



Waukesha County
Department of Health and Human Services

Public Health Division
ANNUAL REPORT



Public Health
Prevent. Promote. Protect.

Waukesha County Public Health

2017 Edition

Dear Waukesha County Resident:

I am pleased to present the 2017 Annual Report for the Waukesha County Public Health Division. This report outlines the activities of the Division for the past year and how those activities relate to the 2020 State of Wisconsin Health Plan, the essential public health services and national accreditation.

Waukesha County cares for every segment of the community and builds its public health programs to respond to community public health needs. This report focuses on key program areas of communicable disease control, prenatal care coordination, child health, childhood lead poisoning prevention, Women Infants and Children Nutrition program, wellness promotion, and bioterrorism and emergency preparedness.

Many community partnerships have enabled the Public Health Division to maximize resources and extend public health services throughout the County. The Public Health Division appreciates and values our strong community and business partners who make it possible to keep pace with the needs of a growing Waukesha County.

I am proud to be part of an organization of dedicated professionals who will go the extra mile to serve county residents.

Sincerely,

A handwritten signature in black ink, appearing to read 'BJ', with a long horizontal flourish extending to the right.

Benjamin Jones, Health Officer
Waukesha County Public Health Division

**Waukesha County
Health and Human Services Department**

PUBLIC HEALTH DIVISION

MISSION

**The mission of the Waukesha County
Public Health Division is to promote
health and wellness, prevent disease and
to foster community environments that
support an atmosphere of positive
behavioral choices.**

The Waukesha County Public Health Division has built its public health programs based on community health assessments and within the framework of Healthiest Wisconsin 2020, the core functions of public health and the essential public health services. These public health programs have been aligned with the 12 domains of national public health accreditation.

Waukesha County Health and Human Services Department

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Laura Kleber, Deputy Director

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Christine Howard (Supervisor)

Jeffrey Genner (Citizen Member)

Robert Kolb (Supervisor)

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Vicki Dallmann-Papke, RN (Citizen Member)

Tim Whitmore (Citizen Member)

William Zaborowski (Supervisor)

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Ross Clay, MD, Medical College of Wisconsin

Jessica Kadow, RN, ProHealth Care Community Outreach/ Hispanic Health Resource Center

JoAnn Weidmann, Citizen Member

Ex-Officio Members

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Mary Jo Hamman, MPH, Waukesha County Public Health Division

Nancy Healy-Haney, PsyD., RN, Waukesha County Public Health Division

Theresa Imp, RN, Waukesha County Public Health Division

Benjamin Jones, MPH, Waukesha County Public Health Division

Mary Smith, Waukesha County ADRC

Sarah Ward, Waukesha County Environmental Health Division

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Darlene Johnson

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William J. Zaborowski

Robert Kolb - Secretary

2017 PUBLIC HEALTH PROGRAM HIGHLIGHTS

Administration

- Waukesha County launched its Community Health Improvement Plan and Process (CHIPP) identifying the 3 leading health issues in the County as Opiates, Mental Health and Nutrition & Physical Activity (see page 12 for more info). The work of the County’s Heroin Taskforce is being aligned with the CHIPP initiative through a collective impact framework.
- The Public Health Division played a key role in the development of the Department’s 2017-2019 Strategic Plan and integrating the County’s Standards of Service Excellence into practice (see page 13 for more info).
- The Division continues to optimize its electronic health record, and this year successfully interfaced with the Wisconsin Immunization Registry to seamlessly transfer real-time immunization data.
- The Public Health Division experienced a total volume of 8,202 telephone calls to the agency for public health information or assistance. A total of 4,315 individuals reported to the Public Health Division for walk-in services such as immunizations, chronic disease screenings, Tuberculosis (TB) skin tests, Sexually Transmitted Disease (STD) tests or Drug Screening.

Communicable Disease and Preparedness

- There were 3,545 communicable disease reports that were investigated, including 462 Category 1 Disease investigations.
- A total of 116 outbreak investigations were initiated, including: 48 outbreaks in long-term care facilities, 17 vaccine-preventable outbreaks (mumps, pertussis and chickenpox), 15 other school outbreaks, 12 foodborne outbreaks or exposures, 8 TB investigations as well as various other communicable disease situations.
- The International Travel Clinic saw a 10% increase in clients, serving 270 people in 2017. The STD Clinic saw a 36% increase serving 274 clients.
- The Immunization Program underwent a formal Vaccine for Children audit with the State of Wisconsin and was found to be fully compliant and received very positive feedback from the auditor.
- Public Health, along with 80 other individuals from Waukesha County attended a weeklong Integrated Emergency Management Course at FEMA’s Emergency Management Institute in Emmitsburg, MD focusing on a coordinated community approach to preparing for and responding to emergencies.
- Public Health participated in 12 different preparedness exercises on a wide range of topics, from infectious diseases to power outages.

