MCHD
mobile county health department
A legacy of excellence since 1816

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## SERVICE EXCELLENCE BRINGS US TOGETHER

On the cover: Performance Improvement Jumps for Joy!
L-R: Latosia Turnbough, Jayne Wilson and Darlene Burrell

## BOARD OF HEALTH

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**The Honorable Merceria Ludgood**
**President, Mobile County Commission**

In our previous Annual Report, we were closing the celebration of our 200 years of excellence. I am proud to announce that excellence continued in 2017.

Our services continue to rank among the best – not only locally but nationally. During our Operational Site Visit by reviewers from the Health Resources and Services Administration, we scored 100 percent compliance. The reviewers reviewed 19 health center program requirements with the staff and our Governing Council (Family Health's governing board composed of individuals, a majority of whom are being served by the center).

We were named an accredited diabetes education program by the American Association of Diabetes Educators. The recognition will allow people in southwest Alabama to have increased access to high quality diabetes education services.

**"People are looking to public health for solutions to problems. We are prepared to meet that challenge."**

This continues a recent stretch of highly successful assessments of the services at MCHD and Family Health. The Ryan White HIV/AIDS Program received a perfect score at its latest audit of the Part B and Part C grants.

The WIC supplemental nutrition program also was given high marks during its Management Evaluation by the U.S. Department of Agriculture. It was an exceptional review and no findings were identified.

Our Service Excellence project has continued with great results. The "Did you know?" videos have showcased many of the incredible services we offer, with more to be filmed.

During 2017, the Strategic Planning team met for several months to review and update the plan that will carry us into the future. The objective is to develop a three-year roadmap that ensures the achievement of goals and objectives essential to a healthy community while remaining adaptive to internal and external forces. The Focus Areas and Strategic Goals discussed during 2017 were Revenue Enhancement and Increase Department Effectiveness.

In May, construction of the Mobile Greenway Initiative's walking trail near Tricentennial Park began. The 10-foot-wide path is now open for use. Discussions for a walking/biking path along Three Mile Creek from Langan Municipal Park to the Mobile River began in the 1980s. Women Making a Difference, a public health advisory board for MCHD, got things rolling in 2013 by applying for and receiving a grant from the Sybil H. Smith Charitable Trust worth $218,650. City officials will later expand the path going east and west from Tricentennial Park.

We have responded to many local issues. Whether it was Zika and West Nile Virus or squid jerky and crawfish, our staff was ready to answer the call.

We learned to expand into areas not normally associated with public health. We addressed violent crimes and opioid abuse. We were at the forefront of getting the Mobile Greenway Initiative started, while fielding a cannon team to promote exercise.

We also found time to move into our brand new health center in Eight Mile, and we cannot forget about the move to the Athena electronic health record system.

Even with all this, we continue to plan for the future. Several key employees have retired this year; taking with them a lot of knowledge.

They brought this agency along. Now it is up to us who are still here to continue to build on that experience.

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

# ADMINISTRATIVE SERVICES

The Administrative Services division is responsible for providing professional and technical services to internal departments, the public, third-party interests and other government agencies. The Director of Administrative Services provides oversight to the Bureau of Administrative Services, Bureau of Finance and Human Resources.

## BUREAU OF ADMINISTRATIVE SERVICES

### Information Technology

The Mobile County Health Department's Information Technology (IT) Department, which includes a staff of 10 full-time employees, is responsible for all information on technology services, including the Voice Over Internet Protocol (VOIP) phone system.

During 2017, the IT department was heavily involved in the transition to a new electronic health record and a refresh of our network infrastructure.

Our new, modern Electronic Health Record allows for greater interoperability with other regional health care facilities and allows our providers to be more efficient and productive. The organization's network infrastructure was completely replaced with state of the art equipment in 2017 which increased network speed, simplified network management, and enhanced security.

The IT Department adopted several cloud based solutions over the past year allowing IT to quickly scale resources and continue to move to more cloud based solutions for the coming year.

### Project Management and Facilities

Physical Plant & Equipment has been consolidated into Project Management and Facilities (PMF), and is led by a building superintendent and a building supervisor. This department now consists of custodial workers, maintenance mechanics, security and public service workers. PMF is also responsible for all projects being done at all of the MCHD facilities.

PMF transitioned to a paperless work order ticketing system this year. This system allows maintenance mechanics to work from iPads which has helped track the scope of work that has been or needs to be done in real time. It also aids in project cost analysis.

PMF purchased a 60-foot Genie lift to aid in the upkeep of the lighting and overall maintenance and renovations of the MCHD buildings.

PMF assisted in the completion of the new Eight Mile medical center, which opened for business in October 2017. The health center is state of the art construction with several features including metal roofing with LED lighting, security swipe card system, NVR security camera system, nurse call system, Women, Infants & Children (WIC) supplemental nutrition drive-through window, front canopy and X-ray system in primary care.

The Citronelle campus, which includes the Citronelle Health Center, Citronelle Dental and the Citronelle WIC office, underwent major renovations. The Citronelle Dental building, was completely renovated and expanded from 1,246 square feet to 1,719 square feet, and reopened for business in June 2017. The Citronelle WIC building underwent a partial renovation and was used to temporarily house dental until the completion of the new dental building. In September site work began on the campus, new black top, striping and parking bumpers were installed. There was also a road added connecting the WIC building to the Dental and Primary Care parking lots. At the Citronelle Health Center, the flat roof was replaced with a new Thermoplastic polyolefin (TPO) system making the building more energy efficient and water proof.

PMF oversaw the replacement of the lower Keeler flat roofs over shipping and receiving and Urgent Care/patient waiting area with a new PTO roofing system. PMF also upgraded all old Trane HVAC controllers with computer access to make temperature adjustments throughout the Keeler building as needed. The department strengthened security by adding a wireless camera system to the Bayou Street parking lot.

Other projects PMF completed included: the exterior renovation on Building 1; the Women's Center/Newburn campus added all new LED exterior lighting for cost efficient savings; replaced the 2nd HVAC unit at the Women's Center and upgraded the HVAC control unit giving PMF access to make temperature adjustments remotely; and updated Vector control's exterior lighting to LED for a more cost efficient savings.

### Performance Improvement

The Performance Improvement (PI) Department promotes quality assurance throughout the agency through facilitation of peer review audits, completion of medical record audits, risk assessments, patient satisfaction surveys, high priority teams and continuous preparation for The Joint Commission survey. In 2017, the PI Department also assisted Family Health with three onsite surveys that are vital to the success of the agency: Ryan White Part B & C and HRSA. Promoting safe, high quality care is the ultimate goal of the PI Department.

### Safety Officer

In 2017, the MCHD Safety Officer oversaw organiza-

tional safety. The position conducts internal fire drills and other life safety code drills, directs the Safety Committee, reviews, revises and creates policies and procedures related to safety and Environment of Care standards of the Joint Commission, performs risk assessments and other duties.

## BUREAU OF FINANCE

The Bureau of Finance has direct supervision over Patient Billing, Purchasing and Contractual Services, Property Management and Finance.

### Patient Billing

In Fiscal Year 2017, the Patient Billing Department processed more than 160,000 claims for approximately 47,000 Federally Qualified Health Center patients billed to Medicaid, Medicare, Blue Cross & Blue Shield, All Kids, Mom Care, Private Pay, Alabama Breast and Cervical Cancer, and other third-party agencies. Payments were posted electronically for Medicaid, Blue Cross, Medicare, USA OB, Champ VA, Cahaba Flu, and Mom Care. Claim types included medical, dental, family planning, EPSDT (Early and Periodic Screening, Diagnostic and Treatment), immunizations, maternity, mental health, optometry, nutrition, case management, substance abuse, and lab. Claims were reviewed for proper coding, insurance coverage, referrals, and collection of co-pays, grant statistics, and other program requirements. Claims were filed electronically to most payers. Insurance verification was performed electronically.

Data for grant reporting and special billings was completed for Uniform Data System (UDS) Reporting, Title X, Ryan White, United Way, Refugee Screenings, Louisiana Public Health Institute (LPHI) and Meaningful Use. Data for clinical audits was also provided by random sampling.

### Purchasing and Contractual Services

During 2017, the purchasing department processed more than 7,900 requisitions for goods and services. The purchasing department processed a competitive bid for the elevator maintenance contract. The Mailroom processed 37,956 pieces of incoming mail and 38,218 pieces of outgoing mail. This department now measures and reports on several key Service for Excellence metrics to ensure continuously improving customer service.

### Property Management

The Property Management Department works with the Purchasing Department to track fixed assets, manage two warehouses, and store and dispose of unused fixtures, furniture and other equipment. During 2017, the department tracked agency fixed assets, maintained two warehouses for document storage and surplus items, and organized the sale and final disposition of property that has reached the end of its useful life. Newly created improvements are functioning well and improved service has been the result.

### Finance

The Finance Department produces biweekly payrolls, records cash collections through accounts receivable, pays vendors through accounts payable, and produces various financial statements and reports as required for managers and governing bodies. It bills the various grants for expense reimbursements, produces the yearly organizational budget and maintains the budget throughout the year. It prepares various federal reports such as the Medicare Cost Report, Federal Financial Reports, Uniform Data Systems (UDS) Report, and Indirect Cost Rate. In addition, it reconciles bank statements, processes employee travel expense reimbursement requests, and provides other internal financial functions as needed.

## HUMAN RESOURCES

During 2017, the Human Resources Division provided services to approximately 470 employees. This total is made up of 212 merit employees and 258 non-merit staff. MCHD hired 56 employees and promoted 25 employees. A total of 67 employees separated from the organization during the year, including nine retirements. A total of 531 W-2's were processed in 2017.

### Medical Staff Coordinator

During 2017, the Medical Staff Coordinator (MSC) and HR assisted in Credentialing and Privileging 34 providers; participated in New Employee Orientation for 56 new employees and scheduled 24 New Medical Employees Clinical Orientations. Ninety-two students were placed with preceptors. Two students participated in the Summer Scrubs program.

The MSC department organized the Quarterly Nurses and Medical Assistants meetings and the Annual Skills and Equipment Assessment for 102 Nurses and Medical Assistants. Clinical Site Checks and Mock Medical Competency Drills were completed quarterly at each location as well as assisting with Emergency Preparedness Staff in beginning of Code Drills in all locations.

Ninety medical employees recertified in Cardiopulmonary resuscitation/Basic Life Saving (CPR/BLS) classes.

The MSC represented the Health Department as a nurse liaison at Remington College, University of Mobile, Fortis College, Virginia College, Bishop State Community College, the University of South Alabama and the Bay Area Healthcare Coalition.

The Medical Staff Coordinator functioned as the employee health nurse and assisted in providing flu shots and TB skin tests for employees.

As the Infection Control Nurse, the MSC visited each location and the medical van monthly to monitor infection control practices. Approximately 15 trainings on infection control practices were provided. A monthly report was provided to staff and administration.

### Staff Development and Training

The Staff Development and Training Department provides ongoing training, scheduling, curriculum development, survey management, and training records maintenance for all departments. These included presenting orientation for 56 new employees and 115 non-employee students and interns. Other training initiatives involved restructuring online poster training for 484 employees, Corporate Compliance Training for all employees, Non-Discrimination Training for employees and HIPAA training for employees and non-employee students and interns.

Approximately 175 employees participated in safety training (160 in defensive driving and 15 in dental radiation safety), 321 employees participated in infection control training (bloodborne pathogens training for 26 custodial workers and 295 clinical staff & new employees). The department also developed 21 surveys for training, scheduling, and informational purposes.

### Insurance and Benefits

In 2017, the Department of Insurance and Benefits made retirement savings a priority by scheduling multiple opportunities for employees to meet with Retirement System of Alabama representatives to discuss retirement savings options. Employees were also provided additional opportunities to meet with Nationwide for optional retirement savings enrollment. The goal has been to help employees plan for retirement, develop a savings plan to meet retirement goals.

