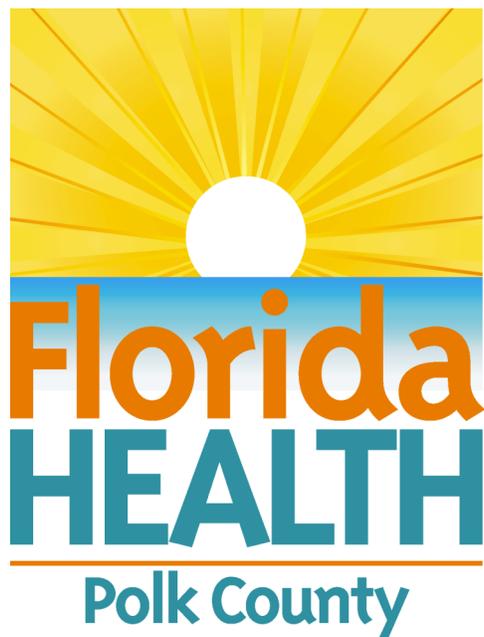


**Florida Department of Health
Polk County**



**Annual Report
2013**

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Message from the Director

To the residents of Polk County and partners in public health:

I have officially served as Polk County's Health Officer for one year. I am astounded by the positive steps we took to improve the health of our community over that time. One of the strengths of Polk County has always been community partnerships. We are fortunate to have hard working and dedicated individuals and organizations that understand that we share responsibility for our community's overall health. As director, I would like to take this opportunity to highlight some of the year's accomplishments and challenges in our 2013 Annual Report to the community.



One of the challenges in Polk County remains the obesity rate. The State Surgeon General, Dr. John Armstrong has identified unhealthy weight as one of the biggest public health threats. With an obesity rate in Polk County of 37.6%, it is well above the state rate of 27.2%. The problem with obesity is that it is linked with chronic diseases such as diabetes, heart disease, and strokes. Fortunately, the *Building a Healthier Polk Initiative* is addressing this issue. The *Building a Healthier Polk Initiative* is a group of community partners brought together by Polk Vision who are working towards the goal of reducing the obesity rate in Polk County. Polk Vision is a broad, community-led partnership of organizations, businesses, governments and individuals with a shared goal of reducing the obesity rate.

More and more people are also realizing the importance of dental care. Dental health is important for an individual's appearance but it is more important in one's overall health. Unfortunately, there is a shortage of dental health providers in Polk County. The Low Income Pool (LIP) grant, in addition to providing medical homes, has enabled the health department to provide more adult, preventative dental services.

As we move forward, there will be more challenges to come. I am confident that the hard-working staff of the Florida Department of Health in Polk County will continue to provide our community with a consistent level of service as we strive to protect, promote, and improve the health of our community.

I greatly appreciate your continued support, and look forward to working with each and every one of you in the coming year.

Sincerely,

A handwritten signature in black ink that reads "Ulyee Choe, DO." The signature is fluid and cursive, with the initials "U.C." being prominent.

Ulyee Choe, DO
Director, Florida Department of Health in Polk County
Assistant Director, University of South Florida, Morsani College of Medicine

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Public Health Accreditation

The Florida Department of Health, as an integrated public health agency, is pursuing national public health accreditation through the Public Health Accreditation Board (PHAB) along with all 67 Florida county health departments.

Who is PHAB?

PHAB is a nationally recognized non-profit organization that oversees the national public health department accreditation process. This organization is dedicated to improving and protecting the health of the public by advancing the quality and performance of public health departments.

What is national public health accreditation?

Accreditation is a process that challenges a health department to think about what business it does and how it does that business. It encourages and stimulates quality and performance improvement in the health department and it also stimulates greater accountability and transparency.

What is the benefit of becoming accredited?

Accreditation declares that a health department has an appropriate mission and purpose and can demonstrate that it will continue to accomplish its mission and purpose.

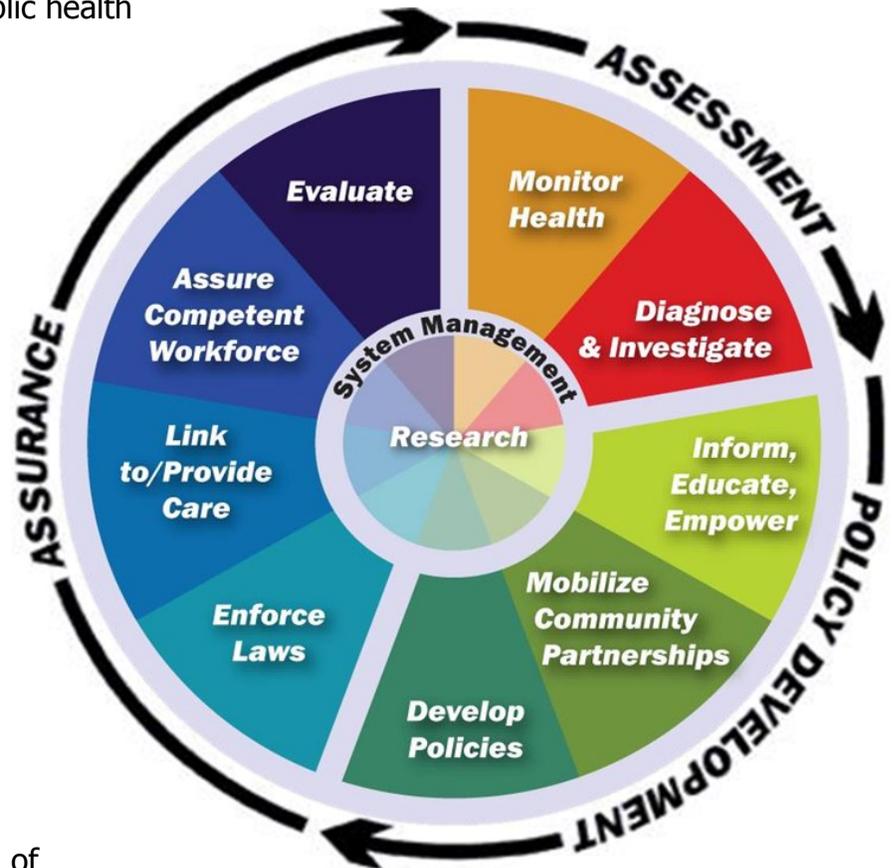
Becoming accredited allows health departments to:

- ▣ Identify successes and opportunities for improvement
- ▣ Promote quality improvement initiatives
- ▣ Energize their workforce and develop a strong team
- ▣ Focus the health department on common goals
- ▣ Evaluate the health department's performance
- ▣ Align resources with strategic objectives
- ▣ Deliver results

Accreditation is a means of documenting the capacity of the public health department to deliver the Core Functions and the Ten Essential Services of Public.

Core Functions and 10 Essential Services of Public Health

- ▣ Monitor health status to identify community health problems
- ▣ Diagnose and investigate public health problems and hazards
- ▣ Inform, educate, and empower people about health issues
- ▣ Mobilize community partnerships to identify and solve problems
- ▣ Develop policies/plans that support individual or community efforts
- ▣ Enforce laws and regulations that protect health and ensure safety
- ▣ Link people to needed health services and assure provision of health care when otherwise unavailable
- ▣ Assure a competent public health and personal health care workforce
- ▣ Evaluate effectiveness, accessibility, and quality of personal and population-based health services
- ▣ Research for new insights and innovative solutions to health problems.



What are the standards for becoming accredited?

Accreditation standards define the expectations for all public health departments. For each standard there are measures that provide a way of evaluating if the standard is met. All of the standards and measures fall under 12 Domains. Throughout this report, accreditation domains are used to correspond with the core public health functions and essential services the health department provides.

Domain 1

Vital Statistics: Birth & Death Certificates

Birth and death records provide valuable information about health issues that affect Polk County. This information allows the health department to decide what programs and services are needed to help the people in Polk County live healthier lifestyles.

Fast Facts:

- ▣ We can access birth records for anyone born in the state of Florida from 1917 to present as well as any death in the state of Florida from 2009 to present.
- ▣ Each month, on average, 450-500 persons die in Polk County and between 500 and 550 babies are born.
- ▣ We receive 2,000-2,500 requests for birth and death certificates from the public each month.
- ▣ We answer between 1,700-2,500 phone calls, each month, to provide clients with directions and information on how to receive or amend a birth or death certificate.
- ▣ We provide applications for obtaining certificates from other states, as needed.

