

DEPARTMENT REPORT

MAY, 2014

DIRECTOR'S OFFICE

- The Health Director and key staff attended the Community Health Endowment Annual Meeting at Bryan East Conference Center on May 28, 2014. The keynote speaker was Curt Tomasevich, Nebraska native and Olympic Gold and Bronze medalist. The Move More Lincoln: The Five Million Minutes Challenge Campaign was launched.
- The Health Director is serving on the People's Health Center's Search Committee to interview and hire a new Executive Director.
- The Health Director and Management Team members participated in Strategic Planning for the Department on May 14, 15 and 22, 2014. John Beranek, private consultant, served as the facilitator for the sessions.
- Mayor Beutler honored the City Service Year Employees at a breakfast on May 21, 2014. Health Department employees receiving recognition for their years of service were:
 - 40 Years – John Chess, Jr.
 - 35 Years – Trudy Franssen and Tim Timmons
 - 25 Years – Denise Bollwitt; Scott Holmes, Roni Olander and Jean Pearson
 - 20 Years – Nancy Clark, Sandra Keller and Ruth Shubert
 - 15 Years – Janet English, Chris Schroeder, Sandra Tryon and Teresa Zuerlein
 - 10 Years – Cheryl Bomberger, Patti Buechel, Deb Byrne, David Humm and Jeri Stichka
- Employees of the Month – Certified Application Counselors - Community Health Services Division.

ANIMAL CONTROL

Animal Control Stats

	Sep 11- Apr 12	Sep 12- Apr 13	Sep 13- Apr 14
Pet Licenses Sold	41644	42193	42085
Cases Dispatched	14426	15047	14481
Investigation	15613	16083	15682
Animals Impounded			
Dogs	1084	998	1001
Cats	880	679	816

Court Citations Issued	151	121	257
Warnings/Defects Issued	8136	10298	10117
Bite Cases Reported	315	278	275
Attack Cases Reported	35	29	31
Dogs Declared (PD, DD,V)	52	60	54
Animal Neglect Investigations	353	391	394
Injured Animal Rescue	465	358	394
Wildlife Removal	242	218	227
Dead Animal Pickup	1372	1128	1035
Lost and Found Reports	1488	1546	1364
Phone Calls	30371	32590	28405
Average Response Time (in mins)	22	20	34

- Animal Control officers responded to an increased number of bat calls in the past three to four weeks. All bats having contact with humans or animal that were tested for rabies have been negative. Animal Control sent 800+ bats to Kansas State last year for rabies testing.
- Staff are working on a more aggressive license defect follow up procedure. The Manager developed a new letter that will be used with pet owners that are overly delinquent on pet license and/or rabies vaccinations. We track all license defect follow ups and involve each officer in the defect follow up process.
- Two Animal Control officers will attend the National Animal Control Association officer training. This is an intense week long training that all new or most recent hires attend. They attend the training after they have successfully completed their probationary period and have been in the field working with other veteran officers for at least seven months.
- Staff attended the Tails n' Trails event at Fallbrook Village on May 17th. Over 400 people attended the Saturday event by participating in educational booths, demonstrations and an owner pet walk. Proceeds from the event went to the Capital Humane Society.
- Animal Control is working with 10 Health TV to produce more PSA's for our "Tag It" pet licensing campaign. The PSA's will air on government access 10 Health, 5 City TV and on some Cable TV programs. This has been our strategy to increase our pet license sales and increase the rabies vaccinations.
- The Animal Control Manager is been working with staff internally and City Information Services on ways to maximize the visits to the AC website. On line licensing and renewals have been the focus of our most recent efforts. The intent is to improve customer service allowing more people easy access to online licensing and renewals. Analysis of website visits and on line renewals has continued to increasing each year. There were 35,552 "page views" between April 13, 2013 and May 13, 2014 averaging 1:24 minutes per view for on line renewals.

- A draft Interlocal Agreement between the City and County has been completed and will forward to the City and County Attorney's office for review. This is the last component of the "Disaster and Emergency Procedure for Animal Control".

