

Virginia Department of Health Hampton Health Department Annual Report

FISCAL YEAR 2012

JULY 1, 2011—JUNE 30, 2012



S. William Berg, MD, MPH
Director

Special points of interest:

- *A WIC Satellite Office slated to open*
- *Growing demands on the Hampton Environmental Health Office*
- *Thoughts from our Nurse Practitioner as she completes her first year with Hampton Health Department*

Inside this issue:

Women, Infants & Children (WIC)	2
Our Valued Employees	2
Environmental Health	3
Epidemiology	3
Volunteer Services	3
Public Health Nursing: Community & Clinical	4
Women's & Men's Health Days	5
Family Planning/Reproductive Health	5
Health Promotion/Community Health	6
Emergency Preparedness & Response (EP&R)	7
Budget & Expenses	7
Healthy Start & Welcome Baby	8

A Word from the Director

I am a bit surprised to reflect that I have been in this position 16 years now. When I started, I was told by some other directors that public health offers more opportunities to benefit the citizens of your district than you can possibly take advantage of. But the year 2011-2012 saw the Hampton Health District doing that, largely completing its shift from providing medical care and pharmaceutical services to a health district with more emphasis on population medicine.

One example of this was hiring Meg DeWitt as a part-time health educator. With Meg on board we were able to obtain a Tobacco Use Control Project grant and greatly increase our anti-tobacco activities in a proactive and visible way. Since smoking cessation has stopped at around 20% of the population, and teens are starting to increase their smoking rates, this is an area where public health simply has to step in and be as active as possible. We also have the state's Tobacco Quitline program, which offers no-cost assistance to people who want to stop smoking. One of the nice things about Quitline is that any of us can spread the word about this service and encourage others to use it.

Another example is the establishment of the City Manager's Healthy Hampton Advisory Committee. This committee is the result of two health depart-

ment activities. First is the MAPP (Mobilizing for Action through Planning and Partnership) process, which we undertook three years ago. Out of that came the Healthy Hampton Steering Committee. The second is the Healthy Hampton/Healthy Families Partnership subcommittee of the Hampton Strategic Planning Committee. The health department staffed and led this committee, and as a result for the first time the city's strategic plan addressed the need to assess and improve the health of the city. These two efforts have come together in the City Manager's committee. This committee is charged with assessing the health of the community, determining what needs to be done to promote health and prevent disease, and prioritizing those efforts. It is our responsibility, under Irene Ferrainolo's leadership, to ensure that the committee has what it needs to do its work and that it carries out its charter.

This segues nicely into my next topic—accreditation by the Public Health Accreditation Board (PHAB). Accreditation will take over two years, beginning officially in January 2013. We cannot even submit our application until we have completed a community public health needs assessment, developed a community health plan, and also written our own strategic plan. Increasingly, we

live in an age of accountability, an age in which we are expected to define and meet standards of performance.

PHAB accreditation is based on our performance in 12 domains. Ten are the traditional ten essential public health services, and their common theme is engagement and involvement with the public in assessing the health of Hampton and determining and prioritizing what needs to be done. This, of course, takes a great deal of staff time and effort, and by its nature is not a clean cut, straight forward process. But by involving others we are more likely to uncover what really needs to be done and to achieve buy-in from those who need to make the changes. Public health is all about change, the sort of changes that promote health and prevent diseases.

This past year, VDH implemented its dashboard, a digital, numerical report, updated monthly, of several performance metrics for which local health districts are responsible. This includes 13 measurements such as immunization rates for two year olds, percent of women receiving multivitamins with folic acid, and the percent of restaurant deficiencies corrected within 10 days of an inspection. As a system it has some problems, but it's a start. And it's also classic, population-based, prevention-emphasized, public health.

Women, Infants, and Children (WIC)

Denise Williams

The Hampton WIC Program applied for and was awarded a state-funded Operational Assistance (OA) Grant to open a new satellite clinic for the Hampton Health Department (HHD). We are still working on acquiring a lease for the potential new satellite clinic (Wilsondale).

One of the Hampton WIC Program Nutritionist Assistants has been promoted to a Competent Professional Authority (CPA), a first time achievement for the Hampton WIC Program. WIC staff members are encouraged to complete WIC modules so they can advance to the next level in WIC.

