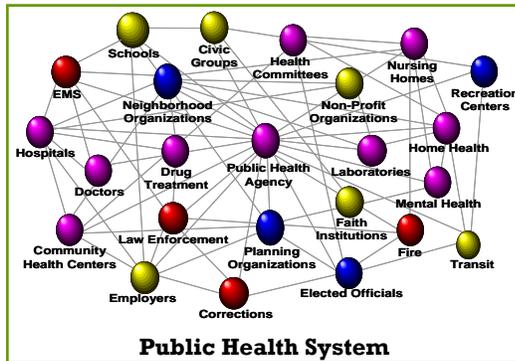
Community Partnerships

The Polk County Health Department works with other community partners within the local public health system to identify, prioritize, and solve health problems in the community.

This includes networking, coordination, cooperation, and collaboration to share resources and responsibilities to achieve a common purpose.

Some of the partnerships in which the health department participates include (but are not limited to):

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> ▪ 10th Circuit Drug Court ▪ Children’s Cabinet of the 10th Circuit ▪ Family Fundamentals ▪ Lakeland Volunteers in Medicine ▪ Peace River Center ▪ Polk County School Board ▪ Regional Domestic Security Task Force ▪ Tobacco Free Partnership of Polk County | <ul style="list-style-type: none"> ▪ Board of County Commissioners ▪ Coalition on Injury Prevention ▪ Head Start Program ▪ Medical Reserve Corps (MRC) ▪ Polk County Growth Management ▪ Polk Vision ▪ School Health Advisory Council ▪ United Way of Central Florida | <ul style="list-style-type: none"> ▪ Healthy Start Coalition ▪ One Bay: Healthy Communities ▪ Polk County Immunization Coalition ▪ Prevent Blindness Florida ▪ Teen Pregnancy Prevention Alliance ▪ University of South Florida |
|---|---|---|



Healthy Tampa Bay



ONE BAY: Healthy Communities is an initiative aiming to improve the quality of life for residents within the Tampa Bay region. The eight counties of this region include Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas, Polk and Sarasota.

The website www.healthytampabay.com was developed to provide real-time population data and community health information.

Planners, policy makers, and community members are encouraged to use the site as a tool for community assessment, strategic planning, identifying best practices for improvement, collaboration, and advocacy.

Essential Service #4 (continued)

Mobilize community partnerships to identify & solve health problems

Polk County KidCare Coalition

It is estimated that 18% of Polk County's children under the age of 18 are not covered by health insurance. Florida KidCare is a health insurance program for children from birth to aged 18. All children are eligible for the program; however, premiums are based on family income.

Florida Covering Kids and Families is a program of the Lawton and Rhea Chiles Center for Healthy Mothers and Babies at the University of South Florida. This program strives to reduce the number of uninsured children by performing outreach and increasing enrollment in Florida KidCare.

In 2011, the Polk County KidCare Coalition received a \$38,000 grant from Florida Covering Kids and Families. PCHD actively participated on this coalition, and was involved in the implementation of grant activities.

Accomplishments

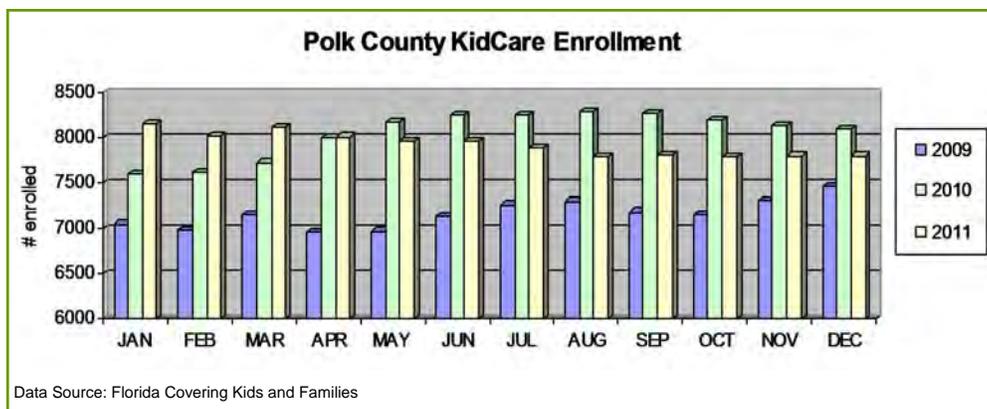
- 15 community partners were trained to provide Florida KidCare application assistance to families.
- 15 sites in the county agreed to provide online application assistance for their clients; 6 of these sites provide services to rural or Hispanic families.
- One-on-one application assistance was provided to 22 families.
- The Outreach Coordinator attended or participated in 34 community events to promote Florida KidCare.

Most Successful Strategy Determined for Enrolling Families

- Base a full-time outreach person in one location where clients aged 0-18 are regularly seen.

The Polk County KidCare Coalition continues to reach out to new community partners in order to promote and assist families to enroll their children in Florida KidCare.

For more information visit www.floridakidcare.org.



Volunteers

The Polk County Health Department, with its limited resources and fiscal constraints, recognizes the value of volunteers in addressing the public health needs of communities. Volunteers with clerical, administrative, technical, and professional skills are recruited continuously to assist the agency.

Private licensed healthcare providers who volunteer or donate their services to the medically indigent residents of Polk County are provided sovereign immunity by the state.

In fiscal year 2011-2012, there were 47 individuals who volunteered at the Polk County Health Department, contributing 16,666 hours of service at an estimated value of \$364,704.

For more information about volunteer opportunities, contact our human resources office at (863) 519-7900, extension 11078.



