

# City of Stamford

## Department of Health

# FY 2018-19 Budget Presentation

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March 13, 2018  
Board of Finance

April 17, 2018  
Board of Representatives





# *Department of Health*

## **Health Department Mission**

To promote wellness and healthy lifestyles, prevent disease and injury, and proactively protect the health, safety, and well-being of the public and our City environment.

## **Ten Essential Services of Public Health CGS 19a-207a**

### **I. Assessment**

1. Monitor Health
2. Diagnose & Investigate

### **II. Policy Development**

3. Inform Educate & Empower
4. Mobilize Community & Partnerships

### **III. Assurance**

5. Develop Policies
6. Enforce Laws
7. Link to/Provide care
8. Assure Competent Workforce
9. Evaluate
10. Research

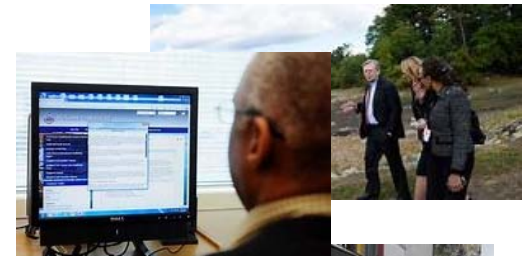
# *Department of Health*

## **Programs**

- Environmental Inspections
- Laboratory
- Nursing & Dental Hygiene
- Public Health Education
- Public Health Emergency Preparedness and Response
- Women, Infant, and Children (WIC)



# Health Department Mandates



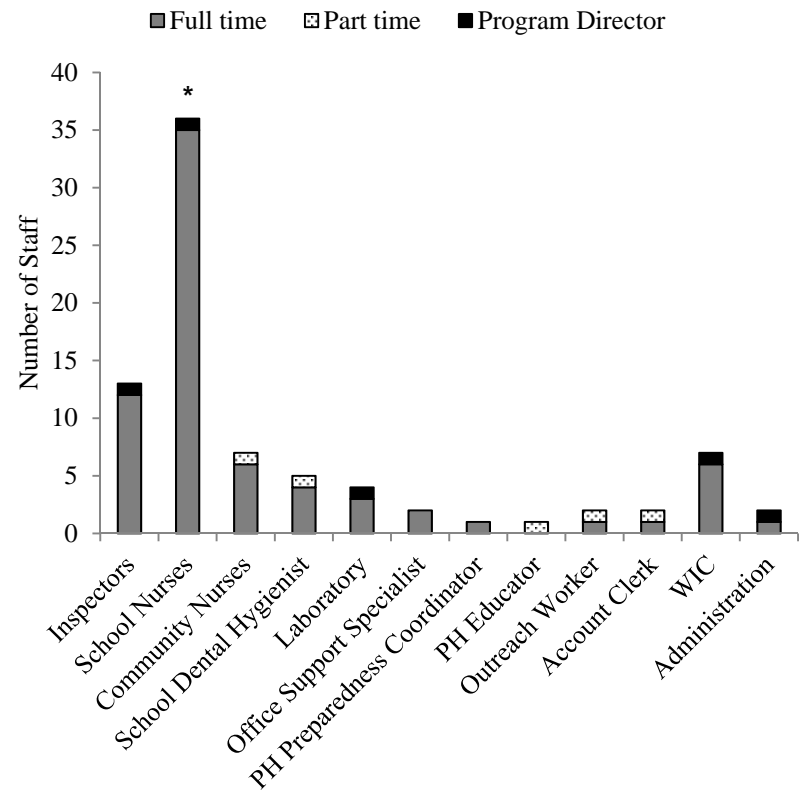
- **Ten Essential Services of Public Health:** Connecticut General Statutes 19A-207A
- **Food Service:** State of Connecticut Public Health (DPH) Code and the City of Stamford Code of Ordinances Chapter 132
- **Housing Code:** The CT State General Statues, Section 47a and Chapter 146 of the Stamford City Code of Ordinances
- **Subsurface Sewage Disposal:** Through chapter 200 of the Stamford City Code of Ordinances and the Public Health Code of the State of Connecticut, §19-13-B100a; §19-13-B103; the Technical Standards, (pursuant to §19-13-B103)
- **Refuse and Pesticide Trucks:** Stamford City Code of Ordinances chapters 137 and 227
- **Inspections, Salons:** *The Stamford City Code of Ordinances Chapter 141-5*
- **Inspections, Schools:** Connecticut State Public Health Code Section 19-13-B30
- **Day Care Centers:** General Statues of State of Connecticut 19a-82
- **Water Quality/Drinking Water:** The State of CT Public Health Code Sections 19-13-B51a to 19-13-B51m
- **Reportable Disease Information:** Required to submit information to the CT DPH and keep record of local reportable disease information sent to Stamford.
- **Lead Prevention:** Stamford City Code Chapter 146-27.1
- **Massage Establishment:** Stamford City Code chapter 159 and General Statutes of the State of Connecticut
- **Weights and Measures:** Stamford City Code of Ordinances Chapter 244
- **Complaint Investigations:** State Statutes, Connecticut Public Health Code or of the City Code of Ordinances (various)
- **Swimming Pools:** General Statutes of the State of Connecticut
- **Beaches & Shellfish Beds:** Connecticut Public Health Code
- **Mosquito and Vector Control:** Connecticut Public Health Code, General Statues of the State of Connecticut and the Stamford Code of Ordinances.
- **Tuberculosis (TB):** State of CT Public Health Code 19A-36-A1 thru A24 and CT Statues Chapter 368G section: 19A-250 thru 19A-265.
- **Sexually Transmitted Disease (STD):** CT General Statutes - By contract with CT Dept. of Public Health required to interrupt, prevent transmission, and treat and Sexually Transmitted Diseases
- **Immunization program:** CT General Statutes - By contract with CT Dept. of Public Health required to conduct an immunization program to increase immunization levels among children.
- **School Nursing Services:** CT General Statutes requires school nursing services to provide; maintain cumulative health records; collect, review and assess the mandated health physicals and vaccine records for schools. School Nursing: Perform mandated screenings, referrals and follow-up.