In 2013, Polk County Vital Statistics issued 23,202 birth certificates and 38,577 death certificates.

-Source: E Vitals

Top Causes of Death in Polk County

Heart Disease
Cancer
Chronic Lower Respiratory Disease
Unintentional Injuries
Stroke

Source: Florida Department of Health, Office of Health Statistics and Assessment

For information on how to obtain a birth or death certificate, or to order one online please visit: www.mypolkhealth.net/certificates

2011

• 6,073 births
• 5,513 deaths

2012

• 5,992 births
• 5,689 deaths

2013

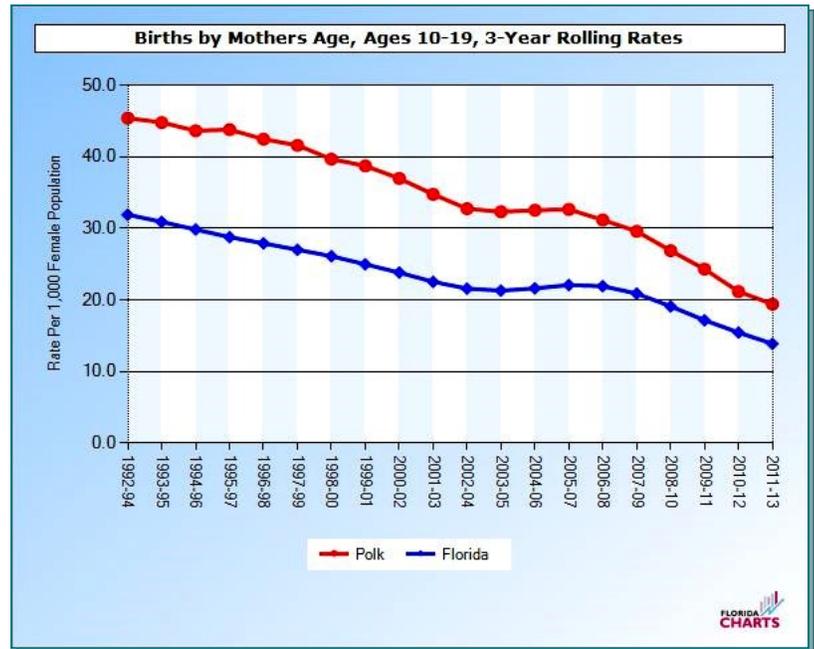
• 5,917 births
• 5,749 deaths

CONDUCT AND DISSEMINATE ASSESSMENTS FOCUSED ON POPULATION HEALTH STATUS AND PUBLIC HEALTH ISSUES FACING THE COMMUNITY

Teen Births

The teen birth rate in Polk County has been steadily declining over the last decade. Even though this is encouraging, 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.



In 2013, the trend of repeat teen births in Polk continues to decline and is narrowing in comparison to the state rates.

Even though the number of repeat births is low, it is still evident that Polk's rates are still higher than the states. Last year, there were 135 repeat births to teens ages 15-19.

There is still a need for community partners working together to break the cycle of teen pregnancy.

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.

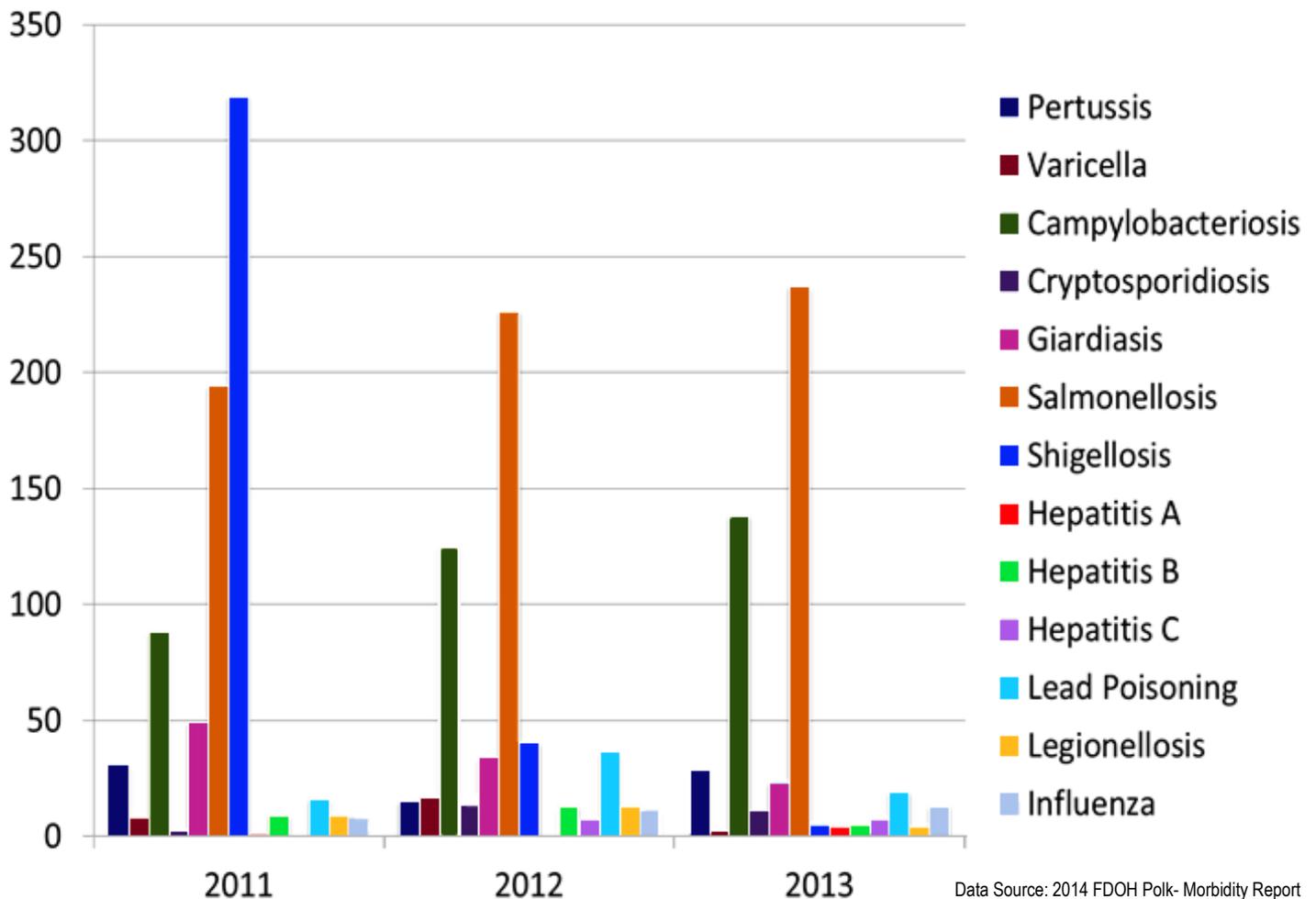
Domain 2

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.