**BECOME
A VOLUNTEER**

Essential Service #4 (continued) Mobilize community partnerships to identify & solve health problems

Neighborhood Emergency Preparedness Program (NEPP)



Florida Department of Health

"MOBILIZING RESIDENTS TO BE PREPARED ONE NEIGHBORHOOD AT A TIME"

The purpose of NEPP is to organize and educate community groups to increase their level of preparedness to handle all types of health-related emergencies.

The project is designed to engage and mobilize small neighborhood teams to help foster self-sufficiency at the residential level. NEPP teams are trained to lessen the demand on medical resources in a disaster situation.

During 2011, the Polk County Health Department assisted with the implementation of NEPP programs in several of our local communities. Ten NEPP teams have been created in our neighborhoods, two of which were new groups and eight were in their second and third year of operation.



NEPP groups are responsible for helping their communities shelter in place during and immediately after any major emergency situation, such as a hurricane. The members of these teams come from all walks of life and backgrounds, and come together to create a plan of action for their neighborhoods.

One of the initiatives for 2011 was a focus on religious-based community groups. Because some cultures are widely dispersed throughout Polk, we felt that more impact could be made by working with church organizations to bring these groups together. Two of our new groups were from the Haitian and Latin communities, and we hope to expand these groups in 2012.

To learn more about forming a NEPP team in your community, go to www.floridashealth.com/PHNursing/NEPP/nepp.html.

Medical Reserve Corps (MRC)

The Polk County Medical Reserve Corps (MRC) was started in February 2008. These individuals are trained community-based **volunteers** who donate their time, knowledge, and expertise to prepare and respond to local emergencies. During a disaster, MRC volunteers supplement existing emergency and public health resources in areas in which they are properly trained and equipped.



MRC volunteers include medical and public health professionals such as:

Dentists
Emergency Medical Technicians
Epidemiologists
Fire Fighters
Lab Workers
Law Enforcement Officers

Massage Therapists
Mental Health Counselors
Nurses
Nurse Practitioners
Pharmacists
Physical Therapists

Physicians
Radiology Workers
Records Technicians
Social Workers
Veterinarians



In 2011, the Polk County Medical Reserve Corps had over 300 volunteers. Members of the MRC participated in 19 events this year, involving members who worked over 628 volunteer hours. The monetary value of MRC activities and donations equated to over \$91,000.

MRC volunteers contribute valuable services to the community. Whether rolling up their sleeves to assist residents during disasters, or providing community wellness services such as health screenings and education, these dedicated volunteers are an asset to the health department.

If you are interested in becoming an MRC volunteer, please contact the MRC Coordinator at (863) 519-7900, extension 11100.

To learn more about the MRC, visit www.mypolkhealth.org.

Essential Service #5

Develop policies & plans that support individual & community health efforts

Administrative Services

Located in Bartow, the Polk County Health Department Administrative Services division supports over 550 employees of the health department in delivering high quality public health services at 17 sites in Polk County. One of the strengths of this division is that it operates at 9% overhead, compared to the average 15% overhead carried by other health departments.

Most of the 17 health department sites are owned and operated by the Polk County Board of County Commissioners (BoCC) and maintenance of these facilities is shared between the health department and the BoCC.

Administrative support services include:

- Human Resources
- General Services
- Information Technology
- Vital Statistics
- Billing
- Legal Services
- Information Security
- Facilities Management
- Budget
- Finance & Accounting



Academic Health Department

During 2011, the Polk County Health Department continued to implement a comprehensive student intern program. Through partnerships with local colleges and trade schools, we were able to provide preceptorships for 83 students.

Areas of study accepted for this program included doctor, nursing, environmental health and engineering, epidemiology, and the Masters of Public Health program. Each student spends time with an assigned mentor, participating in and observing the everyday aspects of public health. One benefit to our staff is that these interns really keep them on their toes, updating their skills to be able to answer questions and stay one step ahead of the student.

By providing this academic environment, the Polk County Health Department seeks to encourage and support those students who may later choose the field of public health as their career. We also hope to develop our reputation within the academic community of being a valued partner in the education of future health leaders. Some of the schools for which we provided internships were:

- Everest University
- Keiser University
- Polk State College
- State University of New York
- University of Northern Colorado
- University of Tampa
- Florida Southern College
- Nova Southeastern University
- South University—Tampa
- Traviss Career Center
- University of South Florida
- Walden University



Essential Service #6

Enforce laws & regulations that protect health & ensure safety

Clean & Safe Drinking Water



Ensuring the safety of our drinking water is one of the most fundamental and critical responsibilities of modern public health. The Polk County Health Department is strongly committed to safeguarding the quality of our drinking water. There are many ways of protecting drinking water: protecting water sources, treating the water, and testing samples of the water to assure it is safe. Another important means of protecting water is by promoting awareness. Safe drinking water does not happen by accident...we all play a role in protecting it. The Environmental Engineering Division provides the following programs and services to ensure drinking water in the county is free from disease-producing germs and chemical pollutants.

Public Drinking Water Program - This program ensures compliance with federal and state safe drinking water standards for approximately 432 public water systems in Polk County. Staff review and permit water treatment plans, inspect water systems, and monitor all public drinking water systems' compliance with bacterial and chemical contaminant standards.

In 2011, compliance issues at 7 water systems were resolved through enforcement actions, and approximately 84 systems were restored to compliance through informal follow-up inspections.

Water Toxics Program - This program conducts well surveillance in impacted areas, collecting water samples to be tested for chemicals like pesticides. In 2011, this program collected 509 samples for water toxics from water systems and private wells. Upon citizen request, program staff can collect well water for testing, provide information to owners on potential health effects, and provide assistance in obtaining treatment or another source of water when necessary.