COMMUNITY HEALTH SERVICES

CODING & BILLING TRAINING

- Amber Woods, Customer Relations Supervisor, arranged for a coding and billing training for her staff and key clinical staff at the end of April. Linda Delgado from Southeast Community College presented information about ICD-9, ICD-10, and CPT/HCPCS coding for medical necessity. The goal is to increase our Public Health Clinic revenue from NE Medicaid by enhancing our ability to find billable codes and make successful adjustments to denied or rejected claims. Amber is working with her staff and SECC to develop a follow up training based on the specific patterns of claim payment or denial we are experiencing.

FEDERAL SITE VISIT – HEALTHY FAMILIES AMERICA

- This month, Kodi Bonesteel, Tommy George, and Andrea Haberman presented to federal auditors from Health & Human Services and representatives from the Public Health Division of Nebraska's Department of Health & Human Services related to progress in implementing federally-funded home visiting funds via the Healthy Families America – Lincoln program. Feedback on our progress was very positive. We began visiting high-risk pregnant women and their families last year at this time. Babies followed in the program were born late this winter and federal benchmark results, based on the child's age, are beginning to be collected.
- The auditors and our state partners were particularly interested in the use of a dashboard application to collect health outcomes data and data related to deadlines and work processes for individual case managers. Kodi, Tommy, Corrine Jarecke, Carol Kukuk, Betsy Resch, Trudy Franssen and Zhong Xu and their respective teams have worked very hard in the past year to develop data collection tools in our electronic health record and assure the tools worked properly for monthly data transfers. Once infants pass certain age milestones, we measure their development, risk for child abuse/neglect, and use of medical and other community resources. Adults in the families served also have health measures collected and analyzed relating to education attainment, jobs, public benefits, income, family violence risk, use of medical and other community resources, drug and alcohol abuse, and postpartum depression.

HEALTH INSURANCE MARKETPLACE

- Community partners, CHS, and Channel 10 Health are developing education videos for the general public to explain why health insurance is important, how to choose the most beneficial health insurance plan, and how to use health insurance appropriately. We will focus our educational efforts on populations who are/have been uninsured for a long time. Our goal is to increase health insurance literacy, given the many misconceptions and lack

of general knowledge we encountered in the community during the Marketplace enrollment efforts. We are utilizing CMS tools and the expertise of local Navigators, Certified Application Counselors, and NE Medicaid representatives. We hope to have several short videos ready for use a few months before the next open enrollment period: November 15, 2014 – February 15, 2015.

Some initial “core messages” for the videos include:

- Those with health insurance literacy; have better overall health, make better plan choices that fit their needs and the needs of their family, use their coverage better, and reduce avoidable costs.
- Primary care helps take care of health problems before they get worse.
- Hospital & emergency care is very expensive! The average cost for a 3-day hospital stay is \$30,000. The average cost for fixing a broken leg is \$7,500. Over 65% of bankruptcies have a medical cause.
- Make sure your preferred doctor and your current prescription drugs are covered in the plan you choose.
- Explain in simple terms; premium costs, premium tax credits, deductibles, co-payments, co-insurance, in-network and out-of-network providers.
- Take advantage of prevention coverage!

STI CONFERENCE @ LLCHD

- CHS is working with community partners to develop a conference to increase awareness among local health care providers of rising Chlamydia rates and appropriate treatment. The conference will be held on Monday, September 29, 2014 from 8:30 AM to 3:45 PM in the department’s training center.
- Target Audience: Physicians, Advanced Practice Registered Nurses, Physician Assistants, Registered Nurses & Licensed Practical Nurses. RNs and LPNs in the following practice areas will be recruited: Family Planning, Adolescent Health, Pediatrics, Family Practice, School Nursing, Clinic Nursing, Urgent Care, and Emergency Department Nursing.

Purpose: Chlamydia is the most commonly reported communicable disease in the United States and in Lancaster County Nebraska. The most commonly infected age group is 15 to 24 years of age. The purpose of this conference is to increase the knowledge and skill level of local health care providers in the prevention, testing and treatment of their patients for Chlamydia.

