# 2008 Annual Report

# Mobile County Health Department

## Major General William C. Gorgas Clinic

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Bernard H. Eichold II, M.D., Dr. P.H., F.A.C.P.
Health Officer

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Mike Dean, President, County Commission

We are pleased to present to you the Mobile County Health Department's Annual Report for the October 2007 - September 2008 fiscal year.

The year saw the Health Department increase in many ways its efforts to promote, improve and protect the health of Mobile County. One high point came in January when the Health Department began implementing new rules for the construction, operation and maintenance of day care centers. Mobile County is now the only county in the state with such rules.

Another high point came in April when the Health Department was notified that it, in collaboration with the Center for Healthy Communities and the Center for Strategic Health Innovation at the University of South Alabama, was one of 10 recipients out of 134 applicants in the nation to be awarded a two-year grant from the Robert Wood Johnson Foundation. The $275,000 grant is being used to implement and evaluate a tele-monitoring diabetes intervention program designed to reduce racial and ethnic health care disparities.

As you read through this report, you will read about other high points and see facts and figures about all the activities throughout the Health Department. We would like to reiterate one that we believe illustrates the dedication of the Health Department's professionals and other staff members: The Mobile County Health Department recorded 417,786 encounters during the fiscal year.

We would also like to take this opportunity to thank the residents of Mobile County for assisting us in our continuing efforts to achieve a healthy community.

Juan F. Ronderos, M.D.
Chairman, Board of Health

Bernard H. Eichold II, M.D., Dr. P.H., F.A.C.P.
Health Officer

***The Mobile County Health Department has earned the Joint Commission's Gold Seal of Approval.***

# Mobile County Board of Health

**October 1, 2007 - September 30, 2008**

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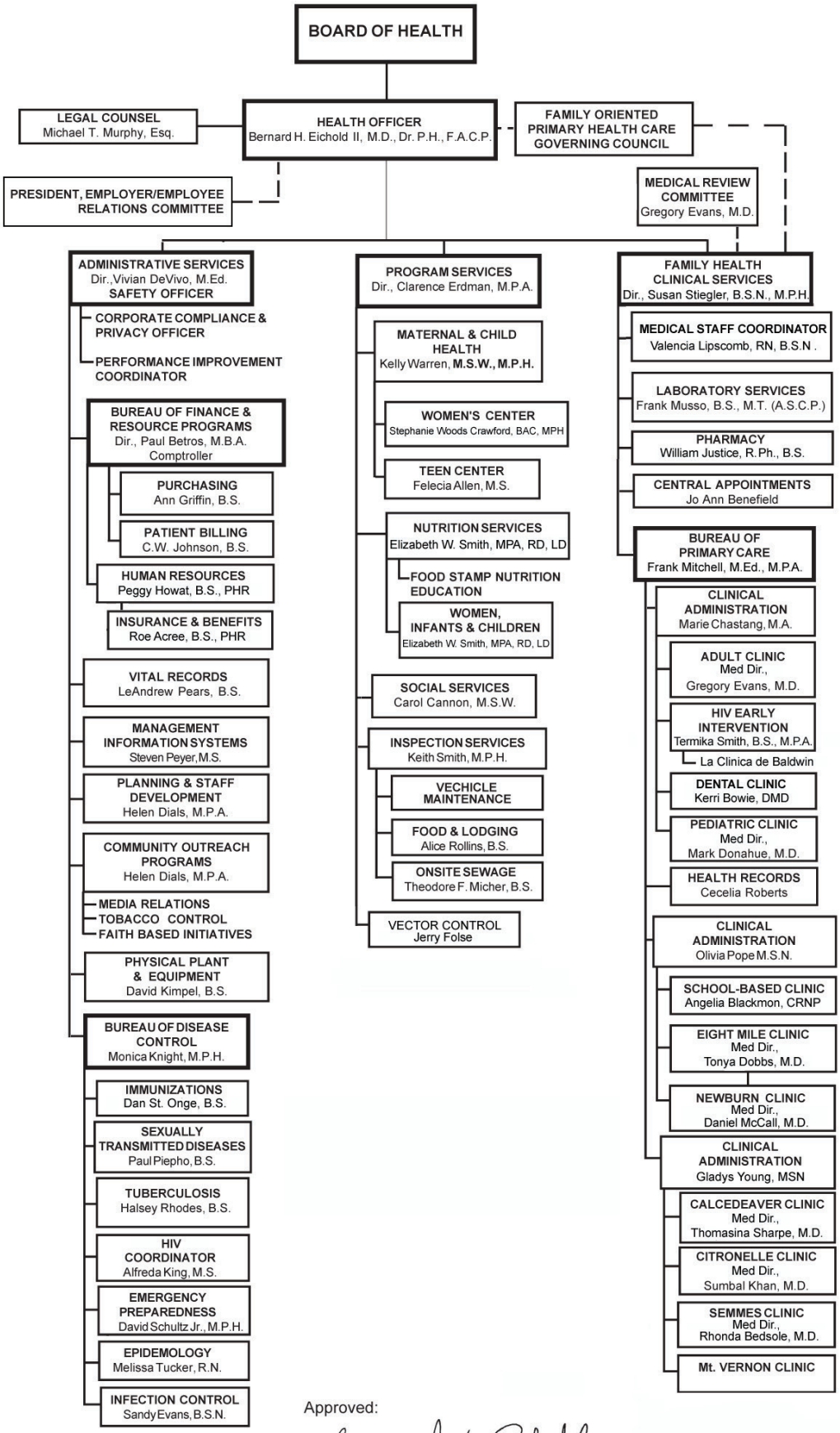
**Stephen Nodine**
***President Mobile County Commission***
***(April 2007 - November 2008)***

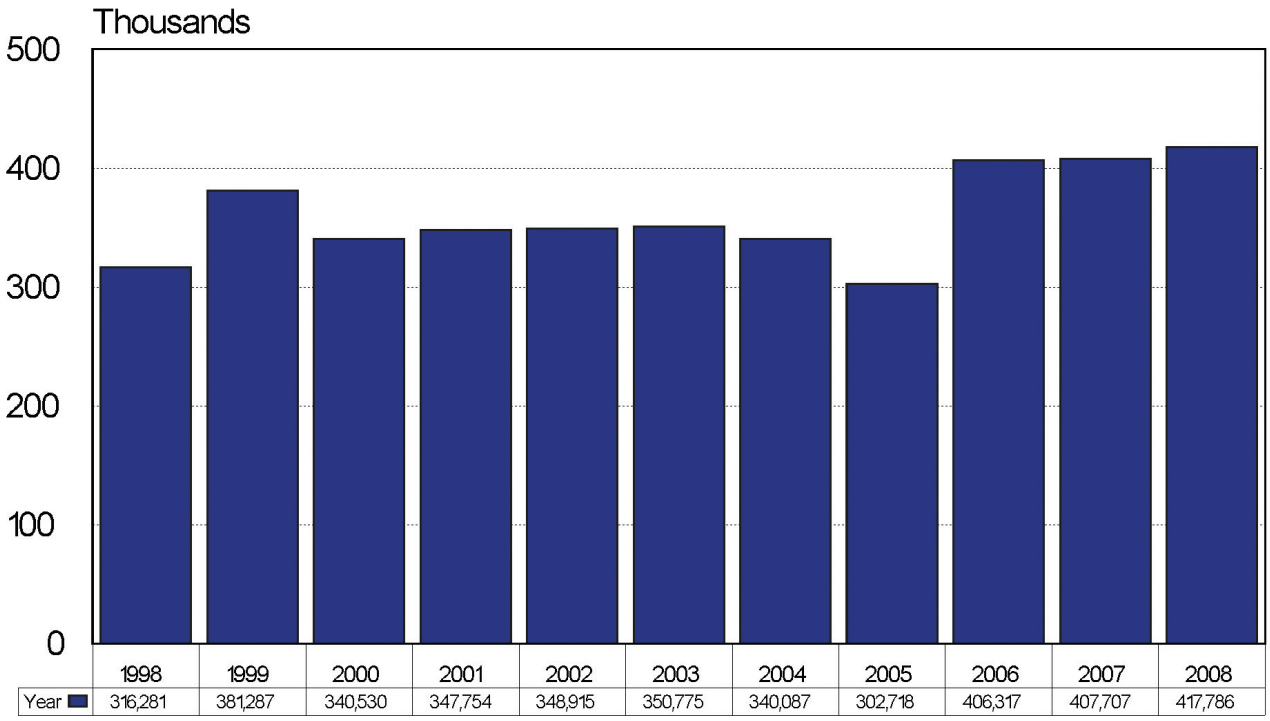
**Mike Dean**
***President Mobile County Commission***
***(November 2008 - Present)***