# Department of Health

The Department of Health had over 243,000 service contacts and interactions with the public last fiscal year.



## Department of Health Staffing N=82



\* Director for School Nursing oversees Community Nursing and School Dental



# Department of Health Activities

The Department of Health had over 124 contacts and interactions with the public for outbreaks investigated.

## ■ Outbreaks Investigated 2017

- *Escherichia coli* at restaurant “#1” in Stamford [39 persons]
- Hepatitis A at a Westchester, NY restaurant
- Influenza in two Nursing Homes [A 15 persons, B 9 persons]
- Mumps at a major sports entertainment organization
- Norovirus suspected at restaurant “#2” affecting High School children [61 persons]







# Environmental Inspections

The Department of Health Environmental Inspections had over 8,081 service contacts and interactions with the public last fiscal year.

## **Critical & Mandated Services**

- Beaches & Shellfish Bed
- Day Care Centers
- Food Service
- Housing Code
- Lead Prevention
- Massage Establishments
- Public nuisances
- Refuse and Pesticide Trucks
- Salon Inspections
- School Inspections
- Subsurface Sewage
- Swimming Pools
- Weights and Measures

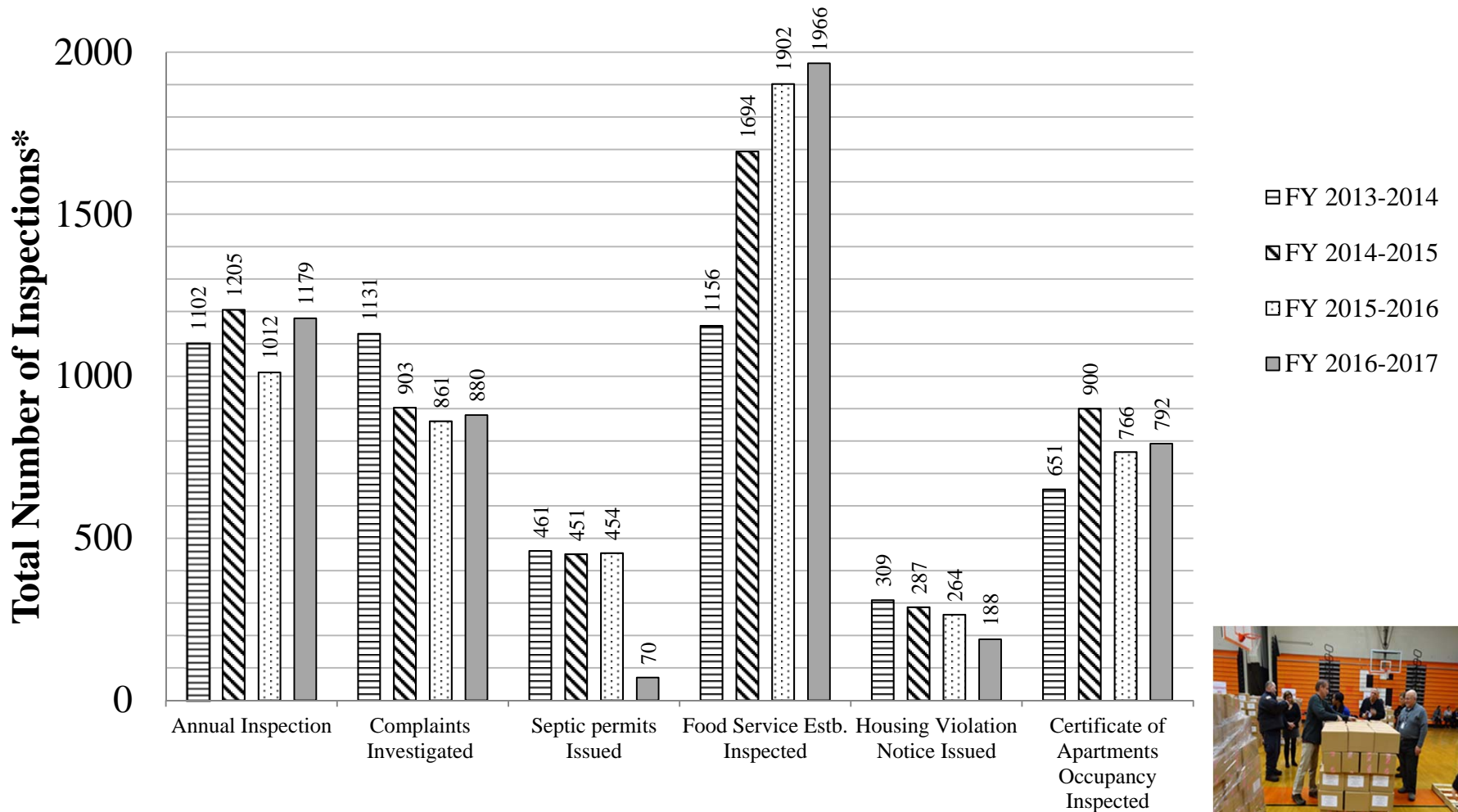
## **Basic Quality of Life Services**

- Asthma prevention via Breath of Fresh Air program

## **Other Services**

- Emergency Shelter Inspections and Staffing
- Housing Safety & Zoning Code Enforcement Initiative (Operation Safe House)
- Office Duty (Citizen assistance on permits and complaints)
- Food Safety Program

# Environmental Inspections FY 2013-2017



\* Includes repeat inspections

Annual inspections include: Barber shop, Beauty Salons, Weight & Measures, Hotels, Rooming Houses, Schools, Daycares, Assisted Living, Garbage & Septic Trucks