Learning Objectives: By the end of this conference, participants will be able to:

- Describe the option of expedited partner treatment for Chlamydia as provided by in Nebraska statute (as of July 2013, LB 528).

- Describe at least two components of an accurate and inclusive sexual health history.
 - Explain the Center for Disease Control & Prevention's (CDC's) recommendation to screen sexually active women ages ≤ 25 and older women with risk factors, annually.
 - Explain CDC's recommendation to retest women and men approximately 3 months after treatment for Chlamydia.
 - Practice their skills in discussing STI prevention, testing and treatment with youth and disparate populations.
 - Describe local initiatives implementing best practices in STI prevention, testing and treatment.
- Dr. Renaisa Anthony MD, MPH is the keynote speaker. She is an Assistant Professor at UNMC/College of Public Health and has practice and research specialties in disparate populations and women's reproductive health. Stephanie Arnold Pang from the National Coalition of STD Directors in Washington, DC is also presenting. Staff from this coalition assisted our state leaders in crafting the new expedited partner treatment statute in Nebraska. Lisa Schulze M.Ed., sex educator from Planned Parenthood and Lee Heerten, MSW, wellness educator at the University Health Center will lead the discussion on effective interaction with youth and other disparate populations.

DENTAL HEALTH & NUTRITION

WIC

Caseload (Participation):

Total	3413
Main	2511
LMEP	185
Cornhusker Clinic	717

Food: For December 2013

Food Monthly Obligations	\$ 225,170.54
Food Pkg Avg.	\$ 67.82
Women	\$ 42.26
Infants	\$ 144.34
Children	\$ 45.97

Mentoring:

(Number and school)

Students	3 UNMC RN students
Interns	2 RD intern
Volunteers	0
LMEP Residents	3

Dental Health

- Patients (unduplicated count): 613
- Patient Encounters (duplicated count): 699
- Patient Visits (duplicates count of provider visits): 983
- Children seen in the clinic (unduplicated count): 342 (56%)
- Medicaid clients (unduplicated count): 345 (56%)
- Non-English clients (unduplicated count): 208 (36%)
- Racial/Ethnic Minorities: approx. 63%
- Clients seen during extended hours: 48 Clients/69 Provider visits/100% children
- Children with urgent care needs transported/Everett Elementary: 10 Children/16 encounters/22 Provider Visits
- Community Outreach Activities: Health Fair at Veterans Administration for total audience of 65 participants.

ENVIRONMENTAL PUBLIC HEALTH

Water Quality: Public Swimming Pools & Certified Pool Operator Training

Purpose

Protect human health by preventing waterborne illness.

Water Quality Indicator

80% of swimming pools and spas meet health and safety regulations at time of inspection (do not have significant health and safety violations).

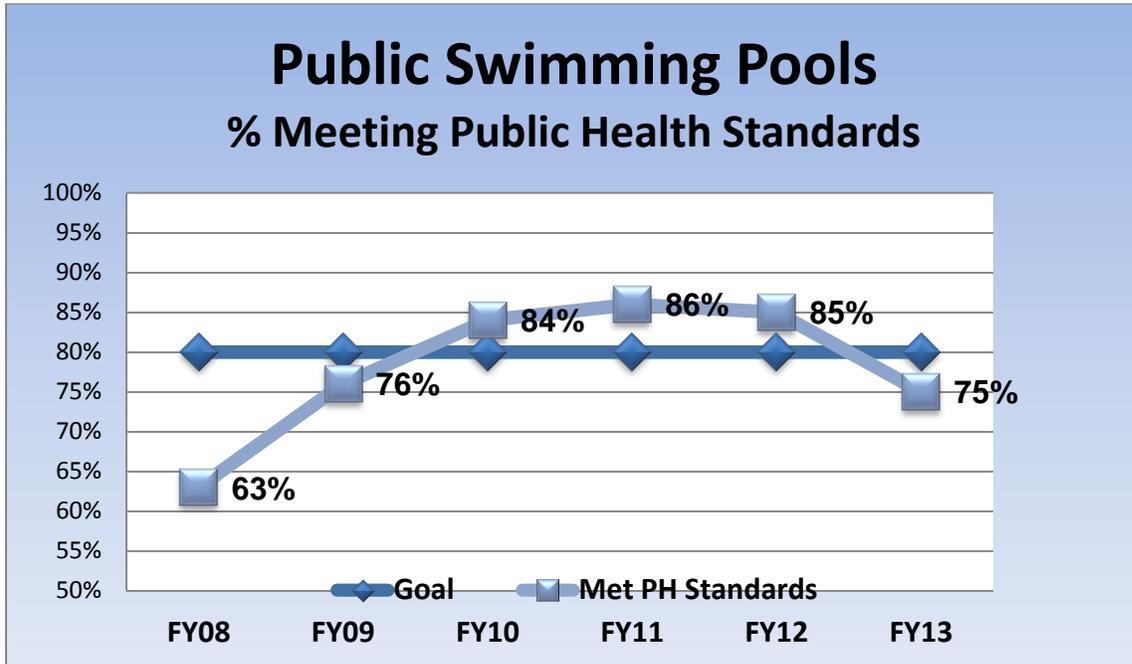
Strategies/Methods (What we do)