Another area of focus in 2017 was to provide additional health care benefits to encourage employees to get routine check-ups as part of their wellness plan.

## PREVENTION AND WELLNESS

The Prevention & Wellness arm of the Mobile County Health Department works to achieve healthy people in healthy places. Traditional public health functions of the agency are housed in this division. During 2017, Prevention & Wellness was restructured to better suit the needs of the community. Onsite Services, Vector Control, Inspection Services, Infectious Diseases & Outbreak, Rabies Prevention & Control, Emergency Preparedness and the Mobile Medical Reserve Corps comprise the Bureau of Environmental Health and Preparedness. The Tuberculosis Surveillance & Control, STD Surveillance & Control, HIV Prevention, VFC Compliance, Fetal & Infant Mortality Review, WIC (Women, Infants & Children supplemental nutrition), Nutrition Services and Social Services represent the Bureau of Communicable Diseases & Support Services. Finally, the Office of Communications, Vital Records and various community prevention initiatives such as Family Support, the Fatherhood Initiative, Students Working against Tobacco, Service Excellence and the Louisiana Public Health Institute's Community Centered Health Home Initiative provide much needed prevention education to the community. Prevention & Wellness has been instrumental in resurrecting the vision of a biking and walking trail along Three Mile Creek to promote physical activity and community engagement.

### COMMUNITY PREVENTION PROGRAMS

### Students Working Against Tobacco (S.W.A.T.)

During the most recent period of funding by the Ernest G. DeBakey Charitable Foundation for the 2016-2017 school year, the S.W.A.T. project has reached 5,615 students through 192 presentations while visiting 29 elementary and middle schools.

Highlights of some project initiatives during the 2016-2017 school year funding period include:

- Trained 66 new S.W.A.T. members from four high schools (Murphy, Bryant, Vigor, Mary G. Montgomery), which included training of peer helping, tobacco and advocacy awareness.
- Seven S.W.A.T. teams participated in Red Ribbon Week activities at four elementary and one middle school.
- Bryant High's S.W.A.T. team setup materials and offered cessation information to their peers at Bryant during the Great American Smoke Out.
- S.W.A.T. members from all four high schools participated in the annual Teen Alcohol and Drug Awareness Workshop (TADDA), held at Bishop State Community College.
- S.W.A.T. members from three schools participated in the TADDA Reunion held at the Gulf Coast Exploreum.
- Students participated in the "7th Annual Teen Town Hall Meeting" hosted by the Drug Education Council. S.W.A.T. set-up an information/display table and participated in the discussion on how tobacco and other drug use are affecting our youth today.
- Students received 2017 Proclamation for "Kick Butts Day" from Mayor Sandy Stimpson.
- S.W.A.T. members from all four high schools participated in the national "Kick Butts Day." Members gathered in midtown at Public Safety Memorial Park where they set up a booth with displays and

information on tobacco and its harmful effects. Students also held up signs with tobacco statistics and pictures for individuals to see; as they participated in S.W.A.T.'s Annual Sidewalk Parade. Local businesses also were presented "This Is a Smoke Free Facility" door stickers.
- S.W.A.T. continued its established partnership with the U.S. Marines in helping conduct the Second Annual Kick Butts Day Challenge. This event focused on the importance of a smoke free (clean air) environment when trying to be physically fit. Local JROTC cadets participated in the challenge.

The S.W.A.T. students are extremely committed to protecting their peers from tobacco related addiction and disease and to a smoke-free community. The Mobile County Health Department was awarded funds from the Alabama Department of Public Health Tobacco Prevention and Control division to protect Alabama youth from second-hand smoke exposure, tobacco use, and initiation. A primary focus is the increasing usage of electronic cigarettes.

### TEEN Center

The Mobile TEEN (Teens Empowered through Education and Nurturing) Center's Family Support program provides assistance based on parenting, health education, counseling referral service, and group meetings for pregnant and parenting teens. This high school model is being implementing in seven area high schools and two middle schools. The Teen Center Social Service Worker provided parent education to 101 students and 71 home visits using the Parents As Teachers (PAT) curriculum.

### Fatherhood Initiative

MCHD Fatherhood Initiative equips parents with the skills necessary to be a positive influence in their children's lives. The facilitators use evidenced-based curriculum to educate participants throughout Mobile County at Metro Jail, Desi Career Center, WINGS of Life, and other community and faith-based organizations. The MCHD Fatherhood program has been nationally and regionally recognized for the efforts in connecting programs within the judicial and law enforcement community. During the 2016-2017 grant year part-time/PRN facilitators presented 451 male and 159 female participants received in programming.

### Community Centered Health Home

Louisiana Public Health Institute's (LPHI) Community Centered Health Home (CCHH) has given Dauphin Island Parkway (36605) services and events that provide quality healthcare and prevention efforts. Each service and event allowed community members to be advocates for his or her care. MCHD utilized the model that aimed to educate youth, encourage positive adolescent health, and promote teen pregnancy prevention. During 2016-2017 the CCHH Manager, was able to learn from the other through opportunities of positive engagement and communication with 200 students and relationships with 25 community partners have been formed. Community events included: 36605 Meet & Greet, Health & Fitness, USA Day, Family Fun Day, Karate Demonstration, Real Talk with Metro Mobile National Pan-Hellenic Council (NPHC), Shop Talk, Man 2 Man, Community Youth Conference and 36605 Community Day.

Anonymous surveys administered and collected at the DIP Family Health Center to adolescents aged 10-19 provided the CCHH team information for areas of focus during events and panel discussions. The questions gave insight into adolescent knowledge of dating, relationships, condom use and plans for the future, to name a few.

### Vital Records

In 2017, MCHD's Vital Records department's total revenue was $566,574. This equals 54,600 certificates provided which included birth, death, marriage and divorce, and Autism cards. On May 1, the Alabama Department of Public Health issued a notice that identification will be required of any applicant requesting a restricted Alabama vital record (birth certificate less than 125 years from date of birth, death certificate less than 25 years from date of death). The notice also included funeral homes, attorneys and government agent. An acceptable list of identification is included on all application.

## COMMUNICABLE DISEASES & SUPPORT SERVICES

### Social Services

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. Care Coordinators agency-wide assisted 2,888 patients to apply for Medicaid. Maternity Care Coordination Program staff members at the Women's Center provided support and follow-up care to 1,030 maternity patients. To help patients focus on good health care during pregnancy, the Maternity Care Coordination Program assisted patients in keeping appointments, arranging transportation, and addressing other psychosocial issues. The Plan First program assessed 835 patients for risk factors for unintended pregnancy. Care coordination services were provided to 704 patients determined to be high risk. Assistance was given to 4,168 unduplicated patients for compliance with their chosen birth control method, with reminders of appointments, transportation assistance and other psychosocial issues.

As part of Employee Appreciation Week, photographs were taken of staff members in each department at all of the facilities spread throughout the county. Shown here is the medical team for Women's Health at the Keeler Memorial Building including Angela Alexander, Myra Reid, Lolisa July, Barbara Swartz and Tracy Tate.

Patient First Children's Care Coordination Program provided case management services for children up to their 21st birthday. Case management in this program was primarily provided in the patients' homes. Services were provided to 3,159 patients. Patients were referred for missed appointments, immunizations, EPSDT visits, and the need for referrals and assistance because of difficulty coordinating for themselves. The Patient First Adult Care Coordination Program provided case management services to adults who were enrolled in the Patient First Program. Under this program, services were provided to 4,097 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 Medicaid's Patient First program who presented for family planning services, case management was provided for family planning services.

The WISEWOMAN (Well-Integrated Screening and Evaluation for Women Across the Nation) Program is an extension of the Alabama Breast and Cervical Cancer Early Detection Program (ABCCEDP). The program focuses on identifying and reducing cardiovascular disease risk factors including high blood pressure, obesity, diabetes, elevated cholesterol, physical inactivity and tobacco use. 419 women were screened. Each patient received one to two medical visits with a medical provider and three health coaching sessions with a nutritionist and a social worker. They are given a membership to YMCA and monthly support group meetings to continue the focus on a healthier lifestyle. A total of 105 women completed all three health coaching sessions. A total of 53 clients completed two health coaching sessions and 107 clients completed one health coaching session. For the group, 62 percent reported increased exercise, 45 percent had lowered blood pressure, 42 percent had weight loss and 72 percent reported eating healthier.

## WIC Services

During the year, a monthly average of 12,362 participants received Women, Infants and Children (WIC) food instruments. The monthly average represented a decrease of 406 participants in caseload over the previous year. The WIC Program estimated that $11,141,663.81 WIC food dollars were spent in Mobile County. The participation caseload consisted of three categories: women, (pregnant, breastfeeding, or postpartum), infants (birth to 1 year), and children (1 to 5 years).

## Nutrition Services

Through the Adult, Pediatrics and HIV clinics, a total of 1,318 patients received dietary counseling from our registered dietitians. These counseling sessions included medical nutrition therapy topics such as diabetes, hypertension, cholesterol, weight management, and other related topics provided. Weight loss and diabetes classes were also offered to Family Health patients. Nutrition Services is currently offered at Keeler, Citronelle, North Mobile, Semmes, Eight Mile, DIP, and Southwest. The Nutrition Services Department has been named an accredited diabetes education program by the American Association of Diabetes Educators. The accreditation will allow people with diabetes in Mobile County to have increased access to quality diabetes education services.

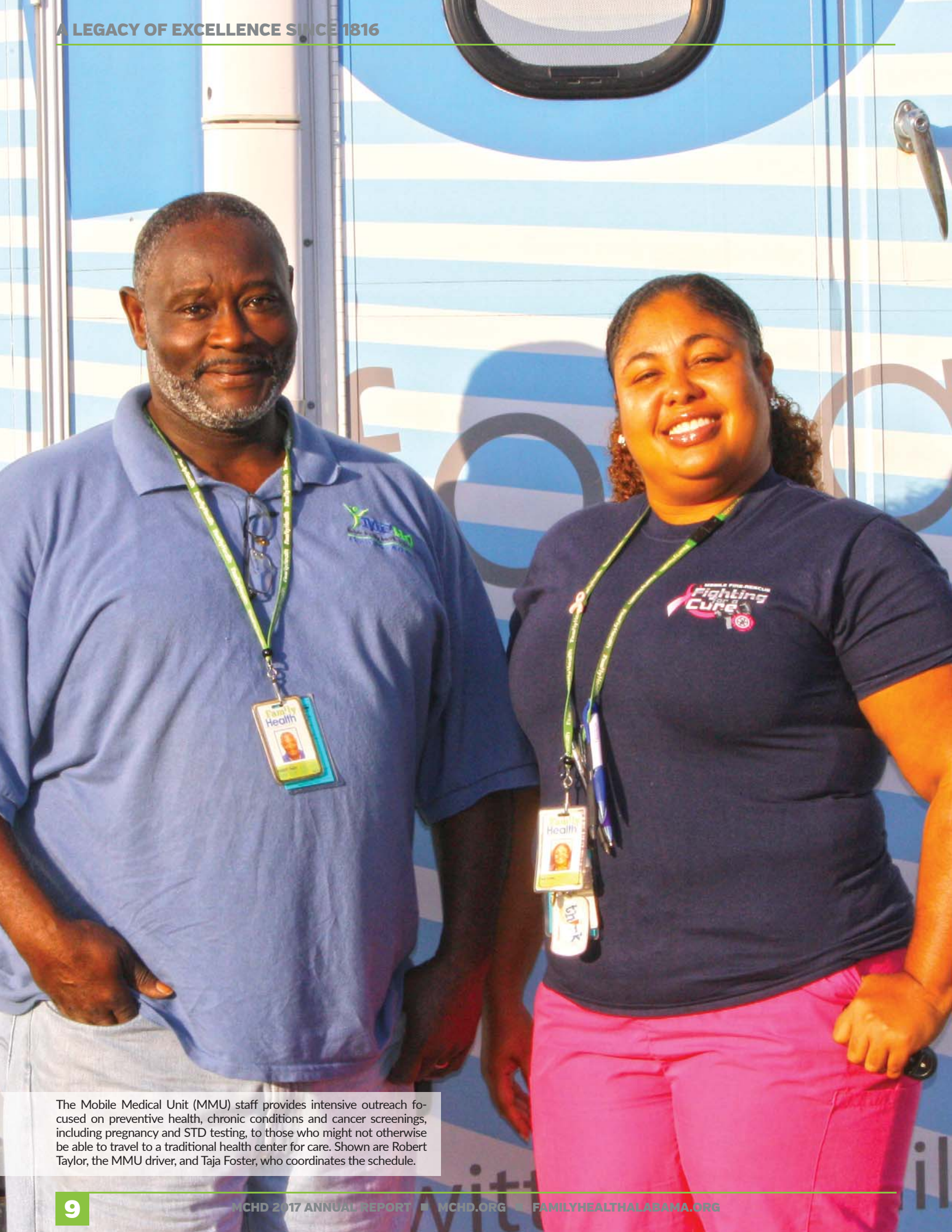
The WIC Breastfeeding Peer Counseling Program continues to improve breastfeeding rates in the county. A team of four peer counselors and a certified lactation consultant aids participants in breastfeeding care and support. A total of 42 percent of the WIC participants breastfeed their infants during the first year. This first year total represented a 15 percent increase since the program started in 2005.