# Nursing and Dental Hygiene

The Department of Health Nursing and Dental Hygiene Division had over 210,000 patient service contacts and interactions with the public last fiscal year

## Critical & Mandated Services

- Tuberculosis treatment and follow up
- Sexually transmitted diseases prevention and treatment
- Immunization program
- Reportable conditions follow-up
- School Nursing Services



## Basic Quality of Life

- Dental Sealants to 1<sup>st</sup>, 2<sup>nd</sup>, 6<sup>th</sup> and 7<sup>th</sup> graders
- Dental Clinic Prevention and Treatment Services
- Dental Education to Public, Private/Parochial and Pre-K
- Influenza vaccination program
- Well Child Clinic
- Asthma prevention via Breath of Fresh Air program

## Other Services

- Emergency Shelter Staffing
- Public Health Emergency Response
- Travel Clinic\*

\*To be replaced with Adult Health, Wellness, and Disease Prevention Program



# Nursing Program

The Department of Health Nursing and Dental Hygiene Division had over 210,000 patient service contacts and interactions with the public last fiscal year.

## School Nursing

- Supports, public, private, and parochial schools
- Reviews, blue forms for admission
- Provides emergency medical care
- Provides routine care to children with underlying medical conditions
- Reviews and approves children for school trip requests

## Community Nursing

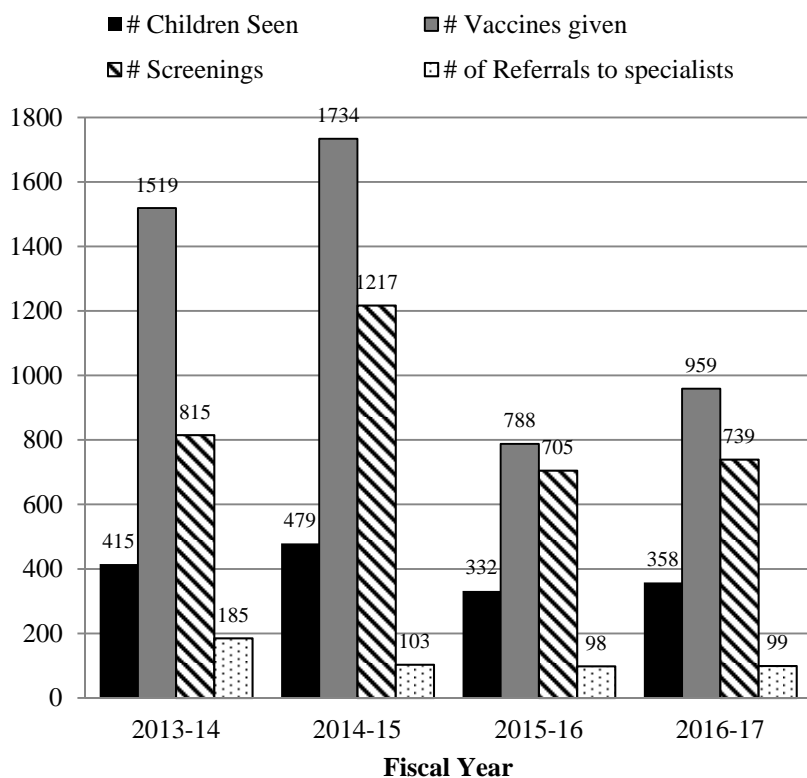
- Well Child Program
- Vaccination Program
  - Immunization Action Plan (IAP)
  - Cocoon Program
  - Influenza Vaccination Program
  - Travel Vaccination Program\*
- Sexually Transmitted Diseases Program
- Tuberculosis Program
- Reportable Diseases & Conditions (excluding STD, TB, & HIV)
- Breath of Fresh Air Asthma Program