Approved:

Bernard H. Eichold II, M.D., Dr. P.H.,F.A.C.P.
Health Officer
January 23, 2009

# Community Contacts 1998-2008




| Year | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 316,281 | 381,287 | 340,530 | 347,754 | 348,915 | 350,775 | 340,087 | 302,718 | 406,317 | 407,707 | 417,786 |

FY2008 (Excluding Social Services Elderly & Disabled Waiver Program and TEEN Center)

| | | | |
|---|---|---|---|
| Keeler Adult and Pediatric Clinics | 34,704 | TB Clinic - Skin tests | 5,812 |
| Saturday Clinic | 1,133 | TB Clinic - Readings | 5,289 |
| Newburn Clinic | 3,938 | WIC | 146,916 |
| Calcedeaver Clinic | 5,116 | Food Stamp Program (w/o 62,877 indirect) | 15,199 |
| Citronelle Clinic | 5,432 | HIV/AIDS - HIV antibody tests | 9,102 |
| Eight Mile Clinic | 6,486 | Vital Records | 28,746 |
| School-Based Clinic | 2,677 | Vector Control - Mosquito | 1,078 |
| Mt. Vernon Clinic | 673 | Vector Control - Rodent | 8,088 |
| Women's Center - Family Planning | 15,327 | Onsite Sewage Inspections - Lot/plumbing inspections | 4,595 |
| Women's Center - Maternity | 10,317 | Onsite Sewage Inspections - Septic tank inspections | 1,041 |
| Women's Center - Home Visits | 1,223 | Onsite Sewage Inspections - Complaint investigations | 258 |
| Dental Clinic | 7,125 | Food & Lodging - Food handler trainees and Beverage Handler trainees | 15,531 |
| Immunizations | 44,331 | Food & Lodging - Inspections | 14,354 |
| STD Clinic | 8,056 | Rabies Control | 735 |
| | | Total: 417,786 | |

# 2008 Highlights

2008 Highlights

- In April, the Health Department was notified that it, in collaboration with the Center for Healthy Communities and the Center for Strategic Health Innovation at the University of South Alabama, was named one of 10 recipients out of 134 applicants in the nation to be awarded a two-year grant from the Robert Wood Johnson Foundation. The $275,000 grant is being used to implement and evaluate a tele-monitoring diabetes intervention program designed to reduce racial and ethnic health care disparities.

- In July, Food and Lodging Division implemented the "Gold Star" Restaurant Award. It is for restaurants that have scores of 90 or above with no critical violations, do not use trans fatty acids in the preparation of their food, post the caloric content of their food items, are tobacco-free premises, and have had no alcoholic beverage citations within the previous six months. Five awards were presented during the year.

- In July, the Newburn Clinic extended its hours to 6 p.m. daily.

- Also in July, the Health Department began "going green." Employees at the Keeler Compound, Vector Control facility, Newburn Building, and Women's Center have paper recycling bins in their work areas. The program will be expanded to other Health Department sites.

- Because of threats posed by Tropical Storm Fay and Hurricane Gustav, the Emergency Preparedness Team went into action and mobilized shelter teams in August and September. A medical needs shelter was opened at Collins-Rhodes Elementary School on August 23 and 24, and again on August 30th and September 1. In addition, mass care shelters were opened at Semmes Middle School, Baker High School, and Theodore High School on August 30 and September 1. Approximately 400 people from out of state, most of them from Louisiana, took advantage of the shelters during Hurricane Gustav.

- In December, the Food and Lodging Department completed the editing of the new child day care rules, finalized the inspection sheet, and posted the new rules on the Health Department's Web site. Mobile County is the only county in the state with such rules. The Food & Lodging Department also sent 200 letters to child day care centers inviting them to a training and information session.

- Also in December, the Health Department led a project to remove illegally discarded tires in Prichard, Trinity Gardens, Toulminville, and Bayou La Batre. The project targeted tires holding water and creating mosquito breeding areas, thereby contributing to increases in both the mosquito population and the possibility of transmission of mosquito-borne diseases. Working three Saturdays, Vector Control personnel collected more than 2,000 tires.

# 2008 Highlights

- Central Appointments received approximately 188,000 during the year. The primary care clinics provided 115,686 medical, dental and ancillary services to 33,926 unduplicated patients during CY 2007.
- The Women's Center recorded 15,327 family planning patient encounters, 10,317 maternity care patient encounters, and 1,546 home visits.
- The TEEN Center's Health Education Department presented 261 sessions reaching 5,646 students in 37 schools and 2,234 more young people through organizations, churches and other agencies.
- The Patient Billing Department audited and processed claims for clinical services and billed 127,974 claims.
- Immunizations personnel administered 44,331 vaccines (31,691 to pediatric patients and 12,640 to adults) and issued more than 5,000 Blue Cards.
- Social Services coordinated social service case management for 5,767 patients.
- The Vital Records Department issued 62,274 copies of certificates, which included birth, death, marriage, and divorce certificates.
- The Food and Lodging Department completed 14,947 inspections.
- A total 12,245 participants received Women, Infant and Children (WIC) food instruments during the year. This resulted in an estimated $12,275,700 in WIC food dollars being spent in Mobile County.
- The Tuberculosis Clinic administered 5,812 skin tests.
- HIV intervention activities, which reached more than 6,500 people, included HIV/AIDS education and testing at health fairs, churches, community organizations, drug treatment center, and street outreaches.
- The Onsite Division of Program Services became a full member of the International Code Council, thus allowing to have input and the ability to vote on issues concerning residential and commercial plumbing systems.
- The Health Department recorded 417,786 contacts.
- Twenty Health Department supervisors completed week-long Alabama Department of Public Health "Team Academy" management workshops conducted during the year in Montgomery.

