

# Craven County Health Department



ANNUAL REPORT  
2012 - 2013

## *Director's Message.....*

The Craven County Board of Health and the staff of the Craven County Health Department are pleased to provide you with our 2012-2013 annual report. This report was created to inform Craven County residents and officials of the diverse programs and services offered by our local health department and to assess our progress as an agency.

A great deal has been accomplished since our last annual report. We have been able to establish a successful Adult Primary Care clinic, we have added additional sites for our Mobile Dental Unit to serve underprivileged children across three counties. We have added a Travel Shot Clinic for the general public who are traveling abroad, the only one in our area. We will be working with Carolina East Health System and the Carolina East Foundation to establish an In-Patient Hospice facility in the New Bern area. This facility will be managed by the Craven County Health Department. We received approval from the Craven County Commissioners to move forward with an application to become a Federally Qualified Health Center (FQHC). If we are fortunate enough to receive the FQHC status, it will provide more resources to care for the people in our community.

North Carolina Public Health is ranked 42<sup>nd</sup> in the nation in funding. We have seen reductions during the past two years in our state/federal funding. I have a great deal of pride in our staff, despite funding cuts they have managed to provide more and more services and consistently receive high customer service ratings from the people we serve.

Scott Harrelson, MPA  
Craven County Health Director

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## Board of Health Members

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### Chairman

Dr. Robert Whitley, Dentist

### Vice Chairman

Rosanne Leahy, Nurse

### Members

Lee K. Allen, Commissioner

Paul Gaskins, Public Citizen

Eric Wheelis, Public Citizen

Verdelle Newby, Public Citizen

Si Seymour, Public Citizen

Dr. David Baxter, Optometrist

Trey Paul, Pharmacist

David Stevick, Engineer

Dr. Ronald Preston, Physician

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# Highlights

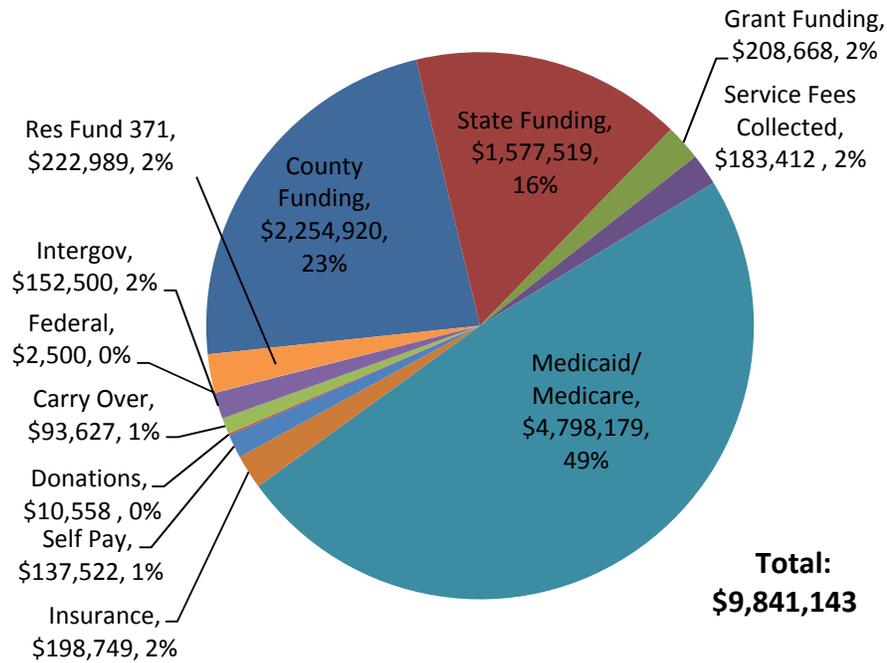
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- Held Death Certificate filing time below the states' mandated five day turn-around time
- Established a travel shot clinic
- Purchased and installed a new clinic software package (CureMD) with multiple reporting capabilities for Electronic Health Record (EHR)
- Installed a new lab software interface package (Harvest) which is compatible with our current clinic software
- Hired a coder for the billing office to maximize our revenue returns
- Added Bangert Elementary School as an additional site for our mobile dental unit
- Provided remote dental billing capability for the billing department
- All Environmental Health programs were audited by State personnel and received high marks
- Continued cross-training among Environmental Health Specialists between Onsite and Food, Lodging and Institutions for improved flexibility and efficiency
- The Craven County Seafood Ordinance was repealed, and a Board of Health Seafood Rule was adopted
- Animal shelter staff now micro-chips all animals adopted from the shelter, and offers micro-chipping to reclaimed animals and to pets of citizens for a fee
- New Animal Control truck purchased that has the required heated and air conditioned compartments for animal transport
- All animal shelter staff now certified rabies vaccinators for the one-year vaccine. They can offer the vaccine to pets of citizens for a fee
- Trinity Smith participates in the weekly "Fursday Thursday" with radio stations BOB 93.3, WRNS 95.1 and ROCK 105 where an adoptable animal is showcased on air as well as on the stations' Facebook pages
- As a partnership between the animal shelter and Lucky Street Tattoo and Gold's Gym, a "Pet of the Week" is showcased on their Facebook pages
- Craven Pamlico Animal Services Center was a beneficiary of "The Twelve Acts of Kindness" sponsored by the Humane Society of the United States, for which they received hundreds of pounds of pet food and pet supplies, plus some monetary donations