Family and Community Health

- 144 Childcare providers received Safe Sleep training through 8 Safe Baby Sleep educational sessions.
- Ninety-four percent (94%) of infants delivered to high-risk pregnant women enrolled in the Prenatal Care Coordination (PNCC) program were full term and 95% were at normal or higher birth weights.
- 1,207 children (age 1-5) at risk for lead poisoning received a blood lead test.
- In collaboration with Waukesha Community Dental Clinic, on-site information, registration and appointment scheduling is available to high risk pregnant women and children.

Women, Infant and Children (WIC) Nutrition Program

- The WIC Program had a very busy year providing nutrition services to 2,876 women, infants and children in 2017.
- Eighty-nine percent of the mothers and children enrolled in the Waukesha County WIC Program who were identified as nutritionally deficient (low hemoglobin) displayed improvements in their hemoglobin levels subsequent to the nutrition education, counseling, and intervention received.
- Of the mothers enrolled in WIC during their pregnancy and receiving breastfeeding promotion and education services, 74.5% initiated breastfeeding after delivering, in comparison to Statewide average of 70.4%.
- Of the children enrolled in WIC ages 1-4 years old, 67% have a healthy BMI in comparison to the Statewide average of 62.8%.

Environmental Health Division Highlights

- The Environmental Health Division conducted 1,926 routine and re-inspections for 1,614 food establishments.
- The Environmental Health Division followed up on 30 foodborne illness complaints, one of which resulted in a full outbreak investigation conducted with the Public Health Division.
- The Humane Animal program provided rabies follow-up for 607 reports of bite incidents, 129 animals were submitted for testing, and 6 bats and 1 muskrat came back inconclusive for rabies (treated as positive).
- The Environmental Health Division provided guidance on 213 human health hazard complaints, with 115 mold complaints and 41 bed bug complaints.

Waukesha County Public Health Division Yearly Activity Report

	2015	2016	2017
ADMINISTRATION SECTION			
Number of telephone calls to the Division for information/triage or referral	8,217	8,255	8,202
Number of walk-in clients at the Division	3,750	3,900	4,315
COMMUNICABLE DISEASE AND PREPAREDNESS SECTION			
Number of communicable disease referrals investigated	2,414	3,152	3,545
- Number of Category I communicable diseases investigated	408	716*	462
- Number of communicable diseases identified	1,650	1,863	2,078
Number of outbreaks/complaints investigated	107	95	116
Number of TB Directly Observed Therapy (DOT) visits**	**	400	829
Number of TB skin tests	800	516	558
Number of vaccines administered	3,289	3,129	3,245
- Children Immunized	678	579	555
- Adults Immunized	1,090	1,110	1,228
Number of International Travel Clients	255	244	270
Number screened in STD clinic	178	202	274
Number of preparedness exercises	7	5	12
*Large pertussis outbreak in 2016, **new activity tracking with electronic health record			

	2015	2016	2017
FAMILY AND COMMUNITY HEALTH SECTION			
Number of children tested in the Division for lead poisoning	1,498	1,319	1,207
Number of lead poisoned children that were case managed*	24	36	56
Number of children at-risk (medical/physical neglect) case managed	160	146	129
Number of Healthcheck examinations	2,060	1,564	863
- Number of children receiving fluoride varnishing	671	480	366
Number of pregnant women PNCC screened	373	287	166
- Number of women case managed	180	178	111
- Percentage of case managed women who delivered full term infants of average birth weight	89%	96%	95%
Number of chronic disease screenings	690	525	470
Number of urine drug screening tests for HHS clients	662	994	1,274
- Percent of urine drug screening tests that are positive	48%	40%	37%
Community education events	33	32	38
*criteria for lead poisoning was lowered in 2017			
WIC SECTION			
WIC Clinic Clients	3,395	3,128	2,876
- Number of appointments completed	4,288	3,861	3,586
- Number of high-risk follow-up visits completed	1,417	1,376	1,243



Healthiest Wisconsin 2020

Everyone living better, longer

The vision, "Everyone living better, longer" helps describe what Wisconsin will be like if the two overall goals of the State Health Plan are accomplished: "Improve health across the life span" and "Eliminate health disparities and achieve health equity." The mission of Healthiest Wisconsin is "To assure conditions in which people can be healthy, and members of healthy, safe, and resilient families and communities."