The Office of Nutrition Services coordinated the statewide Scale Back 2017 weight loss competition. The Health Department had 112 employees participate. These employees achieved a combined weight loss of 284 pounds. The average percentage of weight loss from the first weigh-in to final weigh-out was 3.6 percent. In addition, Nutrition Services coordinated and conducted a food drive during the holiday season. Furthermore, Nutrition Services hosted the National Walk At Lunch Day and more than 180 employees participated in the event.

## Fetal and Infant Mortality Review (FIMR) Program

The Fetal and Infant Mortality Review (FIMR) Program was established to identify critical community strengths and weakness as well as unique health and social issues associated with poor outcomes of pregnancy. The program is a community-based statewide initiative designed to enhance the health and well-being of women, infants, and families through the review of unidentified individual cases of fetal (stillbirth) and infant deaths and voluntary maternal interviews. The Mobile County FIMR Program, The Alabama Baby Coalition (ABC), began in 1998. The Case Review Team (CRT) is a multidisciplinary team consisting of a broad range of professional organizations and public and private agencies that provide services and resources for women, infants and families. The team reviews case summaries, identifies issues and makes recommendations for community change. The Community Action Team (CAT) consists of a diverse group of community leaders who are in a position to direct change at the community level. The team reviews the CRT recommendations, prioritizes identified issues, then designs and implements interventions to improve service systems and resources.

The Mobile County FIMR program welcomed new FIMR Coordinator Denise Peele in June 2017. From June until December the FIMR program has developed a quarterly newsletter for the CRT and CAT, revised




The Mobile Medical Unit (MMU) staff provides intensive outreach focused on preventive health, chronic conditions and cancer screenings, including pregnancy and STD testing, to those who might not otherwise be able to travel to a traditional health center for care. Shown are Robert Taylor, the MMU driver, and Taja Foster, who coordinates the schedule.

the ABC Pamphlet and received electronic access to multiple hospitals and clinics. The FIMR program was a vendor at Babypalooza with over 1,000 registered participants with a focus on Safe Sleep and SIDS. The team got the Alabama Baby Coalition website up and running and co-hosted the Annual Baby Rest Memorial service with Serenity Funeral Home and area hospitals. The team hosted a kick off to the 2018 Safe to Sleep Initiative with a lunch and learn presentation and delivered Safe Sleep Outreach bags to Pediatric and OB/GYN offices. The FIMR program has worked diligently to increase the Maternal Interview rate for FIMR cases for Mobile County from 5 to 55 percent. The team has written and received two grants including a Community Award Grant from the March of Dimes and a Safe Sleep Outreach Project Mini-Grant from the Eunice Kennedy Shriver National Institute of Child Health and Human Development.

The CRT received 68 cases for record abstraction from June until December, met 3 times, reviewed 20 cases and presented their recommendations to the CAT. The CAT developed seven strategic initiatives from those recommendations including, SIDS/SUID Safe Sleep, Pre and Inter-conception Care, Grant for Cribs, CPR for expectant Mothers/Care Givers, Follow-up in the Bereavement Period, UDS for Placental Abruption, and Insurance and Availability & Awareness.

### Sexually Transmitted Disease (STD) Surveillance & Control

The STD Surveillance and Control Department maintained its dedication to promoting, improving, and protecting the wellness of residents in Mobile County. Disease Intervention Specialists (DIS) worked tirelessly to identify, locate, and notify patients of their need for testing and/or treatment. Clinical services continued to be provided through our partnership with Family Health's Urgent Care Clinic Monday to Friday from 7:30 a.m. to 9:30 p.m. DIS also continued the collaboration with Family Health's Ryan White Program to link newly diagnosed HIV patients to care.

DIS encountered 492 opportunities to promote STD awareness in the community. Citizens were engaged via various health fairs and presentations. For STD Awareness Month in April, a "Syphilis Strikes Back" campaign drew attention to the prevalence of Syphilis for medical professionals, pregnant females, and homosexual men. Ongoing efforts were made to address individuals aged 15-24 (a high risk population) through presentations at University of South Alabama, Department of Human Resources, churches, and after school programs. Efforts to promote were further expanded through collaborations with the HIV Prevention & Care Group (HPCG) and AIDS Alabama South.

DIS had 2,203 disease intervention related activities with patients and providers in the community this year. Activities included interviewing cases, notifying patients/contacts of treatment needs, provider visits to discuss patient concerns, and facilitating access to care for these patients. In regards to investigations, DIS had a total of 207 assigned cases for Syphilis and HIV this year. Within those cases 22 additional cases of Syphilis were identified and treated. Also, 85.5 percent of located partners to Syphilis cases were examined within 14 days. In relation to HIV, DIS had 96.8 percent of their located HIV contacts notified within 14 days.

DIS had 465 opportunities to test and counsel concerning results, and provide condoms to individuals in the community. Testing sites included Haven of Hope, University of South Alabama, and Walgreens. MCHD's Office of Communications created an online media campaign for Condom Awareness Week in February. Some of the themes for this campaign were "Let's Wait a While", "Protect Your Love on Valentine's Day", and "Use Condom Sense."

During the 2017 year, the STD Surveillance and Control Department also celebrated and received acknowledgement for its hard work and dedication to serving the community. April, DIS celebrated the retirement of one of its team members. August, we welcomed a new DIS to our team. October we celebrated National DIS Recognition Day. Lastly, the STD Surveillance and Control Department was awarded the MCHD Team GEM Trophy for the 4th quarter. In summary, the 2017 year and all its efforts is best described as a year filled with "service with a smile."

STD numbers for 2017
- Chlamydia 2,983
- Gonorrhea 1,363
- Trichomonas 1,112
- Syphilis 110
- HIV 63

### Tuberculosis (TB) Surveillance & Control

The TB Department had several active cases for the year 2017. TB case rates have declined for the entire state of Alabama; however, cases have become more complicated and difficult to treat.

TB staff has assisted with several TB outbreaks in other areas of the state.

Mobile County hosted a Train the Trainer for skin testing March 2017, TB Update two-day intensive training at the Strada Center in October, and TB management Council meeting as well as state TB managers for two days in December.

TB department is currently treating five active TB cases from 2017 and 12 Latent TB Infection patients.

As part of Employee Appreciation Week, photographs were taken of staff members in each department at all of the facilities spread throughout the county. Shown here is the Bureau of Administrative Services at Building 2 inside the Keeler Compound including Frank Mitchell, Mike Seback, Adrian Perdue, Theresa Cummings and Cassandra George.

TB staff field visits have increased because of change in protocol. Patients are now required to be seen five times per week for eight weeks, then three times per week for approximately 16 weeks instead of the 10 daily doses and two times per week for 22 weeks. Thus, TB staff has made more than 450 visits for the year of 2017.

### Human Immunodeficiency Virus (HIV) Prevention Program

This was the fourth year that the National HIV Testing Day Event took place at the Walgreens at The Loop on June 27 and 28. The HIV Prevention and Care Group (HPCG) partnered with Walgreen's and Greater Than AIDS to test 49 individuals over the two day event. Not only did this surpass last year's total of 45 tested over a three-day period, but they also exceeded the nationwide average of 11.4 tests per day by more than double.

The Southwest Alabama HIV Update was held on September 22 at Goodwill Easter Seals. The training was coordinated and sponsored by The Mobile County Health Department and the Alabama AETC Medical Advocacy and Outreach. Topics included HIV and Social Media, Sensitivity to LGBTQ Individuals and Communities, and STI Update and Emerging Concerns in Alabama. Five contact hours were provided for Social Workers, Nursing Professionals, and LPCS. There were 38 attendees.

The PrEP Dinner Program was held on October 12 at Ruth's Chris. Leandro Mena, MD, MPH, Associate Professor of Medicine, Infectious Diseases, at the University of Mississippi Medical Center was the speaker. Dr. Mena is also one of the Doctors featured on the popular You Tube series "#AsktheHIVDoc" from Greater Than AIDS. There were 25 in attendance.

World AIDS Day on December 1 was celebrated again this year with an event at Cathedral Square in Downtown Mobile in recognition of those who have passed, been infected or affected by Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS). The HIV Prevention and Care Group and Mobile AIDS Coalition hosted the event called "A Time of Remembrance and Honor". The theme this year was "Increasing Impact Through Transparency, Accountability and Partnerships." Proclamations observing the day were offered by Dr. Bernard H. Eichold II, Health Officer of Mobile County, and Sandy Stimpson, Mayor of Mobile.

Through in-services, testing, outreaches, HPCG Meetings, and trainings:

- 2,470 people were reached
- 4,399 handouts on HIV, STDs, and Viral Hepatitis C were distributed
- 3,448 condoms were provided
- 230 HIV Oral Rapid tests performed

## BUREAU OF ENVIRONMENTAL DISEASE & OUTBREAKS

### Inspection Services

The Inspection Services Department enforces the regulations under the direction of the Alabama Department of Public Health's authority to adopt and promulgate rules under and by the authority of Section 22-2-2(6) and 22-20-5, Code of Alabama, 1975. During the reporting period, Inspection Services was awarded two Associations for Food and Drugs Officials (AFDO) grants for the adoption of the Food and Drug Administration's (FDA) Voluntary National Retail Food Regulatory Standards Program. The Standards serve as a guide to regulatory retail food program managers in the design and management of a retail food regulatory program and provide a means of recognition for those programs that meet the standards.

State laws require any facility selling food to the public is required to have a permit from the county health department. The Rules for Food Establishment Sanitation require food facilities to be inspected on a routine basis, depending on the type of food being prepared and the amount of food preparation steps involved in the process. The inspectors inspect the following facilities and are required to respond to complaints and disasters after hours, if called upon. Responses include but are not limited to power outages for more than two hours, sewage backup, and no running water:

Limited Food Service; restaurants; delis; limited retail; bars and lounges; commissaries; mobile units – including ice cream trucks and hot dog carts; processing plants; bakeries; specialty shops; Meals On Wheels; caterers; charitable kitchens; seafood shops; grocery stores and meat markets; temporary food sites – special events; schools – private, public and summer lunch preparation sites; day care center - kitchen and sanitation; Head Starts; jails; institutions; detention facilities; hotels and motels; pools; spas; camps; body art facilities – including tattooing, body piercing, and branding; public building for mold and mildew; and various other sites that pose public health hazards.