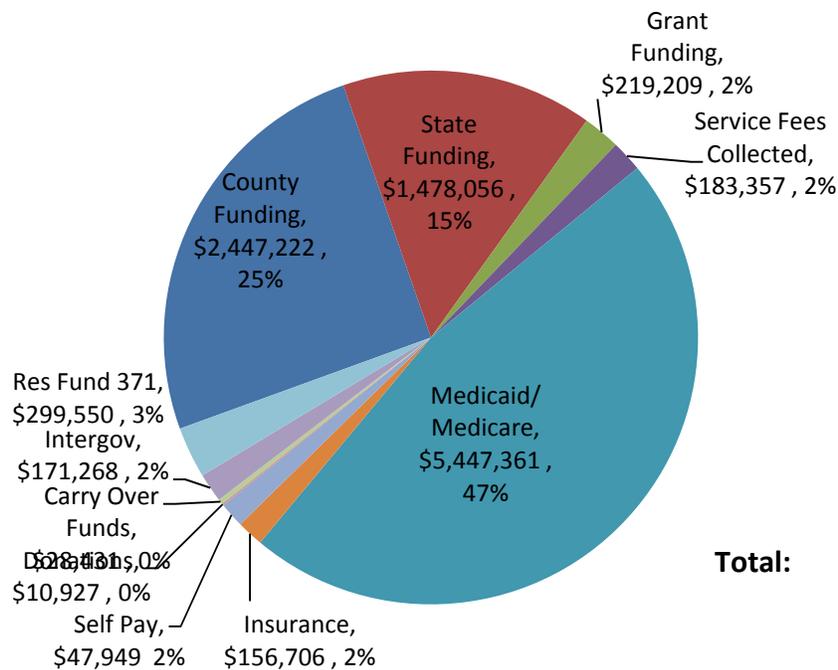
# Revenues

2012/2013



# Revenues

2011/2012

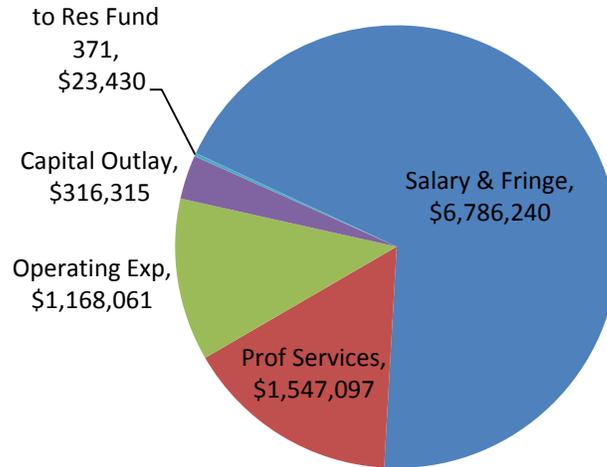


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# Expenditures

2012/2013

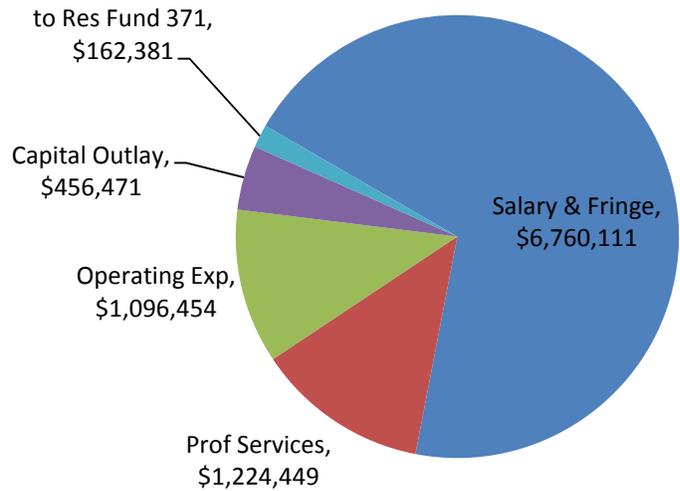
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**Total:**  
**\$9,841,143**

# Expenditures

2011/2012

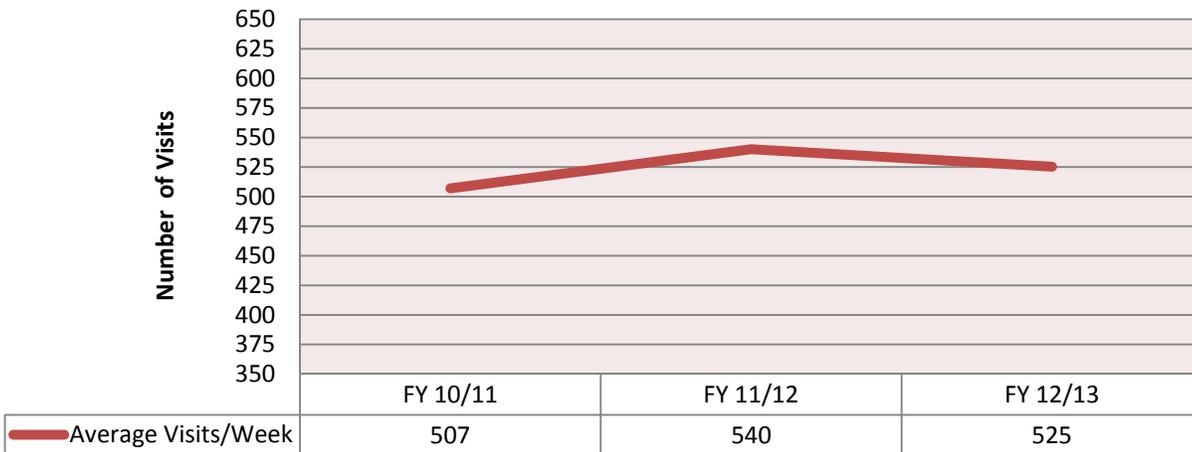


**Total:**  
**\$9,699,866**

# FY 13 Grant Revenues

Adult Primary Care	\$38,399
BT Preparedness/Resp.	\$55,362
CDC Lead	\$8,114
Diabetes	\$1,525
Jail Budget	\$99,068
Refugee Health	\$6,200
<b>TOTAL:</b>	<b>\$208,668</b>

### Average Clinic Visits Per Week



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## ADULT HEALTH/ADULT PRIMARY CARE

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Provides health promotion and early detection services to clients over the age of 18.

### Statistics

#### 2011/2012

**2,270** Visits  
**666** HIV Tests  
**140** BCCCP Visits  
**629** Tuberculosis Screenings  
**860** Flu Shots Immunizations  
**10** Pneumococcal Immunizations

#### 2012/2013

**3,321** Office Visits  
**516** HIV Tests  
**184** BCCCP Visits  
**298** Tuberculosis Screenings  
**800** Flu Shots Immunizations  
**5** Pneumococcal Immunizations

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## FAMILY PLANNING

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Provides health care screening services and routine examinations to patients of childbearing age who request birth control.