Healthiest Wisconsin (HW) 2020 objectives were developed in the following areas:



Health Focus



- Adequate, appropriate, and safe food and nutrition
- Alcohol and other drug use
- Chronic disease prevention and management
- Communicable disease prevention and control
- Environmental and occupational health
- Healthy growth and development
- Injury and violence
- Mental health
- Oral health
- Physical activity
- Reproductive and sexual health
- Tobacco use and exposure



Infrastructure



- Access to high-quality health services
- Collaborative partnerships for community health improvement
- Diverse, sufficient and competent workforce that promotes and protects health
- Emergency preparedness, response and recovery
- Equitable, adequate, stable public health funding
- Health literacy
- Public health capacity and quality
- Public health research and evaluation
- Systems to manage and share health information and knowledge

Public Health's Program Alignment with Healthiest Wisconsin 2020

The Waukesha County Public Health Division (WCPHD) reviews and ensures that its programs are aligned within the framework of Healthiest Wisconsin 2020. Every 5 years, the Public Health Division undergoes a formal recertification process, called a 140 review (Department of Health Services Administrative Code 140) with the State of Wisconsin to maintain its Level 2 health department status. **The Waukesha County Public Health Division was officially recertified as a Level 2 health department in 2015.**

As required under DHS 140.05, a Level 2 local health department shall provide or arrange for at least seven programs or services that address at least five health focus areas in the current state health plan (Healthiest Wisconsin 2020).

Waukesha County Public Health Division's seven Level 2 programs and associated HW 2020 focus areas are:

Emergency Preparedness, Response and Recovery

1. Public Health Emergency Preparedness Program

Communicable Disease Prevention and Control

2. Adult Immunization and Travel Clinic

Healthy Growth and Development / Oral Health

3. Child Health Check Program with Dental Varnishing
4. Prenatal Care Coordination Program

Reproductive and Sexual Health

5. Sexually Transmitted Disease Clinic

Adequate, Appropriate, and Safe Food and Nutrition

6. Women, Infants and Children (WIC) Nutrition Program

Environmental and Occupational Health

7. Childhood Lead Poisoning Prevention Program and Environmental Health Home Lead Inspection Program

Community Health Improvement Plan and Process (CHIPP)

A Community Health Improvement Plan & Process (CHIPP) is a comprehensive approach to assessing community health and developing and implementing action plans to improve community health. In a CHIPP, "health" is defined broadly and includes physical health, mental health, environmental health and other areas that contribute to overall well-being. The community health improvement process yields two distinct yet connected deliverables: a community health assessment and a community health improvement plan.

The Community Health Assessment (CHA) is a process that engages community members to systematically collect and analyze qualitative and quantitative health-related data from a variety of sources within a specific community. The findings of the CHA enhance community decision-making and the prioritization of health problems. The Community Health Improvement Plan (CHIP) is an action-oriented plan outlining the top community health issues and how these issues will be addressed, including strategies and measures, to ultimately improve the health of a community. A Community Health Improvement Plan is developed through a *collaborative* process, and defines a vision for a healthy community.

Waukesha County CHIPP Vision

The vision for a healthy Waukesha County is: Strong families, connected communities, healthy environments and accessible services that promote overall safety, well-being and quality of life.

Waukesha County CHIPP Identified Health Priority Areas

1. Opiates
2. Mental Health
3. Nutrition and Physical Activity

Waukesha County CHIPP Timeline

Planning Phase: *January 2017 – July 2018*

This phase includes the formation of a CHIPP steering committee which provides essential leadership over the course of the CHIPP process, development of operating principles, a thorough community health assessment (CHA), and determination of health priorities. Currently, specific and measurable objectives are being developed for each of the three identified Health Priority Areas. These objectives will be implemented in the next phase of CHIPP.

Following the collective impact model, the planning for the “Opiates” health priority is being integrated into the Heroin Task Force of Waukesha County.