# Immunization Report

| Vaccine | Quantity | | | |
|---|---|---|---|---|
| | FY 2008 | | FY 2007 | |
| | PED | Adult | PED | Adult |
| Diphtheria/Tetanus (DT) | 5 | - | 12 | - |
| Diphtheria/Tetanus/Acellular Pertussis (DTaP) | 1,663 | - | 2,513 | - |
| Diphtheria/Tetanus/Acellular Pertussis - Haemophilus B Conjugate (DTaP/Hib) | 723 | - | 874 | - |
| Diphtheria/Tetanus/Acellular Pertussis Haemophilus B Conjugate - Polio Vaccine, Injectable (DTaP/Hib/IPV) | 2,242 | - | 2,242 | - |
| Diphtheria/Tetanus/Acellular Pertussis Hepatitis B Conjugate - Polio Vaccine, Injectable (DTaP/HepB/IPV) | 2,858 | - | 2,242 | - |
| Hepatitis B/Haemophilus B Conjugate (HepB/Hib) | - | - | 60 | - |
| Hepatitis A (HepA) | 3,687 | 480 | 3,381 | 533 |
| Hepatitis B (HepB) | 970 | 654 | 1,823 | 577 |
| Hepatitis A/B Combo (Hep A/B) | 3 | 374 | 12 | 299 |
| Haemophilus influenza Type B (Hib) | 8 | - | 2,933 | 18 |
| Quadrivalent Human Papillomavirus Vaccine (HPV) | 764 | 88 | 289 | - |
| Influenza | 354 | 8,402 | 1,139 | 8,445 |
| Polio Vaccine, Injectable (IPV) | 1,894 | 124 | 2,714 | 94 |
| Meningococcal Vaccine | 2,333 | 329 | 3,017 | 218 |
| Measles - Mumps - Rubella (MMR) | 3,122 | 371 | 1,419 | 304 |
| Measles - Mumps - Rubella - Varicella (MMRV) | 9 | - | 1,425 | 12 |
| Prevnar (PCV) | 3,020 | - | - | - |
| Pneumococcal Polysaccharide Vaccine (PPV 23) | 3 | 296 | 1,220 | 31 |
| Rabies | - | - | - | - |
| Tetanus, Diphtheria, Pertussis (Tdap) | 2,561 | 266 | 2,403 | 93 |
| Rotovirus | 1,148 | - | 437 | - |
| Tetanus/Diphtheria (Td) | 209 | 647 | 280 | 741 |
| Typhoid | 35 | 295 | 96 | 449 |
| Varicella | 4,068 | 197 | 2,307 | 231 |
| Yellow Fever | 12 | 113 | 76 | 272 |
| Zostavax | - | 4 | - | 17 |
| **Subtotal** | **31,691** | **12,640** | **30,735** | **12,334** |
| **Total** | **44,331** | | **43,069** | |

# Sexually Transmitted Diseases

| Time Period | Early Syphilis Primary & Secondary | Late Syphilis | Gonorrhea | Chlamydia |
|---|---|---|---|---|
| CY 2004 | 7 | 1 | 1,386 | 938 |
| CY 2005 | 11 | 1 | 1,667 | 2,035 |
| FY 2006 | 26 | 31 | (1) 53 / (2) 1,716 | (1) 159 / (2) 2,626 |
| FY 2007 | 17 | 37 | (1) 26 / (2) 1,035 | (1) 61 / (2) 1,913 |
| FY 2008 | 15 | 27 | (1) 25 / (2) 1,180 | (1) 62 / (2) 2,807 |

(1) Total of Gonorrhea/Chlamydia with original interviews completed per new guidelines commencing on November 1, 2005, requiring interviews on female patients 19 years old and younger tested at Mobile County Health Department clinics.

(2) Total number of positive tests for all patients based on STD Central Office data; does not include all data from September 2007.

# HIV/AIDS

| Time Period | AIDS Cases | HIV Infections |
|---|---|---|
| CY 2004 | 73 | 61 |
| CY 2005 | 70 | 68 |
| FY 2006 | 81 | 70 |
| FY 2007 | 55 | 76 |
| FY 2008 | 40 | 89 |
| **Total** | **311** | **351** |

# HIV Antibody Testing

| Clinic | # Tested | # New Positives |
|---|---|---|
| TB Clinic | 149 | 0 |
| Women's Ctr. | 3,791 | 4 |
| STD Clinic | 5,162 | 20 |
| **Total** | **9,102** | **24** |

# Tuberculosis Cases and Deaths

| Time Period | New Cases | Case Rate* | Deaths |
|---|---|---|---|
| CY 2004 | 13 | 3.6 | 1 |
| CY 2005 | 27 | 7.5 | 0 |
| FY 2006 | 19 | 4.8 | 0 |
| FY 2007 | 18 | 4.5 | 0 |
| FY 2008 | 17 | 4.2 | 0 |

* Per 100,000 population

# Administrative Services

Administrative Services

- The areas overseen by Administrative Services included the areas of Corporate Compliance and HIPAA Privacy Officer, Performance Improvement, Finance, Purchasing, Patient Billing, Human Resources, Insurance and Benefits, Vital Records, Management Information Systems, Planning and Staff Development, Community Outreach Programs, Physical Plant and Equipment, and the Bureau of Disease Control, which encompasses Immunizations, Sexually Transmitted Diseases, Tuberculosis, HIV Prevention and Surveillance, Emergency Preparedness, Epidemiology, and Infection Control.

- Performance Improvement involved an ongoing comprehensive approach to improve the quality of care provided to the patients of the Health Department. Under the guidance of the Performance Improvement Leadership Committee, five high-priority performance improvement teams worked on some of the most pressing issues of 2008. The teams included the Anticoagulation Therapy Team, Pharmacy Review Team, Southeast Atlantic Health Disparities Collaborative, Electronic Medical Record Audit Team, and the Women's Center Patient Access Team.

- Total revenues were $26,546,824.

- The year ended with a total of 402 employees, 299 of whom were merit employees (64 part-time), and 103 of whom were serving in non-merit classifications. There were 42 new employees hired and 6 employees promoted to higher classifications. Additionally, there were 49 separations and 4 retirements.

- The Patient Billing Department audited and processed claims for clinical services. Claim types included medical, dental, family planning, EPSDT (Early Periodic Screening Diagnoses Treatment), immunizations, maternity, and lab. Claims were reviewed for proper coding, insurance coverage, and grant statistical reporting. Over 127,974 claims were billed to Medicaid, Medicare, Blue Cross Blue Shield, ALL Kids, Mom Care, private pay, and other third party payers. Claims were filed electronically to most payers, and payments were posted electronically for Medicaid and Blue Cross Blue Shield.

- Vital Records issued 62,276 copies of certificates, including birth, death, marriage, and divorce certificates for events that occurred in Alabama.

- There were 6,262 births, 4,075 deaths, 65 infant deaths, 51 fetal deaths, and 117 divorces recorded in Mobile County.

# Administrative Services

- The Emergency Preparedness (EP) Team received a second 28-ft. emergency trailer, and the supplies were rearranged during a repack of the trailers.

- In July, members of the Emergency Preparedness Team met with U.S. Postal Service representatives to review the memorandum of understanding and other aspects of the relationship between the parties regarding an anthrax emergency. The Postal Service's central distribution center in Theodore has a biohazard detection system that can detect anthrax in the air should any be released during processing by automated mail-handling equipment. In such an emergency, the Health Department would deploy personnel to a pre-designated medical station.

- Because of threats posed by Tropical Storm Fay and Hurricane Gustav, the Emergency Preparedness Team went into action and mobilized shelter teams in August and September. A medical needs shelter was opened at Collins-Rhodes Elementary School on August 23 and 24, and again on August 30 and September 1. In addition, mass care shelters were opened at Semmes Middle School, Baker High School, and Theodore High School on August 30 and September 1. Approximately 400 people from out of state, most of them from Louisiana, took advantage of the shelters during Hurricane Gustav.

- The Strategic National Stockpile County Profile and Continuity of Operations Plans for all areas of the Health Department were completed.

- Twenty Health Department supervisors completed week-long Alabama Department of Public Health "Team Academy" management workshops conducted during the year in Montgomery.