The WIC nutritionists continue to offer group classes focusing on incorporating healthy eating and healthy weight within each topic of discussion. Our goal as WIC nutritionists is to help inform our participants of the Healthy Plate Guidelines to assist in helping the obesity rate among our children decline. The nutrition staff continues to emphasize both the nu-

trition and physical activity as an important part of a healthy lifestyle when counseling overweight children and parents/guardians. WIC also continues a partnership with Kool Smiles (which promotes dental health).

WIC continues to promote breastfeeding as the preferred feeding method of choice. In Hampton every pregnant woman certified for WIC is provided with information on the advantages of breastfeeding and all prenatal clients are scheduled to meet with a breastfeeding peer counselor within 60 days from certification.

WIC also continues to provide information to Langley Air Force Base (New OB Orientation). The WIC Program realizes that outreach helps our community and aids in increasing WIC numbers.

In keeping with HIPAA Guidelines and Confidentiality Clauses the Hampton WIC Program has added a

new storage room to keep medical records safe and secure. WIC personnel now have staggered lunch breaks allowing the WIC Office to remain open throughout the day, which allows for improved customer service.

The WIC Program in Hampton issued WIC checks to an average of 3,739 clients per month since the beginning of federal fiscal year 2011. Last year WIC saw the biggest changes in the WIC food packages since the program's inception in 1974. However, this year WIC decided to improve their food packages by adding frozen and canned fruits and vegetables and providing soy milk to eligible participants.



Our Valued Employees

April Borrero

NEWLY HIRED EMPLOYEES

Thea Lettley, Nurse Practitioner	07/18/11
Charneice Barnes, RN, FP/ Reproductive Health	09/25/11
Marissa Booth, RN, STI Services	10/10/11
Lucinda Barnes, RN, Clinical Nurse Supervisor	11/10/11
Kirsten Mansilla, BF Peer Counselor	11/10/11
Jolie Cox, RN, Immunizations	11/25/11
Lindsey Nichol, Nutritionist Assistant	11/25/11
Megan DeWitt, Health Educator	12/19/11
Marcus Fernandes Environmental Health Specialist	01/25/12
Carolyn Lambroff, RN, Immunizations	01/25/12
Jovan Robinson Environmental Health Specialist	02/25/12
Arnita Trahan Certified Pharmacy Technician	07/16/12

DEPARTED/RETIRED EMPLOYEES

Anita Hailey, RN, Clinical Nurse Supervisor	07/09/11
Shana Small, RN, Family Planning	07/26/11
Megan DeWitt, Assistant Coordinator, EP & R	07/29/11
Jenifer Lupin, Assistant Coordinator, EP & R	07/29/11
Ana Arroyo, BF Peer Counselor	08/31/11
Samantha Silva, Nutritionist Assistant	09/20/11
Carolyn Lambroff, RN, Immunizations	10/01/11
Jovan Robinson, Environmental Health Specialist	10/20/11
Matthew McManus, Environmental Health Specialist	02/09/12
Nicole Taylor-Baptiste, RN, Community Health	03/10/12
Cort Jensen, EP & R Coordinator	05/24/12
Carolyn Lambroff, RN, Immunizations	06/29/12

Environmental Health

John Schellenberg

This Fiscal Year was an active one in the Rabies Program. There were **seven** positive cases of rabies confirmed in Hampton.



Our office also conducted **240** animal exposure investigations during the year. There were

22 wells approved during this period. The amount of time spent in onsite sewage disposal continues to dwindle as public sewer is extended into otherwise unsewered areas. Most of the new applications submitted for onsite systems involve the work of AOSEs, which require substantial review. There were two staff departures during the fall of 2011. One was due to a move out of the area and the other was due to medical issues. Both positions were filled by the end of February 2012. Staff spent considerable time over the last

several months training the new staff members.

The Beach Water Monitoring Program continued through the summer of 2012. Staff continues to assume the responsibility of taking all of the beach water samples. There was a single exceedance at Buckroe Beach at the end of August during which the beach was closed for one day as the resample tested well below the exceedance level.