Diseases Reported in Polk County 3 Year Trend



Hepatitis Prevention Program Statistics 2013

1,304 residents screened & educated

642 doses hepatitis A, B vaccine given

480 total cases reported, of which:

5 were hepatitis A

7 were acute hepatitis B

68 were chronic hepatitis B

8 were acute hepatitis C

392 were chronic hepatitis C

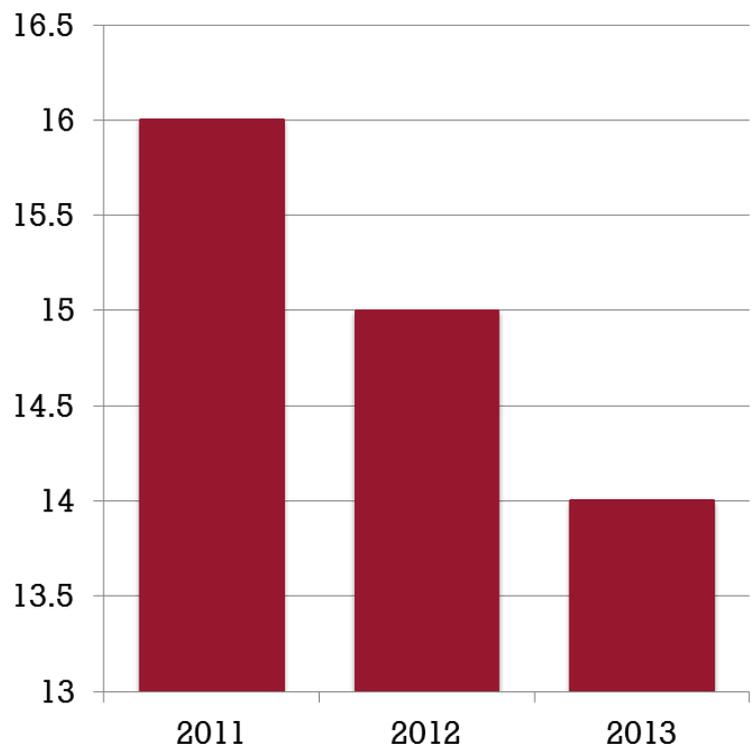
Hepatitis Prevention

This program serves adults 18 and older who are at-risk for hepatitis, providing screening, education, and vaccines free of charge. In order to reach those within our community most at risk, we actively partner with local community support services, such as homeless shelters, drug and alcohol treatment centers, and the jails.

Tuberculosis (TB) Control

Clinical and case management services are provided by the Polk County Health Department TB Control staff. They also consult with and assist other health care providers who offer TB services in settings such as private clinics, managed care organizations, HIV clinics, correctional facilities, and hospitals.

TB Cases in Polk County by Year

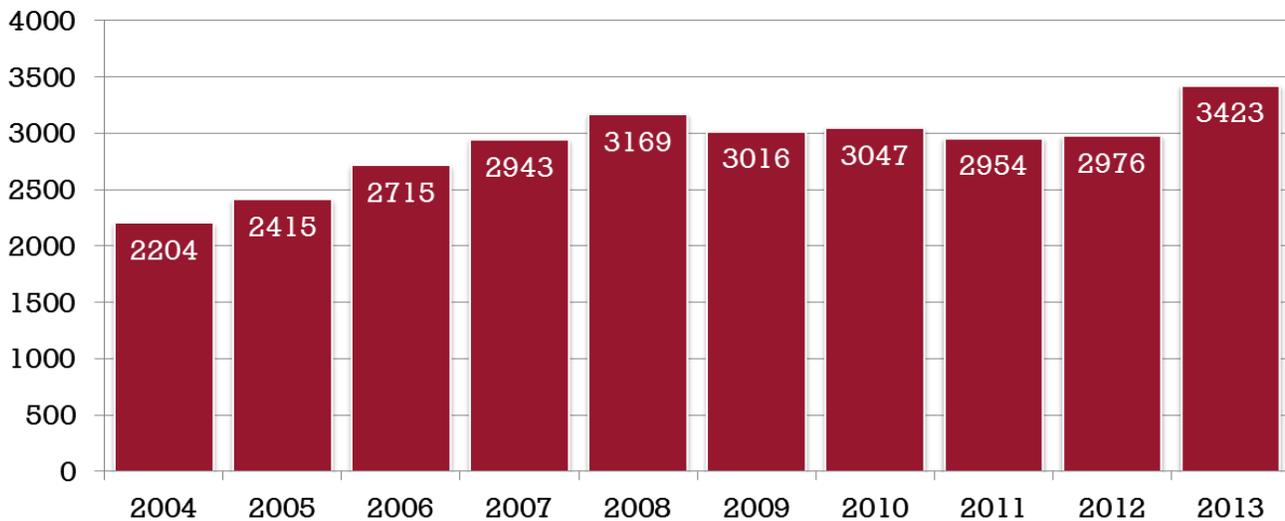


Domain 2

Sexually Transmitted Diseases

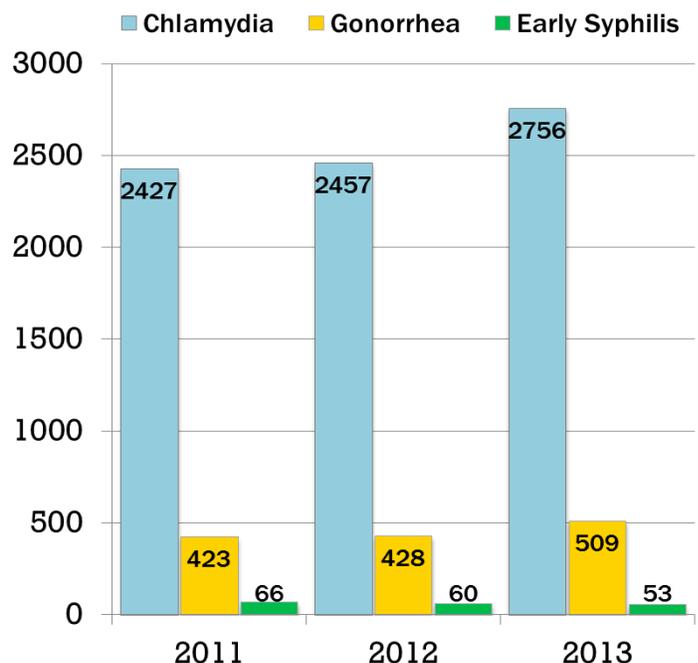
The Sexually Transmitted Disease (STD) Program works to reduce the spread of STDs and medical complications resulting from infections. Individuals who go undiagnosed and untreated may spread the infection to others and experience long term negative health effects. Since prevention and early detection are important in controlling sexually transmitted diseases, STD program staff educate, counsel, locate and screen persons at risk for sexually transmitted diseases.

STD Cases in Polk County by Year



Fast Facts:

- Reported cases of early syphilis in Polk decreased 12% from 2012 to 2013.
- 583 pregnant women were diagnosed with an STD in 2013.
- Bacterial STD rate in females age 15-34 in Polk County is 11% higher than the state average.
- 89% of reported syphilis & HIV+ cases were among men who have sex with men.



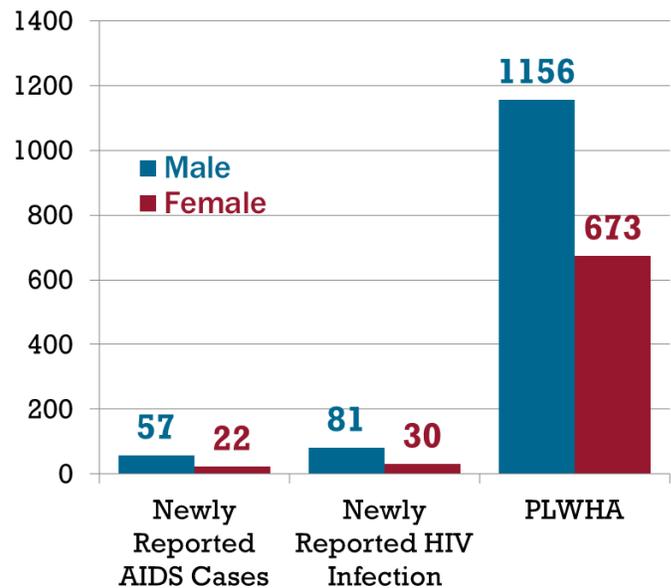
HIV/AIDS Outreach Program

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.

As of December 31, 2013, 1,829 individuals were reported as "People Living With HIV and AIDS" (PLWHA). From January 1 to December 31, 2013, there were 79 newly diagnosed AIDS cases and 111 newly reported HIV infection cases reported to the Florida Department of Health in Polk County.

- ▣ Of 1,829 people who are living with HIV and AIDS, 1,156 (63%) were males and 673 (37%) were females.
- ▣ Of 111 newly reported HIV infection cases, 81 (73%) were males and 30 cases (27%) were females.
- ▣ Of 79 newly diagnosed AIDS cases, 57 (72%) were males and 22 (28%) were females.