For additional information, please visit www.waukeshacounty.gov/chipp

Strategic Plan 2017 – 2019

The Department of Health and Human Services, in conjunction with other county departments, developed a strategic plan for the time period 2017-2019. It reflects the County Pillars and encompasses the County Standards of Service Excellence:

Teamwork & Collaboration • Communication • Innovation • Ethics & Diversity • Efficiency & Cost Savings • Well-being

HHS Strategic Objectives

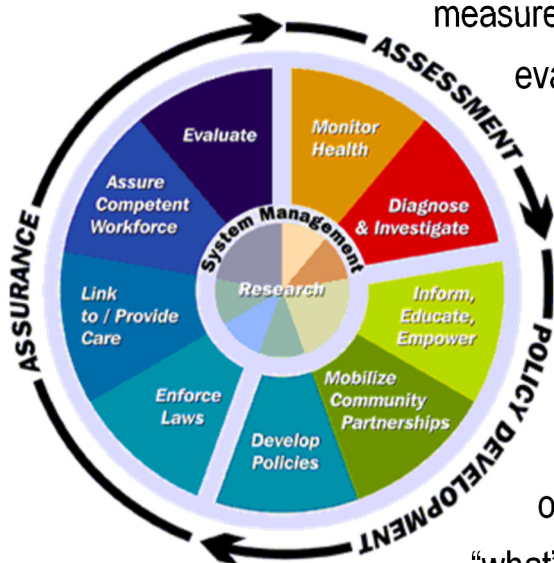
Pillars	Objectives
Customer Service	RESPONDING TO CUSTOMERS: Respond to customers in an effective manner within divisional standards for timeliness.
	ELECTRONIC HEALTH RECORDS: Improve continuity of care by continued sequential implementation of an electronic health record management system by division or functionality by December 2019.
Quality	DATA ANALYTICS: Measure accomplishment toward the department's Mission and Strategic Plan Objectives using data analytics each quarter through the last quarter of 2019.
	SERVICES TO CITIZENS: Continuously improve services to citizens experiencing, or at-risk of experiencing, an event or condition that threatens their well-being, with service assessment processes through December 2019.
Team	EMPLOYEE RETENTION: Increase employee retention by 2% by December 2019.
	STAKEHOLDER CONTACTS: Increase education, communication and advocacy contacts with federal, state, and local policymakers and stakeholders by 10% by December 2019.
Health & Safety	PREVENTION STRATEGIES: Increase department prevention strategies by 5% to promote community, family, and individual well-being by December 2019.
	COLLECTIVE IMPACT: Increase health and human service resources, service linkages, and collaborations by 5% with community partners to broaden the collective impact by December 2019.
	COMPREHENSIVE PLANS: Develop four comprehensive plans by December 2019 to address the health and human service concerns identified in the HHS environmental scan and budget driver trends.
Finance	REGULATORY REQUIREMENTS: Demonstrate that regulatory requirements are met for each revenue source by its associated reporting period.

National Accreditation Standards

The Public Health Accreditation Board (PHAB) standards and measures are the framework for

evaluating a health department’s processes and services, their outcomes, and progress toward specific goals and objectives. The focus of the PHAB standards is “what” the health department

provides in services and activities, irrespective of “how” they are provided or through what organizational structure. The standards integrate the core functions of public health and the essential services into 12 domains. Waukesha County Public Health Division is positioning itself to meet these standards.



National Accreditation Domains

Assess

Domain 1: Conduct and disseminate assessments focused on population health status and public health issues facing the community

Investigate

Domain 2: Investigate health problems and environmental public health hazards to protect the community

Inform & Educate

Domain 3: Inform and educate about public health issues and functions

Community Engagement

Domain 4: Engage with the community to identify and address health problems

Policies and Plans

Domain 5: Develop public health policies and plans

Public Health Laws

Domain 6: Enforce public health laws

Access to Care

Domain 7: Promote strategies to improve access to health care services

Workforce

Domain 8: Maintain a competent public health workforce

Quality Improvement

Domain 9: Evaluate and continuously improve processes, programs and interventions

Evidence-Based Practices

Domain 10: Contribute to and apply the evidence base of public health

Administration & Management

Domain 11: Maintain administrative and management capacity



Waukesha County

Public Health

A Division of the Department of Health & Human Services



514 Riverview Avenue
Waukesha WI 53188

(262) 896-8430

FAX: (262) 970-6670

Serving all Waukesha County Residents
Infants, Children and Adults of all Ages

Leading the way to a healthier Waukesha County