The demands on the Hampton Health Department Environmental Health staff continue to grow. There continues to be a large number of temporary food events which requires staff to work weekends and

holidays. During this fiscal year, over 350 temporary food permits were issued. The City's development plans continue to involve new food facilities, hotels, swimming pools, and other facilities that will require Environmental Health Services. The largest area of growth had been the Peninsula Town Center but has now shifted toward the Buckroe/Phoebus area with the closure of Fort Monroe. To date we have assumed responsibility for four new establishments at Fort Monroe which include two restaurants, a campground, and a marina. Several more new facilities are anticipated within the next fiscal year.

Epidemiology

Nancy Lemis

The Hampton Health Department Epidemiology and Communicable Disease Office has been busy this year. The staff has been promoting the Tdap vaccine to all citizens of the community to help prevent the spread of Pertussis. The staff continues to do educa-

tional talks on MRSA, influenza, STIs, Norovirus, and bloodborne pathogens. These talks have been conducted throughout the city to many different groups such as city employees, schools, churches, physician offices, and day care centers.

Many outbreaks of Norovirus occurred in Hampton this past year. These occurred in nursing homes, assisted living centers, and medical facilities. With the help of the facilities and the community these were contained quickly.

Volunteer Services

Lesley DeVries and Robin Williford

For FY 2012, the Hampton Health Department had a total eight volunteers, including students completing intern/externships who volunteered on their own or were referred from the following agencies: Hampton Department of Social Services VIEW Program, Old Dominion University, and local business colleges.

These volunteers contributed 518 hours of service with a dollar value of over \$10,000. According to the Independent Sector Coalition, the national hourly value of volunteer time for 2011 is \$21.79.

HHD currently has three active and/or ongoing individual volunteers.



Public Health Nursing: Community and Clinical

Lucinda Barnes, RN & Mary Williams, RN

Public health nurses are committed to serving the citizens of Hampton through community and clinical services. Fiscal Year 2012 was evidence of their continued commitment.

In **Community Services**, 254 long-term care screenings were provided in conjunction with the Department of Social Services as well as providing classes to 130 of their TANF recipients. The Hampton Health Department (HHD) continues to work with refugee resettlement to provide immunizations and physical exams and case management to 59 refugees. This past fiscal year, seven women were diagnosed with cancer through Hampton's Breast & Cervical Cancer Early Detection Program (BCCEDP). This is from the 216 screened for the year. Because of the hard work of the BCCEDP case managers and clinical and support staff, all the program performance indicators were met for this fiscal year. Hampton public health nurses followed two cases of Tuberculosis, a mandated program for all health departments, which included case management, coordinating care with their physicians, observing therapy, and contact follow-up. One hundred forty one child safety seats were distributed in classes held by Ruby Gatling, our Community Health Support Technician, along with car seat safety and seat belt safety classes held for refugees settling in Hampton.

Ms. Gatling also participated in the Annual Peninsula Commercial Vehicle Driver Appreciation Day. This event was held on Interstate 664 near the Monitor Merrimac Tunnel at the northbound inspection station. Commercial drivers were encouraged to stop in to receive food, fellowship, and safe driving reminders. Drive Safe Hampton Roads, which is co-chaired by Ms. Gatling, is a non-profit regional coalition whose goal is to increase the awareness of traffic safety issues and reduce the num-

ber of crashes, injuries, and fatalities on our roadways. Other Hampton



Ruby Gatling
Community Health Support Technician

Roads' law enforcement motor carrier teams came together to sponsor this event. A total of 195 commercial trucks were reached this year.

During Hurricane Irene, public health nurses worked in two shelters providing medical, mental, and personal support to Hampton citizens.

In **Clinical Services**, there were four vacancies in the Family Planning, Immunizations, and Sexually Transmitted Infections (STI) Clinics, however, these vacancies have since been filled. Each clinic has been busy serving the citizens of Hampton and other nearby cities. In Family Planning/Reproductive Health there has been an increase of 354 enrollments for Plan First which has increased visits to the Family Planning Clinic. On average, we are serving 16-20 patients a day, not including walk-ins for birth control services. The STI Clinic serves at least 20 people a day not including pregnancy test results and results of other tests done in the clinic. A big thank you goes out to the clerical staff for their role in an increase in patients to the Family Planning Clinic.