**HIV/AIDS in Polk County
2013**



Year	AIDS Cases, Single Year Rates				Polk				Florida			
	Male		Female		Male		Female		Male		Female	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate
2011	42	14.1	35	11.3	2,223	24	1,072	11.1				
2012	41	13.7	16	5.1	1,879	20.2	773	7.9				
2013	57	18.9	22	7	2,338	24.8	944	9.6				

Source: FloridaCHARTS.com, provided by the Florida Department of Health, Division of Public Health Statistics & Performance Management.

Year	HIV Cases, Single Year Rates				Polk				Florida			
	Male		Female		Male		Female		Male		Female	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate
2011	74	24.9	46	14.9	3,786	40.9	1,258	13				
2012	68	22.7	21	6.7	3,465	37.2	1,066	11				
2013	81	26.9	30	9.6	4,552	48.2	1,386	14				

Source: FloridaCHARTS.com, provided by the Florida Department of Health, Division of Public Health Statistics & Performance Management.

Domain 2

Sanitary Nuisance Complaints

The health department is responsible for responding to and investigating complaints received from the public for sanitary nuisance issues.

Situations which may threaten or impair the health of the public are considered sanitary nuisances. Health risks related to sewage, food, odors, flies, drinking water, and solid waste are addressed by our inspectors.

**Sanitary Nuisance
Complaints
2013**

202

Lead Contamination

Lead is a naturally-occurring metal that is used in many products we all use every day. Our Environmental Health staff identify and educate at-risk people 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.

**Lead Contamination
Investigations
2013**

24

Of the 24 investigations 19 were confirmed lead cases, 5 were suspect lead cases.



Food-borne Illnesses

Illness complaints from the public that may be related to food products or water sources are investigated by Environmental Health staff. If there is an outbreak related to a particular facility, health department staff work with the owner to take steps necessary to protect public health and prevent further outbreaks.

Radiological Incidents

Members of our radiological health team are specially trained to protect the public from accidental exposure to radiation. They investigate complaints involving radioactive materials licensees, transport accidents involving radioactive materials, reports of lost or stolen radioactive sources, and incidents of contamination of facilities or the environment caused by radioactive materials. This team also provides training to the public on the proper handling and disposal of radioactive materials.



**Indoor Air Quality
Calls Handled
2013**

289

**Indoor Air Quality
Investigations
2013**

13

Indoor Air Quality

Indoor pollution sources that release gases or particles into the air are the primary cause of indoor air quality concerns for the people in Polk. Inadequate ventilation and high temperature and humidity levels can increase indoor pollutant levels.

Health issues caused by indoor pollutants include respiratory diseases, heart disease, and cancer. It is important that people take steps to improve the indoor air quality in their homes, even if they are not experiencing symptoms of disease. One step residents can take is to have a radon test of their home. Kits are available through the health department.

Domain 3

Tobacco Prevention and Students Working Against Tobacco

Tobacco Free Polk is a program funded through a grant from the Florida Department of Health's Bureau of Tobacco Free Florida (TFF). It's mission is to engage local adults and youth in working together to prevent tobacco use among young people, eliminate second-hand smoke exposure for everyone, and promote smoking cessation.

Highlights from 2013

- A local member of Students Working Against Tobacco (SWAT) was elected to the Regional Youth Advocacy Board for tobacco.
- TFF organized and participated in activities to promote national and state observances and campaigns for Red Ribbon Week, Great American Smoke Out, Through with Chew Week, Kick Butts Day, and a weeklong celebration for TFF Week.
- Polk County School District adopted a policy to maintain a tobacco-free environment on all Polk County School Board properties and at all school events held off campus, 24 hours a day, 7 days a week, 365 days a year. The tobacco team, Tobacco Free Partnership, and SWAT worked with the school board to develop the policy and promote it to staff, students, and parents.
- TFF assisted Lakeland Housing Authority with implementing a comprehensive Tobacco Policy for staff and residents. The Lakeland Housing Authority was the first housing authority in Central Florida and first multi-unit housing in Polk County to do so.
- SWAT members were recognized for their community service, leadership, and advocacy efforts during the Annual SWAT Recognition Banquet.
- Conducted a TFF Week Coloring Contest for elementary students. The top 3 entries were invited to attend the Annual SWAT Recognition Banquet.



2013 - by the numbers...

Formed 2 new SWAT Clubs for a total of 6 clubs in Polk County with 155 students registered	22 Polk County employers offer access to cessation services, including Legoland and PolkWorks	6 Polk County municipalities have passed resolutions urging retailers stop the sale of flavored tobacco products	Collected over 1500 Tobacco Free Pledges from Polk County students in support of Tobacco Free Florida Week	Tobacco Free Polk was selected as the Lead County for Region 3 SWAT, consisting of 17 counties
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Polk hosted a regional 3-day Leadership Retreat for Youth, which provided SWAT students with basic and policy specific training to increase their capacity for tobacco control efforts and youth prevention messaging. **65** attendees, **5** counties, **6** professional speakers, **8** nationalities, **4** community partners, and **7** grade levels

Launch of New Public Website

In October 2013, the Florida Department of Health in Polk County launched a new website. The site was designed to provide clear and timely information to the public.

The new site features:

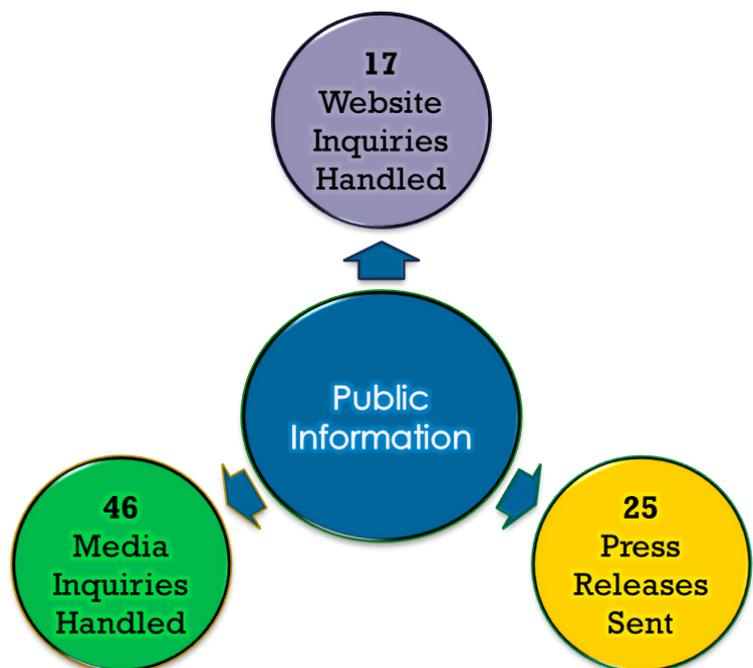
- ▣ Latest health news and advisories relevant to Polk County residents
- ▣ Information on services provided by the health department
- ▣ Interactive methods of volunteering for service, reporting nuisances, and paying for birth and death certificates.



Visit the website at www.MyPolkHealth.org.

Public Information

Information about health issues is available at all times to the residents of Polk County through the Public Information Office. We create and issue press releases, public service segments, newspaper articles, and other messaging to ensure that Polk County residents are kept informed. Website inquiries are also handled through this office.