Water Laboratory - Located in Winter Haven, this laboratory is designed to test drinking water samples to ensure compliance with bacterial contamination standards. Approximately 3,200 bacteriological samples were tested here in 2011.

Visit the Polk County Health Department web site www.mypolkhealth.org for more information on water programs.

Storage Tanks Regulation Program - This Lakeland-based program provides service in both Polk and Hardee counties. In the 2011, Storage Tank Regulation Program staff performed a total of 1,199 inspections of all types:

- annual compliance
- non-compliance re-inspection
- discharge
- installation
- closure

Environmental engineers inspect facilities to ensure compliance with state requirements designed to prevent leaks of potential pollutants into the environment. This compliance verification program is contracted in partnership with the Florida Department of Environmental Protection, and is funded by the Inland Petroleum Trust Fund. Facilities regulated under this program include:

- retail gas stations
- industrial storage tanks & fuel storage facilities
- facilities using vehicular fuels
- agricultural facilities that store diesel & pesticides classified as pollutants

State Underground Pollutants Environmental Response (SUPER) Act Program - The SUPER Act Program is responsible for identifying areas in the county that have contaminated drinking water as a result of leaking underground storage tanks, surface spills, and other discharges to the environment. During 2011, this program collected 177 samples from water systems and private wells in impacted areas, notified the residents of potential health effects, and provided assistance in obtaining treatment or other sources of drinking water when needed.

Petroleum Cleanup Program - This program monitors the clean-up of petroleum that has leaked into our soil and groundwater which could potentially contaminate drinking water. In 2011, there were 46 contaminated sites that were cleaned up and closed. Since the Polk County program's inception, a total of 694 contaminated sites have been closed.



Essential Service #6 (continued)

Enforce laws & regulations that protect health & ensure safety

Facilities Inspections

The Polk County Health Department is responsible for the regulation of several types of facilities through inspecting, permitting, and licensing. This assures the public that these facilities and their services are safe to use and are in compliance with public health laws.

Mobile Home & RV Parks - Polk County has approximately 500 licensed mobile home and RV parks, which is the greatest number in the state of Florida. In 2011, Environmental Health Specialists (EHS) performed 1,201 inspections and site inspections. The health department inspects each park at least annually to ensure compliance with laws regarding:

- garbage collection & disposal
- insect & rodent control
- plumbing & backflow prevention
- sanitation
- space requirements
- sewage collection & disposal



Migrant Labor Camps - At the beginning of every migrant season, annual permits are issued to camp owners whose migrant housing meets standards to ensure safe and sanitary conditions. The migrant season varies, but typically runs from mid-October until the end of June or early July. EHS conduct monthly inspections of migrant housing camps during the farm season, in order to ensure healthy living conditions for those who work in our farm industry. In 2011, EHS performed 335 inspections and site investigations, and issued permits to 53 facilities.

Food Service Establishments - In 1992, the role of inspecting restaurants was transferred to the Department of Business and Professional Regulation (DBPR). Whenever there is an outbreak of food-borne illnesses associated with a restaurant, the health department does a joint inspection with DBPR to help determine the cause and eliminate it.

The health department routinely inspects and permits the following food service establishments: public and private schools, assisted living facilities, civic and fraternal organizations, detention facilities, bars and lounges that do not prepare food, and theaters with limited food service items, such as hot dogs, popcorn, nachos, and drinks. In 2011, EHS performed over 1,343 inspections at approximately 429 food service establishments in Polk County.

Group Care Facilities - The health department inspects facilities such as public and private schools, foster homes, and group homes to ensure compliance with sanitation standards. In 2011, EHS performed approximately 771 inspections at over 564 facilities. Due to legislative changes, the types of facilities inspected by the health department changed in 2011. We no longer inspect child day care centers and nursing homes, resulting in lower numbers than in 2010.

Body Piercing & Tanning Facilities - The health department regulates body-piercing facilities to help protect the public from the spread of infectious diseases. In 2011, EHS inspected and licensed 19 facilities for proper piercing and sanitizing procedures. In addition, the health department inspected and permitted 48 tanning facilities meeting proper operating standards.

Facilities Generating Biomedical Waste - The Biomedical Waste program was designed to protect health care workers, environmental service staff, waste haulers, and the general public from risks associated with potentially infectious materials.

The health department's Biomedical Waste program inspects facilities that generate biomedical waste. Program staff ensure that infectious materials are handled, stored, transported and disposed of in accordance with State Laws.

In 2011, EHS conducted over 1,088 inspections in approximately 995 facilities, including hospitals, clinics, nursing homes, laboratories, funeral homes, storage and treatment facilities, and medical offices.

For more information on Biomedical waste, visit: www.myfloridaeh.com/community/biomedical/index.html.



Essential Service #6 (continued) Enforce laws & regulations that protect health & ensure safety

Onsite Sewage Treatment

The Polk County Health Department inspects, evaluates, and permits the installation of all new and repaired septic systems in the county. Because sewage contains bacteria, viruses, and parasites that can cause severe illness, septic systems must be installed and maintained in accordance with laws and regulations designed to protect public health.



Environmental specialists help Polk County residents whose drinking water comes from a private well ensure that there is no danger of contamination from their septic system. Septic tanks and drain fields must be properly installed, at the prescribed distance from the well, in order to be sure that no septic debris can enter the drinking water.

In 2011, the Environmental Health Division reviewed over 1,850 septic system permit applications. This number included 218 permits for new septic systems, 265 permits for existing systems, and 1,187 repair permits.

For more information on septic tank permits and inspections, call (863) 534-5944 or visit the Polk County Health Department web site at www.mypolkhealth.org.