- One hundred two employees received CPR certification, and 77 employees completed defensive driving training.

- New Employee Orientation was presented to 41 employees.

- Physical Plant and Equipment consisted of custodial, security, maintenance, grounds keeping, and painting personnel. The maintenance of 20 sites throughout Mobile County including 25 acres and approximately 260,000 square feet of building under roof comes under its purview. This included clinics, office space, non-clinical facilities, storage areas, grounds, and parking areas.

- New security devices and systems were implemented, and the overhead paging system was expanded at the Keeler complex to help ensure the safety of clientele and staff.

- An additional generator was installed at the Keeler complex to support several patient areas in the event of a power outage.

- To ensure the operation of clinics during disasters, the fuel storage capacity for emergency generators was increased with additional portable tanks, and a plan for transportation of the fuel was developed.

- Modifications and improvements were made to restrooms at all sites owned by the Health Department.

- Renovation and expansion of the Eight Mile Clinic and WIC office was begun.

- Immunizations personnel administered 44,331 vaccines (31,691 to pediatric patients and 12,640 to adults) and issued more than 5,000 Blue Cards.

# Administrative Services

- During the year, efforts continued to identify underserviced locations and/or populations throughout Mobile County and bring HIV and syphilis testing to those communities. Personnel from the STD Clinic teamed with the Helping Hands Ministry to offer testing to the youth of the community. Additionally, in conjunction with the Tri-Coastal Community Center, testing was offered on several occasions in the Grand Bay/Irvington area on an outreach basis. For the first time, urine-based testing for gonorrhea and chlamydia was utilized in the field, thereby increasing the opportunity to identify infections in settings and times outside of the normal clinic business hours.

- HIV Intervention received funding from Alabama Department of Public Health for the 12th consecutive year, thus ensuring the continuation of a peer-led HIV risk reduction program for incarcerated youth at the James T. Strickland Youth Center. This program was developed and implemented to offer confined juveniles an ongoing comprehensive and credible program of interactive HIV prevention education to include skills building, HIV testing, counseling, reference materials, and prevention resources.

- Through a partnership with drug treatment centers in Mobile County, homeless and substance abuse clients were offered HIV education and testing, and syphilis and tuberculosis screening. Participating agencies included the Haven of Hope, Mission of Hope, Franklin Primary Health's Drug Treatment Center, and Emma's Harvest Home.

- Other community HIV Intervention activities, including HIV/AIDS education and testing at health fairs, churches, community organizations, drug treatment centers, street outreaches, and gay bars, reached more than 6,500 people.

- The Sexually Transmitted Disease Clinic recorded 8,056 contacts.

- The Tuberculosis Clinic administered 5,812 skin tests and performed 5,289 readings.

- The Tuberculosis Clinic completed treatment of 100 percent of its active cases in CY 2007 and, as a result, exceeded the Centers for Disease Control's goal of 95 percent.

- The Health Department saw an increase in salmonella cases with 102 reported cases as compared to 85 last year. With 20 cases reported, shigellosis cases decreased considerably from 176 cases last year.

- The Epidemiology Department followed one case of West Nile Virus, and six cases of Vibrio were reported.

- The Maternal Hepatitis B Program followed 48 pregnant women found to be carriers. Priority was given to newborn infants to ensure they were properly immunized within 12 hours of birth. During the fiscal year, 48 babies born to Hepatitis B positive mothers were monitored by the program and all were immunized. All babies responded to the vaccine.

- The number of rabies exposures investigated was 735. Dogs and cats remained the most common cause of potential rabies exposures. Bites and scratches from wild animals were managed with the highest priority. Over 90 percent of all reported bites were followed to completion.

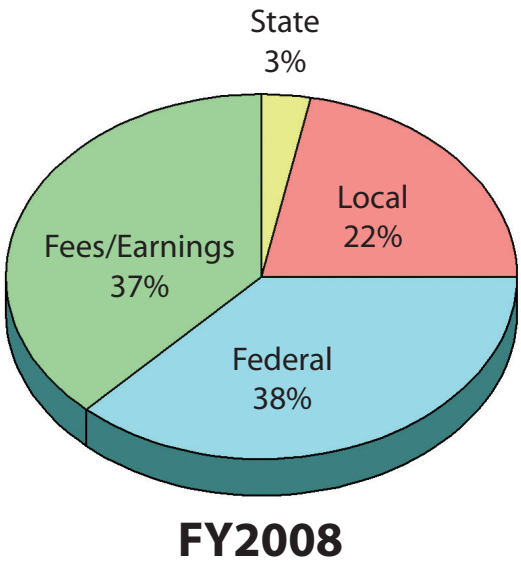
- During the year, Infection Control performed numerous in-service sessions for members of the community and civic groups. The session topics included bloodborne pathogens, hand washing, disaster preparedness, and the threat of pandemic flu.

# Administrative Services

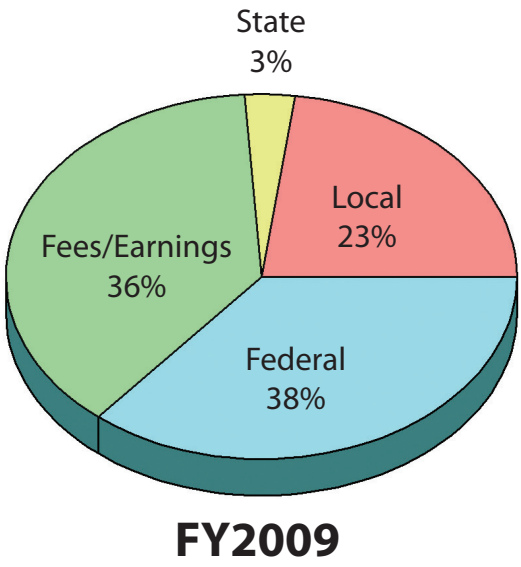
- In July, the Health Department began "going green." Employees at the Keeler Compound, Vector Control facility, Newburn Building, and Women's Center have collection bins for paper in their work areas. The program will be expanded to other Health Department sites.

- The number of bids requested by the Purchasing Department was eight. The total number of project contracts was 10. The total amount of expenditures for project contracts was $1,133,264.30.

- At the annual awards program, 2 employees received recognition for 30 years of service; 5 employees received recognition for 20 years of service; and 7 were recognized for 10 years of service.




**FY2008**




**FY2009**

## Sources of Revenue
## FY 2007 and FY 2008

| SOURCE | FY 2007 | FY 2008 |
|---|---|---|
| LOCAL GOVERNMENT | $ 1,526,008 | $ 6,121,196 |
| STATE OF ALABAMA | 489,404 | 703,285 |
| FEDERAL GRANTS | 9,418,484 | 10,166,708 |
| FEES/EARNINGS/OTHER | 14,190,317 | 9,555,635 |
| **TOTALS** | **$ 25,624,213** | **$ 26,546,824** |