Data collected for Inspection Services is based on data collected for the 2016-2017 permit season.

### Vector Services

The division of Vector Services performed both Mosquito and Rodent surveillance and control services for the citizens of Mobile County.

Here are the highlights for 2017:

As part of Employee Appreciation Week, photographs were taken of staff members at all of the facilities spread throughout the county. The Women, Infants & Children (WIC) supplemental nutrition program staff who work at the Newburn Health Center includes Kimbe Hawthorne, Sue Cox, Margaret McCulloch, Janice Buchanant and Jean Pitts.

- Second year of aerial spraying with the new MCHD aircraft. During the three Spray Missions, 11,520 acres were treated.
- With the Zika Virus, there were still only two Travel-Related cases. The response was increased control measures in the immediate area, and door-to-door surveys within a 200-meter area of the address.
- To raise awareness of Zika Virus, West Nile Virus, and Eastern Equine Encephalitis Vector Services did several news releases to local media outlets.
- With the West Nile Virus, there were no Human Cases and 5 Sentinel Chickens tested positive.
- With Eastern Equine Encephalitis, 4 Sentinel Chickens tested positive
- Vector is in the second year of using the Adulticide-Deltagard (a second generation Pyrethroid). This change was made to combat any possible resistance to our present adulticides.
- Vector also is in the second year of using Contrac and Final (with different active ingredients) — to combat any possible resistance to our present rodenticides.
- Vector welcomed one new employee, clerk Patricia Suggs.

**Emergency Preparedness**

The Emergency Preparedness (EP) department involves the planning and training for disasters or emergencies that pose a threat to the public health of Mobile County. The department continues to work with area hospitals, first responders, government officials, and emergency management personnel in planning response efforts.

During the reporting period the EP department attended the following meetings:

- Local Emergency Planning Committee (LEPC)
- Prevention and Wellness staff meeting
- Safety Committee
- Management Council
- Mobile County Healthcare Emergency Response Coalition (MCHERC)
- Center for Emergency Preparedness (CEP) conference calls and Code Drill
- SW Alabama Public Health Area Planning and Preparedness Meeting
- Building Community Resilience
- SAWDC planning meetings
- Mass Care Conference calls quarterly
- District IX HCC in Biloxi
- CDC conference calls
- Bureau of Environmental Health & Preparedness retreat
- FEMA claim meeting for Hurricane Nate
- MCHERC Steering Committee quarterly meeting

EP provided the following trainings:

- Medical Needs Shelter training to all MCHD new employees
- EP/First Aid merit badge to the Boy Scouts

EP attended the following trainings:

- CISM and Suicide Prevention
- G235 Planning
- MGT 341 training
- Alabama Hospice and Palliative Care Roadshow
- ADPH Volunteer Symposium
- National Hurricane Conference - New Orleans, LA
- IMATS training for inventory at the Regional Distribution site
- SNS Summit - Point Clear, AL
- HCC Training and Exercise Workshop – Montgomery, AL

EP participated in the following events and exercises:

- Project Homeless Connect
- Walk through of the Regional Distribution site for the SNS supplies
- MNS walk through for placement of patients, supplies
- State Hurricane Exercise
- Creek Fest
- USAMC Ebola Tabletop Exercise
- SAWDC
- Quarterly AIMS exercise and redundant communications drill for the MCHERC
- Mobile Regional Airport Communicable Disease Tabletop
- Port Authority Communicable Disease Tabletop
- USCG Tabletop
- Code Storm Drills – MCHD outlying locations
- Quarterly SNS drills
- Mobile Regional Airport annual tabletop exercise

EP was activated for the following real events:

Biloxi, Mississippi, charter bus accident and Hurricane Nate. EP coordinated with Mobile County Emergency Management Agency for Hurricane Nate and opened the Medical Needs Shelter. Six patients were admitted. Key staff from MCHD also worked the Emergency Operations Center. A hotwash was performed after Hurricane Nate and an after action report was created for 2018.

Miscellaneous items that EP did in 2017 include: making sure trailers are ready to go if needed, hosting multiple nursing students, performing the ADPH out stationed property inventory at local hospitals, EMA and Fire and Rescue, recruitment for Closed PODS in the county, providing AIMS training and education to nursing homes and others as added to the system, attending the ARRTC trainings, required reports including the ESF 8 report, monitoring the Psychiatric patients that are

As part of Employee Appreciation Week, photographs were taken of staff members in each department at all of the facilities spread throughout the county. Shown here are Dr. Rodney Taylor, our optometrist, and his assistant Aina Robinson. Dr. Taylor provided free vision screenings with his RK700 Auto Refractor at several outlying locations.

admitted to local emergency departments and quarterly Risk Assessments for MCHD.

**Mobile Medical Reserve Corps**

This year has been a very rewarding and productive year for the Mobile Medical Reserve Corps (MMRC). MMRC was awarded an increased budget of $49,500 for the 2016-2017 grant year which helped to increase the number of community outreach events participated in during the reporting period. The MMRC also became the first and only MRC unit/coordinator in the Southeast Division to become part of The American National Red Cross and Medical Reserve Corps Partnership Implementation Plan.

The MMRC is an active member of many organizations including the Local Emergency Planning Committee (LEPC), Health Care Coalition (HCC), and Volunteer Organizations Active in Disaster. MMRC attends monthly meetings for the LEPC and HCC, and continues to serve on the HCC steering committee. The MMRC works closely with the Emergency Preparedness (EP) team as well as the Mobile County Emergency Management Agency (EMA). The Coordinator serves on the Advisory Board for the Nursing Program at Virginia College.

MMRC has participated in the following trainings and various outreach activities:

- Critical Incident Stress Management
- Crisis Intervention
- Quarterly Risk Assessments and Code Drills
- CPR Rectification
- Defensive Driving
- Medical Needs Shelter and POD Training for Volunteers
- Quarterly Nurse Skills
- IMATS
- Mass Violence Preparation and Until Help Arrives
- Alabama Medical Countermeasures Conference
- At Risk Registry
- ADPH weekly call down drills
- Focused Standard Assessments for Joint Commission
- ADPH hospital inventory
- SARSAR exercises
- Hurricane preparedness meeting with Mayor Stimpson, City of Mobile Mayor
- Bureau of Environmental Health Retreat
- Alabama Environmental Health Association Annual Conference
- Project Homeless Connect
- Creek Fest
- SAWDC
- Mobile Housing Board
- Motherhood program – MCHD

The MMRC participated in the following exercises:

- Autumn Charge exercise (2)
- CDC Quarantine exercise
- State Hurricane exercise
- Guardians of the Bay exercise
- Isotope TTX
- SNS TTX
- HCC Roadshow
- Brookley Airport TTX
- Mobile Regional Airport TTX
- USCG CPOD TTX
- Communicable Disease Workshop – Port
- Communicable Disease Workshop – Mobile Regional Airport.

In addition to outreach events, exercises and various training courses, the MMRC also responded to real life events. MMRC responded to Hurricane Nate by placing volunteers on standby, having a physician ready to round at the shelter if needed, and the coordinator working in the EOC at the EMA to help assist the EP nurse and MCHD with the Medical Needs Shelter as well as manage all volunteer requests.

The MMRC Coordinator assisted the Baldwin County MMRC Coordinator during Hurricane Irma at the Mass Care Shelter. MMRC also donated disaster relief supplies to the families and workers in Puerto Rico following the hurricane.

## OFFICE OF COMMUNICATIONS

The mission of the Communications Department is two-fold. The first goal is to promote all MCHD and Family Health departments throughout the community. The second, but equally important, objective is to keep its staff members informed about activities.

In order to accomplish both tasks during 2017, here is a breakdown of monthly activities:

**January** — The final event for the bicentennial celebration took place January 31 with the burial of a time capsule on the grounds at the historic Keeler Building. C.W. Johnson, director of the Billing Department, retired after 24 years with MCHD. The MCHD Cannon Team had its initial outing of the year during the First Light Marathon. The employee appreciation program called Going The Extra Mile — or GEM — recognized 15 staff members for the last quarter of 2016 to mark a new high for a single three-month period.

**February** — Ray Pelt retired as the head of Inspection Services. James Currie submitted employee photos from "Wear Red Day" that were printed in the Bureau of Primary Health Care Digest. Staff with Inspection Services reviewed the temporary food booths for Carnival season. Brad Philips of Inspection services was busy, first speaking to the Alabama Restaurant & Hospitality Association about Food Code and then serving as a

The Emergency Preparedness department involves the planning for disasters or emergencies that pose a threat to community public health. On the team are Erin Coker, Brittany Stambuk and Latosia Turnbough. In 2017, they set up a Medical Needs Shelter when Hurricane Nate threatened the area.

judge at FCCLA cook-off. Family Health staff members participated in breast cancer screenings with Project Faith at USA Children's & Women's Hospital.

**March** — The Onsite Sewage division participated in a series of free workshops to help the public learn how to prolong the life of their septic system. Dr. Stephanie Woods-Crawford represented MCHD at the Centers for Disease Control and Prevention's Aedes Vector Control Summit in Atlanta, Georgia. Claris Feibelman created a series of trivia questions that appeared during National Nutrition Month on the MCHD Facebook page. The S.W.A.T. team observed National Kick Butts Day at Public Safety Memorial Park. MCHD participated at the fifth annual Regional Care Collaborative in Pensacola Beach, Florida. MCHD put up a Facebook post about the harmful social media "Eraser Challenge" trend, on which WALA reported. The Sentinel Chicken program officially began with the delivery of 100 chicks. The MCHD Cannon Team started the 40th Annual Azalea Trail Run. MCHD hosted the second annual Southwest Alabama Public Health Planning & Preparedness Meeting. MCHD received a complaint from a concerned citizen about raw squid being strung up out back of a local restaurant. The complaint was investigated immediately and it was determined that the squid did not belong to the restaurant, but was in fact placed there by an employee of a neighboring non-food service business and was for personal consumption only. A video of the event went viral and was accusing the restaurant. Brad Philips quickly produced a short video explaining the situation, which we were able to put up on Facebook and YouTube.

**April** — National Public Health Week was celebrated at numerous locations. A news conference took place announcing "Just One Fix" billboards that focused on opiate abuse. MCHD Cannon Team took part in the 8K By The Bay race with Sheriff Sam Cochran being the honorary starter. The recent project completed by our NASA Develop Team was promoted on Facebook. Dr. Stephanie Woods-Crawford, Lynn Mason and J. Mark Bryant attended National Hurricane Conference in New Orleans. Joe Hulbert, Jr., a Disease Intervention Specialist, retired. MCHD staff was recognized during National Medical Laboratory Professionals Week and Administrative Professional Day. Minette Elder and Sommerlyn Johnson set up a display at the 26th annual University of South Alabama Obstetrics and Gynecology Conference in Daphne. Dr. Stephanie Woods-Crawford and Brad Philips attended the Mobile City Council meeting to discuss foodborne illnesses. Many employees took part in the Walk At Lunch through the county. Several staff members attended disaster exercise at Providence Hospital concerning Strategic National Stockpile distribution. The Employee Spring Training event took place at the Bright Spot.

**May** — Creek Week included a community clean-up day, ground-breaking event of Mobile Greenway Initiative, Kelly Warren speaking to Mobile City Council, hosting a "brown bag lunch" at Tricentennial Park, Kelly Warren and James Currie appearing on Studio 10 and finally hosting Creek Fest. J. Mark Bryant represented MCHD at Alabama 200 bicentennial launch event. A story focused on Vector Control's Rodent Inspectors was released. The WISEWOMAN (Well-Integrated Screening and Evaluation for Women Across the Nation) Program brought in 50 individuals to watch representatives from Feeding the Gulf Coast — formerly known as Bay Area Food Bank — discuss how to prepare healthy meals. J. Mark Bryant worked with Dr. Eichold to craft message to community on House Bill 528 that dealt with preparation of food at intermittent food service establishments. MCHD hosted a news conference to discuss 85-year-old Leon Pringle Jr.'s quest to get final merit badge to reach Eagle Scout requirements.