Swimming Pools & Bathing Places

The health department inspects public swimming pools and bathing places to ensure these facilities meet health and safety standards.

In 2011, Environmental Health Specialists inspected and issued permits to 688 public swimming pools and 12 public bathing places. Environmental Engineering staff are also responsible for:

- Reviewing construction plans
- Issuing new pool construction permits
- Collecting and analyzing samples from public bathing places

Polk County is one of only 13 counties in the state of Florida authorized to review plans and issue permits.

For more information on how to promote healthy and safe swimming environments in Polk County visit the Polk County Health Department website at www.mypolkhealth.org.



X-ray Machine Inspections



In Polk County, there are 1,067 x-ray machines in over 380 facilities, including hospitals and doctors' offices, that must be inspected to ensure they are being operated safely and appropriately by qualified individuals.

The health department works to reduce unnecessary exposure to radiation for those who work with x-ray machines and the public who rely on them for diagnostic tests. Environmental Health Specialists regularly inspect each machine according to a schedule that is determined by the type of machine being used. For example, mammography and cancer therapy machines are inspected annually, but dental machines are inspected every 5 years.

During 2011, Environmental Health Specialists inspected 357 x-ray machines.

Essential Service #7

Link people to needed personal health services

Healthy Start

The goal of the Healthy Start Program is to give every baby a healthy start in life by ensuring moms receive timely prenatal care, babies are born healthy, and infants and toddlers develop and thrive. This program is funded by the Healthy Start Coalition of Hardee, Highlands, and Polk.

Emotional support and education is provided to moms on :

- continuing their education
- beginning prenatal care early
- recognizing problems during pregnancy



The health department coordinates care for women with high risk pregnancies and post-partum women for up to 3 years following their delivery, as well as infants and toddlers (up to age 3).

Public health nurses and family support workers make home visits to provide families with the following services:

- Childbirth education
- Family planning education & services
- Smoking cessation
- Inter-conceptual education
- Parenting education
- Referrals for mental health counseling
- Breastfeeding education & support

**Polk County
Healthy Start Clients
Served in 2011**

Prenatal = 5,880

Infants = 2,804

TOTAL = 8,684

Healthy Start clients may receive bus passes to travel to medical appointments. Free childbirth education classes are provided by certified Childbirth Educators, who are members of the Healthy Start Program staff. Smoking cessation classes are available free of charge to Healthy Start clients through the Area Health Education Centers (AHEC). Those interested in completing their high school education are provided with study books to help them prepare for the General Educational Development (GED) exam.

For more information on Healthy Start services, visit: www.healthystarthhp.org.

WIC & Nutrition

The Women, Infants, and Children (WIC) Program is federally funded and serves pregnant, breastfeeding, or postpartum women, and infants and children (up to the age of five) who have low or moderate income and are at nutritional risk. WIC helps to prevent low birth weight infants and infant deaths.

In addition, the program helps to improve the health of participants by providing the following, at no cost:

- Breastfeeding promotion & support
- Nutrition education & counseling
- Referrals to health care, immunizations, & community services
- Healthy foods, such as milk, eggs, cheese, fruit, vegetables, cereal, whole grain bread, brown rice, corn tortillas, peas and beans, peanut butter, and infant formula

In 2011, the Polk County Health Department's WIC Program served an average of 22,673 clients each month at 10 different sites in Polk and Hardee Counties. The WIC Program provides an economic boost to Polk and Hardee Counties.

In 2011, WIC checks were redeemed at local grocery stores by program participants in Polk and Hardee Counties totaling an estimated value of \$17,001,880.

WIC services are currently offered at the following locations: Auburndale, Bartow, Frostproof, Ft. Meade, Haines City, Lakeland (North & Central), Lake Wales, Winter Haven, and Wauchula.

For more information on WIC services and eligibility, visit: www.floridashealth.com/Family/wic/index.html.



Foods you can buy with a WIC check ...



Essential Service #7 (continued) Link people to needed personal health services

Healthcare for Pregnant Women



Prenatal care is the care women receive during their pregnancy. Early and consistent prenatal care is essential to decreasing the risks of premature birth, infant death, and other complications during pregnancy. It is important that all women seek health care during the first three months of their pregnancy.

Prenatal Services

Women receiving prenatal care services are seen by board certified obstetrician-gynecologist and advanced registered nurse practitioners specializing in women's healthcare.

Prenatal services include:

- Physical exams
- Prenatal education
- Monitoring fetal growth & development
- Pregnancy support groups

In 2011, the health department provided care to 3,607 pregnant women. This included 23,030 prenatal-related visits.

The Polk County Health Department offers prenatal care services at the following clinic locations: Auburndale, Bartow, Lakeland, and Lake Wales. The clinic in Bartow specializes in providing high-risk prenatal care to women who experience complications during pregnancy.

CenteringPregnancy®

CenteringPregnancy® is an exciting way for pregnant women to receive their prenatal care in a group setting. Studies show that participation in centering programs improves health outcomes for moms and their babies.

The program provides a setting where pregnant women can develop personal relationships with their peers and receive emotional support. During each group session, 8-12 pregnant women with similar due dates record their weight and blood pressure, listen to their baby's heart beat, and measure their uterine growth.

They also participate in group discussions facilitated by a health care professional on topics related to pregnancy, nutrition, childbirth, parenting, and personal growth.

The opportunity to meet with the same group of pregnant women allows for continued sharing and development of a support system, which often extends well into the childrearing period.

CenteringPregnancy® Programs are provided at the Auburndale, Lakeland, and Lake Wales health department clinics.