Train Pool Operators; issue permits; review newly proposed or modified pools/spas; conduct pre-opening inspections for all seasonal pools; conduct inspections; take enforcement actions.

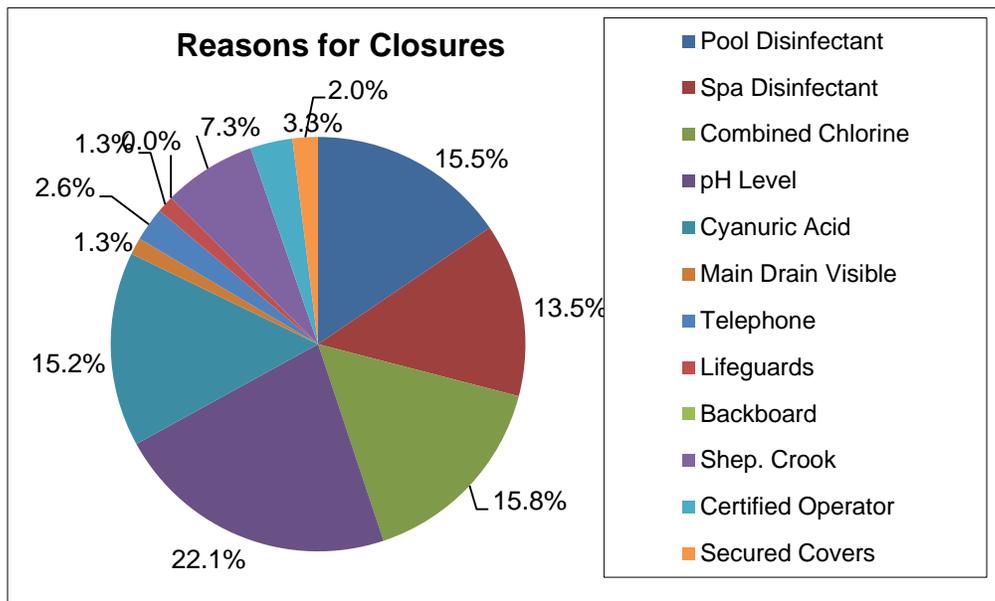
Funding/Source

100% of the Public Swimming Pool Program is funded through user fees.

Percent of Pools Meeting Health and Safety Standards at time of inspection(2)



In FY13, a significantly higher percent of pools did not meet public health standards. The five main reasons for closure were violations of health risk based water quality standards, including inadequate disinfectant levels, pH problems and high cyanuric acid levels.



Description

Lincoln ordinance requires all public swimming pools to be: built to regulations; permitted; inspected; operated by a trained Lincoln Pool Operator; and tested regularly for water quality. In FY13, 225 pools/spas were permitted, 544 inspections were performed, and 611 people were trained to be Pool Operators. The permit fee for a pool was \$365. Pool operators were charged

\$60 for training. All program costs for conducting inspections, investigating complaints and training were 100% user fee funded. Seasonal public swimming pools and spas are inspected prior to opening and at least twice each year. Year round pools are inspected at least twice per



year.