### Statistics

#### 2011/2012

**2,089** Patients  
**3,700** Visits  
**1,995** Pregnancy Tests  
**12** Sterilization Referrals

#### 2012/2013

**1,932** Patients  
**3,593** Visits  
**1,962** Pregnancy Tests  
**21** Sterilization Referrals

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## MATERNITY HEALTH

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Provides complete prenatal care and postpartum visits, including high-risk categories in Craven and Pamlico counties.

### Services Include

- Medical Care
- Screening tests for genetic disorders
- Care Coordination
- Nutrition Counseling

### Statistics

#### 2011/2012

**868** Prenatal Patients  
**5,696** Maternity Clinic Visits

#### 2012/2013

**904** Prenatal Patients  
**6,031** Maternity Clinic Visit

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## CHILD HEALTH

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Provides care to children from birth through age 18 who are seeking a medical care provider

### Statistics

#### 2011/2012

**2,084** Screening physicals  
**3,470** Treatment visits  
**8,847** Immunizations

#### 2012/2013

**1,912** Screening physicals  
**3,898** Treatment visits  
**7,974** Immunizations

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## LABORATORY

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Provides supportive lab services for all clinics in the Health Department.

### Statistics

#### 2011/2012

##### **Clinical Lab Tests**

66,484	Clinical In-House
4,786	Microbiology Tests
6,432	NC State Labs
580	Carolina East Medical Center
1,478	LabCorp

#### 2012/2013

##### **Clinical Lab Tests**

70,501	Clinical In-House
4,433	Microbiology Tests
7,134	NC State Labs
1,046	Carolina East Medical Center
1,213	LabCorp



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## DENTAL PROGRAM

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The Smile Mobile, a 53-foot trailer, provides clinical services to targeted elementary schools in Craven, Jones and Pamlico counties. We also offer services to pregnant women who are patients of CCHD.

### Statistics

#### 2011/2012

<b>1390</b>	Patients
<b>1900</b>	Visits
<b>1135</b>	Fillings Placed
<b>19</b>	Stainless Steel Crowns

#### 2012/2013

<b>1129</b>	Patients
<b>1595</b>	Visits
<b>773</b>	Fillings Placed
<b>6</b>	Stainless Steel Crowns

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## CARE MANAGEMENT

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Available to children birth to 5 and pregnant women residing in Craven County who meet the priority risk criteria.

### Services Include

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- **Pregnancy Care Management (OBCM)** – Provides care management services to Medicaid pregnant women (through 60 days postpartum) at risk for poor pregnancy outcomes. The OBCM Care Manager works closely with the medical provider and pregnant woman to assess and follow-up on priority risk criteria that can impact having a healthy pregnancy outcome, compliance with prenatal care issues and other needed clinical services.
- **Health and Behavior Intervention** – Provides intensive, focused counseling for pregnant and postpartum (60 days) women who have serious psychosocial needs. It may include individualized treatment therapies designed specifically to aid in overcoming the identified problems. It may also include the involvement of the woman's significant other or other service providers.
- **Care Coordination for Children (CC4C)** – Provides care management to both Medicaid and non-Medicaid children from birth to age 5 who are determined to be high-risk and qualify for services. Children identified as having priority risk factors will be assessed by a CC4C Care Manager to determine needs/concerns of child/family and level of services indicated. The CC4C Care Manager works closely with the child's medical home and family to insure coordination of care and effective exchange of information.
- **Postpartum and Newborn Home Visits** - Provides home visits to postpartum women and newborns that are referred.

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## HEALTH EDUCATION

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Public Health Educators are responsible for the planning and development of a coordinated health education program to meet the goals of the Health Department and the needs of Craven County residents.

### Services Include

- Clinic Education – scheduled classes for clients, one-on-one counseling, educational literature and exhibits, staff education, and services as a resource for Health Department staff and clients
- School Education – teacher/school personnel training. SHAC and Board of Education programs, classroom presentations, and resources for teachers and students.
- Community Education – health education programs for civic clubs, churches, organizations, businesses, youth groups, and non-profit organizations; media contacts; health fairs and special projects; public health information resources
- Marketing – through media contacts with news releases, public service announcements

### Statistics

- There were 21 community presentations and health fairs from July 2012 – June 2013

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## WIC

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Provides services to pregnant, postpartum and nursing mothers, infants and children under 5 who meet the financial criteria and have a nutritional/medical risk that qualifies them for WIC services.