The Immunization Clinic has had a steady stream of clients, especially

adults coming in for their Tdap immunization. Thanks to the Immunization team, every effort is made to ensure clients are waited on in a timely manner. School will be starting soon and in order to decrease the long wait time for parents and children, a Tdap immunization campaign was begun in the elementary schools in April of 2012. During this campaign, a total of 561 Tdap immunizations were given on site at the Hampton elementary schools. Thanks to the Immunization Clinic medical and clerical staff for their assistance in making all of this possible.

The Hampton Health Department public health nurses and support staff endeavor to serve the community with respect and great customer service. It is part of what we do and we strive to do it well as we continue to promote the health and well-being of all Hampton citizens.



Beth Carroll, RN, with the HHD Immunization Team, administers Flu Mist to Mr. Michael Stutt, Principal of Tarrant Elementary School on October 11, 2011. A Flu Vaccine Clinic was held at the school on October 28, 2011 for the rest of the staff and students.

Women's and Men's Health Days

Irene Ferrainolo

During the past year, Hampton Health Department presented three free screening events to the community. The first was Women's Health Day held on November 3, 2011; close in time to the observance of National Breast Health Awareness Month. The second Women's Health Day was held on May 15, 2012 in conjunction with National Women's Health Week. The third event was Men's Health Screening Day on February 15, 2012. A total of 60 women and 18 men participated.

All screening day events are open to residents of Hampton 18 years of age and older who are uninsured or underinsured. Services include influenza and tetanus/diphtheria immunizations, cholesterol, blood pressure, glucose, and anemia screenings. HIV testing is available upon request. Nutrition counseling is offered to any

man or woman at risk for chronic disease.

Women receive a gynecological examination that includes a PAP screening, when appropriate. Those who meet the criteria are scheduled for a mammogram at Sentara CarePlex. The cost of the mammograms, and any follow-up diagnostic procedures,

are covered through a grant from the Susan G. Komen for the Cure, Tidewater Affiliate. Men also receive an examination which includes a digital/rectal examination. A voucher for a PSA blood test at a local laboratory is given to men who meet screening criteria.

These were the 9th and 10th Women's Health Days and the 3rd



Men's Health Day offered by Hampton Health Department since 2006. Over 300 women and 50 men have received free services.



"What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?"

Family Planning/Reproductive Health

Thea Lettley, CNP

My first experience with public health was with the Virginia Department of Health (VDH) in the Western Tidewater District as a baby care public health nurse. I love public health; working in this area inspired me to become a nurse practitioner. Eighteen years later, I am back with the Virginia Department of Health in a different setting and a different role. I am now the Clinician for the Hampton Health District (HHD) Family Planning/Reproductive Health Program, Every Woman's Life Program (EWL), Sexually Transmitted Infection (STI) Clinic, refugee physical examination provider, and provider of school physicals.

My first year working with the HHD has been challenging as well as rewarding. HHD had never had a nurse practitioner in Family Planning, and it took a while to work out how the clinic would operate. Since then, we have built a very cohesive and

effective clinical team, all working together to support and carry out the mission of VDH and HHD. During the spring of 2012, we noticed that the family planning census had dropped. After some collaborative investigation, it was determined that the public might think we were no longer seeing patients after the Family Practice Clinic closed in 2011. We began an advertisement campaign by distributing flyers in the surrounding communities. We are now noticing an increased number of patients scheduling for appointments.

My goal has always been to provide my patients with the best evidence-based quality care within my scope of practice. Therefore, I have partaken in several changes during my first year with the HHD. These include: adding more medicine that we can prescribe to our medication formulary; increasing the types of birth control pills that we offer; inserting intra-

uterine contraception; providing Plan B; and providing services to a few men in the Family Planning Clinic. HHD has also hired a pharmacy technician to be responsible for the procurement of medicine and to assure that our new clinic electronic lock medicine cabinets are kept well stocked with frequent ordered medications.

Nevertheless, it has been challenging to find specialty providers who are willing to perform needed diagnostic tests and treatments we can't provide.