| | | | | | | |
|---|---|---|---|---|---|---|
| REVENUES | APPROPRIATIONS | Local Government-County of Mobile | $ 799,686 | FY 2007 | $ 799,686 | FY2008 |
| | | Local Government-City of Mobile | $ 600,000 | | $ 600,000 | |
| | | Local Government-Other Municipalities | $ 126,322 | | $ 126,322 | |
| | | State of Alabama | $ 489,404 | | $ 489,404 | |
| | | **TOTAL APPROPRIATIONS** | | **$2,015,412** | | **$2,015,412** |
| | GRANTS | Eliminating Disparities | $ 1,508,738 | FY 2007 | $ 1,501,711 | FY2008 |
| | | Diabetic State Funding | $ 13,000 | | $ 13,000 | |
| | | Incarcerated Youth- AIDS Education | $ 61,879 | | $ 49,378 | |
| | | Food Stamp Nutrition Education | $ 83,077 | | $ 90,741 | |
| | | Primary Care | $ 3,238,390 | | $ 3,424,549 | |
| | | Migrant Health | $ 124,518 | | $ 126,152 | |
| | | Family Planning | $ 365,032 | | $ 367,339 | |
| | | Maternity | $ 368,203 | | $ 328,182 | |
| | | Women, Infants & Children (WIC) | $ 1,794,246 | | $ 1,720,207 | |
| | | HIV/AIDS | $ 718,881 | | $ 854,751 | |
| | | School-based Clinic | $ 141,340 | | $ 0 | |
| | | Children's Trust Fund | $ 62,098 | | $ 0 | |
| | | Youth Empowered Tobacco Policy Initiatives | $ 42,687 | | $ 63,657 | |
| | | Tobacco Control | $ 61,663 | | $ 61,857 | |
| | | ALL Kids | $ 39,404 | | $ 0 | |
| | | Robert Wood Johnson Foundation | $ 0 | | $ 81,341 | |
| | | Bioterrorism | $ 423,965 | | $ 465,911 | |
| | | Ryan White Title II | $ 96,328 | | $ 262,093 | |
| | | Breast and Cervical Cancer | $ 51,163 | | $ 58,137 | |
| | | Southern Community Cohort Study | $ 73,722 | | $ 64,364 | |
| | | Alabama Baby Coalition | $ 18,789 | | $ 10,453 | |
| | | Cancer Registry | $ 47,079 | | $ 51,145 | |
| | | Pandemic Influenza | $ 84,282 | | $ 87,994 | |
| | | Pumper Program | $ 0 | | $ 33,735 | |
| | | Teen Fund | $ 0 | | $ 58,428 | |
| | | Immunization | $ 0 | | $ 106,605 | |
| | | AAP HIV Surveillance | $ 0 | | $ 85,394 | |
| | | Refugee Preventive Health | $ 0 | | $ 21,360 | |
| | | Mosquito Control Grant | $ 0 | | $ 68,876 | |
| | | Child Health Wellness Program | $ 0 | | $ 43,862 | |
| | | STD Control | $ 0 | | $ 50,000 | |
| | | AIDS Control | $ 0 | | $ 88,994 | |
| | | HIV Family Planning | $ 0 | | $ 200,000 | |
| | | **TOTAL GRANTS** | | **$ 9,418,484** | | **$ 10,440,215** |
| | OTHER | Ad Valorem Taxes | $ 3,482,136 | FY 2007 | $ 3,890,577 | FY2008 |
| | | Oil & Gas Severance Tax | $ 537,624 | | $ 670,690 | |
| | | Medicaid and Medicare | $ 6,058,293 | | $ 6,386,873 | |
| | | Reimbursement (Federal) | $ 432,623 | | $ 0 | |
| | | Reimbursement (State) | $ 119,891 | | $ 120,000 | |
| | | Reimbursement (Other) | $ 55,418 | | $ 7,820 | |
| | | Clinic Fees (Private Pay, Other Insurance) | $ 1,134,324 | | $ 1,213,955 | |
| | | Local Fees, Permits, Misc. | $ 1,582,826 | | $ 1,364,525 | |
| | | Refunds and Interest | $ 295,110 | | $ 390,687 | |
| | | Sale of Fixed Assets | $ 451,308 | | $ 6,690 | |
| | | Rent | $ 40,215 | | $ 39,131 | |
| | | Donations | $ 550 | | $ 250 | |
| | | **TOTAL OTHER** | | **$ 14,190,317** | | **$ 14,091,198** |
| **TOTAL REVENUES** | | | | **$ 25,624,213** | | **$ 26,546,824** |
| EXPENDITURES | | Personnel Costs | $ 17,549,906 | FY 2007 | $ 18,258,578 | FY2008 |
| | | Contract Services | $ 1,975,774 | | $ 2,142,480 | |
| | | Travel | $ 214,335 | | $ 205,363 | |
| | | Equipment | $ 444,570 | | $ 695,751 | |
| | | Supplies and Other | $ 2,815,942 | | $ 3,290,597 | |
| | | Land and Buildings | $ 416,033 | | $ 822,813 | |
| **TOTAL EXPENDITURES** | | | | **$ 23,416,560** | | **$ 25,415,582** |

# Program Services

- During the 2007-2008 Fiscal Year, the Women's Center provided family planning services to 6,646 family planning patients, which resulted in 15,327 encounters. Of those family planning patients, 13.1 percent had no insurance coverage; 73.2 percent had some form of public insurance, such as Plan First Medicaid; and 13.6 percent had some type of private or commercial insurance. Eighty-seven percent of family planning patients had incomes at or below 150 percent of the U.S. Department of Health & Human Services Poverty Guidelines.

- A Wednesday extended-hours clinic provided the working women and teens of Mobile County after-hours access to family planning services such as medical examinations, contraceptive refills, and reproductive education and counseling.

- At the beginning of 2008, the Women's Center weekly high-risk prenatal clinic was restructured by referring appropriate high-risk clients to the University of South Alabama Department of Obstetrics and Gynecology. This high-risk prenatal clinic was relocated to USA's Center for Women's Health, which is in very close proximity to the Women's Center. During this reporting period, the Women's Center completed 10,317 maternity care contacts on 1,959 maternity patients. Of the 1,959 patients, 88.3 percent were covered by Medicaid; 3.1 percent were covered by private insurance; and 8.6 were covered by "private pay." There were 659 deliveries during the fiscal year. These comprised 21.9 percent of deliveries at USA Children's and Women's Hospital. Hospital visits and home visits were made to maternity patients following deliveries in order to provide family planning counseling, and follow-up. The home visit nurses received referrals from various community providers and completed home visits within 60 days of the delivery date. During the reporting period, the home visit nurses received 2,378 referrals and completed 1,223 (51 percent) home visits.

- The TEEN (Teens Empowered through Education and Nurturing) Center continued its mission to eliminate racial disparities in perinatal care as well as to reduce the incidence of child abuse and neglect and infant mortality.

- The TEEN Center's Career Center managed the GED program, which had 143 actively enrolled clients and provided academic services in the computer lab. Nine students sat for the GED test. Four hundred sixty-three academic classes were taught. Twenty-eight job prep and life skills classes were taught.

Program Services

# Program Services

- At the TEEN Center, 35 counseling clients needing more in-depth assessments and/or treatment were referred to AltaPointe Health Systems (formerly known as Mobile Mental Health). Thirty-eight postpartum clients and 17 prenatal clients were flagged by their family support worker as showing anger and signs of depression. There were 349 individual counseling sessions and 20 group sessions.

- The TEEN Center's Health Education Department presented 261 sessions to 5,646 students in 37 schools, local organizations, churches, and other agencies. The department entered into its second year of partnership with USA Specialty Clinic and partnered with Students Working Against Tobacco (SWAT) to deliver the new life skills curriculum to 6th graders.

- The TEEN Center's Case Management had a total of 358 referrals from outside agencies, self-referrals, and physician offices. A total of 264 participants signed up for TEEN Center and Healthy Start services.

- Family Support had a total of 164 prenatal clients and a total of 137 postpartum clients. Ninety-one babies were born, and 203 infants and toddlers received Healthy Start services.

