

# Town of Greenwich Department of Health



## Operational Plan 2020 – 2021



# **Operational Plan**

## **2020-2021**

### **GREENWICH DEPARTMENT OF HEALTH**

**401 – Administration**

**405 – Environmental Services**

**410 – Special Clinical Services**

**415 – Family Health**

**425 - Laboratory**

### **Mission**

The Greenwich Department of Health is responsible for protecting, promoting, and improving the health of Greenwich residents by implementing the provisions of essential public health services and carrying out public health core activities. These include monitoring the public's health status, investigating and responding to disease outbreaks, enforcing laws and regulations to protect the public's health, developing health policies, identifying critical health needs, educating the public about public health issues, allocating health resources to those who are in need, and planning for emergencies which may require a public health response.

### **Primary Services Provided**

All divisions of the Department carry out mandated health services as a result of local/state/federal regulations or laws. The following is a complete list:

- Protect people from communicable diseases and work to reduce health risks that promote chronic disease and illness through preventive services, such as: providing immunizations, conducting healthcare counseling and screenings, providing patient case management, and making referrals for treatment. Through the enforcement of public health regulations, the Department conducts disease surveillance and investigation, monitors the community's health status, collaborates with community health partners to provide health services, and by statutory authority, issues health orders by the Director of Health to protect the public's health.
- Enforce public health laws and regulations to protect human health and the environment by: exercising the authority of the Director of Health and Board of Health when needed, overseeing the treatment of those with infectious/communicable diseases, investigating and providing case management of disease outbreaks, sampling and analyzing pollution sources in the community in an effort to identify disease-causing organisms, and leading the development of health policy and planning in the community.
- Assure accessibility to quality medical care, as well as work towards reducing health disparities in the population, by providing direct public health essential services when possible, especially to disadvantaged populations and mobilize health resources (indirect services) when there is a need identified in the community. The Department's health services include, but are not limited to: nursing services (adult, maternal and child health program), immunizations, child care, elder care for the homebound, communicable disease case

management, and services for the uninsured and underserved. The Environmental Health and Laboratory Service Program provides enforcement of public health regulation, collects and analyzes environmental samples and provides clinical testing for children and adults. The Special Clinical Services program provides communicable disease screening, patient treatment, case management, and counseling for targeted conditions. It also provides public health education to student populations and executes the Town's Bloodborne Pathogen Program for Town employees. The Dental Health Program provides oral health screening, education, and referral primarily to children of the public health school system, pre-school programs, the Woman, Infant and Child (WIC) program, and seniors in the community.

- Plan for public health emergencies through the provisions of a contract between Greenwich Emergency Medical Services (GEMS) and the Town (to provide basic and advanced life support emergency medical services), conduct local emergency planning through the Department's Public Health Emergency Preparedness program (which conducts disaster plan development/updating; educates the general public, and coordinates with community and Town agencies to ensure a coordinated response to public health emergencies). Acts as a liaison between the Town and State as it pertains to planning for emergencies that may require resources from the State and other municipalities.
- Provide limited public health education (the Department's health educator position was eliminated by the Town in 2009-2010 as part of a downsizing effort) about disease, health issues, and health hazards, with an emphasis on prevention. This is achieved through provisions of public health service programming, presentations, classroom instruction, and literature distribution for the prevention of illness, disease, and premature death.
- Contribute to the evidence base of public health while investigating and evaluating health issues, implementing, and improving health service programs, engaging the community, and initiating interventions through the provisions of: collecting, monitoring, tracking, tabulating, analyzing, and reporting data for the health jurisdiction served.
- Plans for and responds to public health emergencies such as a pandemic influenza, enforces public health regulations to reduce illness and disease in the population and develops health policy in the community.
- Identifies health problems and environmental hazards through evaluation and assessment and collaborates with health system partners to identify critical health needs and resources.
- Provides health services and works towards reducing health disparities in the population as to provide equal access to health care in the community.

### **FY 19-20 Goal Accomplishments**

#### *(401) Administration*

- To enhance the Department's billing system operations by adding Husky insurance to bill for services rendered in the Family Health Division.
- To develop a process that monitors the Department/Divisions expenses in detail.