### Statistics

#### 2011/2012

**43,704** Services

**3,642** Average Monthly Participant Caseload

#### 2012/2013

**42,372** Services

**3,531** Average Monthly Participant Caseload

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## NUTRITION

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Offers services to Craven County residents of all ages and income levels.

### Services Include

- Individual counseling for children and adults requiring special diets and obesity
- Breast-feeding and weight management classes
- Nutrition education
- Participation in community events, health fairs, and media productions which promote healthy lifestyles
- Give Your Heart A Healthy Beat classes



### Statistics

#### 2011/2012

**143** Non-WIC Individuals Counseled

**1038** Class/Special Event Participants

**132** Hospital Visits

#### 2012/2013

**152** Non-WIC Individuals Counseled

**1056** Class/Special Event Participants

**120** Hospital Visits

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## HOME HEALTH

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Provides at home care for patients in Craven County who are referred by local physicians and hospital discharge planners.

### Services Include

- Skilled Nursing
- Occupational Therapy
- Speech Therapy
- Physical Therapy
- Certified Nurse Assistants

### Statistics

**2011/2012**

**319** Patients

**2012/2013**

**311** Patients

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## HOSPICE

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Provides support and care for terminally ill patients and their families.

### Services Include

- Interdisciplinary team management including skilled nursing, social work, therapies and aide services
- Hospice Volunteers – trained in handling the unique needs of the patient

### Statistics

**2011/2012**

**78** Volunteer Visits

**121** Patients

**2012/2013**

**64** Volunteer Visits

**141** Patients

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## ENVIRONMENTAL HEALTH

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Provides education, surveillance and enforcement of State laws and rules, County ordinances and Board of Health regulations.

### Section Areas Include

- **Food, Lodging and Institutions** – Ensures safe food and sanitary practices in permitted establishments including hospitals, nursing homes, elderly nutrition sites, restaurants, festival food stands, childcare centers, school buildings and cafeterias, residential care homes, meat and seafood markets, tattoo parlors, hotels and swimming pools.
- **On-site Water Protection** – Responsible for regulating activities associated with sewage collection, treatment and subsurface disposal systems, including those utilized for disposal of industrial process and domestic strength wastewater. The program is also responsible for siting, permitting, inspecting and sampling all new, repaired or replaced private drinking water wells.
- **Children's Environmental Health** - Investigates the environments of patients with illness that require an environmental component to successfully manage.
  - *Asthma Program* promotes the successful self management of asthma in both the pediatric and adult populations thru workshops, home assessments, environmental interventions, health care provider and public education.
  - *Indoor Air Quality Program* conducts home assessments when a patient is referred by their health-care provider and assists the public regarding identification of causes and recommendation of remediation measures when presented with complaints regarding indoor air quality pollution in homes.
  - *Childhood Lead Poisoning Prevention Program* which performs environmental investigations and provides interventions for identified lead-poisoned children; promotes safe lead housing and safe working techniques remodelers and renovators of pre- 1978 dwellings and child-occupied facilities; educates the public about other sources of lead, e.g., toys, furniture and jewelry. Enforces state laws and works with property owners to remediate the identified lead hazards. EPA and NC Accredited training provider for certified lead-safe renovators.
  - *Methamphetamine Residuals Decontamination* enforces State regulations and County policies developed to address the proper decontamination and rehabilitation of

property that has been used in the illegal clandestine manufacture of methamphetamine prior to reoccupancy.

- **Environmental Education** – Provides regularly scheduled educational classes as well as presentations “on-demand” about various Environmental Health issues.
- **Environmental Laboratory** – Maintains a State certified commercial laboratory that provides analytical testing of drinking water for the presence of Total Coliform and E.coli bacteria. These groups of bacteria are useful indicators of possible pathogens (disease-causing organisms) which can affect the quality of drinking water supplies and pose threats to the public’s health. Testing is performed on drinking water for regulatory compliance and general/noncompliance purposes. The laboratory also provides analytical testing for the presence of Fecal Coliform and Enterococcus in wastewater. Fecal Coliform and Enterococcus are bacterium commonly associated with raw sewage and their pathogens (disease-causing organisms). Testing for this bacterium provides useful information of possible sewage contamination of waterways which can pose health risks to the public.
- **Animal/Rabies Management** – Assists in the prevention of the spread of rabies virus in humans through public education, surveillance and enforcement activities associated with the encouragement of rabies vaccinations in domestic animals and the reduction of stray animals in Craven and Pamlico counties.