- The TEEN Center is a participant in the Alabama Baby Coalition (Fetal and Infant Mortality Review), which enjoyed a year of active participation from 75 community maternal and child health care professionals. The year also saw the addition of several new members to the group. Ninety-six percent of the fetal and infant deaths for 2007 were been reviewed. The majority of cases continued to relate to low birth weight and preconception health problems such as tobacco use, obesity, poor nutrition, and overall substance abuse. STDs and other infections seem to be relevant and major risk factors as well. Infant health (especially sleep-associated deaths such as SIDS and accidental suffocation) remained an area of focus for Mobile County. The Mobile County Alabama Baby Coalition (ABC) was represented at the CityMatch conference in Albuquerque, New Mexico. National maternal and child health topics were discussed, and the TEEN Center received positive reviews for its efforts. Mobile County's FIMR/ABC coordinator was selected to participate in the 2009 City Leaders program, which is sponsored by CityMatch. The program provides training to improve skills related to leadership in maternal and child health issues.

- Students Working Against Tobacco (SWAT) completed its sixth year. Funded by the Alabama Department of Public Health, it is a peer-led group of 150 students from Bryant, LeFlore, Murphy high schools, and Phillips Preparatory School. During this time period, 398 presentations were completed that reached 9,824 students in grades 4-8. Implementation of new life skills training curriculum for 6th graders in Mobile County schools began. Its strengths include scientific evidence of what causes substance abuse, a comprehensive approach, emphasis on proven skills-training methods, documented effectiveness through extensive evaluation, and education about tobacco, alcohol and other drug use.

- A total of 12,245 participants received Women, Infants and Children (WIC) food instruments during the year. This resulted in an estimated $12,275,700 in WIC food dollars being spent in Mobile County. The participation caseload included three categories that included women (pregnant, breastfeeding or postpartum), infants (birth to 1 year), and children (1 to 5 years).

- The WIC Program continued seeing a positive change in the attitude of prenatal and newly delivered moms toward breastfeeding that began with the implementation the WIC Breastfeeding Peer Counseling Program at the TEEN Center in 2006. The breastfeeding rate has increased 21.3 percent, and more than 50 percent of the pregnant women enrolled in the program were willing to initiate breastfeeding. A private breastfeeding room located at the TEEN Center was made available for breastfeeding mothers visiting the Women's Center, Newburn Clinic and TEEN Center.

- A total of 836 patients received individualized dietary counseling. These counseling sessions included diabetic instructions, hypertension care plans, weight management and HIV nutrition assessments, and follow-ups. Nutrition supplements prescribed by physicians were given to HIV patients. Also, nutrition classes were offered and attended by 42 patients. The class topics included: Healthy Habits for Life, The Role of Nutrition in Health Promotion/ Disease Prevention, Healthy Living Weight Management, and Diabetes on Nutrition and Numbers.

- The WIC nutrition education plan worked toward increasing awareness among postpartum and breastfeeding women and parents of WIC participants regarding the need to balance food intake and physical activity. Measuring cups were distributed to postpartum and breastfeeding women to increase awareness of portion control. Children ages 1-5 years were given Berenstain Bears "Too Much Junk Food" books to help promote healthy eating habits early.

- The Office of Nutrition Services provided newsletters to participants through a partnership with the Mobile area food stamp offices. Fact sheets were developed, printed and distributed to the Mobile and Prichard food stamp offices. Display boards were displayed monthly at both sites, and the staff distributed additional educational materials. Classes were held at the Bay Area Food Bank and food pantries in Mobile and Baldwin counties.

- The Office of Social Services coordinated social service case management activities throughout the Health Department in order to reduce the barriers and increase access to health care.

- The Maternity Care Coordination Program provided support and follow-up to 1,959 maternity patients with 659 deliveries at the Women's Center. To help patients focus on good health care during pregnancy, the Maternity Care Coordination Program assisted patients in keeping appointments, arranging transportation, and other needs.

- The Family Planning Care Coordination Program assisted 398 women in applying for "Plan First" Medicaid, and 1,230 Plan First patients were assessed for risk factors for unintended pregnancy. Care coordination services were provided to 1,205 patients who were determined to be high risk for an unintended pregnancy. Patients were assisted with compliance with their chosen birth control method, with reminders of appointments, and with transportation and other psychosocial issues.

- The Patient First Children's Care Coordination Program provided case management services for children up to their 21st birthday. Services were provided to 1,126 patients. Patients were referred for missed appointments, immunizations, EPSDT visits, and, for patients needing referrals and assistance, to specialists for those who may have difficulty coordinating for themselves. Family planning care coordination was offered to teens seeking family planning services. Case management in this program was primarily provided in the patients' homes.

# Program Services

- The Patient First Adult Care Coordination Program provided case management services to adults who were enrolled into the Patient First Program. Under this program, services were provided to 851 patients. Patients were assessed for unmet needs, and services were provided to assist them with transportation, referrals to needed agencies, and appointment reminders. For women under Patient First Medicaid who presented for family planning services, case management was provided.

- A total of 228 patients were served by the Elderly and Disabled Waiver Program. It is a community-based program that is an alternative to nursing home care for patients at risk of nursing home placement. Patients are monitored for health and safety. Services are placed in the home to assist the patient in maintaining independent living for as long as possible. Services include case management, personal care, homemaking, skilled and unskilled respite, companion services, home-delivered meals, and adult day health care.

- The Food and Lodging Division conducted business throughout the year with a commitment to maintaining sanitation levels in food service establishments, retail food stores, lodging facilities, day cares, and schools.

- The Alabama Department of Public Health adopted the Food and Drug Administration's 2005 Model Food Code with some adjustments unique to Alabama. Two Health Department senior environmentalists served on the rules committee.

- The Rules for the Construction, Operation and Maintenance of Day Care Centers were adopted by the Board and became effective January 1. The department began certifying the 179 centers in March. Mobile County is the only county in the state with such rules.

- To encourage restaurants to join with the Health Department in its mission of promoting, improving and protecting the health of the residents of Mobile County, the Health Department introduced its "Gold Star" Restaurant Award during the first week of July. The award is given in recognition of any full-service restaurant that achieves excellent food safety practices and demonstrates concern for the health of their patrons by adhering to the following criteria:

  - Has scores of 90 or above with no critical (4 or 5-point) items for two consecutive inspections.
  - Uses no trans fatty acids in the preparation and cooking of food items.
  - Is a tobacco-free restaurant.
  - Offers the caloric content of food items on menus or on register receipts.
  - Has had no alcohol beverage citation within the previous 12 months.

  The award consists of a certificate of excellence that can be posted at the restaurant. A gold star is also attached to the restaurant's inspection report, which is required to be on public display. Names of restaurants that receive the award are designated with a star when their inspection scores are published in the Mobile Press-Register.

- The South Alabama Growth Task Force, which consists of representatives from Public Health Areas 9 and 11, was formed as a result of growth in Mobile and Washington counties due to the ThyssenKrupp steel plant. The task force distributed brochures developed by the Mobile County Health Department concerning mobile food units and onsite sewage installations to inspection departments, license bureaus, etc., to all city and county government entities in Baldwin, Escambia, Mobile, Monroe, and Washington counties.

- Steps to implement a totally electronic inspection system began when a contract was signed with Garrison Enterprises, Inc. of Charlotte, N.C., to convert the Health Department's system into one that can be deployed in tablet portable devices carried into the field by environmentalists. When fully implemented in the summer of 2009, this will place the Food and Lodging Division on the cutting edge of today's environmental inspection technology with the capability of electronically inspecting establishments, printing the inspection sheets in the field, and loading them into the data base at the close of the day.