\*To be replaced with Adult Health, Wellness, and Disease Prevention Program

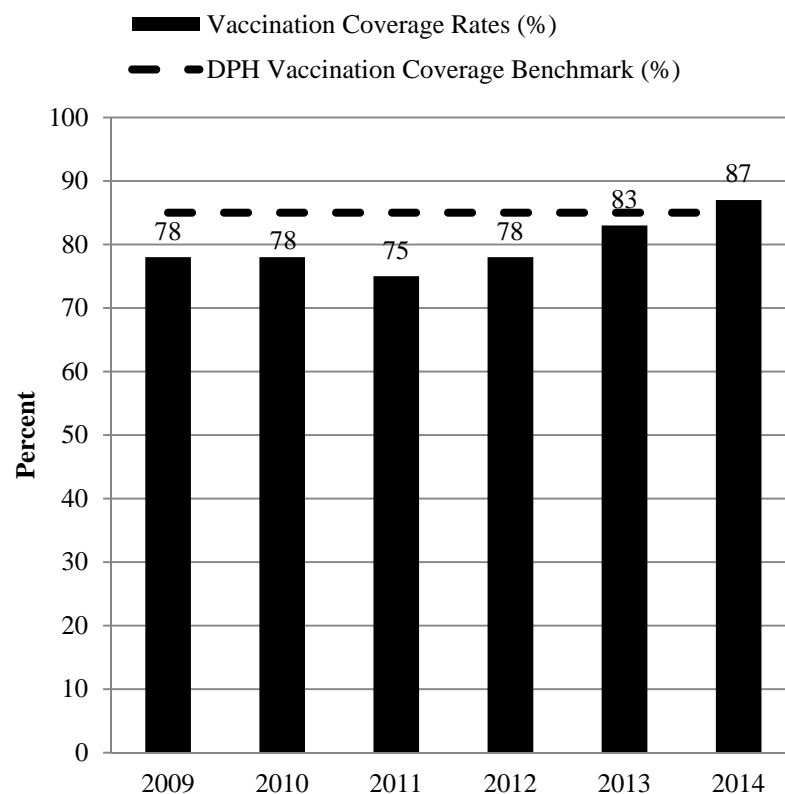


# Community Nursing

## Well Child Clinic



## IAP: Vaccination Coverage Rates City of Stamford (3 yr. reporting lag)

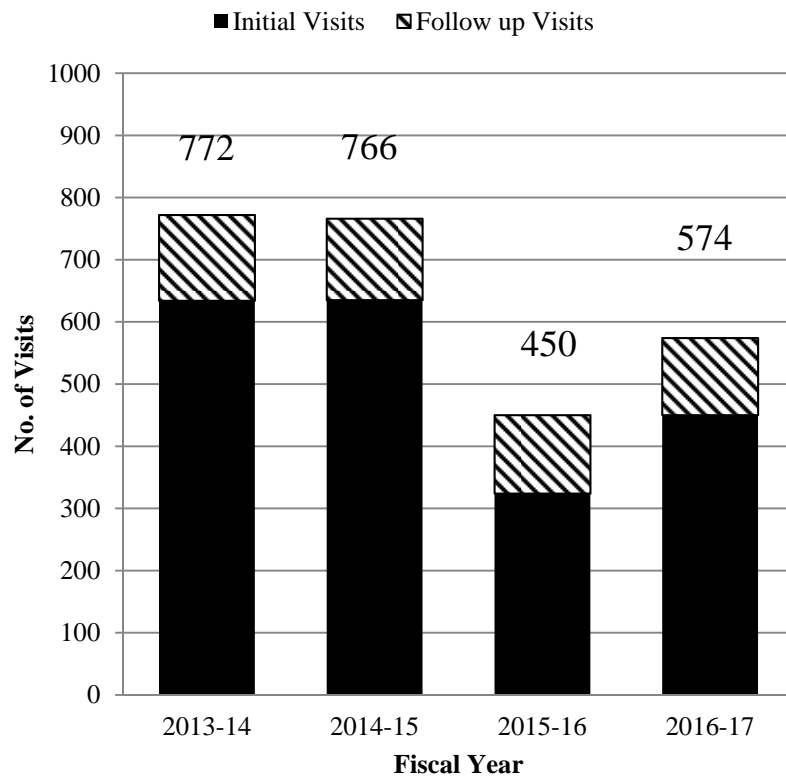


\*Tracked children at ages 7 and 9 months and 2 years  
Starting 2012 tracked all children up to age 3 years