**June** — Mosquito spraying began, and several TV stations did reports. The Cannon Team started the Dragon Boat Race at the USS Alabama. The Fatherhood Initiative teams with the Mobile Police Department for Movie in the Park summer series. MCHD and Family Health begin a campaign to encourage families to get back-to-school vaccinations during the summer. Dr. Eichold and Susan Stiegler attended opening of Caldwell Field, a former environmentally damaged area that was converted into a park. Work begins on Mobile Greenway Initiative walking path near Tricentennial Park. A story about Pebbles King appearing in a peer-reviewed journal is published. A film crew from the Mobile County Public School System interviews James Dixon about the back-to-school vaccination program. MCHD staff provided free testing during National HIV Testing Day at Walgreens.

**July** — The presence of Vibrio in Gulf waters caused a media sensation. Barbara Gibbs was interviewed by WKRG, WALA, WPMI and Sean Sullivan. Also reaching out for information were CNN, WebMD, CBS and the Uncle Henry Show. Numerous city officials were present at the grand-opening of Citronelle Dental Center. The Sentinel Chicken program got underway, and WALA traveled with the team to record the testing. Helen Dials, who joined MCHD as a nurse in 1990, was recognized on retirement by the Management Council. James Currie wrote and produced an anti-tobacco video for the S.W.A.T. program. The new Electronic Health Record system called Athena goes online. Dr. Eichold spoke on obesity with AL.com. WALA broadcasted live from Keeler to promote school vaccines.

**August** — WPMI came to Keeler to discuss school vaccinations. The anti-tobacco video produced by James Currie is uploaded to YouTube. A new look for Religious Exemption form for vaccines is introduced. Staff members dress in gold for World Breastfeeding Week. Eastern Equine Encephalitis is detected in sentinel chickens. A new historical marker for Vivian Malone Jones (the first African American to graduate from the Universi-

ty of Alabama) is placed near the Keeler parking lot at the site of her childhood home. Dr. Eichold sends out a statement stating that violent crime is public health issue, which draws interviews from WPMI and AL.com. Dr. Angelia Lewis receives a proclamation from Mobile City Council for National Health Center Week, while J. Mark Bryant accepted a proclamation from the Mobile County Commission. Special events were set up at each health center to celebrate NHCW. The sixth case of Vibrio involving Mobile County resident is reported. Family Health received $115,788 in federal funding as an investment in quality improvement. Dr. Eichold provided an update on the study on birthday cakes and spreading of germs.

**September** — J. Mark Bryant attended Joint Information Center training at Government Plaza in preparation for any local emergency. Susan Stiegler and James Currie presented the ArtGO! project at the Leadership Mobile meeting. Quinn Currie examined the amateur radio system run by MCHD that would be used during an emergency. The start of flu shots being offered to general public and staff members is announced. Dr. Eichold speaks to the Drug Education Council at Gulf Coast Exploreum. Family Health received $175,700 in additional funding. MCHD staff was recognized during National I.T. Appreciation Day. MCHD Employee Association members and their families took a ride on the Gulf Coast Ducks' Duck Boat tour through downtown Mobile and along the Mobile River. MCHD takes part in Southwest Alabama HIV Update. A retirement party was held for Margaret Whatley. Vector Control announced exposure of two family dogs to rabid bat. MCHD/FH staff was recognized during International Translation Day. James Currie invited to paint a crosswalk at 1065 Music Festival with help from Daniel Stombaugh.

**October** — Eight Mile Health Center accepted its first patients. Seventh Mobile County resident with Vibrio announced. Reported EEE detected in sentinel chicken. Breast cancer screenings on Mobile Medical Unit and at locations promoted during the month. SIDS Awareness Month and National Health IT Week promoted. Press-Register interviewed Dr. Eichold about violent crimes and public health. Disease Intervention Specialists recognized. WPMI spoke to J. Mark Bryant about Sanitary Sewer Overflows. James Currie recognized by Mobile City Council for Creative Crossings entry. MCHD/FH staff worked Medical Needs Shelter during Hurricane Nate. Several MCHD departments received a share of Children's Trust Fund check. Staff informed about having to wear mask if they decline flu shot. Staff members participated in Think Pink Thursday event and Breast Cancer Awareness walk. Employee Appreciation Week kicked off with Halloween costume event.

**November** — Grand opening of Eight Mile Health Center took place, with coverage by WKRG, WPMI and WALA. To recognize Employee Appreciation Week, photos were taken at all departments located throughout the county. The start of Open Enrollment for health insurance was marked with an interview by WKRG. Announced sentinel chickens tested positive for West Nile Virus. MCHD/FH employees were recognized on Veterans Day. James Currie was honored by National Academy of Medicine for his "36605" billboard. WPMI and Lagniappe did stories about reduction of mental health care.

**December** — World AIDS Day event took place in Cathedral Square, with coverage by WPMI. MCHD received federal diabetes education accreditation. Dr. Eichold spoke at a Junior League event. Employee Winter Training took place at Mobile Marriott. NASA's Develop students presented their latest project. Lagniappe interviewed Dr. Woods-Crawford on mercaptan spill status. Video on new walking trail along Three Mile Creek produced for MCHD YouTube channel. Announced record-breaking effort in Toys for Tots campaign with $2,220 raised during casual dress days. Announced that 450 pounds of food was presented to Feeding The Gulf Coast as a result of food donations during Employee Winter Training event. J. Mark Bryant worked with WALA on ALLKids funding crisis, and with Press-Register and WKRG on flu activity stories. Special Enrollment Period for health insurance was promoted. Diane Glass' efforts during National HIV Testing day reported. The Mobile Medical Unit was scheduled for 213 events (outreaches, Public Housing visits, VT Aerospace appointments) during the year. At end of 2017, MCHD had 2,951 followers on Facebook and 1,033 on Twitter.

## FAMILY HEALTH PRIMARY CARE SERVICES

Family Health, the primary care division of Mobile County Health Department (MCHD), experienced an exceptional year of performance and growth. Accomplishments and events that marked this year included the opening of Eight Mile's brand-new health center in November. The 11,900-square-foot facility features state-of-the-art exam rooms, and it offers expanded services to include X-ray, behavioral health, and WIC drive-through pick-up to meet the needs of this growing community.

Family Health successfully scored 100 percent on the Ryan White Part B & C and HRSA site visits. Each visit assessed compliance with health center program requirements to ensure the provision of comprehensive, high-quality health care. Additionally, Family Health transitioned to a new electronic health record. AthenaHealth guarantees quality performance success. It closes the loop on health care through tracking orders and alerting providers when patients do not follow through on referrals, test, or prescriptions. The EMR aids in Family Health's commitment to providing a diverse and patient-centered continuum of care.

Family Health serves the uninsured, underinsured, insured, medically underserved, to include migrant and

seasonal workers, refugees, at-risk students, public housing residents, maternity patients, and individuals living with HIV/AIDS. Our nearly 210 dedicated Family Health team members are committed to providing high quality services at all sites and a Mobile Medical Unit across Mobile County and Baldwin County. Services that are provided include primary care, urgent care, behavioral health, HIV early intervention services, WIC, nutritional, pharmacy, X-ray, and minor surgical procedures.

Since 1979, Family Health has provided primary care where the needs are most significant in Mobile County. Family Health recorded 161,567 encounters for 45,992 unduplicated patients in 2017.

Other notable activities were as follows:

### Downtown Health Center

Family Health's downtown health center is the flagship site that offers a wide variety of comprehensive and integrated-care for clients during their encounters. Services include adult, pediatric, dental, optometry, women's health, Ryan White Early Intervention Services (EIS), and nutrition services. Additional services include the following: X-ray, bone density test, telemedicine, behavioral health, case management and the Wise Woman program.

### Ryan White Services

Staff working with the Ryan White EIS (Early Intervention Services) provided care to more than 784 individuals living with HIV/AIDS through RW Part B and Part C fund. The University of South Alabama Infectious Disease providers provide specialty care for consumers, and Alta Pointe and Catholic Social Services continue to provide additional case management services. The program met its goal of 80 percent in helping consumers remain in care in 2017.

### Dental Services

The Dental Health Centers recorded 21,596 procedures and 13,419 patient encounters at its sites in Mobile, Semmes, Eight Mile, Southwest, Dauphin Island Parkway, North Mobile and Citronelle during 2017. The staff includes dentists, hygienists and support staff. Services include emergency, preventative, and restorative services beginning at age 1.

### Optometry Services

Family Health's optometry department located at the downtown health center has a full-time optometrist and support staff that generated approximately 1,090 encounters during 2017. Partnership with the Lions Clubs of Mobile continues to assist with the success of this service.

### Saturday Health Services

Medical and dental services are provided at the downtown health center on Saturday from 8 a.m. until noon. There were approximately 1,700 patient visits during 2017. Services offered consist of adult, pediatrics, family planning, immunizations, dental, and lab.

### Community Outreach

Family Health participates in outreach activities in the community via the Mobile Medical Unit and by invitation to various community-based events. Some outreach activities for 2017 included collaboration with community partners such as the American Cancer Society to provide free breast cancer screenings throughout the county and collaboration with the Mobile Police Department with their community involvement Movies in the Park Initiative. Additional screenings include blood pressure, cholesterol, breast, Pap test, and colorectal cancer. The MMU staff consists of a provider, nurse, and clerk who are dedicated to ensure successful outreaches across Mobile County.

### North Mobile Health Center

The Mount Vernon facility had a total of 8,500 patient encounters in 2017. The health center services are pediatric, adult, dental, WIC, and occupational health. The North Mobile Health Center provides services to the MOWA Band of Choctaw Indian population where our previous site was located on the reservation.

### Citronelle Health Center

The Citronelle facility provided needed medical services to an area that is significantly underserved. It also has the only dental health center in the town of Citronelle. We offer adult, pediatric, family planning, immunizations and lab. WIC services are available two days a week. In April 2016, the longtime dental practice located on North Mobile Street officially became part of Family Health. Now thanks to a $350,000 Oral Health Service Expansion supplemental funding grant (Health Resources and Services Administration-16-076), the facility was renovated into a state-of-the-art dental office. A ribbon-cutting event on July 7 officially marked completion of the project.

### Semmes Health Center

This site's accessibility affords the migrant and seasonal workers care during their stay in Mobile County. The health center also has two bilingual clerks and a bilingual case manager to assist the needs of the Hispanic population in the surrounding community.

### Southwest Mobile Health Center

The Tillman's Corner facility offers pediatric, adult

health, family planning, immunizations, and lab. Full-time X-ray services are available, as well part-time dentistry at this site. This site completed its Tulane Grant requirements in December 2016 through the assistance of a Community Health Worker that was located within the health center to assist clients with access to care, provide education and outreach activities.

### Newburn Health Center

The Newburn site is strategically located across from the University of South Alabama Children's & Women's Hospital. The Newburn Health Center provided pediatric health care to approximately 6,400 patients in 2017. The staff consists of a pediatrician, medical assistant, and clerk, and a Family Planning Nurse to coordinate care for OB and pediatric patients.

### Eight Mile Health Center

The Eight Mile Health Center held its grand opening on November 21, 2017, at its brand new facility. The health center now has onsite X-ray, behavioral health, WIC drive-through pick up, meeting and educational rooms to better accommodate the staff and the needs of the community.

Family Health opened its first Eight Mile Health Center in a strip mall in 1996. The site quickly became one of Family Health's busiest locations and had long since outgrown its 7,000-square-foot spot. The new 12,000-square-foot Eight Mile Health Center is at 4009 Saint Stephens Road.