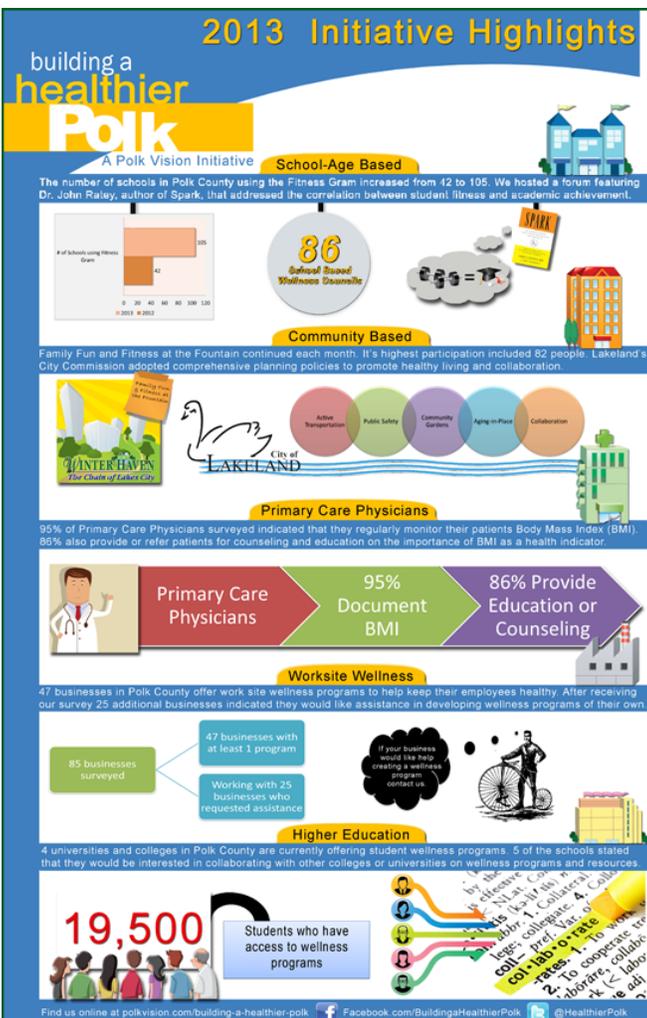


Domain 4

Building a Healthier Polk

The Florida Department of Health in Polk County is proud to be a key member of *Building a Healthier Polk*, a group of community partners brought together by Polk Vision who are working towards the goal of reducing the obesity rate in Polk County. This effort began with a community forum that included over 70 community stakeholders and was based on a comprehensive community assessment.

The goal of the initiative is to reduce Polk County's obesity rate (defined as a Body Mass Index of 30 or higher) of 37.6 % to less than or equal to the state average of 27.2%.



The *Building a Healthier Polk* initiative is a three year plan to reduce obesity, based on the following six key strategy areas:

- School-based
- Community-based
- Primary care physicians
- Worksite-based
- Higher education
- Communication



**Working to make
the HEALTHY choice
the EASY choice.**

Medical Reserve Corps (MRC)

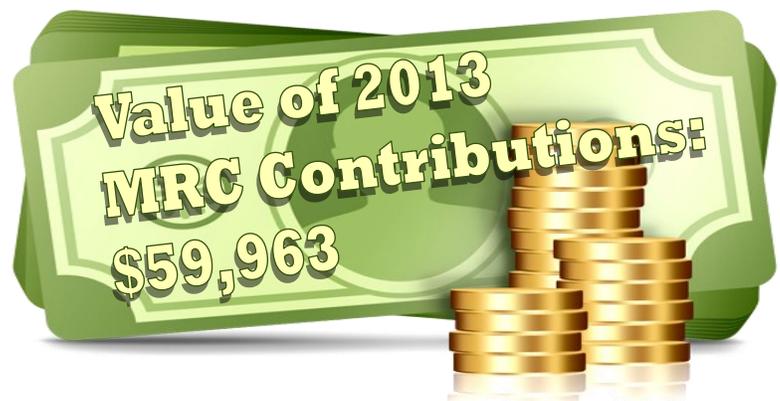
Begun in 2008, the Polk County MRC is a group of community-minded volunteers who donate their time, knowledge, and skills to prepare for and respond to local emergencies. Whether rolling up their sleeves to assist residents during disasters, supporting local fire/rescue in community events, or providing community wellness services, these dedicated volunteers are an irreplaceable asset to the health department.



Polk / Hardee County

Volunteers include:

- ▣ Dentists
- ▣ EMTs / Paramedics
- ▣ Epidemiologists
- ▣ Fire Fighters
- ▣ Lab Workers
- ▣ Licensed Medical Professionals
- ▣ Mental Health Professionals
- ▣ Message Therapists
- ▣ Non-Licensed Professionals
- ▣ Nurses / Nurse Practitioners
- ▣ Pharmacists
- ▣ Physical Therapists
- ▣ Physicians
- ▣ Physician's Assistants
- ▣ Radiology Workers
- ▣ Records Technicians
- ▣ Respiratory Therapists
- ▣ Social Workers
- ▣ Veterinarians



Domain 5

Administrative Services

The efforts of health department staff are supported by our Administrative Services Division located in Bartow. These departments make sure that we work within our budget, operate effectively and efficiently, protect the privacy of our clients, and meet the needs of our staff and community.



Student Internships

Student Internships help educate future leaders in the healthcare field and develop our reputation within the academic community. Academic partners include:

- Everest University
- Florida International University
- Florida Southern College
- Georgetown University
- Keiser University
- Nova Southeastern University
- Polk State College
- Ridge Career Center
- South University-Tampa
- Southern Technical College
- State University of New York
- Traviss Career Center
- University of Northern Colorado
- University of South Florida
- University of Tampa
- Utah State College
- Walden University



Student interns provided more than 5,588 hours of service to our community through the health department.

Domain 6

Water Programs

Ensuring the safety of our drinking water is one of the most important responsibilities of any public health department. To do this, our Environmental Engineering Division provides the following services:

Public Drinking Water Program

- Ensures compliance with federal and state safe drinking water standards for over 430 public water systems
- Issues permits for water treatment plants
- Inspects and monitors public water systems

State Underground Petroleum Environmental Response (SUPER) Act Program

- Identifies areas with water contaminated as a result of surface spills, leaking storage tanks, and other discharges
- Educates and assists residents in affected communities
- Petroleum clean-up
- Monitors clean-up of petroleum that has leaked into the soil and groundwater, potentially contaminating drinking water sources
- 32 formerly contaminated sites closed in 2013

Storage Tank Regulation Program (Polk & Hardee)

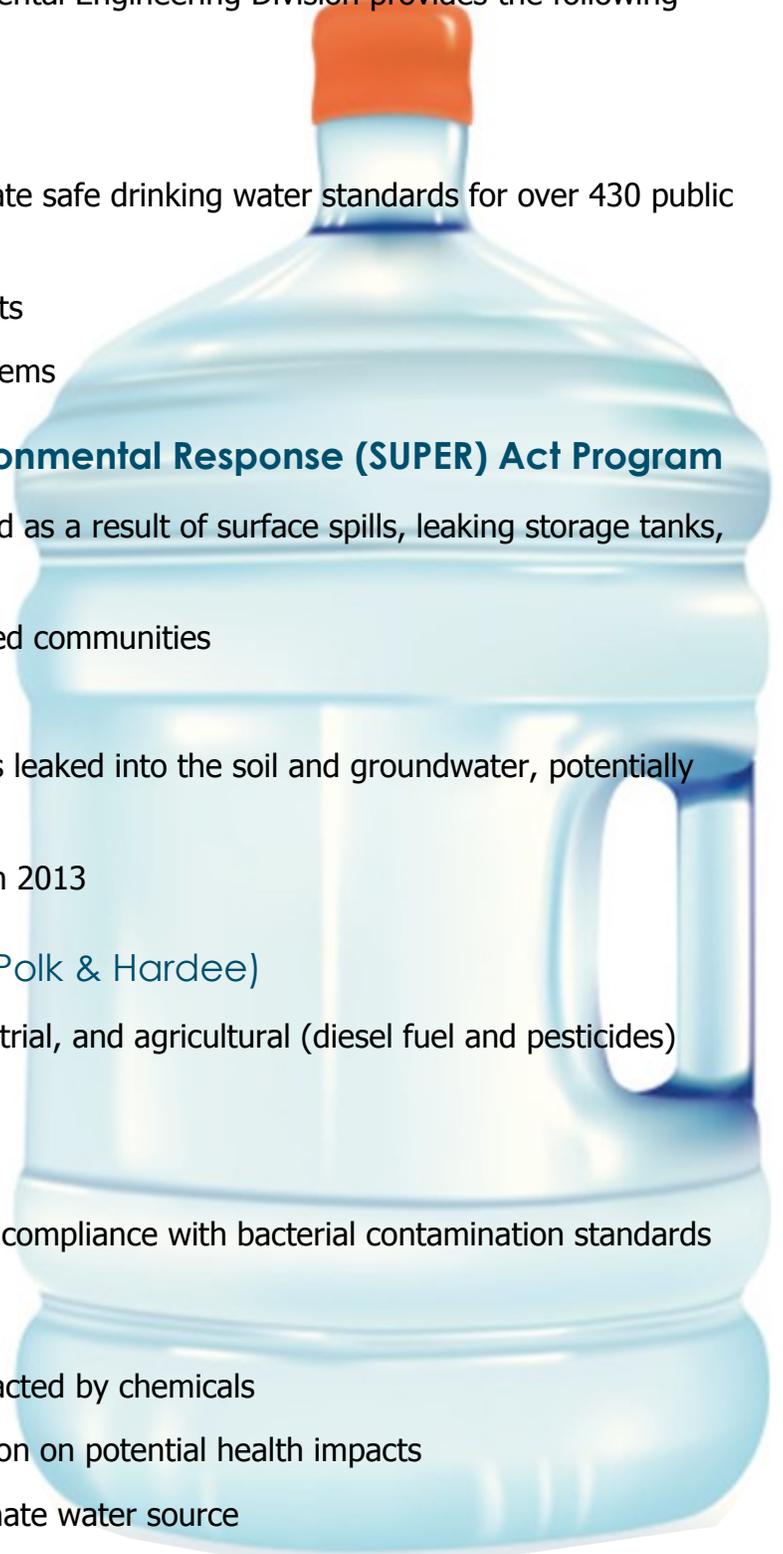
- Regulates retail gas stations, fuel, industrial, and agricultural (diesel fuel and pesticides) storage facilities