## Statistics

### Food, Lodging and Institutions

#### 2011/2012

**1,364** Total Inspections  
**666** Restaurants  
**90** Food Stands  
**5** Mobile Food Units  
**11** Pushcarts  
**4** Private School Lunchrooms  
**12** Elderly Nutrition Sites Catered  
**4** Elderly Nutrition Sites On-site  
**90** Public School Lunchrooms  
**60** Limited Food Service  
**27** Institutional Food Service  
**19** Lodging  
**1** B&B Homes  
**12** B&B Inns  
**32** Residential Care/Group Homes  
**1** Summer Camp  
**29** Rest/Nursing Homes  
**40** Meat Markets  
**72** Child Day Care  
**0** Public & Private School Building  
**2** Adult Day Service  
**25** Seasonal Swimming Pools  
**2** Seasonal Wading Pools  
**21** Year-round Swimming Pools  
**10** Year-round Spas  
**3** Confinements  
**2** Hospitals  
**25** Tattoo Artists  
**98** Temporary Food Establishments  
**0** Summer Food Service Program Inspections  
**1** Seafood Vehicles  
**0** Seafood Markets  
**131** Complaints Investigated  
**26** Plan Reviews for New Establishments

#### 2012/2013

**1354** Total Inspections  
**671** Restaurants  
**85** Food Stands  
**8** Mobile Food Units  
**11** Pushcarts  
**4** Private School Lunchrooms  
**11** Elderly Nutrition Sites Catered  
**4** Elderly Nutrition Sites On-site  
**92** Public School Lunchrooms  
**54** Limited Food Service  
**19** Institutional Food Service  
**20** Lodging  
**2** B&B Homes  
**8** B&B Inns  
**29** Residential Care/Group Homes  
**2** Summer Camp  
**28** Rest/Nursing Homes  
**41** Meat Markets  
**66** Child Day Care  
**6** Public & Private School Building  
**1** Adult Day Service  
**24** Seasonal Swimming Pools  
**2** Seasonal Wading Pools  
**21** Year-round Swimming Pools  
**7** Year-round Spas  
**1** Confinements  
**2** Hospitals  
**32** Tattoo Artists  
**87** Temporary Food Establishments  
**9** Summer Food Service Program Inspections  
**4** Seafood Vehicles  
**3** Seafood Markets  
**128** Complaints Investigated  
**21** Plan Reviews for New Establishments



## **On-Site Water Protection**

### **2011/2012**

**98** Improvement Permits Issued  
**148** Operation Permits Issued  
**61** Complaint Investigations  
**549** Applications  
**179** Construction Authorizations Issued  
**197** Authorizations for Existing Systems  
**6** Migrant Housing Inspections  
**71** SRP Required Septic System Inspections  
**23** Well Construction Permits  
**16** Grout Inspections  
**12** Well Head Inspections  
**9** Well Consultative Contacts  
**25** Bacteriological Samples Collected  
**2** Well Certificate of Completion  
**1** Well Abandonment Permits  
**417** Permits QA Review  
**337** Requests for Service

### **2012/2013**

**134** Improvement Permits Issued  
**149** Operation Permits Issued  
**50** Complaint Investigations  
**580** Applications  
**186** Construction Authorizations Issued  
**144** Authorizations for Existing Systems  
**5** Migrant Housing Inspections  
**58** SRP Required Septic System Inspections  
**10** Well Construction Permits  
**2** Grout Inspections  
**8** Well Head Inspections  
**16** Well Consultative Contacts  
**24** Bacteriological Samples Collected  
**5** Well Certificate of Completion  
**0** Well Abandonment Permits  
**501** Permits QA Review  
**526** Requests for Service

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## **Pediatric Asthma**

(within 3 counties)