Two years ago, Family Health received a $1,000,000 grant from the Health Resources and Services Administration. MCHD provided more than $1 million of additional funds to purchase the 5.23 acres of land ($230,000) and to assist with the construction ($787,000). Federal funds from the U.S. Department of Agriculture's WIC program contributed $414,000 to the construction, while $569,000 came from the Louisiana Public Health Institute.

### Dauphin Island Parkway Health Center

Dauphin Island Parkway is the school-based health center that extends into the three schools located on DIP. Services are integrated into the elementary, middle, and high schools less than 0.5 miles from the DIP Health Center.

In collaboration with the Mobile County Public School System, transportation is provided to the students to and from school sites during normal school hours. Moreover, a registered nurse is assigned to the three schools for the provision of services during school hours. Services offered at the DIPHC includes: dental, pediatric, adult, nutritional, behavioral health, family planning, and case management.

### Women's Health Center

In 2017, the Women's Health Center provided family planning, maternity care, and home visit nursing services and colposcopy to patients.

### Central Appointments

Central Appointments staff answered 228,764 calls in 2017. The staff offers same day or next day appointment. The appointment line is opened Monday through Friday from 7 a.m. to 6 p.m.

### Clinical Training Team

The Clinical Training Team (CTT) provides training for new and veteran clinical staff. During 2017, Family Health implemented a new EHR system which resulted in a 50 percent increase in training encounters. The CTT provided approximately 1,188 training encounters and responded to over 140 training requests.

### Mobile Medical Unit

Inside a modern health center on wheels, the Mobile Medical Unit (MMU) staff provides intensive outreach focused on preventive health, chronic conditions and cancer screenings, including pregnancy and STD testing, to those who might not otherwise be able to travel to a traditional health center for care. The MMU contains two exam rooms and a lab area. While it is used to provide outreach and preventative screenings across the county at health fairs, a major focus is on the public housing residents at Gulf Village and R.V. Taylor. The van also is used to conduct wellness checks and sick visits at VT Aerospace, a commercial aircraft maintenance company that employs 1,300 workers.

### AURA Wellness Center

The mission of the Aura Wellness Center is to advance the overall health of clients through an incentivized wellness program. The center is located on the First Floor of the Keeler Memorial Building in Downtown Mobile.

The goal of Aura is to increase the use of preventive health services while providing clients with affordable new health programs and technologies that include laser hair reduction. The laser used in Aura is the Alma Soprano XLi which employs "In-Motion" sweeping technique for hair reduction and is virtually pain free.

Aura opened its doors on October 11, 2012, and on October 11, 2017 celebrated its fifth anniversary. Since opening, Aura has serviced hundreds of clients and patients of Family Health and the Mobile County Health Department.

| Grants received by Family Health for fiscal year May 2016-April 2017 | |
|---|---|
| Toward the general budget from the Health Center cluster funding | $8,179,963 |
| From state government contracts, Breast & Cervical cancer, WiseWoman, Patient Navigator, Family Planning & Maternity | $1,007,868 |
| In foundations from Louisiana Public Health Institute and Lab Corp | $635,039 |
| For Ryan White Part C services | $851,724 |
| For Ryan White Part B services | $793,182 |
| From Catholic Social Services for work with the refugee population | $54,916 |
| From Delta Dental Community Care Foundation for Dauphin Island Parkway dental | $10,000 |
| From Tulane for the Community Health Worker at Southwest Health Center | $56,000 |
| Hepatitis C | $36,760 |
| ADPH Hypertension/Cardiovascular | $50,000 |
| Alabama Incident Management System (AIMS) | $175,000 |

| Onsite Sewage Disposal Systems (OSDS) | |
|---|---|
| Applications to Install/Repair OSDS | 780 |
| Septic Permits Issued | 716 |
| Complaint Investigations | 135 |
| Site Evaluations | 92 |
| Advanced Treatment Systems Approvals | 9 |
| **Subdivisions** | |
| Large Flow Developments - Phase 1 | 5 |
| Large Flow Developments - Phases 2 & 3 | 3 |
| Large Flow Developments - Lot Inspections | 58 |

| Food and Lodging Inspections | |
|---|---|
| Establishments Permitted or Pending | 2,536 |
| Cottage Food Law | 29 |
| Inspections | 11,819 |
| Plans received/reviewed | 765 |
| **General Sanitation Inspections** | |
| Hotels/Motels Permitted or Permits Pending | 79 |
| Hotel/Motel Inspections | 310 |
| Number of Schools | 135 |
| School Inspections | 91 |
| Number of Detention Centers/Jails | 6 |
| Detention Center/Jail Inspections | 35 |
| Swimming Pools Permitted or Permits Pending | 255 |
| Swimming Pool Inspections | 357 |
| Child Day Cares Permitted or Permits Pending | 142 |
| Child Day Care Inspections | 222 |
| Number of Camps | 2 |
| Camp Inspections | 2 |
| Other Lodging Inspections | 161 |
| Other Sanitary Inspections | 91 |
| **Special Event Inspections** | |
| Number of Events | 50 |
| Inspections | 276 |
| **Tattoo Parlor Inspections** | |
| Tattoo Parlors Permitted and Permits Pending | 16 |
| Inspections | 63 |
| | |
| **Total of Establishments and Special Events Inspected** | **3,460** |
| **Total of Inspections** | **13,456** |
| | |
| **Water Testing** | |
| Water Samples Tested | 0 |
| **Complaint Investigations** | |
| Food Service/Sanitation | 223 |
| **Sanitation Courses** | |
| Food, Beverage and Sanitation | 14,520 |
| Online Food Handler Class | 4,726 |
| Public Health Lodging Worker | 304 |
| **Total participants** | **19,550** |

## CREEK FEST

The third annual Creek Fest celebration was another smashing success. It is estimated that 400 to 500 visitors took part in the event at Tricentennial Park on May 13.

The original source of drinking water for the City of Mobile, Three Mile Creek is forever tied to the development and growth of our city. It flows through six of Mobile's seven districts, parts of Prichard and all three of Mobile County's districts.

With so many activities on the schedule leading up to the occasion, the name "Creek Week" was adopted to encompass them all. The party got started the previous Sunday with a community-wide clean-up day at the park. On Monday, local officials gathered for a groundbreaking ceremony to commemorate the beginning of Phase One of the Mobile Greenway Initiative.

Discussions for a walking/biking path along Three Mile Creek from Langan Municipal Park to the Mobile River began in the 1980s. Women Making a Difference, a public health advisory board for MCHD, got things rolling in 2013 by applying for and receiving a $218,650 grant from the Sybil H. Smith Charitable Trust.

The funds are being used to install the 0.8-mile section of the path beginning at the eastern edge of Day Lake at Tricentennial Park and extending westward to Ridge Road West. Many who have played key roles in getting to this point also took part in the ceremonial tossing of the dirt, including our own Dr. Bernard H. Eichold II and Kelly Warren.

On Wednesday, nearby businesses and residents were invited to bring their lunch and a friend to a "brown bag" event at Tricentennial Park. MCHD staff was present to discuss the Mobile Greenway Initiative and Creek Fest. The big day finally arrived on Saturday. The agenda included music, food, fellowship, environmental exhibits, canoe and kayak rides in the creek, the cane-pole fishing tournament, and merit badge opportunities for Boy Scouts. Making appearances were Mayor Sandy Stimpson and District 2 City Councilman Fred Richardson.

Members of MCHD's Vector Control volunteered to help set up tents. Groups who had displays included Alabama Coastal Foundation, Coastal Alabama Conservation and Resiliency Corps, Dauphin Island Sea Lab, Five Rivers Delta Resource Center, Mobile Area Water and Sewer System, Mobile Bay National Estuary Program, Mobile Baykeeper, Mobile County Sheriff's Flotilla, Mobile Infirmary, Mobile Medical Reserve Corps, University of South Alabama Medical Center, United Way of Southwest Alabama and Visit Mobile. The City of Mobile brought its "Fun Mobile," which is a truck full of games and sports equipment.

## TRICENTENNIAL PARK WALKING TRAIL

In May, construction of the Mobile Greenway Initiative's walking trail near Tricentennial Park began. The 10-foot-wide path is now open for use.

"We are so excited that it is open, but we are even more excited as additional things get done," said Prevention & Wellness Director Kelly Warren. "We are just laying the spine. We plan to add extras — such as benches and athletic devices — as the money is secured.

"We also want to provide access to the creek, with piers and boat launches. We have to wait to get approval from the Corps of Engineers since it involves wetlands. Once the first launch opens at Tricentennial Park, we can use that as a template up and down the trail."

In 2012, the Women Making a Difference (WMD), a public health advisory board for the Mobile County Health Department, was convened. Dr. Bernard H. Eichold II requested that the group look into the feasibility of installing a recreational trail and canoe/kayak launch along Three Mile Creek. Dr. Eichold wanted to give everyone an opportunity to see why the waterway is something worth reviving.

"Our group has hosted Creek Fest at Tricentennial Park to showcase our plans," Warren said. "We plan to have one more Creek Fest there on May 12, 2018, to show everyone the trail. Then we will move to Langan Park to display the beginning of the trail."

To see a video tour of walkway, please visit the Mobile County Health Department's YouTube channel at https://www.youtube.com/watch?v=vu2BMXSVWII

You may also visit CreekFest.org and Facebook.com/ILoveCreekFest for more information.

The goal of WMD is to bring attention and action to issues affecting the public's health in Mobile County. The board is comprised of women from across the community, including social service agencies, health and mental health systems, conservation, city, housing, workforce development, concerned residents and leadership. The board is well-equipped to positively impact the health of the community.

"The WMD is not finished," Warren said. "We just have to look for another way to enhance the health of our community."

## MCHD CANNON TEAM

The Mobile County Health Department's Cannon Team continued their mission with several appearances.

It was in 2016 that Dr. Bernard H. Eichold II, Health Of-

ficer for Mobile County, started an initiative called "Declaring War on Physical Inactivity." He points out that Alabama has one of the highest percentages of obesity in America.

In an effort to encourage local residents to go outside and enjoy our beautiful surroundings while exercising, Dr. Eichold arranged to borrow a Civil War re-enactment cannon to serve as the "starting gun" for the Azalea Trail Run that year. The response was so positive that Dr. Eichold acquired funds to purchase our own weapon to battle obesity.

The Lyle Line-Throwing Cannon, which has a 2.5-inch-diameter barrel, was manufactured in the early 1900s by Coston. It is not a replica, reproduction or toy. The cannon was designed to fire a projectile attached to a rope to a boat or a victim in distress. Now it used to inspire those seeking a healthier lifestyle.

A team of MCHD employees has been trained to safely use the device. Participating during 2017 were Dr. Eichold, Susan Stiegler, Kelly Warren, Jerry Folse, Tim Busby, James Currie, Edward Franklin, Barbara Gibbs and Ray Pelt.

Among the events where the cannon appeared included the First Light Marathon on January 8, Azalea Trail Run on March 25, 8K by the Bay on April 8, Dragon Boat Race on June 10 and the Wells Fargo Charity Run on November 4.

## SUCCESSFUL SITE VISITS

Dr. Bernard H. Eichold II, Health Officer for Mobile County, said the Operational Site Visit by reviewers from the Health Resources and Services Administration (HRSA) was another in a chain of excellent reports in 2017.

Dr. Eichold said MCHD and Family Health – the primary care division – scored 100 percent compliance. The reviewers reviewed 19 health center program requirements with the staff and our Governing Council (Family Health's governing board composed of individuals, a majority of whom are being served by the center).

These visits are designed to perform a full organizational assessment in all operational areas (fiscal, clinical, administration/ governance). Every health center has an operational assessment at least once per project period (usually every 3 years).

'Not Met' health center program requirements found during the Operational Site Visit could lead to a condition on the health center's grant.