For more information on pregnancy and the importance of prenatal care, visit the following website: www.cdc.gov/ncbddd/pregnancy_gateway/index.html.



Essential Service #7 (continued) Link people to needed personal health services

Family Planning

During 2011, there were 7,020 residents served in the family planning clinics of the Polk County Health Department (PCHD), resulting in a total of 14,898 services provided. The purpose of our family planning clinics is to help young women maintain good reproductive health through planned pregnancies.

Family planning services offered through the PCHD clinics include:

- Physicals, which include pap smears and breast exams
- Breast and cervical cancer referrals
- Counseling, testing, and treatment for STDs, HIV, and AIDS
- Education on the importance of maintaining a healthy lifestyle
- Birth control methods
- Pregnancy testing

Tubal ligations (for women) and vasectomies (for men), are available for eligible low-income residents who are over 21 years of age and desire permanent sterilization.

Appointments can be made at any of the following health department clinics: Auburndale, Bartow, Lakeland, or Lake Wales.

For additional information on Family Planning, visit: www.floridashealth.com/Family/famplan/index.html.



School Health Services

The Polk County Health Department (PCHD) partners with the Polk County School Board to provide health services to students from Head Start - 12th grade. PCHD employs 22 Registered Nurses (RNs) and 9 health support technicians, who work in over 150 schools to provide the following services:

- Student health assessments and individual Health/Emergency Plan development
- Case management of students with high-risk health conditions
- Immunization and health record review
- Nutrition assessment (Body Mass Index screening)
- Health screenings (vision, hearing, and scoliosis)
- Lead and hemoglobin screening clinics for Head Start students
- Clinic audits



School Health staff provided over 150,000 services to many of the over 92,000 Polk County students. In addition, school nurses collaborated with parents, teachers, social workers, and other health care providers to develop Individual health plans, identify available health resources, and identify the need for health referrals to address specific health problems.

In fiscal year 2011-2012, School Health staff provided vision screenings to 30,467 students and hearing screenings to over 21,000 students in grades K, 1, 3, and 6.

PCHD partners with the Early Learning Coalition of Polk County to provide vision and hearing screenings and health education for 3-5 year old children in day care centers. We provided 3,550 vision / hearing screenings and over 130 classes (water safety, sun protection, hand washing, and seatbelt / car safety).

PCHD provides 2 Registered Nurses who are based in our county's 2 teen parent school clinics. These RNs provide nursing services, health education, and support to our teen parent students.

For more information on school health services, visit www.floridashealth.com/Family/School/services/sh_services.html

Essential Service #7 (continued) Link people to needed personal health services

Immunizations

Immunizations are your first line of defense against diseases such as: polio, measles, mumps, rubella, influenza, tetanus, diphtheria, and pertussis.

The Polk County Health Department provides the following immunization services:



Child Immunizations - Through the federally-funded Vaccines for Children (VFC) program, children and adolescents in Polk County who are uninsured or under-insured can receive free vaccinations at the health department or other private VFC providers.

In 2011, approximately 36,848 doses of vaccine were given to health department clients under the age of 19. Immunizations are provided to children and adolescents at the Auburndale, Bartow, Haines City, Lakeland, and Lake Wales health departments.

For more information on childhood immunizations, visit:

www.floridashealth.com/Disease_ctrl/immune/children/childhood-vaccines/index.html.

Adult Immunizations - Adults do not outgrow the need for protection from vaccine-preventable diseases. Adult immunizations including tetanus, influenza, pertussis, pneumonia, hepatitis A, and hepatitis B are available at the Auburndale, Bartow, Lakeland, and Lake Wales health departments.

For more information on Adult Immunizations, visit: www.floridashealth.com/Disease_ctrl/immune/adults/index.html.



Traveler Immunizations - Many of the diseases that have been eliminated in the United States are still common in other parts of the world. Therefore, when traveling outside the U.S., it is important to protect your health.

The health department provides specific immunizations for a traveler's destination. In addition, the health department offers prescriptions for anti-malaria medications and critical information on general safety issues, travel alerts, and health information from the federal Centers for Disease Control and Prevention (CDC).

As soon as a traveler knows their point of destination outside the U.S. and their departure date, they are encouraged to make an appointment with one of our Traveler Immunization Clinics located in Auburndale, Bartow, or Lakeland. It can take several weeks or months to complete the recommended series of immunizations.

For traveler's health information, visit: www.cdc.gov/travel.

Flu Shots - Flu season in Florida normally peaks during the months of November through February. One of the best ways to prevent the flu is to get a flu shot each year. Flu shots are safe, effective, and do not cause the flu.

The Polk County Health Department partners with various agencies across the county to offer flu shots to the community during flu season.

The Polk County Health Department carries the flu vaccine in high dose, intradermal, intranasal, and standard delivery methods. Flu vaccinations are available at the Auburndale, Bartow, Lakeland, and Lake Wales health departments.

For more information on flu, visit: www.cdc.gov/flu.

Essential Service #7 (continued) Link people to needed personal health services

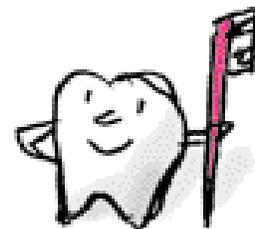
Dental Services

The Polk County Health Department Dental Division provides preventive dental health services, including education to promote prevention of cavities, gum disease, and premature loss of teeth.

Good oral health is important to a person's overall health and well-being. Brushing, flossing, and regular dental visits are inexpensive ways to keep a healthy smile.