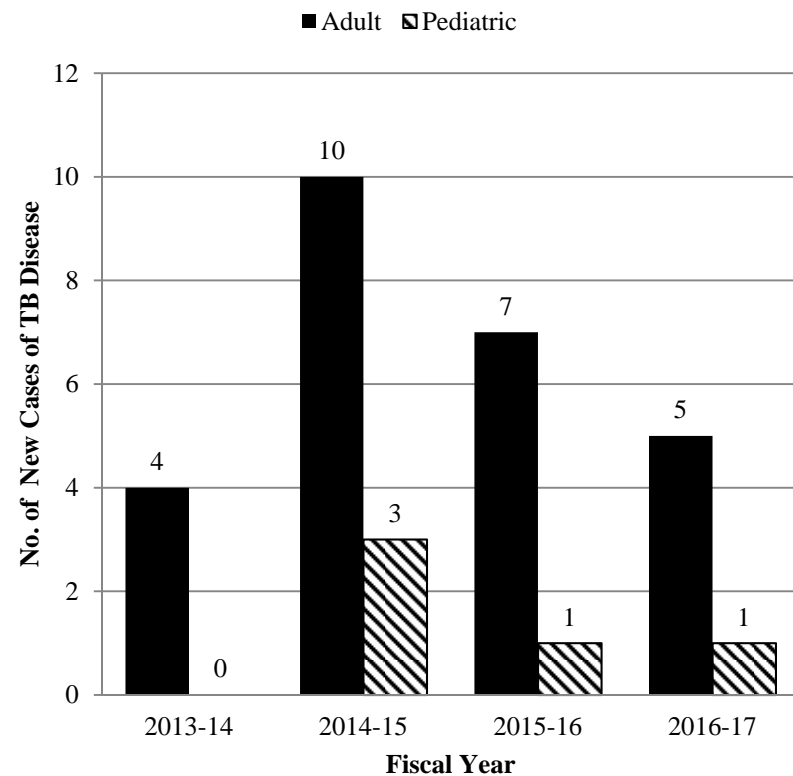


# Community Nursing

## Sexually Transmitted Diseases Clinic



## New Cases of Tuberculosis Seen in the Clinic

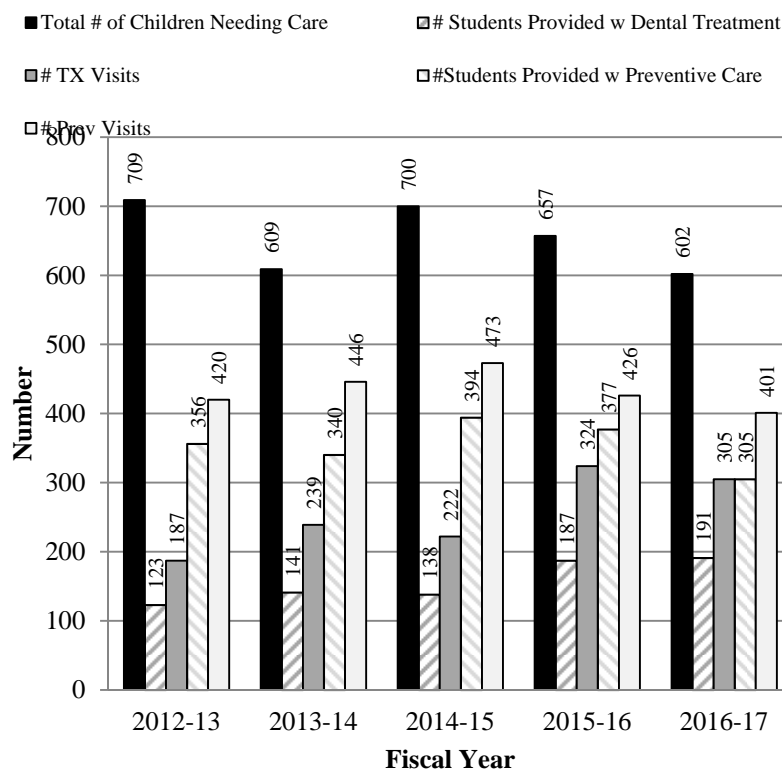
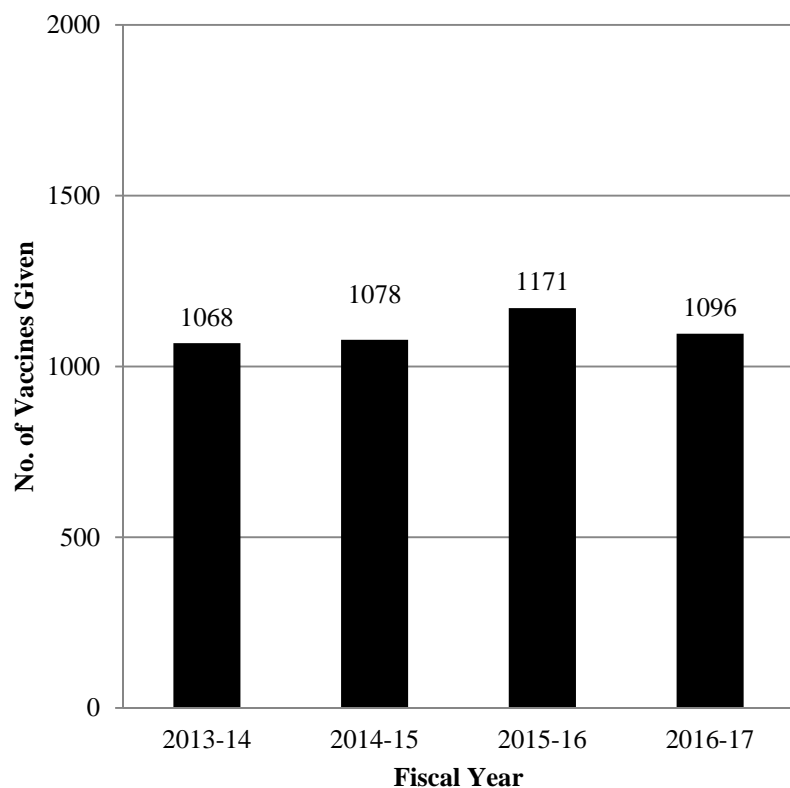




# Community Nursing & Dental

## Dental Hygiene Program Preventive and Treatment Care

### Influenza Vaccination Program