### **2011/2012**

**68** Asthma Client Referrals to us  
**0** Home Assessments  
**0** "Parent Bags" delivered to area pediatric offices

### **2012/2013**

**35** Asthma Client Referrals to us  
**20** Home Assessments  
**39** "Parent Bags" delivered to area pediatric offices

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## **Adult Asthma**

(within 3 counties)

### **2011/2012**

**31** Asthma Client Referrals to us  
**0** Adult Home Assessments

### **2012/2013**

**37** Asthma Client Referrals to us  
**1** Adult Home Assessment  
**9** Adult Home Assessments

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## **Indoor Air Quality**

### **2011/2012**

**24** Site Investigations (Referral oriented)  
**48** Requests for Services/Complaints

### **2012/2013**

**6** Site Investigations (Referral oriented)  
**24** Requests for Services/Complaints

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## **Childhood Lead Poisoning Prevention**

### **2011/2012**

**8** Children with EBL identified  
**10** EBL Investigations  
**0** Inspections Due to Lead-poisoned Child  
**0** Preventive Maintenance Program Applications Submitted  
**1** Inspections to Identify Lead-based Paint and/or Lead Hazards (within 11 counties)  
**2** Clearance Inspections (within 11 counties)

### **2012/2013**

**10** Children with EBL identified  
**4** EBL Investigations  
**0** Inspections Due to Lead-poisoned Child  
**0** Preventive Maintenance Program Applications Submitted  
**2** Inspections to Identify Lead-based Paint and/or Lead Hazards (within 11 counties)  
**3** Clearance Inspections (within 11 counties)

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## **Methamphetamine Residuals Decontamination**

### **2011/2012**

**0** Site Initial Investigations  
**0** Site Decontamination Completed

### **2012/2013**

**0** Site Initial Investigations  
**1** Site Decontamination Completed

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## **Environmental Education**

### **2011/2012**

**55** Lead-safe Work Practice Participants  
**15** Asthma Management Workshops  
**55** Family Participants in Workshops  
**2** Managers' Food Safety Classes Conducted  
**42** Participants Nationally Certified in Managers' Food Safety Class  
**0** Culinary Arts Students' Food Safety Class Participants  
**0** Cafeteria Staff Food Safety Class Participants  
**0** One-day General Food Safety Class Participants  
**0** Childcare Center Presentations  
**0** Participants at Childcare Presentations

### **2012/2013**

**10** RRP Class Participants  
**42** Lead-safe Work Practice Participants  
**16** Asthma Management Workshops  
**26** Family Participants in Workshops  
**0** Managers' Food Safety Classes Conducted  
**1** Participant Nationally Certified in Managers' Food Safety Class  
**0** Culinary Arts Students' Food Safety Class Participants  
**0** Cafeteria Staff Food Safety Class Participants  
**0** One-day General Food Safety Class Participants  
**1** Childcare Center Presentations  
**7** Participants at Childcare Presentations

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## **Environmental Laboratory**

### **2011/2012**

**5** Fecal Coli form  
    **5** Fecal  
    **0** Enterococci  
**639** Public System Compliance Samples  
**895** Total Coliform & E.coli – Drinking water  
**180** Heterotrophic Plate Count – Drinking water  
**17** Well Water Analyses  
**144** New Potable Water Line Construction Samples  
**91** Special Water Samples

### **2012/2013**

**0** Fecal Coli form  
    **0** Fecal  
    **0** Enterococci  
**704** Public System Compliance Samples  
**874** Total Coliform & E.coli – Drinking water  
**181** Heterotrophic Plate Count – Drinking water  
**22** Well Water Analyses  
**69** New Potable Water Line Construction Samples  
**79** Special Water Samples

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## **Animal/Rabies Management**

### **2011/2012**

**287** Animal Bites Investigated  
**1437** Service Requested  
**3442** Animals Euthanized  
**4352** Animals Brought to Shelter  
**596** Animals Adopted from Shelter  
**237** Reclaimed  
**10** Rabies Specimens (all Negative)

### **2012/2013**

**159** Animal Bites Investigated  
**1294** Service Requests  
**3591** Animals Euthanized  
**4719** Animals Brought to Shelter  
**727** Animals Adopted from Shelter  
**245** Reclaimed  
**11** Rabies Specimens (all Negative)



DECEMBER 2013