Completion June 2020

#### Accomplishments (not all inclusive)

- Number of Medical Reserve Corps (MRC) members trained: 35
- Estimated partial revenues received from programs that are funded by state grants: \$2,720

- Number of health orders issued per population served: 13
- Number of customer satisfaction surveys: 56
- Percentage of customers satisfied with Department services: 100%
- Number of health alerts issued to the public: 58
- Assisted and coordinated a 10-year contract between the Town of Greenwich and the Greenwich Emergency Medical Services, LLC (GEMS) to provide continued Advanced Life Support Services.
- Number of Emergency Preparedness Plans updated: 3
- Number of state grants managed: 3

### **FY 19-20 Goal Accomplishments**

#### *(405) Environmental Services*

- To create a policy on responding to residents' complaints that are registered with the Division.
- To create a policy on reviewing building plans in the Division during public hours of operations.

Completion June 2020

#### Accomplishments (not all inclusive)

- Number of public pools inspections performed for safety: 61
- Number of public beach samples tested during the season for acceptable water quality: 235
  - Of those tested, number that had unacceptable results: 41 (17%)
- Number of days public beaches closed for swimming due to unacceptable water quality and automatic rainfall closures: 15 (increase from last year)
- Number of septic system plans reviewed and processed by qualified staff (4): 376
- Number of septic system installation inspections by qualified staff (4): 223 (increased from last year)
- Number of well water drilling applications reviewed and processed: 28
- Number of sewage disposal permits processed: 93
- Number of food service establishment inspections conducted by qualified staff (4) – 1072  
This number indicates a significant increase.
  - *Yearly, 1 in 6 people (48 million) in the U.S. gets sick, 128,000 are hospitalized and 3,000 die of foodborne disease.*
  - Greenwich followed through on 23 enteric illnesses reported
- Number of food service establishment/facility licenses processed by office staff available (1): 362
- Number of animals submitted for rabies testing due to possible human exposure: 24
  - Of those submitted for analysis, none were found positive for the rabies virus.
- Number of residential building plans reviewed for other Town Department approval: 116
- Number of required licensed facility inspections other than food service establishments by

qualified staff (4): 215

### **FY 19-20 Goal Accomplishments**

#### *(410) Special Clinical Services*

- To create a policy on urine testing for use in the STD clinic by utilizing the Aptima Urine Collection kit.
- To create a policy on Expedited Partner Therapy (EPT) for use in the STD clinic.

Completion June 2020

#### Accomplishments (not all inclusive)

- Number of public- students and staff receiving communicable disease education programs by qualified staff (1): 2,159
- Number of resident at-risk clients counseled/tested for STD/HIV/Pregnancy by qualified staff (1): 348 (17% increase) and 216 telephone counseling sessions provided
- Number of at-risk resident clients treated for STD per population served: 64

### **FY 19-20 Goal Accomplishments**

#### *(410) Dental Health*

- To educate the public about the significant link between oral health and overall system health.

Completion June 2020

#### Accomplishments (not all inclusive)

- Number of WIC children screened for oral health with no referrals for treatment: 6
- Number of required public school oral health education sessions given to students in kindergarten through fifth grade by staff (2): 208
- Number of public school children examined for oral health problems by staff (2): 6,035
- Number and percentage of students referred to a dentist for follow-up: 972 (16%)
- Number of public school children receiving dental screening services and Fluoride mouth rinse by staff (2): 8,806
- Number of uninsured/underserved children receiving dental health screenings by staff (2): 210
  - Of those screened, percentage of children referred for dental follow-up: >50%

### **FY 19-20 Goal Accomplishments**

#### *(415) Family Health*

- To reduce acute asthma episodes and improve asthma control in the community through recognition, elimination and reduction of environmental and other asthma triggers.
- To create a policy that addresses patient health records and their storage within the Department of Health.

Completion June 2020

Accomplishments (not all inclusive)

- Number of Women, Infant and Child (WIC) participants: 151
- Number of communicable disease outbreaks investigated: 290
- Number of deaths reported per Greenwich population served (62,727): 358 (#1 Heart & Circulatory Disease - #2 Cancer - #3 Cerebral/Cerebrovascular)
  - Chronic diseases such as diabetes, stroke and cancer are among the leading cause of death in Americans. It is estimated that by 2030, more than 75% of the world's death will be caused by cardiovascular disease, diabetes, and cancer. Nationwide, obesity continues to be a problem with more than 30% of the population obese. In Connecticut, 9.8% (2018) of adults have diabetes, 30.4% report having high blood pressure (2018) and over 29% are obese (2018). In addition, 20% of State residents do not engage in any kind of leisure physical activity.
- Number of uninsured, underserved, homebound, frail or chronically ill residents needing nursing service by staff (1.5): 49
- Number of residents requiring medical management/follow-up for communicable diseases by staff (1): 43
- Number of immunizations given to general public for protection against various diseases by staff (4.0) per population served: 1,985 (slight increase)
- Number of reportable disease reports received and reviewed: 252
- Number of underserved/uninsured children needing nursing clinic services: 98  
Number of immunizations, screening and examinations for all children (including underserved/uninsured) needing nursing clinic services: 1,653
- Number of maternal health assessments for at-risk underserved women by staff (1): 100
- Number of live births reported and recorded for Greenwich in 2018-2019: 480
- Number of live births reported and recorded for Greenwich with very low birth weights (<3.3 lbs.): 0
- Number of live births reported and recorded for Greenwich with low birth weights (3.3-5.5 lbs.): 22

