

# North Carolina Local Health Department Accreditation



## 2019-2020 Annual Report Best Practices Supplement

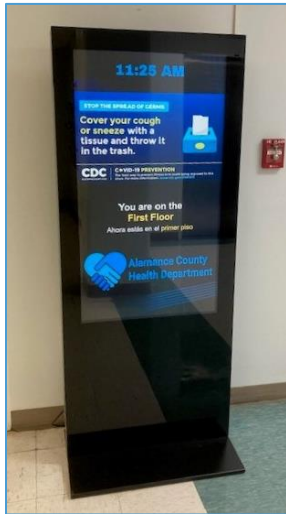
Local Health Departments across North Carolina are implementing innovative strategies to support quality public health in their communities. This report is a compilation of best practices identified by Site Visitors during site visits conducted in fall 2019 and winter 2020. A summary of each best practice is provided along with the name and contact information of the individual to reach out to if you would like to learn more.

### Alamance County Public Health Department

#### ***Disseminate Community Data and Information***

##### **Activity 9.1**

The Alamance County Public Health Department provides information throughout the agency on television monitors that is current and uses visual images and infographics.



#### ***Develop Strategic Plans to Guide Work***

##### **Activity 15.1**

The Alamance County Public Health department undertook an innovative strategic planning process that involved a core values-based approach incorporating five prioritized core values: integrity, accountability, compassion, communication, and teamwork, and use these value drivers to guide their work. One example in practice is the Teen Friendly focus for their teen clients. In this model, the agency analyzed teen services from the view of teenagers and implemented a teen-friendly waiting

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room with colorful furniture and a device-charging station as well as colorful exam rooms, updated information that was teen-focused, and artwork developed for and by teens.

***Assess Use of Programs and Services by Underserved & Vulnerable Populations***  
**Activity 19.1**

The Alamance County Public Health Department operates a Children’s Dental Clinic that is self-sustaining with no county money used to support it. In addition, with a Duke Endowment grant the clinic will be providing dental services in several schools in the area (eight to begin with) using an innovative approach of providing the clinic in a designated school space at each school (moveable clinic) instead of the traditional mobile unit that is expensive to operate.

*For more information contact: Ariana Lawrence, [ariana.lawrence@alamance-nc.com](mailto:ariana.lawrence@alamance-nc.com)*

## **Duplin County Health Department**

***Collaborate to Reduce Barriers to Access to Care***  
**Activity 20.2:**

The Duplin County Health Department has a partnership with East Carolina University’s Telepsychiatry Program to improve access to psychiatry evaluations, therapy, patient education and medication management.

*For more information contact: Beth Ricci, [bethr@duplincountync.com](mailto:bethr@duplincountync.com) or Ila Davis, [iladavis@duplincountync.com](mailto:iladavis@duplincountync.com)*

## **Edgecombe County Health Department**

***Investigate and Respond to Environmental Health Complaints or Referrals***  
**Activity 7.3**

The Edgecombe County Health Department Environmental Health complaint log is a simple logging method that captures the requirements of the activity. The department prioritizes the response of complaints and other requests for service, including where there are not explicit program services offered and follows their own policy.

***Inventory and Plan to Replace Equipment***  
**Activity 31.6**

The Edgecombe County Health Department is making a very strong effort in addressing the Environmental Health components of this activity.

*For more information contact: Thomas Stebner, [Thomasstebner@edgecombeco.com](mailto:Thomasstebner@edgecombeco.com)*

# Franklin County Health Department

## ***Clean, Disinfect and Maintain Clinical and Laboratory Equipment & Service Areas*** **Activity 30.6**

The Franklin County Health Department training policies on cleaning were very thorough. The cleaning process is defined by room and equipment in that room or area, making it very clear for assigned staff the cleaning duties that are to be performed.