Water Laboratory

- Tests drinking water samples to ensure compliance with bacterial contamination standards

Water Toxins Program

- Conducts well surveillance in areas impacted by chemicals
- Collects samples and provides information on potential health impacts
- Offers assistance for treatment or alternate water source



Public Pools and Bathing Places

Environmental staff inspect public swimming pools and bathing places to make sure these facilities meet health and safety standards.

They also review construction plans and assist the building department with permitting new pool construction.

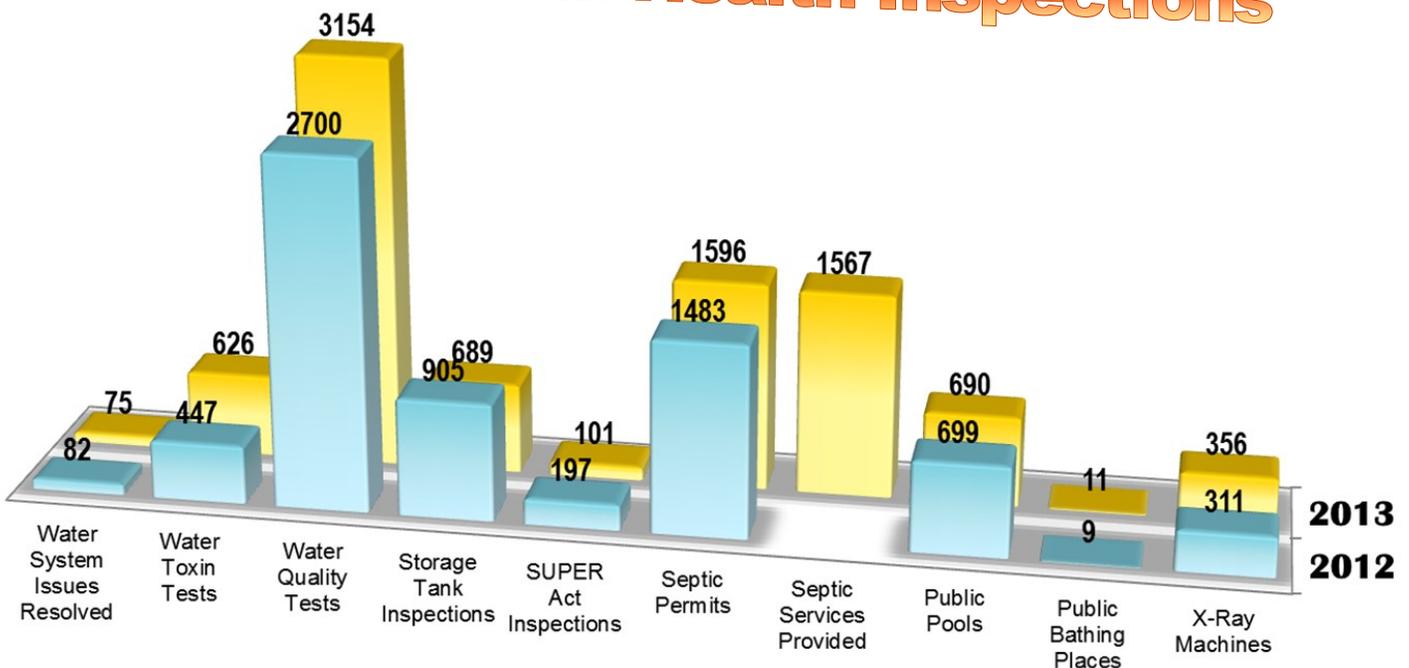
Septic Tanks

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.

X-Ray Machines

There are 1,131 x-ray machines in 413 facilities in Polk County. Environmental staff perform regular inspections to ensure machines are being operated safely by qualified individuals. These inspections also serve to reduce avoidable exposure to radiation for those working with the machines and the patients who rely on them for diagnostic testing.

Environmental Health Inspections



Domain 7

WIC & Nutrition

The Women, Infants, and Children (WIC) Program is federally-funded and serves pregnant, breastfeeding, or post-partum women, and infants and children (up to age 5) who have low or moderate incomes and are at nutritional risk. WIC helps prevent low birth weight infants and infant deaths. In addition, the program helps improve the health of participants by providing the following at no cost:

- Breastfeeding promotion and support
- Nutrition education and counseling
- Referral to healthcare, immunizations, and other vital 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

Clients Seen Monthly

21,320

Value to the Community

\$1.4 million



“Prescription for a Healthier, Active Life”

*Eat **5** fruits and vegetables a day.*

*Reduce screen time to **2** hours or less per day.*

*Get **1** hour or more of physical activity every day.*

*Drink fewer or **0** sugar-sweetened drinks.*

Mary Sand Chronic Lung Disease Clinic

Since opening in 1971, the Mary Sand Clinic has served as an outpatient resource with a primary focus to continue the rehabilitation process begun in the hospital for patients with chronic lung disease. Services include exercise programs, support groups, blood pressure and oxygen levels monitoring.



Immunizations

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

Child Immunizations

Children and adolescents in Polk County who are uninsured or underinsured can receive free vaccinations at health department clinics or private Vaccine For Children providers through the federally-funded Vaccines for Children Program.

Adult Immunizations

Adult immunizations available at health department clinics include tetanus, influenza, whooping cough, pneumonia, hepatitis A, and hepatitis B. There was an increase of 1,095 adult vaccines provided during 2013 compared to 2012.

Immunizations Given in 2012	Immunizations Given in 2013
31,530 Child vaccines	28,868 Child vaccines
5,429 Adult vaccines	6,524 Adult vaccines
3,123 Flu vaccines	3,158 Flu vaccines

Flu Shots

The health department partners with agencies across the county to offer flu shots to the community during flu season. In 2013, there was a slight 1% increase in the number of flu vaccines given to the public.

Traveler Immunizations

Many of the diseases that have been eliminated in the U.S. are still common in other parts of the world. For that reason, the health department provides vaccines specific to the traveler's destination, anti-malaria medication and information on travel issues.



Domain 7

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-conceptional education
- ▣ Parenting education
- ▣ Referrals for mental health counseling
- ▣ Breastfeeding education & support

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

School Health

School-based health services are an important component of the public health system, and help to assure that Florida's students are healthy, in the classroom, and ready to learn.

The Polk County Health Department partners with the Polk County School Board to provide health services to students. School nurses also work with parents, teachers, social workers, and other healthcare providers to develop care plans, locate available health resources, and identify the need for health referrals to address specific health concerns.

Public & Charter Schools

158

**Students within
School District**

100,000

approx.