NB: (1) Some children needing care may choose to use their private doctors;  
 (2) The number of treatment and preventive care are not mutually exclusive

# Laboratory Services

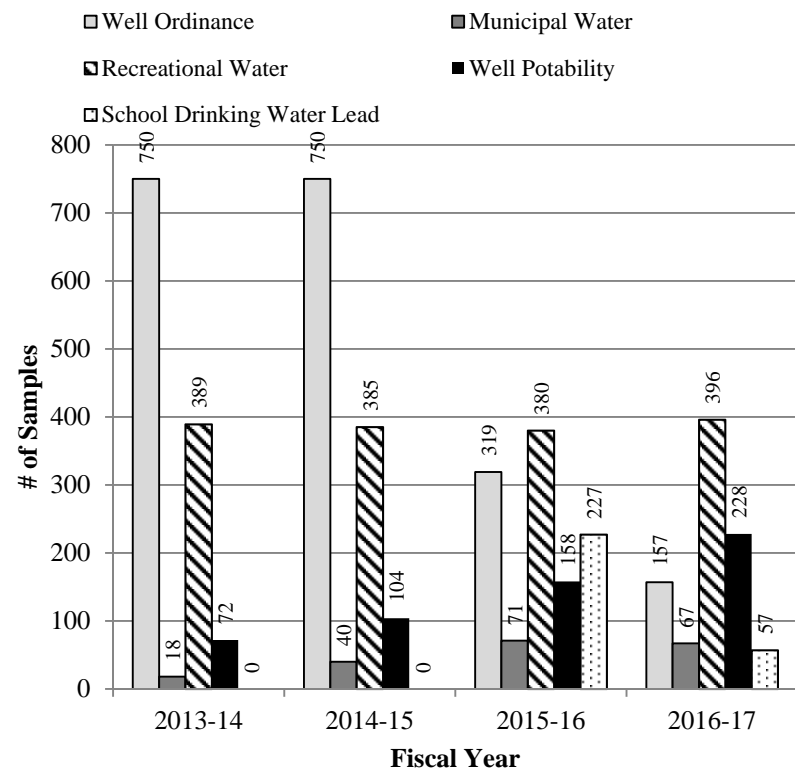
The Department of Health Laboratory Service Division performed over 2,090 tests, service contacts and interactions with the public last fiscal year.