As I move forward into my second year, I hope to see an increase in the number of patients in the Family Planning Clinic, including more males; to provide and insert Nexplanon; to research available resources that will benefit our patients; and to continue increasing my knowledge and skills in my respective clinical practice areas.

Health Promotion/Community Health

Irene Ferrainolo

WORTH THE WAIT (WTW) TEEN PREGNANCY PREVENTION EVENT

The Hampton Health Department (HHD), in partnership with Lighthouse Outreach, Inc. (Yes, Dare to Dream) and other community sponsors hosted a teen abstinence and pregnancy prevention event on April 21, 2012 at the Hampton Teen Center. The phrase “Worth the Wait” suggests to teens that having sex is worth waiting for until they are older, married and ready to start a family. Hosting a community day to promote the WTW message was a pedagogical method aimed at giving today’s generation of teens a real-life perspective on how to avoid some significant pitfalls that can endanger their health.

Planning for the event began in June 2011 with focus groups consisting of parents and teens. The WTW Planning Committee consisted of staff members from Hampton Health Department, Lighthouse Outreach, Inc., In-Sync Partnership, and YH Thomas Community Center. Teens rotated through five educational sessions: Worth the Wait (teen pregnancy prevention); Healthy Teen Relationships; I Choose to Know (STD & HIV awareness); Look At Me Know (social networking and sex-ting); and I’m My Own Boss (entrepreneurship and financial literacy). The sessions were facilitated by representatives from Teens with a Purpose (TWP), Hampton University’s Partners In Prevention (PIP), Hampton Police Department, Project Single Moms, and by James Braxton, Owner of a local small business.

Activities, give-a-ways, and lunch were organized around the educational session to keep the teens engaged throughout the day. Activities included, comedic skits by a local youth-friendly comedian (Sister Butterbean), a step performance by Black Onyx, and various question-and-answer game giveaways. Drawing prizes included a \$50.00 Target gift card (group that brought the largest number of participants); Wii-Fit Dance Revolution; Wii-Fit Plus; fivev Town Center \$25.00 gift cards; three esthetician gifts; and a \$15.00 Target gift card (youth that brought the most participants).

Parental consent was obtained before attendance at the event and there were a total of 51 participants, ranging in age from 11-19 years old, including 17 males and 34 females. The number of attendants by age is listed below in the table, top row is the age and the bottom row is the number of attendants within that age range.

11 y.o.	12 y.o.	13 y.o.	14 y.o.	15 y.o.	16 y.o.	17 y.o.	18 y.o.	19 y.o.
2	5	13	14	3	3	5	5	1

Prizes and Giveaways

This event was successful due to the collaboration and community partners that were involved with planning, gift donations and sponsorships, see list below for participating partners and sponsors: Hampton Health Department, Lighthouse Outreach Inc., Teen Center, YH Thomas Community Center, Bethany United Methodist Church, In-Sync Partnership, Calvary Community Church, and Ports Custom Screen Printing.

The event was marketed with a flyer design contest throughout the four Hampton high schools, radio advertisement, electronic flyer distribution to community businesses and organizations (libraries, community centers, nail salons), hard copy flyers distributed to all four high schools in city of Hampton, event posted on City calendar, and Facebook page developed for the event.



Emergency Preparedness & Response (EP&R)

S. William Berg, MD, MPH

Perhaps the most important event occurred in May, when Cort Jensen, after nine and a half years of hard, ground-breaking work, retired. Cort was a pioneer in public health emergency planning, the first emergency planner Hampton Health Department had ever had. A new emphasis by the CDC created his position, along with similar positions at the other health districts, in the regions, and in the Central Office. It was all brand new, with little in the way of precedents or templates from which to work, and Cort tackled it with vigor and dedication, often calling upon his extensive experience as a U.S. Navy Master Chief Petty Officer. Cort designed and executed the first and largest antibiotic dispensing exercise, and established a Memorandum of Understanding (MOU) with Langley Air Force Base which became a model for other districts. Thanks to his efforts, the department has a solid base of plans and training to respond to disasters.