This continues a recent stretch of highly successful assessments of the services at MCHD and Family Health. The Ryan White HIV/AIDS Program received a perfect score at its latest audit of the Part B and Part C grants. The Women, Infants & Children (WIC) supplemental nutrition program also was given high marks during its Management Evaluation by the U.S. Department of Agriculture. It was an exceptional review and no findings were identified.

## MOBILE MEDICAL UNIT

Inside a modern health center on wheels, the Mobile Medical Unit (MMU) staff provides intensive outreach focused on preventive health, chronic conditions and cancer screenings, including pregnancy and STD testing, to those who might not otherwise be able to travel to a traditional health center for care.

The MMU, which was purchased in 2009, contains two exam rooms and a lab area. While it is used to provide outreach and preventative screenings across the county at health fairs, a major focus is on the public housing residents at Gulf Village and R.V. Taylor.

The van also is used to conduct wellness checks and sick visits at VT Aerospace, a commercial aircraft maintenance company that employs 1,300 workers. In 2017, it was present for the first time at the Creek Fest that is sponsored by MCHD, and was also used to provide care for patients during the transition to the new Eight Mile Health Center.

For the first time, the MMU also participated in the Outokumpu Stainless USA Employee Health Fair. The unit also joined with the American Cancer Society once again to provide breast screenings at area Walmarts.

Since 1979, Family Health – the primary care division of MCHD – division has provided comprehensive primary care services throughout Mobile County and now provides primary care services at nine sites from Mount Vernon to Tillman's Corner to Dauphin Island Parkway. The sites, which are all designated as Federally Qualified Health Centers, are strategically located where the targeted population needs are the greatest and access to care is limited, agency officials said. The MMU also brings primary care and wellness screenings to those who might not otherwise have the means to travel to a health center.

A recent study by the Harvard Medical School (https://hms.harvard.edu/news/mobilizing-health-care) stated patients treated at mobile health clinics report a high level of engagement in their care and the motivation to pursue healthy behaviors. The findings of the analysis suggest mobile clinics are a powerful tool to engage patients in care and to encourage more active participation in their own treatment.

"Mobile health clinics are emerging as vital players in the process of rebalancing our health system towards those who have a harder time accessing care," said study

senior author Nancy Oriol, faculty associate dean for community engagement in medical education at HMS. "Such clinics seek to shift the power imbalances and prioritize marginalized voices by listening to patients' needs and involving them more actively in their own care."

The study revealed more than 2,000 mobile health clinics in the United States provide basic screening and health services. There are some 6.5 million visits a year to mobile clinics across the U.S. Researchers estimate that on average, mobile health clinics prevent 600 visits to emergency rooms each year.

## SERVICE EXCELLENCE

In 2017, MCHD continued its journey in service excellence by sharing each department's service measures on the intranet, improving processes, developing leaders, and breaking down silos. Our Management Team continued follow-up sessions that are building the infrastructure of our service culture.

MCHD Service for Excellence reinforcement modules continued to be facilitated during regular scheduled staff meetings at least monthly. Since inception of the modules we ended the year at Module 20, and 67 percent of our employees were impacted with skills of handling angry customers, exceeding expectations, and email etiquette.

One of MCHD's goals is to measure our success. All departments identified what is most important to their external and internal customers and established service measures. We know that when we provide excellent service to each other we will be more successful in serving our community.

One of our biggest opportunities is to increase service to our community by referring our customers to other services that we offer. Our Services Team is working on developing a process and tools to make it easier to refer customers to additional services.

## STRATEGIC PLANNING 2017

During 2017, the Strategic Planning Implementation Team met for several months to review and update the current plan that will carry us into the future. The objective is to develop a three-year roadmap that ensures the achievement of goals and objectives essential to a healthy community while remaining adaptive to internal and external forces. The Focus Areas and Strategic Goals discussed during 2017 were Revenue Enhancement and Increase Department Effectiveness.

The Team Leaders in 2017 were Tracee Wallace and Daniel Stombaugh.

Here is a glance back at the work from the Team Leaders:

## TRACEE WALLACE WITH REVENUE ENHANCEMENT

Team members were James Dixon, Tokie Dunn, Aisha Garmon, Linda Kacar, Waconda Towner, Sabrina Tate, (former employees Brenda Lyndall, Lynn Mason.) Manager Liaison: Dr. Stephanie Woods-Crawford.

The Revenue Enhancement Team's work resulted in 10 recommendations. These recommendations were presented to the Strategic Planning Implementation Team, after which the Executive Team considered the recommendations.

The Executive Team's responses were as follow:

1. ***Recommendation***: Produce informational video clips focusing on services provided by MCHD. The clips will air on the TV monitors in all the waiting areas. ***Response***: The Executive Team agreed with this recommendation, this project is currently in progress.

2. ***Recommendation***: Increase collaborations with schools, faith based organizations, local organizations, community leaders to increase encounters and provide health education to the community. ***Response***: Agreed; the agency is currently engaging in collaborations but may not be well known by MCHD staff. Information will be included in the Culture.

3. ***Recommendation***: Hire Community Outreach Coordinator/Social Media Coordinator. ***Response***: This positon may be budgeted for the next fiscal year; current social media staff is adequate at this time.

4. ***Recommendation***: Hire a Grants Manager. ***Response***: Grants Manager was hired.

5. ***Recommendation***: Hire Project/Contract Manager. ***Response***: The duties will remain at the manager level.

6. ***Recommendation***: Look for research trials. ***Response***: Dr. Angelia Lewis will review opportunities in research trials.

7. ***Recommendation***: Better use of data collected. ***Response***: Agreed, with the current implementation of Athena (new EMR) and PMG (outsource billing) this will improve data collected.

8. ***Recommendation***: Analyze current payor mix. ***Response***: Keeping the agency mission in mind and guidance provided by grants, this will continue to be under review and revised as needed.

9. ***Recommendation***: Expanding credentialing. ***Response***: Agreed, credentialing has been out-

sourced starting December 2017.

10. ***Recommendation***: Collection of copay. ***Response***: Agreed; new Athena system will assist with collections. A script will be written to be used by all who collect funds by early 2018.

## DANIEL STOMBAUGH WITH INCREASING DEPARTMENTAL EFFECTIVENESS

Team members were Allana Veal, Virginia Beall, Donald Harris, Jayne Wilson, Ryan McCrory, Meredith Gardner and Sarah Kenney. Manager Liaison: Elizabeth W. Smith.

The Increasing Departmental Effectiveness Team's work resulted in nearly 22 recommendations. These recommendations were presented to the Strategic Planning Implementation Team, after which the Executive Team considered the recommendations.

The Executive Team's responses were as follow:

### COMMUNICATION

1. ***Recommendation***: Visual phone directory by employee name or department. ***Response***: Agreed to this recommendation.

2. ***Recommendation***: Picture of deceased current or retired employees to be included with funeral arrangements in all user broadcast. ***Response***: Agreed and completed.

3. ***Recommendation***: Standardized departmental staff meetings. ***Response***: Agreed and completed.

4. ***Recommendation***: Sitewide "Mix & Mingle." ***Response***: Agreed and completed.

### EMPLOYEE TURNOVER

5. ***Recommendation***: The Executive Team established a committee to revisit the special merit increase opportunity. ***Response***: Agreed; new procedure has been approved.

6. ***Recommendation*** : The Executive Team to revisit an employee education incentive. ***Response***: Agreed to reviewing an education incentive for certifications, etc.

7. ***Recommendation***: Better inclusion of outlying locations. ***Response***: Agreed and in progress.

8. ***Recommendation***: Better updates and transparency. ***Response***: Agreed and in progress; agendas have been standardized; managers to be trained on meeting protocol and communication; rounding to be done.

### ROUNDING

9. ***Recommendation***: To have a set and appointed time each month for managers to visit their clinics and departments. ***Response***: Agreed; rounding to be implemented by late 2018.

### EMPLOYEE MORALE

10. ***Recommendation***: Departmental Group Pictures. ***Response***: Agreed and completed.

11. ***Recommendation***: Re-Boot of the GEM Program. ***Response***: Agreed; a team will review the GEM program's effectiveness and revise as needed.

12. ***Recommendation***: "Know Your Manager" & "Know Your Co-Workers" Sections in the Culture. ***Response***: Agreed and in progress.

13. ***Recommendation***: Develop a "Visual Advertisement" that showcases our services. ***Response***: Agreed and in progress.

14. ***Recommendation***: Make Room for Personal Interests at Work. ***Response***: Agreed and in progress.

### STRATEGIC PLANNING 2018 & 2019

In 2018, volunteers will address two new Focus Area topics - Enhance Organizational Employment Cycle and Improve Marketing and Community Image.

In 2019, the Focus Area topics will be Improve Data Management Systems and Influence Health Policy.

### TIME CAPSULE BURIAL

The Mobile County Health Department's bicentennial celebration concluded on February 2 with the burial of a time capsule. The collection of memories is scheduled to be opened at the start of the agency's 250th birthday. The time capsule was positioned at the historic Keeler Compound in the courtyard facing North Jefferson Street.

The highlight of the day came after Dr. Eichold and other dignitaries used ceremonial shovels to put the first mounds of dirt into the hole. When Dr. Eichold asked if anyone else would like to help, dozens of staff members stepped up to be a part of the event.

Among the items that were placed into the time capsule were Public Health Laws of Alabama, a list of our 200th anniversary events, one of the MCHD bicentennial flags, photos and documents from our past, Dr. Eichold's old BlackBerry and charger, employee identification badges, tools used by the current staff in their daily jobs, and grant applications that covered the many aspects of the health department.

| Notifiable Disease | Cases |
|---|---|
| Botulism Infant | 0 |
| Brucellosis | 0 |
| Campylobacteriosis | 48 |
| Clostridium | 0 |
| Cryptosporidiosis | 9 |
| Dengue | 0 |
| E.Coli | 5 |
| Ebola | 0 |
| Encephalitis other | 0 |
| Giardiasis | 17 |
| Hepatitis A | 0 |
| Hepatitis B | 4 |
| Hepatitis C | 1 |
| Legionellosis | 2 |
| Listeriosis | 0 |
| Lyme Disease | 2 |
| Malaria | 4 |
| Noroviruses | 0 |
| Q Fever | 0 |
| Rocky Mountain Spotted Fever | 4 |
| Salmonellosis | 95 |
| Shigellosis | 31 |
| Vibriosis | 7 |
| West Nile Virus | 1 |
| Zika Travel | 0 |

| Outbreaks | # Affected | # Ill |
|---|---|---|
| MOO (multi-organism outbreak) | 240 | 9 |
| URI (upper respiratory infection) | 65 | 12 |
| UGI (upper gastro infection) | 58 | 18 |
| ENT. Cluster | Population of Mobile | 11 |
| ILI (influ-like illness) | 84 | 5 |