*For more information contact: Antrel Branch, [abranche@franklincountync.us](mailto:abranche@franklincountync.us)*

# Haywood County Health and Human Services Public Health Division

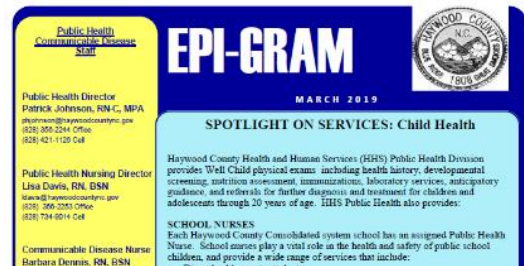
## ***Analyze, Note and Communicate Reportable Events*** **Activity 2.4, 4.1, 5.1 and 5.2**

The Epi Team for Haywood County Health and Human Services Public Health Division distributes a quarterly “EpiGram” to community partners, board members, and surveillance participants. Each issue provides information and education by showcasing a specific communicable disease. Each EpiGram also provides a one-sheet reference page listing all the reportable diseases and reporting requirements, notification protocol, and reporting contacts. After-hours contact information is also provided in the EpiGram, as well as communicable disease incidents and trends in Haywood County. Health Director Patrick Johnson got the idea from a similar document in practice at a health department that he toured in Spokane, Washington.

*“The EpiGram helps to increase understanding of the importance of surveillance reporting and establish accountability for all involved,” states Johnson. “The providers are expected to report to us; this is a way for us to report back to them.”*

The EpiGram has been used as part of the evidence for Activity 2.4 (annual CD reports to the Board of Health). Distribution of the EpiGram provides evidence for Activity 4.1 (communication with surveillance participants), Activity 5.1 (current after-hours call list and evidence of distribution and education of partners to the most current notification protocol) and, depending on the topic, Activity 5.2 (dissemination of alerts by multiple methods).

*For more information, contact: Amy Stevens, [amy.stevens@haywoodcountync.gov](mailto:amy.stevens@haywoodcountync.gov)*



## Reportable Disease Statistics

HAYWOOD COUNTY HEALTH DEPARTMENT COMMUNICABLE DISEASE REPORT:				
	2017	2018	2019	
	#	#	Year	Mar
ANIMAL BITE/Domestic	107	163		9
ANIMAL BITE/Wild	1			
Campylobacter infection	2	40		1
Cryptosporidiosis	29	4		
E. coli infection, shiga toxin-producing		4		
Gonorrhea	39	28		13
Haemophilus influenzae, invasive disease				
Hemolytic-Uremic Syndrome (HUS)				
Hepatitis A	1			
Hepatitis B, acute	1	3		
HIV	3	5		
Pertussis (Whooping Cough)	2	1		
Salmonellosis	4	9		1
Shigellosis				
Syphilis	8	3		
Chlamydial infection-laboratory confirmed	83	145		12
Encephalitis, arboviral, LAC	2	4		
Hepatitis B, carriage	5	10		
Hepatitis C, acute	3	4		
Legionellosis	3	7		
Lyme disease	1	1		
Mumps				
Non-gonococcal urethritis NGU	1	2		1
Rocky Mountain Spotted fever	4	1		3
Streptococcal infection, Group A, invasive	2			

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## Richmond County Health Department

### ***Investigate and Respond to Environmental Health Complaints or Referrals***

#### **Activity 7.3**

The environmental health staff work with Custom Data Processing (CDP) to establish the environmental health complaint log that can be used by other counties throughout the State.

### ***Recruit and Retain Staff that Reflects the Population of the Service Area***

#### **Activity 26.2**

The Richmond County Health Department partners with Vocational Rehabilitation to provide a worksite for vocational rehabilitation clients. Clients participating in the job training program are eligible to apply for vacant positions that match their job skills and training within the department, thus potentially contributing to a more inclusive and diverse workforce.

*For more information contact: Kim Crump, [kim.crump@richmondnc.com](mailto:kim.crump@richmondnc.com)*

## Rowan County Health Department

### ***Provide Health Promotion/Disease Prevention for the General Population***

#### **Activity 10.1**

The Rowan County Health Department takes a collaborative approach with their community's Post Overdose Response Team (PORT) project. In Rowan County, unintentional overdose deaths have more than tripled from 2001 to 2016. The Post-Overdose Response Team (PORT) gives emergency medical care and ongoing support to help opioid overdose survivors in their journey to becoming drug-free.