In the middle of the year, through an arrangement with the Peninsula Health District, we hired Helen Madden as a part-time assistant planner. Helen very ably took on the task of organizing and preparing the QDC (Quick Dispensing Center, formerly known as POD or Point of Dispensing) core teams, and trained them. She also exercised one of the teams at Bethel High School. Helen

is responsible for ensuring that the core teams can set up quickly, and function effectively in the QDC's, including training volunteers.

This year saw three major emergency events. Tropical Storm Irene swept up the coast and hit Hampton on August 27, 2011. The Emergency Operations Center was opened, and the health director and planner staffed the ESF 8 desk there. An evacuation shelter was opened at Phenix School, and several public health nurses, lead by Mary Williams, worked there. Although the shelter was only open about 24 hours, the nurses and city EMT's had to manage several serious patients, including one with seizures, one with significant injuries, and two who had been recently discharged from the hospital.

In the evening of June 1, 2012, the first day of the annual Blackbeard Festival, an F1 tornado hit Merrimac Shores and downtown Hampton severely disrupting or damaging many of the food vendors. Disaster recovery (along with preparation and response) is part of emergency response, and the health department's Environmental Health Division promptly went into action the next morning to inspect the food vendors so they could reopen their booths for the festival. The division also checked all the restaurants in the area which had been hit by the

tornado, as well as restaurants which might have lost electrical power, and thereby refrigeration. Thanks to their efforts, there was minimal economic loss to the festival.

Although not an actual emergency, OpSail, running from June 1st through June 12th, also provided an opportunity for emergency preparedness training and activities. Effective emergency response depends upon accurate, timely, and complete information. The health department provided twice-daily situation reports (SITREPs) to the VDH Regional Team, which forwarded them to the Central Office. Ultimately, the information was reviewed by the Governor and his staff. SITREPs included information about injuries and illnesses, particularly heat injuries, hydration stations, and any heat shelters which were opened. Nancy Lemis checked ESSENCE daily for potential spikes in emergency room visits which might indicate a disease outbreak. And leading up to OpSail and its large influx of boats, Environmental Health inspected all the marinas in the city. Altogether, OpSail provided a great opportunity to monitor a major, large scale event for outbreaks of diseases or injuries, or even a terrorist attack, and to report useful information in a timely fashion.

Budget and Expenses

Martin Wheeler

<u>BUDGET</u>	
State	1,894,366
Local	1,352,358
Grants	1,406,406
Other	200,741
Revenue	448,050
Total	\$5,301,921

<u>EXPENSES</u>	
Salaries	4,031,756
Services	740,545
Supplies	378,040
Premiums	6,250
Insurance	99,604
Equipment	45,726
Total Svcs	\$5,301,921



Martin Wheeler, Business Manager
Hampton Health Department



We're on the Web
www.vdh.virginia.gov
 Click on Local Health Districts

Hampton Health Department
3130 Victoria Boulevard
Hampton, VA 23661

Phone: 757-727-1172

Fax: 757-727-1185

Email: hamptonhealthdepartment@vdh.virginia.gov



Photo Courtesy of S. William Berg, MD, MPH, Director
 Hampton Health Department

Healthy Start and Welcome Baby

Teresa Morewitz

Healthy Start is a home visitation program offered to families to help develop the skills to become successful parents. The program begins prenatally and continues until the child enters kindergarten. Participation is voluntary and is based on a family's specific needs. Healthy Start served 979 adults and 759 children.

Welcome Baby is an opportunity to welcome all new babies to Hampton and share community resources with new parents. Members of the Healthy Start team visit new parents in the hospital to address any concerns they may have about their new family. Community resource information and a children's board

book are given as Welcome Baby gifts to the family.

- 760 families were assessed
- 917 new parents received a Welcome Baby visit
- 100% of teen mothers maintained an interval of 24 months between pregnancies
- 98% of target children received all immunizations
- 99% did not have a founded case of child abuse or neglect
- Thirty-four children graduated from Healthy Start in August 2011
- 90% of the parents demonstrated an acceptable level of positive parent-child interaction
- 98% of families showed im-

provement in their home environments

- 97% of the participants completed the educational curriculum and demonstrated increased parenting skills



Healthy Families Partnership 2011

Healthy Start Graduates
 August 7, 2011