**FY 19-20 Goal Accomplishments**

*(425) Laboratory*

- To create policies and procedures that enable residents to receive timely and accurate lab results.
- To create a policy that addresses the collection, storage and delivery of revenue to the Department's Accounting Clerk.

Completion June 2020

Accomplishments (not all inclusive)

- Number of public pool water samples analyzed: 245
  - Of those analyzed, number of samples found to be unacceptable: 10 (4%)
- Number of public beach samples tested during the season for acceptable water quality: 235

- Of those tested, number that had unacceptable results: 41 (17%)
- Number of public and private well water samples analyzed for acceptable water quality: 237
  - Of those sampled, number that had unacceptable results: 42 (17%)
- Number of public water distribution samples analyzed: 184
  - Of those analyzed, number of samples found to be unacceptable: 4 (2%)
- Number of animals submitted for rabies testing due to possible human exposure-24
  - Of those submitted for analysis, none were found positive for the rabies virus.
- Number of residents that processed radon in air samples: 233
- Number of households above the EPA radon in air action limit (pic/L): 74 (33%)
- Number of residents that processed radon in well water samples: 25
- Number of well water samples found to be over the State DEEP action limit of 5,000 pic/L for radon in water: 3 (13%)
- Number of drinking water samples analyzed for bacterial contamination by number of staff (3): 184
- Number of school children screened for anemia: 71
  - Of those screened, number found to have unacceptable levels: 0
- Number of children screened for lead in blood in the WIC Program: 71
  - Of those screened, number with elevated levels of lead and reported to state: 0

### **FY 20-21 Projected Goal Accomplishments**

**Details outlining goals, strategies and performance measures for items listed below are in the Office of the Director of Health**

*(401) Administration – Business Office:*

Goal – To improve Business Office operations and accounting procedures for billing client services rendered by the Family Health Division. This will be achieved by designing an Excel spread sheet that includes information such as type and date of services, fees billed and collected for service and revenue posted in Munis. Several strategies will be applied to this goal to achieve a positive outcome.

Completion - June 2021

*(405) Environmental Services:*

Goal – To design a process that can effectively audit the Division’s certified food service inspectors performance and the report they generate for the food inspection licensing program in an effort to ensure the consistent application of public health laws. Several strategies will be applied to this goal to achieve a positive outcome.

Completion - June 2021

*(410) Dental Health:*

Goal – To provide public health education to expectant mothers who are enrolled in the Greenwich Hospital pregnancy clinic on good oral health practices and healthy behaviors during all stages of pregnancy. Several strategies will be applied to this goal to achieve a positive outcome.

Completion - June 2021

*(410) Special Clinical Services/HIV/STD:*

Goal – To review, revise and create when necessary, written policies and procedures pertaining to customer confidentiality within the Division. This goal will include, but will not be limited to, reviewing all State of Connecticut confidentiality, Freedom of Information and HIPPA regulations and reviewing all Department policies as they pertain to confidential health data and records etc. Several strategies will be applied to this goal to achieve a positive outcome.

Completion – June 2021

*(415) Family Health*

Goal – To design a patient referral policy that contains procedures and guidelines for staff to follow after receiving new patient referrals, providing current patient referrals to health care and service providers and providing residents with referrals to programs/service providers. This will lend to a more effective and efficient referral process. Several strategies will be applied to this goal to achieve a positive outcome.