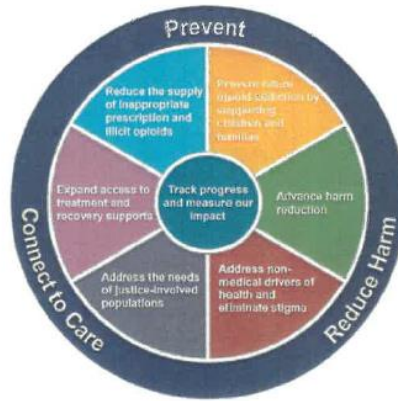
The Rowan County Health Department in collaboration with Rowan County Emergency Medical Services and the Center for Prevention Services have partnered to establish a Post Overdose Response Team (PORT) that will intervene directly in affected communities to provide outreach and support. The team will assist both active users, and those further along in the recovery process, by providing peer counseling, group therapy and other support.

The PORT comprises a Certified Peer Support Specialist, a Harm Reduction Advocate, and Community Paramedic who reach out and will try to connect identified individuals to the available services, treatment and resources in the county within 48-72 hours after contact.

PORT clients will be invited to participate in the support group meetings and training offered through the Health Department with the intention to prevent and minimize repeat overdoses. PORT members will make attempts to engage the family members and/or significant others of the overdose survivors to achieve greater impact.

### **PORT Partnership**

The Rowan County Health Department (RCHD), in collaboration with Rowan County Emergency Medical Services (EMS), and The Center for Prevention Services have partnered to establish a Post Overdose Response Team (PORT) that will intervene directly in affected communities to provide outreach and support. The team will assist both active users, and those further along in the recovery process, by providing peer counseling, group therapy, and other support.



### **Seeking Opportunities to . . .**

- ◆ Direct people to harm reduction services for active drug users and treatment/detox services for drug users looking to reduce or stop using
- ◆ Provide naloxone, overdose prevention training and overdose prevention materials
- ◆ Work together with stakeholders in the opioid response to reduce overdose mortality

### **Promote, Support and Evaluate Health Promotion Programs Activity 10.4**

The Rowan County WIC program supports the Apseed program which distributes tablets with educational apps to the WIC children to encourage early learning and literacy. The tablets are provided by the Apseed organization and given to children at no charge.



For more information contact: Vera Avery, [vera.avery@rowancountync.gov](mailto:vera.avery@rowancountync.gov)

## **Scotland County Health Department**

### **Provide a Current, Comprehensive List of Community Health & Wellness Resources Activity 21.1**

The Scotland County Health Department Health and Wellness Resource Guide 2018-2019 is a very consumer-friendly, comprehensive resource guide that promotes an understanding of service availability throughout Scotland County.

### **Provide Private Examination Rooms & Direct Client Services Areas Activity 30.3**

The Scotland County Health Department uses white noise machines as a sound masking solution to ensure that patient information is protected and also as a mechanism to promote relaxation.

For more information contact: Savannah Simpson, [ssimpson@scotlandcounty.org](mailto:ssimpson@scotlandcounty.org)

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## Stokes County Health Department

### ***Enforce Actions for Violations of Public Health Laws, Rules & Ordinances***

#### **Activity 18.2**

The examples the Stokes County Health Department provided as evidence for enforcement actions taken were very specific and to the point.

### ***Provide a Current, Comprehensive List of Community Health & Wellness Resources***

#### **Activity 21.1**

The brochure entitled “Crisis Support” is a comprehensive tool for providing information and local resources to residents for a variety of issues, including substance abuse, domestic violence and suicide.

*For more information contact: Tammy Martin, [tmartin@co.stokes.nc.us](mailto:tmartin@co.stokes.nc.us) or Candice Fulcher, [cfulcher@co.stokes.nc.us](mailto:cfulcher@co.stokes.nc.us)*

## Surry County Health and Nutrition Center

### ***Collaboratively Assess Needed Resources***

#### **Activity 12.2**

The Surry County Health and Nutrition Center provides Pregnancy Management Services to pregnant and postpartum women receiving Medicaid who have risk factors, which may put them at risk for poor birth outcomes. The Site Visit team was impressed by the partnership with the local obstetrics practice to embed the Health Department coordinator at their facility. This is an excellent use of resources to develop interventions for individual patients.