The Dental program provides:

- cleanings
- emergency extractions
- exams
- fillings
- fluoride treatments
- oral hygiene information
- sealants
- x-rays



Dental services are available to children and young adults up to the age of 20. While the focus is on Medicaid eligible clients, services are also available to non-Medicaid clients on a fee for service basis, and to clients covered under the Ryan White Act.

Polk County Health Department Dental Offices are located in Auburndale, Bartow, and Lakeland. In FY 2011-12 the health department's dental program recorded over 19,000 patient visits. The health department also visited 23 schools, screened 853 students, and placed 1,789 sealants as part of its school dental sealant program.

For more information on dental services, visit: www.floridashealth.com/Family/dental/index.html

Specialty Care Clinic (HIV / AIDS)

The Specialty Care Clinic, located in Bartow, provides HIV education, counseling, testing, and treatment services to residents of Polk County. This program is supported through Ryan White grant funding and state funds.

In 2011, board certified infectious disease specialists and specially trained nurse practitioners provided primary medical care services to 1,149 active clients, of which 216 were new patients. This surge in new clients was primarily a result of the economic downturn. Many new clients were placed on the waiting list for the AIDS Drug Assistance Program, or ADAP, due to funding shortages. These clients received prescriptions through the Pharmaceutical Assistance Program during their wait.

In addition to medical services, the clinic provides clients with nutritional and mental health counseling, assistance with obtaining HIV medications, and assistance in accessing specialized medical care, dental care, housing, and transportation. The number of clients receiving case management services reached 1,050, which is a new high for this program.

Confidential HIV counseling and testing is offered at all Polk County Health Department clinics. Anonymous testing is offered only at the Specialty Care Clinic in Bartow.

For additional information on the HIV/AIDS Program, visit www.mypolkhealth.org.

Mary Sand Chronic Lung Disease Clinic

The Mary Sand Clinic has been in operation since 1971, serving as an outpatient resource to Winter Haven Hospital and local physicians. Its primary focus is to continue the rehabilitation process begun in the hospital for patients with chronic lung disease.

In 2011, there were 1,935 patient visits made to this clinic. Services provided at the Mary Sand Clinic include exercise programs to increase activity and stamina, support groups for both patients and their families, blood pressure and oxygen reading monitoring, and help with breathing techniques and exercises.

For more information on the Mary Sand Clinic, please visit www.mypolkhealth.org or call (863) 965-5400.



Essential Service #8

Assure a competent public health & personal health care workforce

Training & Development



In 2011, a variety of training topics were provided to the staff of the Polk County Health Department (PCHD). Training included:

- New Employee Orientation
- Basic Supervisory
- Emergency Preparedness (FEMA)
- Information Security
- Microsoft Office Programs, beginner and intermediate courses
- CPR and basic first aid, along with other nursing updates

It is the goal of the Training and Development department to provide staff with an opportunity to enhance and update their skills and knowledge by offering courses throughout the year that may include Continuing Education Units (CEUs) for licensed personnel. All staff are encouraged to participate in webinars, video conferences, and classroom presentations.

The Staff Training and Development Coordinator works closely with the Department of Health (DOH) Office of Workforce Development to monitor progress through our online learning management system, and tracks compliance with mandatory trainings among health department staff.

New Employee Orientation is held monthly to facilitate training for staff members who have been recently hired. Staff receive training on Health Information Portability and Accountability Act (HIPAA), information security, blood-borne pathogens, and safety in the workplace. They are also introduced to program areas and services of the health department. Diversity and code of ethics are highlighted, along with human resources topics. Our team of preparedness experts provides emergency training from the Federal Emergency Management Agency (FEMA) to acquaint new staff with their responsibilities in the event of a hurricane or other emergency situation.

In 2011, basic and intermediate courses for Microsoft Office programs were provided. We encourage all staff to upgrade their computer skills by attending classes offered, which included Word, Excel, Outlook, and Access.



The use of video conferencing equipment provided the ability for staff members in remote areas to participate in classes and meetings they otherwise would not have been able to attend.

We are also working towards creating a reputation as an academic health department that competently provides training and work experience to public health students. During 2011, the PCHD's Leadership Council Academic Committee finalized processes for student internship documentation and tracking.

There were 47 degree seeking students placed within health department divisions such as Community Health Services, Dental, Environmental Health and Engineering, Health Promotion and Preparedness, and WIC.

In the coming year, we plan to further develop this process by incorporating a credentialing process for preceptors.

Essential Service #9

Evaluate effectiveness, accessibility, & quality of health services

Leadership Council

The Polk County Health Department's Leadership Council is a way for staff to come together to discuss identified strategic priorities and develop plans to accomplish them. Each member of the Leadership Council may choose to serve on one of three subcommittees: Academic, Accreditation, or Research.

In 2011, the **Academic Committee** focused on developing the Student Placement Program. Students from various colleges and universities were assigned a mentor in one of our program areas for the length of their placement. They also created a database to track student placements.

With our goal of applying for National Public Health Accreditation in 2013, the **Accreditation Committee** continued its review of the published Standards and Measures. Subject Matter Experts in each area were interviewed to determine how closely our programs meet the accreditation requirements. This group will continue to focus on preparing the PCHD for Accreditation.

Accomplishments for the **Research Committee** this year include:

- Completed process maps for human research, non-human research, and program evaluation
- Completed the grant application and obtained funding approval for the research project

Together, We Make A Difference



Strategic Planning

During 2011, we continued to focus on the 3 strategic priorities outlined in Polk County Health Department 2010-2013 Strategic Plan.

Financial Stability & Growth

Goal: Maximize efficiency and funding sources to continually improve the health of the residents and visitors of Polk County.