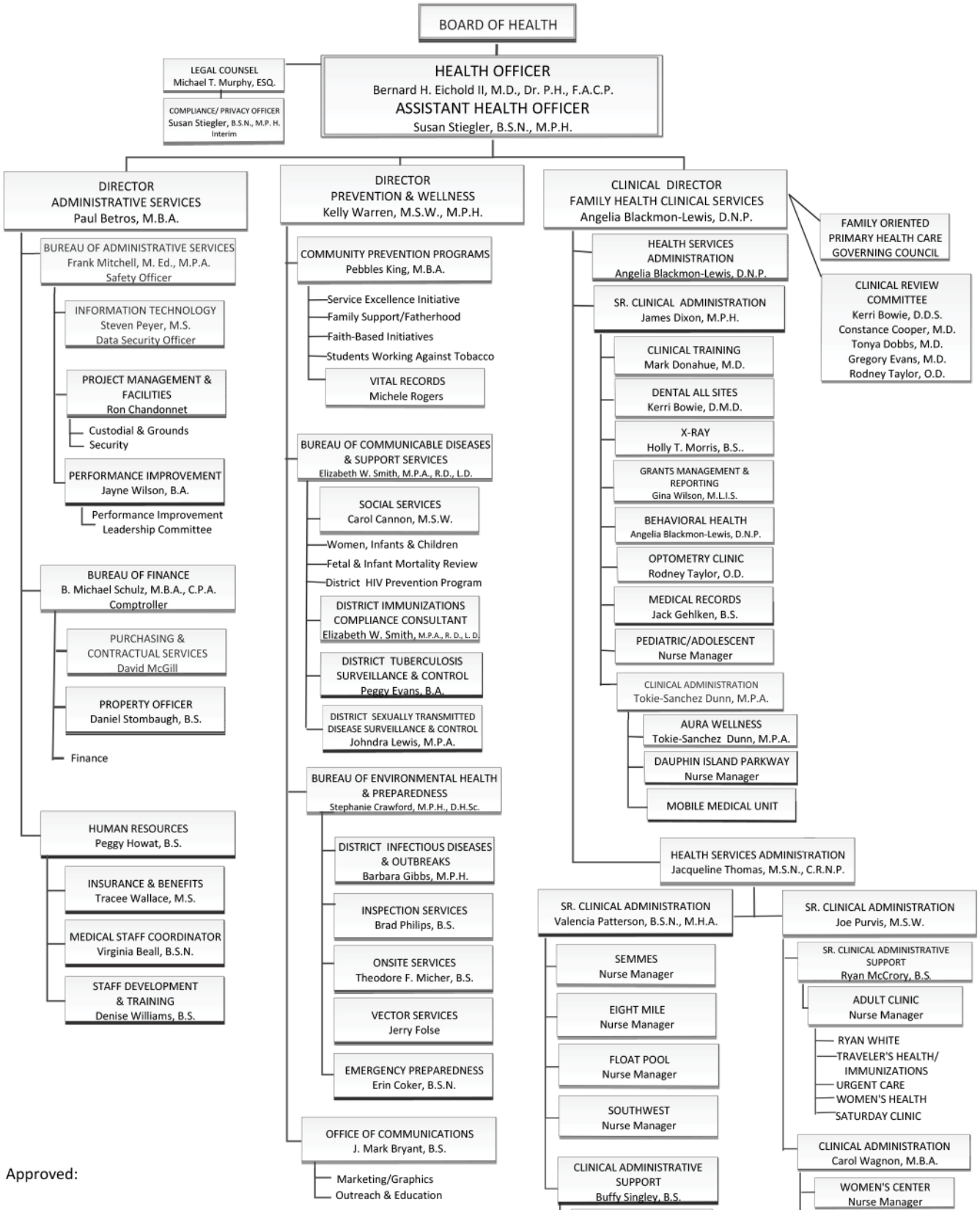
| Rabies | |
|---|---|
| Animal bite reports | 526 |
| Door hanger | 225 |
| Tested negative | 103 |

| Influenza | |
|---|---|
| Rapid test | 653 |

| Mosquito Control Activities | |
|---|---|
| Mosquito Service Requests Investigated/Treated | 1,449 |
| **Mosquito and Arboviral Surveillance** | |
| Mosquito inspections | 9,398 |
| Miles driven | 99,027 |
| Mosquito Species Identified | - |
| Adult Mosquitoes Identified (Permanent Sites) | - |
| Adult Mosquitoes Identified (Variable Sites) | - |
| Mosquito Pools Tested | 0 |
| Mosquitoes Tested | 0 |
| Mosquito Pools Positive | 0 |
| Sentinel Sera-Samples Tested | 503 |
| Positive Sentinel Samples (titers > 40) | 8 |
| West Nile Virus | 4 |
| Eastern Equine Encephalitis | 4 |
| Number WNV + Dead Birds | 0 |
| Total Dead Birds Submitted | 0 |
| **Larviciding** | |
| Larviciding Applications | 3,913 |
| Gallons of Liquid Larvicide | 794 |
| Pounds of Granular Larvicide | 10,492 |
| Number of Briquets | 39,045 |
| **Ground Adulticiding** | |
| Adulticiding Routes | 635 |
| Spray nights | 83 |
| Gallons of Adulticiding & Diluents | 7,128 |
| **Aerial Adulticiding** | |
| Number of flights | 2 |
| Acres treated | 7,680 |
| **Rodent Control Activities** | |
| Service Requests Received | 1,602 |
| Miles driven | 31,138 |
| Residential Inspections | 7,879 |
| Pounds of Rodenticide Used | 2,536 |

| Immunization | Pediatric | Adult |
|---|---|---|
| Diphtheria/Tetanus (DT) | 10 | - |
| Diphtheria/Tetanus-Acellular/Pertussis (DTaP) | 1,471 | - |
| Diphtheria/Tetanus-Acellular/Pertussis Hepatitis B (recombinant) - Polio Vaccine, Injectable (DTaP/Hep B/IPV) | 1,589 | - |
| Diphtheria/Tetanus-Acellular/Pertussis Haemophilus B - Polio Vaccine, Injectable (DTaP/Hib/IPV) | 910 | - |
| Diphtheria/Tetanus-Acellular/Pertussis - Polio Vaccine, Injectable (DTaP/IPV) | 1,377 | - |
| Hepatitis A (Hep A) | 2,965 | 85 |
| Hepatitis B (Hep B) | 850 | 216 |
| Hepatitis A/B Combo (Hep A/B) *Pediatric A/B can be given to 18 and above* | - | 59 |
| Haemophilus Influenza Conjugate B (Hib) | 2,591 | 0 |
| Human Papillomavirus Quadrivalent Vaccine (recombinant) (HPV) | 3,539 | 370 |
| Influenza | 4,111 | 3,022 |
| Polio Vaccine, Injectable (IPV) | 1,384 | 7 |
| Meningococcal Vaccine | 1,859 | 108 |
| Measles - Mumps - Rubella (MMR) | 946 | 76 |
| Measles - Mumps - Rubella - Varicella (MMRV) | 562 | - |
| Pneumococcal Polysaccharide Vaccine (PPV 23) | - | 244 |
| Prevnar 13 (PCV 13) | 3,180 | - |
| Tetanus, Diphtheria, Pertussis (Tdap) | 1,619 | 235 |
| Rotavirus | 1,350 | - |
| Tetanus/Diphtheria (Td) | 11 | 111 |
| Typhoid Vi | 21 | 74 |
| Varicella | 587 | 54 |
| Yellow Fever | 3 | 38 |
| Zostavax | - | 3 |
| **Subtotal** | **30,935** | **4,702** |
| **Total** | **35,637** | |

## MANAGEMENT CHART




Approved:

Bernard H. Eichold II, M.D., Dr. P.H., F.A.C.P.
Health Officer
March 22, 2017
Revision Date: December 1, 2017

| | | | | | | |
|---|---|---|---|---|---|---|
| REVENUES | APPROPRIATIONS | Local Government-County of Mobile | $ 825,984 | FY 2016 | $ 825,984 | FY 2017 |
| | | Local Government-City of Mobile | $ 600,000 | | $ 600,000 | |
| | | Local Government-Other Municipalities | $ 124,872 | | $ 124,872 | |
| | | State of Alabama | $ 489,397 | | $ 489,397 | |
| | | **TOTAL APPROPRIATIONS** | | **$ 2,040,253** | | **$ 2,040,253** |
| | GRANTS | Eliminating Disparities | $ 73,271 | FY 2016 | - | FY 2017 |
| | | Primary Care | $ 7,865,823 | | $ 7,753,100 | |
| | | Health Infrastructure Investment | $ 94,651 | | $ 905,349 | |
| | | Migrant Health | - | | $ 421,993 | |
| | | Family Planning | $ 641,692 | | $ 428,064 | |
| | | Maternity | $ 285,975 | | $ 243,079 | |
| | | Women, Infants & Children (WIC) | $ 2,534,868 | | $ 3,080,691 | |
| | | HIV/AIDS | $ 1,385,726 | | $ 1,340,276 | |
| | | Youth Empowered Tobacco Policy Initiatives | $ 54,687 | | $ 30,125 | |
| | | Bioterrorism | $ 219,309 | | $ 184,432 | |
| | | Medical Reserve Corps | $ 64,723 | | $ 52,974 | |
| | | Breast and Cervical Cancer | $ 138,259 | | $ 127,489 | |
| | | Teen Pregnancy Prevention | - | | $ 1,553 | |
| | | Immunization | $ 198,797 | | $ 161,610 | |
| | | Refugee Preventive Health | $ 42,539 | | $ 32,901 | |
| | | STD Control | $ 146,828 | | $ 189,603 | |
| | | TB Control | $ 151,232 | | $ 259,984 | |
| | | ADPH - CTF | $ 146,250 | | - | |
| | | AIDS Control - State of Alabama | $ 87,820 | | $ 76,874 | |
| | | LA Public Health BP Oil Contract | $ 213,755 | | $ 718,089 | |
| | | Tulane GRHOP | $ 53,560 | | $ 52,432 | |
| | | WiseWoman | $ 102,641 | | $ 111,864 | |
| | | Responsible Fatherhood | - | | $ 93,813 | |
| | | **TOTAL GRANTS** | | **$ 14,502,406** | | **$ 16,266,295** |
| | OTHER | Ad Valorem Taxes | $ 4,445,278 | FY 2016 | $ 4,723,117 | FY 2017 |
| | | Oil & Gas Severance Tax | $ 82,722 | | $ 108,880 | |
| | | Medicaid and Medicare | $ 9,733,675 | | $ 8,331,509 | |
| | | Reimbursement (State) | $ 116,974 | | $ 259,984 | |
| | | Reimbursement (Other) | - | | $ 48,455 | |
| | | Clinic Fees (Private Pay, Other Insurance) | $ 1,653,329 | | $ 1,703,895 | |
| | | Local Fees, Permits, Misc. | $ 2,508,655 | | $ 2,269,105 | |
| | | Refunds and Interest | $ 110,408 | | $ 50,501 | |
| | | Sale of Fixed Assets | $ 2,440 | | $ 622,693 | |
| | | Rent | $ 167,411 | | $ 169,710 | |
| | | Settlements and Other | $ 214,539 | | $ 257,069 | |
| | | Donations | $ 700 | | $ 1,100 | |
| | | **TOTAL OTHER** | | **$ 19,036,131** | | **$ 18,546,018** |
| **TOTAL REVENUES** | | | | **$ 35,578,790** | | **$ 36,852,566** |
| EXPENDITURES | | Personnel Costs | $ 26,400,152 | FY 2016 | $ 24,923,777 | FY 2017 |
| | | Contract Services | $ 4,477,057 | | $ 4,097,646 | |
| | | Travel | $ 179,900 | | $ 168,084 | |
| | | Equipment | $ 825,610 | | $ 1,239,104 | |
| | | Supplies and Other | $ 2,826,522 | | $ 3,068,020 | |
| | | Land and Buildings | $ 804,664 | | $ 3,383,312 | |
| **TOTAL EXPENDITURES** | | | | **$ 35,513,905** | | **$ 36,879,943** |

MCHD
mobile county health department

A legacy of excellence since 1816

Family Health
healthcare for all generations

**BERNARD H. EICHOLD II, M.D., Dr. P.H., F.A.C.P.**
Health Officer

**SUSAN STIEGLER, B.S.N., M.P.H.**
Assistant Health Officer

**PAUL BETROS, M.B.A.**
Administrative Services

**ANGELIA LEWIS, DNP**
Family Health Clinical Services

**KELLY WARREN, M.S.W., M.P.H.**
Prevention and Wellness

Accredited by
The Joint Commission

251 N. BAYOU STREET
P.O. BOX 2867
MOBILE, AL 36652-2867

MCHD.ORG | FAMILYHEALTHALABAMA.ORG
FACEBOOK.COM/ILOVEMCHD
FACEBOOK.COM/FAMILYHEALTHALABAMA
TWITTER @ILOVEMCHD