## Critical & Mandated Services

- Drinking Water Quality
  - Lead testing in daycares & schools
- Private Well Water Testing
  - Newly drilled wells
  - Ordinance testing (expired)
- Beach Water Testing

## Other Services

- Identification of ticks and bedbugs
- Arrange for rabies testing of animals
- Private Well Water Testing (Voluntary requests)
- Assist in providing testing supplies during outbreaks





# Department of Health

## Public Health Education

- Coordinates health awareness days each month
  - Sun Safety and Melanoma prevention
  - Flu season kick-off
  - Breast Cancer prevention presentations at local high schools
  - Great American Smoke Out contest
  - Radon testing promotion
  - Healthy Heart Day
  - National Nutrition Month kick-off
  - Walking Challenge for Public Health Week
  - Senior Health & Wellness Day
  - Mental Health Awareness event at Government Center
  - HIV Testing Day promotion



## Public Health Emergency Preparedness

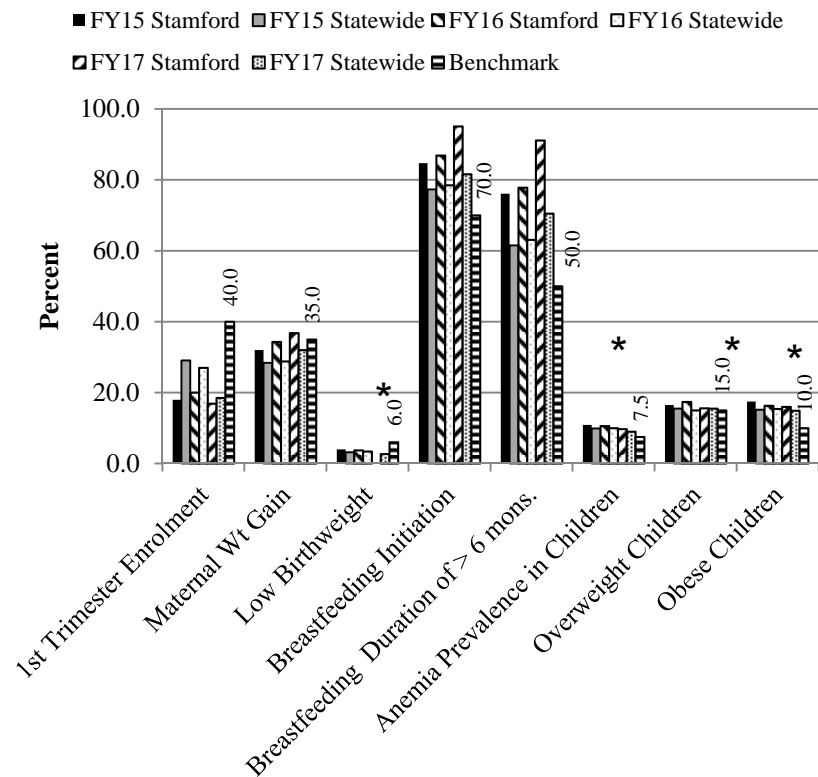
- Conducts emergency preparedness activities
  - Ebola full scale exercise (> 50 participants)
  - Quarterly state call down drill (> 150 participants)
  - Emergency Response plan review/edits
  - Facility Setup (Flu Clinic) (17 participants)
  - Family Assistance Center functional exercise (> 100 participants)
  - Long-term Care mutual Aid plan full scale exercise (35 participants)
  - Regional mass care tabletop (> 100 participants)
  - MRC challenge award grant development
  - American Red Cross shelter training for HD staff and MRC (14 participants)
  - MRC swearing in ceremony

# Women, Infants, and Children (WIC) Program

## Service Contacts for FY 2017 – 23,103

The WIC Program provided over 23,103 Nutrition, WIC assistance and support for Woman, Infants and Children last fiscal year.

- Federally funded nutrition program
- Targets low-income:
  - Pregnant and postpartum women
  - Infants
  - Children to age five
- Provides
  - Nutrition education and counseling
  - Support for breastfeeding
  - Support for nutritious foods
  - Referrals to community resources to enrolled clients



NB: Numbers in **bold** are the benchmarks

\* Means the goal is to be less than this benchmark

The WIC Program works on the Federal Fiscal Year



## *Health Department Accomplishments*

- Created focused multidisciplinary taskforces to address Hoarding, Vector Control, etc.
- Cross-trained employees to increase productivity and Improve customer service
- Community Nursing staff relocated to 137 Henry Street Clinic
  - Increased Clinic and Nursing services hours to 37 hrs./wk. with no additional costs at Community Health Clinic
  - Multiple Health Services and Care now provided for residents in need
- Increased influenza vaccination outreach enhancing service to the community
- Expanded dental sealant program; enhanced service to children
- Inspectors using field based reporting and printing to increase efficiency
- Increased health awareness activities through public health activities
- Improved WIC participant educational component through creation of multidisciplinary education classes
  - Implemented State automated text messaging of missed appointments and unused supplemental food benefits; enhanced customer service
  - Expanded WIC operational hours, offering Saturday hours once monthly and evening hours on Tuesdays
  - Added Perinatal Mood and Anxiety Disorder Screening (Edinburgh) for 3<sup>rd</sup> trimester pregnancy and postpartum participants
- Continued participation in VITA Initiative and the Community Health Improvement Plan (CHIP) with Stamford Hospital and other Community partners.<sup>17</sup>