In FY 13, 75% of pools met health and safety regulations at the time of inspection, thus 25% of regular inspections found violations which resulted in the pool being temporarily closed due to significant health and safety violations. To reduce these health risks, the recently updated pool ordinance requires that any person that tests public swimming pool water must have LLCHD training, pass a test, and hold a permit as a Lincoln Water Quality Tester or Pool Operator. Pool water must be tested several times per day to assure compliance with these

health risk based water quality standards. Pools which may present a higher risk of recreational waterborne outbreaks of disease are inspected more frequently. All public swimming pools must have a Lincoln Swimming Pool Operator and the Health Department provides this training. Regular inspections serve as an opportunity to interact with the pool operator and help assure that chemical levels are at optimal levels to reduce the threat of recreational water illnesses (RWIs). Based on CDC data, as the swimming season progresses, the risk of RWIs, such as Cryptosporidium and Giardia, increases. Large outbreaks of swimming pool related Cryptosporidiosis occurred across the U.S. the last several years. Fortunately, Lincoln did not have any outbreaks of pool related diseases in 2013.

Partnerships & Efficiencies

The Nebraska Dept. of Health and Human Services (DHHS) has delegated regulation of public swimming pools and PO training to LLCHD, assuring efficient use of government resources.

HEALTH DATA & EVALUATION

- Cases of flu can occur throughout the year so we sometimes hear of a few cases during the summer months. Generally though, the highest level of flu cases occurs in late fall and winter, extending into early spring. That's why we talk about the "flu season," which is considered to be from October to May, with a peak in activity usually during January or February. The 2013—2014 "flu season" is now at an end, and by all accounts it was relatively mild in terms of incidence. Even so, a lot of people were ill for some period of time, and others died from having contracted the flu. Therefore, we will start reminding people again in August and September to get next season's flu vaccine, either as a shot or

as a nasal spray. Immunizing against the flu is the best way to prevent contracting the disease.

With the flu season behind us, there are a number of diseases that increase in the spring and summer. There are a number of enteric (gastroenteritis) diseases whose incidence generally rises during the summer months. Salmonellosis, campylobacter, and E-coli, numbers often increase due to poor food preparation and control of the temperature of foods. Salmonellosis cases can also arise from handling or petting chickens, livestock and turtles. Proper hand hygiene (washing your hands for 20 seconds) after touching these animals is important. Cryptosporidiosis (“crypto”) and giardiasis can be contracted from wading and swimming pools or streams. This is also the time when we are on the lookout for tick- and mosquito-borne (e.g., Rocky Mountain Spotted fever, Lyme disease, West Nile virus) diseases. Dog and cat bites also increase due to the increased activity during the summer months.

- As indicated above, we may hear of a case of flu during the summer or a less common or extremely rare disease (say a tropical disease) at any time in a year. Usually it is a person who has been traveling abroad, got infected and returned home while the disease was incubating. A case of dengue is not going to spread to others in the community. More troubling are cases of disease that may have been contracted by travelers to other states or nations, but then causes an outbreak in the community. International travelers as well as domestic travelers need to be cognizant of diseases that may not be common in Lincoln, but that they are at risk of contracting during their travels. National news reports have recently covered the situation with a traveler who contracted MERS-CoV (Middle Eastern Severe Respiratory Syndrome-corona virus) from working in the Middle East. Also in the news are U.S. cases of measles, which are at a record number this year and mumps cases that were brought back the states by persons traveling abroad who then exposed persons who had not been vaccinated. Just a word of caution to anyone travelling abroad to be sure that you get the recommended vaccines before traveling to foreign countries, especially to South America, Africa, the Middle or the Far East. Visit the CDC website for information about recommended shots and diseases that may be circulating in the country (http://wwwnc.cdc.gov/travel/destinations/list/?s_cid=cdc_homepage_topmenu_003) and visit with your physician to get the vaccinations needed. Plan ahead and it’s also a good idea to check on other diseases that are circulating in countries you may traveling to for which there’s no vaccine to prevent infection.
- Health Data & Evaluation has been creating data dashboards for a number of our key data sources such as BRFSS and vital statistics, and we recently updated the 2013 birth data in the Vital Statistics Portal on our webpage (<http://lincoln.ne.gov/city/health/data/vitalstats/index.htm>). We are now working on the