A grant application review process was put in place in order to have a unified, department-wide process for review and approval of grant applications prior to submittal. A Grant Coordinator was established to provide technical assistance to staff interested in applying for grants, and to monitor the status of grant applications for the Polk County Health Department (PCHD).

Knowledge Management

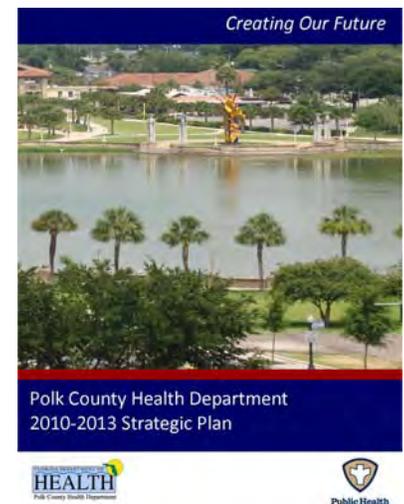
Goal: Use experience, information, and data to set direction, make evidence-based decisions, and assess performance.

In March 2011, the Office of Performance Improvement (HPI) provided training on the DOH 5-Step Performance Improvement Process to 45 PCHD staff members. The training covered 1) Why a Quality Improvement (QI) program is important, 2) QI's relevance to Accreditation, and 3) Experiencing a QI process specific to the health department. In October 2011, a Community Health Status Assessment was conducted. The findings of this assessment were compiled and published in a comprehensive Report of Findings in December 2011.

Organizational Development

Goal: Strengthen the health department's capacity to respond to challenges and take advantage of growth opportunities.

A Workforce Development Planning team was organized in 2011 to draft an agency workforce development plan. A process was developed to address employee training needs through individual employee development plans. On-line training for this was created for supervisors and employees. The Accreditation team has conducted a gaps analysis in preparation for applying for National Public Health Accreditation in 2013. Plans are to submit a letter of intent to the Public Health Accreditation Board by December 2012.



Essential Service #10

Research for new insights & innovative solutions to health problems

Research

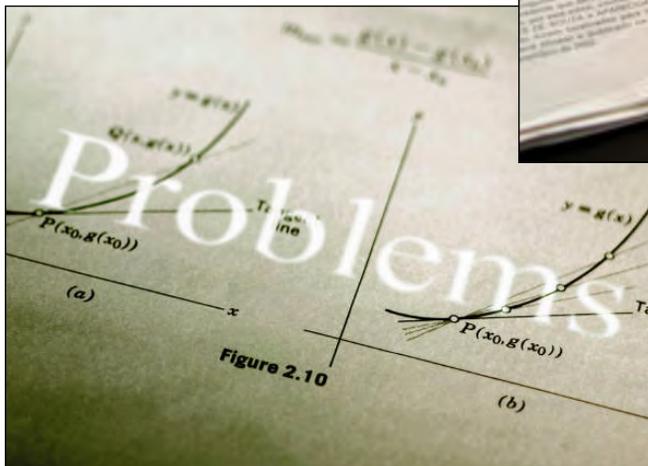
Research is an ongoing and vital part of any public health department. Without it, informed decisions cannot be made, and we might make inaccurate assumptions.

During 2011, the Research Committee of the Leadership Council completed work on a process map, standard operating procedure, and application for conducting research. In addition, a University of South Florida (USF) Collaborative Research Grant application for \$8,000 was submitted. This grant was for a project with Dr. Salinas and Dr. Russell Kirby from USF. It would allow PCHD to:

- Bring in a USF Public Health student to evaluate data collection and management processes for communicable diseases
- Purchase “articulate” software for conducting research
- Create learning modules to train PCHD staff on how to use the purchased software to conduct research

Dr. Salinas also received Independent Review Board approval, as well as PCHD approval, to move ahead with his research project in conjunction with the Healthy Start program. Dr. Salinas provided training to Healthy Start staff who will be administering the developed research survey to clients.

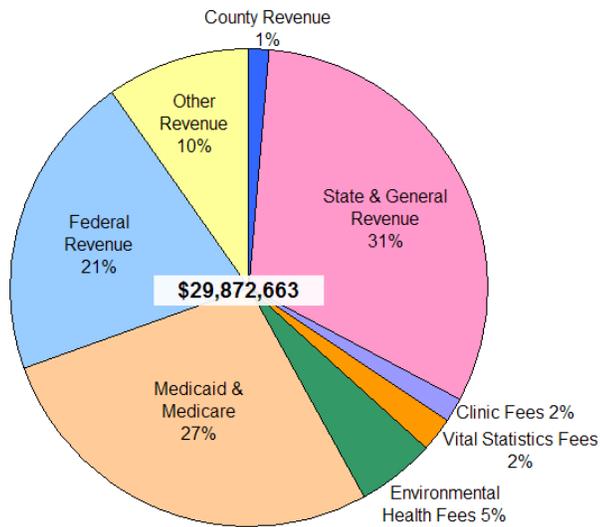
As the work of this committee continues through 2012, further processes will be defined and put in place. Programs like the student internships we offer will contribute to our research capabilities by providing staff who can analyze available data and create needed reports. Their input will also provide a fresh perspective from which to look at the processes we currently have in place, and may allow us to pinpoint areas that need to be revised.