# *Health Department Challenges*

## ■ *Short-term Challenges*

- Succession plan to attract staff with sufficient public health and public informatics knowledge and skills to address modern day public health issues—in progress
- Outdated and inconsistent policies and procedures for today's public health
- Language translation services required for Stamford's ethnically diverse population; language barrier restricts Health Department's ability to effectively communicate with residents. Requested in this year's budget
- Current political climate for immigrant population negatively impacts the Health Department's ability to do outreach among this high risk population



# *Health Department Challenges*

- *Long-term Challenges*

- *Aging/Outdated Technology: Internet Technology & Public Health Informatics*

- Most data collection and reporting still not in an electronic format
    - Duplicative data entry requirements
    - Outdated Environmental Inspections databases; need for a web-based data management system
    - Outdated Community Nursing databases; need for an electronic medical record (EMR) system for the clinic services to enhance data access and management and allow private billing
    - Outdated and unsecure protected health information (PHI) sharing system (FAX); need for secure email system for health data
    - Inability to provide all appropriate staff with cellular iPads and iPhones to facilitate field-base responding
    - Lack of credit card and other modern billing systems

- *Work Restrictions*

- Collective bargaining agreements restrictions that negatively impact operational flexibility
      - Lack of a performance evaluation system to provide ongoing evaluations and guidance
    - Outdated job descriptions restrict implementing modern day job duties and negatively impact productivity. To begin working with Human Resources to update.



# *Health Department Management*

- **Budget Reduction Impacts:**

- Not being able to comply with:

- Newly implemented Federal Drug Administration's Food Code, Inspection program
- Mandated restaurant inspections
- Illegal Housing issues (Connecticut Public Health Code; Stamford Housing Code, and Connecticut General Statutes)

- Negative effects of poor dental health on nutrition, and academic performance

- Unable to properly conduct Community Nursing outreach and follow up as is required by law

- Inability to follow up on cases of tuberculosis; follow up on contact tracing for STDs; inability to address the dangers of flu and conduct expanded flu clinics; and the inability to provide mandated physicals and vaccines for children entering schools

- **Approving Budget Request will allow the Health Department to:**

- Add staff to Environmental Inspections to address mandated and new responses to meet required goals timely

- Allow Nursing Division to meet requirements and the needs of schools and community

- Provide important and much needed health services to community

- Provide outreach to adult health, wellness, prevention and educational programs

- Enhance clinic service to provide a more fully functioning public health clinic





# *Health Department Goals 2018/2019*

## □ **Administration**

- Develop an Institutional Review Board (IRB)
- Restructuring of programs and reallocating existing resources to improve services in Nursing, Environmental Inspections and Public Health Education
- Expand community partnerships that are mutually beneficial
- Increase the number of benchmarks that have are achieved by each program
- Develop/Update written Departmental and Divisional policies and procedures
- Revitalize the Health Department's Medical Reserve Corp Volunteer program
- Identify an electronic medical record system for the clinic and a data management system for Environmental Inspections

## □ **Nursing Division (Program(s) Restructuring)**

- Restructure Community Nursing at South End Community Center to provide fully functioning clinic 5 days a week.
- Enhanced Supervision in Community and School Nursing Program
- Expand clinic outreach to under- and un-insured
- Implement an Adult Health, Wellness, and Disease Prevention program
- Work with BOE to have 100% compliance of required vaccines and physicals in Stamford Public Schools.
- Increase Compliance rate of Immunization Action Plan (IAP)
- Identify an electronic medical record system for the clinic and institute Phase 1 for implementation

## □ **Laboratory**

- Implement a third party well water testing program and provide improved laboratory services for resident safety



## ***Health Department Goals 2018/2019***

- **Environmental Health Inspections (Program Expansion – 2 Environmental Inspectors to address important need)**
  - Complete 100% of mandated inspections of food and retail establishments per year and proactively address illegal housing
  - Comply with the inspection requirements of the New Food Code mandating inspections of all temporary events before they are permitted.
  - Implement a Quality Assurance Field Inspection program to ensure professional and courteous delivery of services
  - Implement an improved school water testing program
- **Public Health Education (Program Expansion to address Public Health Concern of Road Traffic Injury and Death)**
  - Increase public health educational and outreach activities
  - Address Public Health Concern of Road Traffic Injury and Death through direct participation in Street Smart Initiative
- **Woman, Infants and Children (WIC)**
  - Increase contacts and improve services provided to the population served.
  - Participation in Cradle To Career's Infant Health and Development Community Action Network (CAN) initiative "Go Before You Show" City-wide campaign- (1st City in CT)