Completion – June 2021

*(425) Laboratory:*

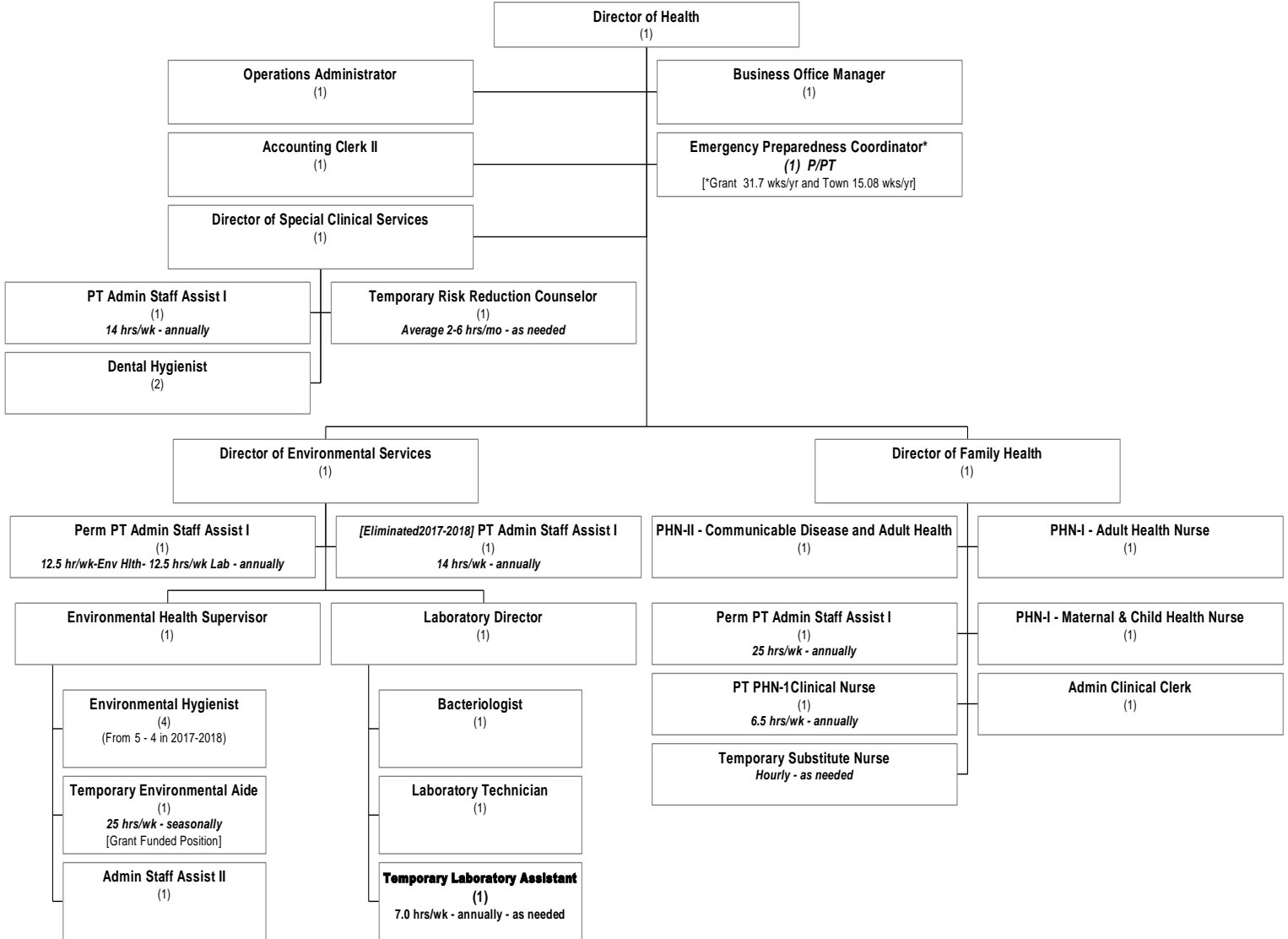
Goal – To design for implementation and use a systematic process that can be used to assess the quality of customer satisfaction of laboratory services so that effectiveness and efficiency of laboratory work can be evaluated. This will involve identifying customers and stakeholders (internal/external), choosing a tool to capture data and producing a report with results. Several strategies will be applied to this goal to achieve a positive outcome

Completion – June 2021



# HEALTH

## 2020 - 2021



**Personnel Summary**

|                 |                  | <b>Number of Full Time Employees</b> | <b>Total Full-Time Equivalent Positions<br/>(Part-Time/Temp Employees)</b> |
|-----------------|------------------|--------------------------------------|--|
| <b>FY 18-19</b> | <b>Budgeted</b>  | 22                                   | 2.46   |
| <b>FY 19-20</b> | <b>Budgeted</b>  | 22                                   | 2.41   |
| <b>FY 20-21</b> | <b>Requested</b> | 22                                   | 2.41   |