- Food handler classes were offered at three satellite locations. Classes were also offered at individual establishments and at central locations for groups of workers for special events in order to reach more food service workers with broader teaching programs. The Food and Beverage Handler Program now accepts valid Alabama Responsible Vendor certification in lieu of the beverage portion of the program. The Food Handler Program can be accessed on the Internet.

- The Food and Lodging Division continued to cooperate with the Mobile Press-Register in publishing restaurant ratings. They also appear on the Health Department's Web site.

- The Onsite Division of Program Services continued its quest to provide healthy environmental conditions for the residents of Mobile County. This was achieved by monitoring the installation of onsite sewage disposal systems and enforcing the Onsite Sewage Treatment and Disposal Rules and Regulations of the Alabama Department of Public Health.

- The Onsite Division became a full member of the International Code Council thus allowing input and the ability to vote on issues concerning residential and commercial building codes.

- The Plumbing Inspection Department continued the use of the 2003 International Code Council Plumbing Code with local amendments. Plumbing inspectors used these codes to enforce and monitor the installation of both residential and commercial plumbing systems.

- The Onsite Division of Program Services began the preliminary stages, through a contract with Garrison Enterprises, to develop an economic and efficient automated system designed to combine all functions of our department into a single Web-based platform.

- Onsite's office staff continued its efforts to digitize all existing and new records maintained on onsite sewage disposal systems. This will eventually eliminate the need for storing paper records and will also facilitate the rapid retrieval of

onsite records. Funding for this project was made possible through a grant obtained by the Alabama Department of Conservation and Natural Resources.

- Throughout Mobile County, the Onsite Division continued to see a marked increase in the use of advanced treatment technology for onsite sewage disposal systems.

- The Vector Control Division continued to aggressively treat areas of standing water. The division also undertook several projects, one of which was the removal of scrap tires dumped throughout neighborhoods and at illegal dumping sites located within the county. These tires are prime breeding sources for the Asian tiger mosquito. The division also made mosquito minnows available to the public for use in unused swimming pools, ornamental ponds and animal troughs.

- Vector Control continued arboviral surveillance for West Nile Virus (WNV), Eastern Equine Encephalitis, and St. Louis Encephalitis. No Eastern Equine Encephalitis nor St. Louis Encephalitis activity was detected in the sentinel chickens. West Nile Virus activity was found in one sentinel chicken in the Citronelle area. No West Nile Virus was found in wild birds submitted to Vector Control for testing.

- One confirmed human case of West Nile Virus was reported in the 36693 ZIP Code area. Vector Control increased spraying in the area as well as in the Citronelle area where the WNV-positive sentinel chicken was located. Door-to-door surveys to eliminate potential mosquito breeding sites were conducted, and Vector Control personnel distributed pamphlets containing information about West Nile Virus and personal protection to the residents.

- The Vector Control Division continued to respond to rodent control complaints from the public and performed door-to-door inspections throughout several areas of Mobile County to locate potential hot spots for rodent activity.

- Vector Control personnel also participated in a number of health fairs, at which they stressed the need for personal protection and the need for the public to partner with Vector Control to eliminate all sources of standing water and areas of potential rodent harborage from their properties.

# Onsite Sewage Division

| Onsite Sewage Disposal Systems (OSS) | |
|---|---|
| Applications to Install/Repair OSS | 1,172 |
| Septic Permits Issued | 1,041 |
| Complaint Investigations | 258 |
| Advanced Treatment Systems Approvals | 62 |
| **Plumbing** | |
| Permits issued | 1,649 |
| Inspections | 4,595 |
| **Subdivisions** | |
| Large Flow Developments - Phase 1 | 19 |
| Large Flow Developments - Phase 2 | 24 |
| Large Flow Development Lot Inspections | 224 |

# WIC Participation Caseload

| Category | Monthly Average | Annual Visits | Percent |
|---|---|---|---|
| Women | 2,995 | 35,940 | 25% |
| Infants | 3,770 | 45,240 | 30% |
| Children | 5,478 | 65,736 | 45% |
| **Total** | **12,243** | **146,916** | **100%** |

# WIC Voucher Dollars Spent

| Category | Amount | Cost for patient per month |
|---|---|---|
| Women | $1,976,700 | $55 |
| Infants | $7,012,200 | $155 |
| Children | $3,286,800 | $50 |
| **Total** | **$12,275,700** | |

# Nutrition Education Contacts

(Alabama Cooperative Extension Services Grant)

| Number of food stamp recipients | |
|---|---|
| Direct | 15,199 |
| Indirect | 62,877 |
| **Total** | **78,076** |

# Vector Control

| Mosquito Control Activities | |
|---|---|
| Mosquito Service Requests Investigated/Treated | 1,078 |
| **Mosquito and Arboviral Surveillance** | |
| Mosquito Species Identified | 32 |
| Adult Mosquitoes Identified (Permanent Sites) | 4,000 |
| Adult Mosquitoes Identified (Variable Sites) | 958 |
| Mosquito Pools Tested | 38 |
| Mosquitoes Tested | 1,140 |
| Mosquito Pools Positive | 0 |
| Larval Samples Identified | 1,582 |
| Sentinel Sera-Samples Tested | 754 |
| Positive Sentinel Samples (titers > 40) | 1 |
| WNV | 1 |
| EEE | 0 |
| Number WNV + Dead Birds | 0 |
| Total Dead Birds Submitted | 45 |
| **Larviciding** | |
| Larviciding Applications | 6,446 |
| Gallons of Liquid and Diluents | 2,570 |
| Pounds of Granular Larvicide | 7,423 |
| Number of Briquets | 44,652 |
| **Ground Adulticiding** | |
| Adulticiding Routes Run | 724 |
| Gallons of Adulticiding & Diluents | 5,752 |
| **Rodent Control Activities** | |
| Service Requests Received | 1,436 |
| Residential Inspections | 8,088 |
| Pounds of Rodenticide Used | 2,734 |

# Food, Milk & Lodging

| Food and Lodging | |
|---|---|
| Food Establishments Permitted and Permits Pending | 2,018 |
| Food Inspections | 10,965 |
| Plans Received | 134 |
| Food Establishment Plan Review Sessions | 721 |
| Hotels/Motels Permits or Permits Pending | 76 |
| **General Sanitation Inspections** | |
| Hotels/Motels | 477 |
| Schools | 192 |
| Detention Centers | 29 |
| Swimming Pools Permitted or Permits Pending | 255 |
| Swimming Pool Inspections | 697 |
| Child Day Cares | 527 |
| Camps | 3 |
| Other Sanitation Inspections | 190 |
| Water Samples | 31 |
| **Total** | **1,861** |
| **Special Events** | |
| Number of Events | 31 |
| Inspections | 211 |
| **Milk and Frozen Desserts** | |
| Milk Plants | 2 |
| Dairies Permitted | 3 |
| Inspections | 133 |
| Samples | 254 |
| Water Samples | 17 |
| **Sanitation Courses** | |
| Trainees | 15,531 |
| Off Premises Courses | 89 |
| On Premises Courses | 1,036 |
| **Complaints** | |
| Food Service Complaints | 501 |
| Other | 65 |
| **Total** | **566** |
| **Tattoo Parlors** | |
| Tattoo Parlors Permitted and Permits Pending | 18 |
| Inspections | 45 |
| Complaints | 8 |
| | |
| **Number of Establishments Inspected** | **2,624** |
| **Total Food and Lodging Inspections** | **14,345** |

# Family Health Clinical Services

Family Health Clinical Services

- The Bureau of Primary Care saw major advancements this past year. A total of 33,926 clients were seen with 115,656 visits. In collaboration with the University of South Alabama Center for Healthy Communities, a new diabetes tele-monitoring project funded by the Robert Wood Johnson Foundation was introduced. Eligible patients are currently being enrolled. The project is expected to allow the Health Department to aid clients in better managing their diabetes. Primary Care received a $500,000 grant from the state, which will allow even greater access to care for HIV/AIDS clients. In April, the HIV/AIDS clinic also relocated its Baldwin County site to Foley. This relocation has provided better access to clients who were traveling a significant distance to access care.