YRBS (Youth Risk Behavior Survey) dashboard that will be the next dashboard to be deployed. While most of the development has been done by our Public Health Epidemiologist, Raju Kakarlapudi, we are excited to have more staff trained in the LogiXML software that we use to create dashboards. The training will be conducted during the second week of June for our Assistant Public Health Epidemiologist and interns as well as staff from EPH and ISFM.

HEALTH PROMOTION & OUTREACH

Chronic Disease Prevention

- Efforts to increase biking among children and adults continues. Bike to School Day events were held at elementary schools. Kahoa and Lakeview had bike rodeos with approximately 100 participants; Beattie had classroom presentations on bike safety for all 2nd through 5th graders totaling 260 students; Prescott and Sheridan had over 300 students and parents bike to or from school; and Elliot held a bike rodeo for approximately 200 youth and parents.
- The Summer Food Service Program begins May 28 and will run through August 15 with 36 sites. Most of these sites will operate throughout the summer. A list of sites is available at <http://lincoln.ne.gov/city/health/educat/food.htm> Anderson Ford and The Food Bank of Lincoln have donated delivery trucks for use throughout the summer. A generous monetary donation to the program by First Evangelical Free Church is greatly appreciated and will assist with the program expenses including fuel and salaries for summer part time helpers.
- Mayor Beutler announced that Lincoln is the first city in Nebraska to be named a “Playful City”. Lincoln received the designation of 2014 Playful City USA by the national nonprofit KaBoom! in partnership with the Humana Foundation. With this designation, Lincoln becomes one of 212 American cities who are making play a priority. The designation identifies Lincoln as a leader in “Playability” – or the extent which a city supports environments that make it easy for children and families to get balanced and active play. The Lincoln Parks and Recreation Department and the Lincoln Lancaster County Health department will represent the City in the community effort to raise awareness of the importance of play. The Playful City designation supports Mayor Beutler’s on-going effort to make Lincoln the healthiest city in the country. The Health Department and Parks and Rec Department pursued this designation to support the existing Let’s Move! efforts including the 54321GO message that is being promoted throughout the community. It also supports Mayor Beutler’s community challenge to youth and adults to increase physical activity. The Parks and Rec Advisory Committee is creating a standing committee dedicated to increasing ‘play’ and play opportunities.

Tobacco Prevention

- Staff coordinated a tobacco retailer compliance check with the Lincoln Police Department and youth volunteers. Three sales occurred out of 42 attempts to purchase

for a 93% compliance rate. Staff also coordinated a compliance check with the Lancaster County Sheriff's Office and youth volunteers. One sale occurred out of 18 attempts to purchase for a 94% compliance rate.

- Staff continue to assist St. Monica's staff to maintain the recently implemented tobacco free campus policy. As the facility receives new clients every six weeks, education must be provided to the clients about the agency policy prohibiting tobacco on the premises. LLCHD tobacco prevention staff have committed to provide this education for at least the next six months. As might be expected, new clients who are regular tobacco users do not always accept the policy well although having a tobacco free campus is a proven incentive to quit using tobacco.

INFORMATION & FISCAL MANAGEMENT

- The Accela System used by Environmental Health, Building & Safety, Planning and other City departments is in the process of being upgraded to the current version. Our team is working with City Information Services, Accela and the other departments to help accomplish the upgrade.
- LB 692 budgets for FY 2015 were completed.
- The City of Lincoln HIPAA Privacy and Security policies have been deployed to a new webpage: <http://lincoln.ne.gov/city/hipaa/>
- The Division Manager and Fiscal Supervisor will be meeting the last week of May and first week of June with the management team of each division to do an 8 month Fiscal Review.