Dental

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

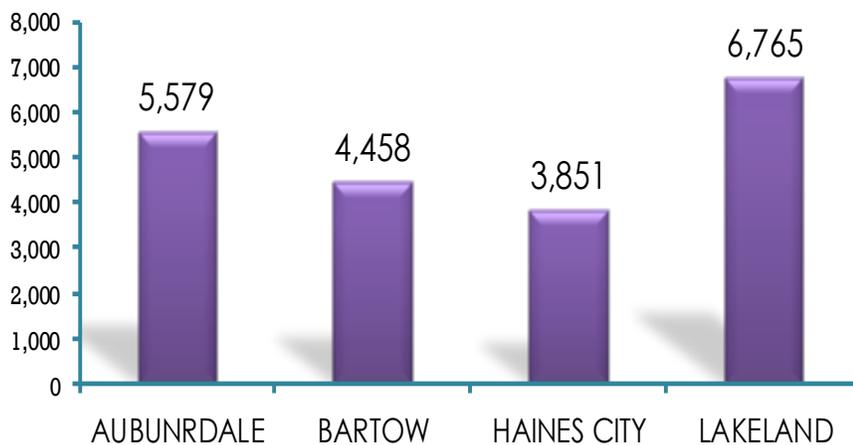
Good oral health is important to a person’s overall health and well-being. Brushing, flossing, and regular dental visits are inexpensive ways to keep a healthy smile.

What services are available?

- ▣ Exams
- ▣ X-rays
- ▣ Cleanings
- ▣ Fluoride treatments
- ▣ Sealants
- ▣ Fillings
- ▣ Extractions
- ▣ Oral hygiene information



Visits per Dental Clinic 2013



2013 By the Numbers
10,389 Unduplicated Clients
31,742 Appointments Scheduled
20,653 Patient Visits Recorded
7,695 Care Instructions Provided
5,909 Sealants Provided
149 Unduplicated Ryan White Clients

Domain 8

Workforce Development

The Training and Development office coordinates with the Central Office in Tallahassee to provide staff with opportunities throughout the year to enhance and update their skills and knowledge. Courses offered may include Continuing Education Units (CEUs) for licensed personnel. All staff are encouraged to participate in webinars, video conferences, and classroom sessions. Progress is monitored through our online learning management system, TRAIN Florida.



In 2013, the Department of Health transitioned to Training Finder Real-time Affiliate Integrated Network (TRAIN). This learning management system (LMS) is funded by the national Public Health Foundation and includes courses published by national leaders in the field of public health, such as the Centers for Disease Control and schools of public health from top universities.

Participation in this nation-wide LMS brings us a higher standard of training content as well as the opportunity for staff to experience a greatly expanded choice of learning opportunities from some of the nation's leading health organizations.



Domain 9

Quality Assurance (QA)

QA is a disciplined process that spans the entire agency. This department monitors performance and services, assists with setting goals and tracking progress, looks for bottlenecks and obstacles to improve flow, and recommends evidence-based decisions.

Quality Assurance Services

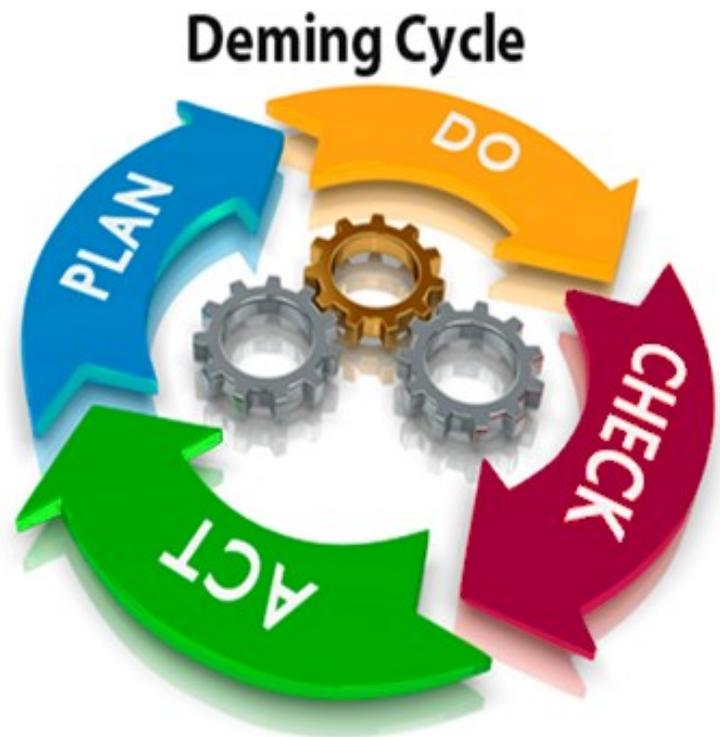
Program Monitoring & Improvement

Service Improvement

Staff Development

Standardization & Education

Data Analysis and Trending



Notable Accomplishments in 2013:

- ▣ Patients in the Low Income Pool grant, specifically those suffering with diabetes and hypertension are having better health outcomes
- ▣ Each patient who visits a clinic now receives a receipt so they are aware of the value of the services performed
- ▣ Clinics were able to reduce the time required to complete the patient registration process
- ▣ The percentage of 2 year olds receiving the necessary immunizations improved

Leadership Council

Working towards its mission to advance the health department as an academic and research-based organization in pursuit of Public Health Accreditation, the Leadership Council brings together front-line and management staff interested in contributing their skills and knowledge to this team of leaders.

Standing Committees



Purpose

- ▣ To develop the skills, expertise, and resources of all levels of Florida Department of Health staff by improving our strategic achievement
- ▣ To enhance the quality of service delivery, academic achievement, and research capacity
- ▣ To promote cross-divisional communication and cooperation with leadership expertise and experience from Florida Department of Health Staff

Domain 10

Florida Public Health Training Collaborative Grant

The Research Committee of the Leadership Council worked with the University of South Florida (USF) to create a training program for research students. This project was funded through the Florida Public Health Training Collaborative Grant. Its purpose was to enhance the research capacity of the Communicable Disease Unit at the health department in Polk County.

USF College of Public Health masters-level students were used as evaluators and course developers, with all work supervised by health department staff. Information gathered in interviews with health department staff was used to create the training program. Practice-based learning modules were then created on the essential aspects of research and grant writing that is particularly relevant to the health department.



Making Life Better
through Research, Education & Healthcare.®

Project Results:

- ▣ Revealed health department strengths that can be used to improve our information systems and increase awareness of external factors that influence public health
- ▣ Allowed identification of a series of measures that will improve our decision-making and research capabilities
- ▣ Created tools that can be used by other health departments

This project is to be converted into a scientific publication for advancing practice-based research methods and academic / public health practice collaboration.

Modules included:

Intro to Research

Ethics and IRB

Statistics Simplified

What is Research?

Grant Writing Basics

Populations and Sampling

Engaging the Community

Secondary Data Use



The Florida Department of Health in Polk will hold its first annual Research Day in July 2014 with presentations by health department staff, USF faculty and students, and other community partners.