*For more information contact: Emily Mayes, [mayese@co.stokes.nc.us](mailto:mayese@co.stokes.nc.us) or Jeanna Read, [readj@co.surry.nc.us](mailto:readj@co.surry.nc.us)*

## Swain County Health Department

### ***Develop and Implement Strategies to Increase Use of Programs & Services***

#### **Activity 21.3**

The Swain County Health Department hosts an annual Community Baby Shower. Expectant families are provided education on a variety of topics such as safe sleep, WIC, breastfeeding, car seat safety and other topics, as well as provided needed supplies such as diapers, etc. Additionally, the Site Visit Team identified the use of a dispensing machine to increase the use of condoms in their community as a best practice. The machine is located on the exterior of the building, and thus, available 24 hours a day/7 days a week. There is no charge for the condoms. The dispensing machine is restocked two times per week. Another machine is located at the Department of Social Services building.

*For more information contact: Amber Frost, [amberf@swaincountync.gov](mailto:amberf@swaincountync.gov) or Carolyn Williamson, [carolynw@swaincountync.gov](mailto:carolynw@swaincountync.gov)*

# Wake County Human Services – Public Health and Environmental Health Divisions

## ***Employ Evidence-Based Health Promotion/Disease Prevention Strategies*** **Activity 10.3**

In 2017 as a Quality Improvement/Quality Assessment project, the department implemented a promising strategy from the Agency for Healthcare Research and Quality (AHRQ) Health Literacy Universal Precautions Toolkit to ensure systems are in place to promote better understanding by all patients. The agency adopted the plain language communication tool (Communicate clearly) as a promising strategy for health information and improving health.

## ***Review and Revise Policies*** **Activity 15.3**

In the policy format, the policy history section clearly identifies review history, effective date of the policy, version of the policy, section revised and the author. The Site Visit Team recognized this as a best practice for keeping a thorough history and timeline on all policies.

*For more information contact: Nicole Ifill, [Nicole.Ifill@wakegov.com](mailto:Nicole.Ifill@wakegov.com) or Jane Tallis, [jtallis@wakegov.com](mailto:jtallis@wakegov.com)*

# Warren County Health Department

## ***Collaboratively Implement Population-Based Programs*** **Activity 12.3**

The Warren County Health Department continues to provide the unique Exerstyle and Exerstyle Plus Programs on-site. These programs exhibit the health department’s continued dedication to addressing a significant and otherwise unmet community health need.

*For more information contact: Kaye Hall, [kayehall@warrencountync.gov](mailto:kayehall@warrencountync.gov) or Sharon Bartholomew, [sharonbartholomew@warrencountync.gov](mailto:sharonbartholomew@warrencountync.gov)*

# Wilson County Health Department

## ***Review and Revise Policies*** **Activity 15.3**

The Wilson County Health Department uses a ‘Policy Update Log’ for each policy that identifies review dates, revision dates and content that was revised in a table format that is easy to follow.

*For more information contact: Narshira Vann, [nvann@wilson-co.com](mailto:nvann@wilson-co.com)*

Community Resource Guide (NC 211) Policy				
WILSON COUNTY HEALTH DEPARTMENT COMMUNITY RESOURCE GUIDE POLICY UPDATE LOG				
Update Number	Date of Update	Subject	Page Number	Other
1	12-15-16	Updated Responsibilities	3	II.
2	12-15-16	Deleted other resource guides	3	III.A.
3	11-22-17	Reviewed only		
4	11-07-18	Changed Reference hyperluk	3	VI.
5	10-24-19	Added to Definitions: NC 211	3	I.A.
6	10-24-19	Changed: utilize a Community Resource Guide developed and updated by the United Way to provide information about how to access the Community Resources by using NC 211 by phone or website.	3	III.A