- The National Health Disparities Collaborative was so successful last year at the Citronelle Clinic that it has been implemented in all Primary Care clinics. Diabetic patients join the collaborative to improve health outcomes related to their diabetes. Outcome data is tracked and submitted on a monthly basis. The Health Department saw the Southern Community Cohort Study come to a close after participating for an unprecedented three years. A total of 1,929 clients were enrolled and will continue to receive cancer early detection information.

- The downtown main clinic location had a total of 34,704 patient medical contacts recorded through providers of the Adult and Pediatric clinics. In addition, approximately 2,779 case management contacts were provided and over 1,000 nutrition visits were provided to patients. Over the past year, the Adult Clinic carried out a countywide outreach focused on breast and cervical cancer prevention as well as diabetes. The Bureau was also busy with other various efforts including 699 encounters using the Wellness Express.

- Primary Care began preparing for two large-scale implementations in 2009. The Health Information Technology Health Disparities Data, which focuses on closing the gap on the health of the underserved population, and Client Level Data for HIV/AIDS patients, which will be used to ensure that all HIV/AIDS clients receive the highest quality of care. The Health Resources and Service Administration is requiring a significant increase in their reporting information.

- A total of 612 HIV/AIDS-infected people received direct primary medical care. The $283,000 increase in funding provided from Alabama's Ryan White Part B Program for HIV/AIDS patients with no insurance coverage allowed the Health Department to drastically enhance its ability to provide medical, dental, diagnostic, and referral

access for these clients. The result was an increase in dental, case management, mental health, and substance abuse contacts.

- In alignment with the national trend, the HIV/AIDS Clinic saw a 10 percent increase in the number of newly infected women; but there was no statistically significant change in the age distribution or ethnic background in new users and established patients during 2007. All HIV-related medications continued to be provided at no cost to patients. Collaborative support continued with the University of South Alabama, AltaPointe Health Systems, and Catholic Social Services.

- The Dental Clinic was staffed with two full-time dentists, two full-time hygienists, and support personnel who provided 7,125 patient dental contacts. The clinic's targeted population included children and adolescents ages 3 years-20 years as well as several special populations. The Dental Clinic implemented a new campaign to promote the Health Department's dental services to a more diverse group. Called "Keep Your Smile Sharp" (KYSS), the campaign was designed to remind clinic patients and parents that physical health is directly related to oral health.

- The Mt. Vernon Clinic, which is located in the Shepard Lake Community Center, is staffed with a part-time midlevel practitioner and support personnel. They provided 673 medical contacts for the year. Back-to-school immunization clinics as well as flu clinics were also held there during the year.

- Approximately 5,116 medical visits were provided by a part-time physician and a midlevel practitioner at the Calcedeaver Clinic, located on the MOWA Choctaw Indian Reservation in north Mobile County.

- The Citronelle Clinic, staffed with a full-time physician, a part-time midlevel practitioner and support personnel, provided 5,432 medical contacts during the year. A massive effort to immunize children in the Citronelle area culminated in a "Back-to-School Immunization Bash." Due to this effort, a significant increase in immunizations given was recorded.

- The Semmes Clinic (La Clínica de Semmes) continued to grow. The target population remained migrants and seasonal farm workers in northwest Mobile County. Currently, a full-time pediatrician, an internal medicine physician, a physician assistant, and a dentist made up the clinic's provider staff. The Semmes Clinic provided 14,504 medical and dental patient visits during the year. That was an increase of 2,315 encounters from the previous year. Support staff included several full-time Spanish translators and a bilingual case manager. They provided an additional 3,250 support contacts.

- As a result of the increasing population in the Semmes area, the Semmes Clinic's outreach also increased. Personnel traveled to the various farms in the area to provide flu vaccines, and a flu clinic was held at the nearby Wal-Mart. The clinic also held the 1st Annual Harvest Festival Health Fair, at which not only health information but also clothing was offered to participants in need. Additionally, the Semmes Clinic began implementation of Flu Clinic Fridays, thus allowing those who missed previous flu clinics to come in on Fridays to get their yearly flu shots.

- The Newburn Clinic changed its facility hours to 9 a.m.- 6 p.m. This allowed greater access to our targeted population of children and adolescents. The clinic welcomed a new full-time pediatrician and continued to have several support personnel. Together, they provided medical care for 3,938 patients during the year.

# Family Health Clinical Services

- The Saturday Clinic, which is open from 8 a.m. to noon, provided healthcare for Family Planning, Adult Primary Care, Pediatric, WIC, Dental, and Dental Hygiene services. The Saturday Clinic's staff provided medical services for 1,133 patients. The Saturday Clinic has proven to be an asset to community members allowing them to avoid emergency room waits for non-emergency ailments.

- The Eight Mile Clinic, staffed with a full-time pediatrician and support personnel, recorded 6,229 pediatric visits and 257 women's health visits.

- The School-Based Clinic, which is located in the Plateau Community at Mobile County Training Middle School, provided primary and preventative healthcare not only for the students but also for the general community residents. A full-time nurse practitioner and part-time dentist provided 2,465 medical and 212 dental visits respectively. Mental health counseling was provided for students during the school year. A full-time Outstation Medicaid Worker joined the staff.

- Laboratory testing was performed at all sites. Tests are sent to commercial reference laboratories and to the Alabama Department of Public Health laboratories. These activities led to a combined total of over 500,000 results being posted to the electronic medical records.

- Clinical laboratories, which are accredited by the Joint Commission and licensed by the Centers for Medicare & Medicaid Services under provisions of the Clinical Laboratory Improvement Amendments, are located at the Keeler Building, Women's Center, and Newburn, and at the Semmes, School-Based, Eight Mile, Citronelle, Calcedeaver, and Mount Vernon clinics. A point-of-care laboratory is located in the Sexually Transmitted Disease Clinic on the Keeler campus.

- Pharmacy hours decreased over the past year from five days a week to three days a week. A part-time pharmacist and two pharmacy technicians currently staff the pharmacy. It is located at the main facility downtown and supplies prescription medications to Health Department patients. As a federally-funded health care agency, the Health Department received all dispensed medicines at a greatly discounted rate. These price discounts were passed on to the patients utilizing the Pharmacy services. Approximately 24,929 prescriptions were filled this year.

- Central Appointments personnel answered approximately 155,000 calls during the year. Use of the "open access" appointment model, which allows for same-day or next-day appointments, continued to result in an 80 percent to 85 percent patient show rate in the clinics.

**Our Vision**

"The Vision of the Mobile County Health Department is a healthy community."

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**Our Mission**

"The Mission of the Mobile County Health Department is to promote, improve, and protect the health of Mobile County."

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**Our Values**

"The Values of the Mobile County Health Department are Improved Performance, Customer Focus, Accessibility, Ethical Practices, and Fiduciary Responsibility."

***Accredited by***
***The Joint Commission***

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