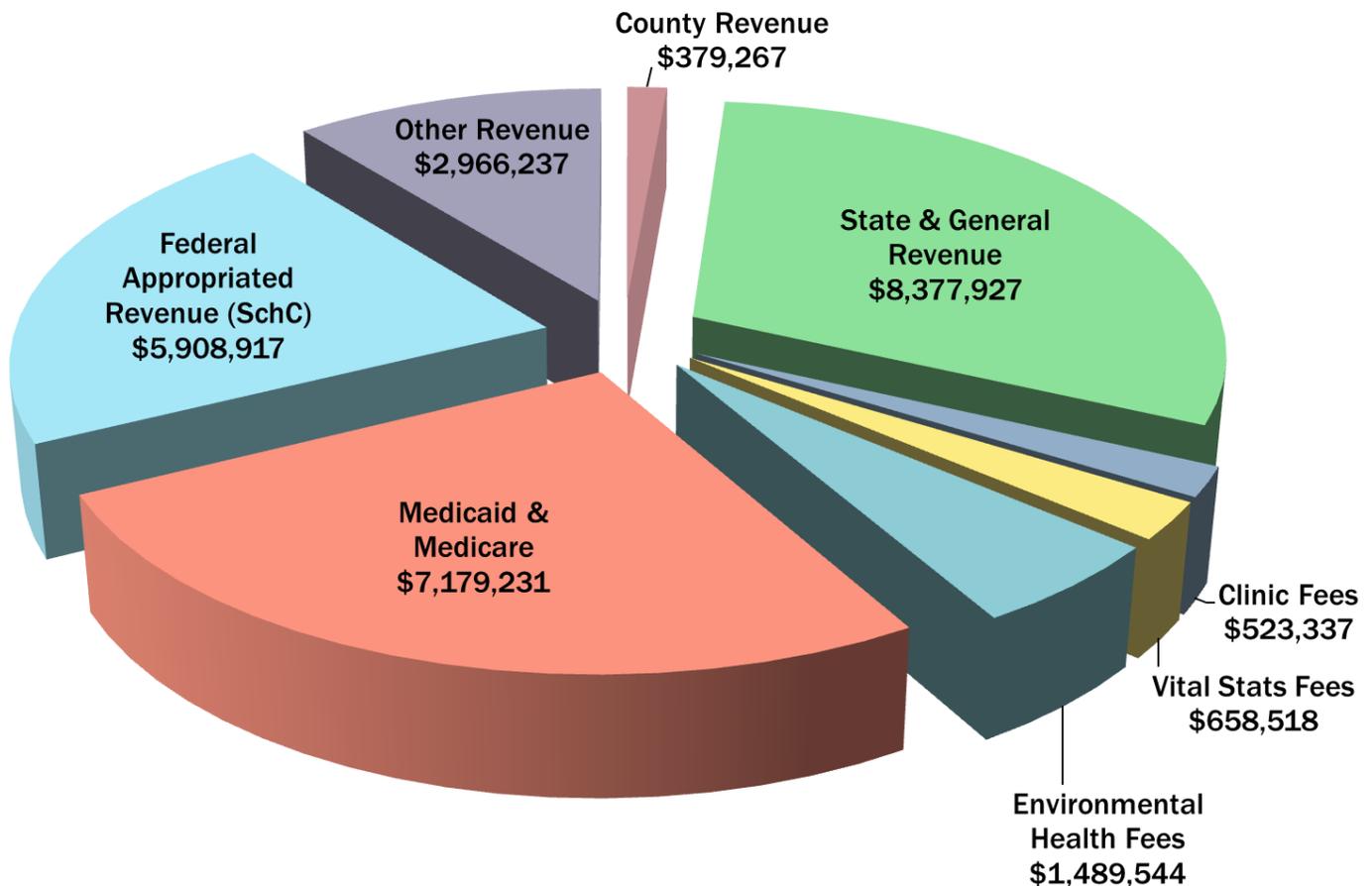
Domain 11

Fiscal Accountability

The Florida Department of Health in Polk County is a state agency that relies on federal, state, and local county government funding to help support our public health programs and services.

Additional revenue is generated through contracts and grants, state and county fees, and payments from Medicaid and Medicare. Revenue and expense breakdowns for 2013 are provided in the graphs below.

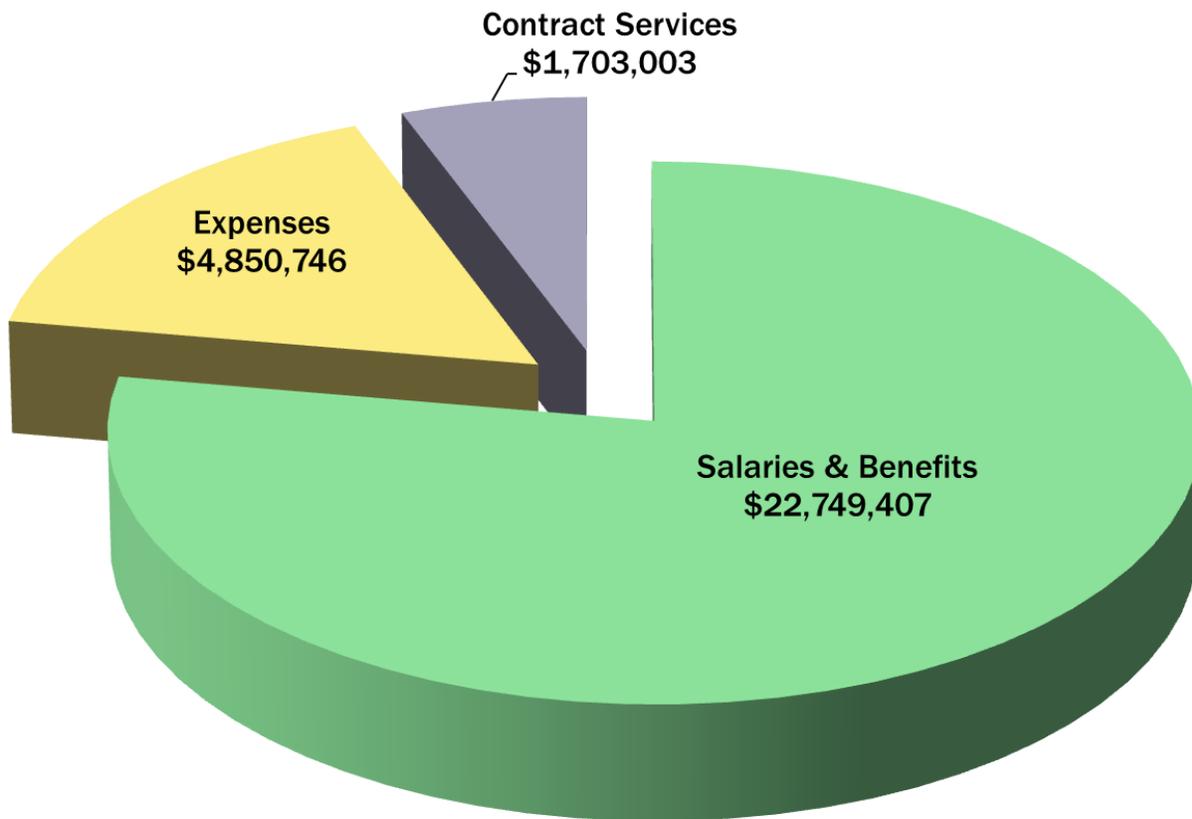
Polk County Revenue 2012-2013



The total revenue collected in fiscal year 2012-2013 was \$27,482,978. The chart above provides a breakdown of the revenue sources.

Polk County Expenses 2012-2013

The approved operating budget for fiscal year 2012-2013 was \$29,303,156. The chart below provides a breakdown of the expense categories.



The Finance and Accounting Division of the Florida Department of Health in Polk uses the best practices to ensure that the Department is being good stewards of the resources entrusted to us.

By maintaining the financial health of the organization, the Finance and Accounting Division allows the other branches of the Health Department to continue protecting, promoting, and improving the health of the residents in Polk County.



Florida State Capital Building in Tallahassee

One of the jobs of the local health officer is to interact with the Central Office in Tallahassee to keep them informed about what is happening in our communities and how the policies put into place in Tallahassee affect the lives of local citizens.

In that capacity, Dr. Choe has met with officials several times this year to discuss important health issues and policies. He shares insight on the way programs are implemented at the local level, receives direction from the Surgeon General's office, reports on the progress the local health department is making toward the mission and vision of the Florida Department of Health, and asks for assistance in implementing programs and services, if needed.

Dr. Choe maintains open communication with our Central Office in order to share information and maintain accountability.

Acknowledgements

Our thanks to those who contributed to this annual report:

Dr. Ulyee Choe	Director
Sonny Register	Assistant Director
Dr. Joy Jackson	Medical Director
Dr. Daniella Chiriboga	Senior Physician
Michele Ford	Director of Nursing
Susan McPhail-Taylor	Dental Health Center Administrator
Terry Boysel	Health Center Administrator
Sheryl Cooper	Health Promotions Division Director
Cynthia Goldstein-Hart	Environmental Health Administrator
Don Ehlenbeck	Environmental Engineering Administrator
Suzanne Wright	WIC and Nutrition Director
Lauren Hinton	Finance and Accounting Director
Sylvie Grimes	Quality Assurance Program Manager
Linda Hawbaker	Health Education Program Manager
Dan Simpson	Preparedness Coordinator
June Gump	Staff Training and Development Coordinator
Lisa Makal	Vital Statistics
Udomsak Rittichaikul	Human Service Program Consultant I
Scott Sjoblom	Public Information Officer
Nicole Riley	Public Information Officer
Bobbie Duffey	Publications Productions Specialist



Florida Department of Health in Polk County

2013 Annual Report

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Public Health
Prevent. Promote. Protect.