Budget & Fiscal Responsibility

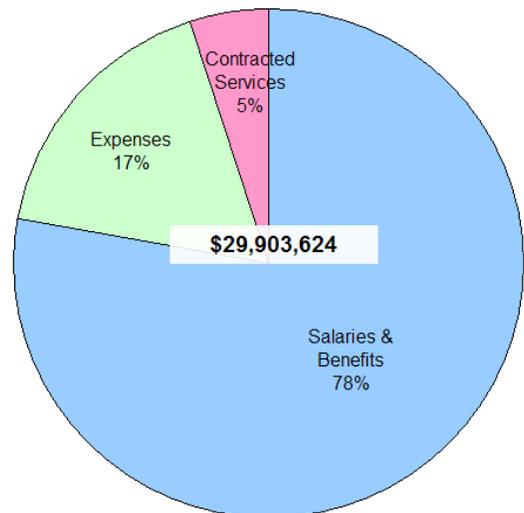
The Polk County Health Department is a state agency that relies upon federal, state, and local county government funding to help support our public health programs and services. In addition, the health department generates revenue from contracts and grants, state and county fees, Medicaid, and Medicare.

2011-2012 Revenue Receipts



Revenues – The total revenue collected in fiscal year 2011-12 was \$29,872,663. The chart on the left shows sources of revenue.

2011-2012 Operating Budget



Operating Budget – The health department's approved operating budget for fiscal year 2011-12 was \$29,903,624. The chart on the right demonstrates where expenditures occurred.

A large portion of the health department's revenue is used to employ over 500 professional and paraprofessional staff to serve over 600,000 residents in Polk County.

Some of these staff includes:

- administrative professionals
- advanced registered nurse practitioners
- board certified physicians
- clerical support staff
- dentists and dental assistants
- dietitians
- disease intervention specialists
- environmental engineers
- environmental health specialists
- epidemiologists
- health educators
- licensed practical nurses
- registered nurses
- social workers
- other public health professionals

Polk County Health Department Clinics

Auburndale

1805 Hobbs Road

(863) 965-5400



Bartow

2020 E. Georgia Street

(863) 519-8242



Haines City

111 North 11th Street*

(863) 421-3204

*Services at this location were suspended in July 2011 in preparation for construction of a new facility schedule to open in the fall of 2012 at 1700 Baker Avenue E.



Lakeland

3241 Lakeland Hills Blvd.

(863) 413-2620



Lake Wales

835 West Central Avenue

(863) 678-4144



For more information on any of the topics covered in this report, visit www.mypolkhealth.org.

- Monthly Accomplishments During 2011 -

January / February

- Dr. Daniel Haight, Polk County Health Department Director, appeared as a guest on the Focus on Females Radio Healthcare Clinic (Talk Radio 860AM) to discuss hepatitis A. He also answered questions from show listeners. The show podcast is available at www.focusonfemales.com/radio.php
- Dan Simpson and Denise Heady, Health Promotion and Preparedness, were awarded Florida Professional Emergency Manager (FPEM) certification by the Florida Emergency Preparedness Association.
- The Polk County Board of County Commissioners made a significant investment in Safe Drinking Water by implementing local fees for Public Water System operating licenses. The efforts of the Polk County Health Department to protect and improve our drinking water quality will be supported through these fees.

March / April

- The Polk County Health Department began implementation of the Q-Flow patient management process in its Auburndale and Lakeland Central WIC offices during the month of February. The Q-Flow system will allow the health department to manage client clinic visits more efficiently. Management reports generated by Q-Flow will help improve staff accountability. Cost savings were achieved by partnering with the Orange County Health Department who is hosting the Q-Flow system on its server.
- The Polk County Health Department and the Polk County Immunization Coalition partnered to host a free child care workshop on immunizations for 75 child care providers. The event was held at the Nature Discovery Center, Circle B Reserve in Lakeland.
- Jordan Bontrager, a member of the Polk County SWAT (Students Working Against Tobacco) Team, was named the Campaign for Tobacco-Free Kids Southern Region Youth Advocate of the Year. The Youth Advocate of the Year Award winners are outstanding young people who are among today's most effective leaders in tobacco control. In recognition of this honor, Jordan appeared on a local television morning show, and will attend the Youth Advocates of the Year Awards Gala on May 18th in Washington, D.C.
- The Polk County Health Department, Tobacco Free Partnership of Polk County and SWAT (Students Working Against Tobacco) held community awareness events in Bartow and Lakeland as part of Kick Butts Day, a national day of activism that empowers youth to speak up and take action against Big Tobacco.
- A proclamation was received on March 22nd from the Polk County Board of County Commissioners proclaiming March 28th through April 2nd as Tobacco Free Florida Week. The Tobacco Free Partnership sponsored the Detroit Tigers Spring Training game on March 24th. Polk County SWAT students participated in a tabling event outside the stadium to raise awareness about the effects of tobacco use and to promote the Florida Quitline.

May / June

July / August

September / October

- Dr. Daniel Haight, Polk County Health Department Director, presented the completed Community Health Status Report for Polk County at a meeting of the Polk Health Care Alliance on October 13th. This report provides a comprehensive overview of the key health indicators for our community, and was written in collaboration with our community health partners and other local governmental agencies.

November / December

- Colleen Mangan, Tobacco Program Coordinator, was named the 2011 EMERGE Lakeland Volunteer of the Year. EMERGE Lakeland is a networking organization for dedicated young professionals in the Lakeland area, and works in partnership with the Lakeland Area Chamber of Commerce and the United Way of Central Florida to strengthen our community.
- The Polk County Health Department had a lead role in completing the MAPP (Mobilizing for Action Through Planning and Partnerships) assessments for Polk County. The Report of Findings, which summarizes all 4 of the assessments, is now complete and will be distributed to community partners.
- The Polk County SWAT (Students Working Against Tobacco) Chapter will be hosting a county-wide training on Saturday, December 17th at United Way of Central Florida in Highland City. SWAT students will be learning about the dangers of spit tobacco and practicing their public speaking skills.

Polk County Health Department **Annual Report** **2011**



Public Health
Prevent. Promote. Protect.