

City of Stamford

Department of Health

FY 2019-20 Budget Presentation

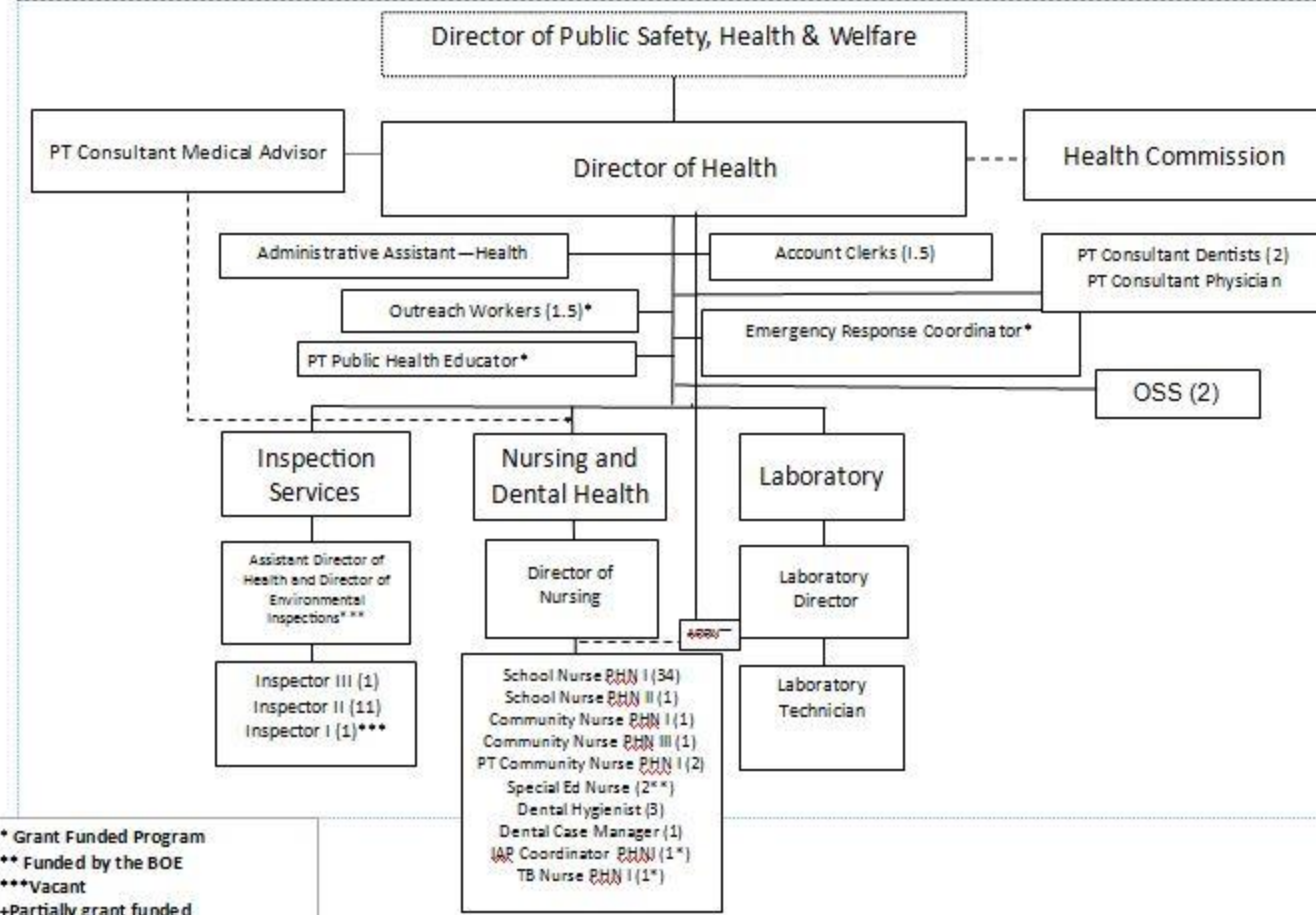
Thaddeus Jankowski, Director of Public Safety, Health & Welfare
Jennifer Calder, DVM, MPH, PhD, CHSV, Director of Health

April 01, 2019
Board of Finance



April 04, 2019
Board of Representatives

City of Stamford Office of Public Safety, Health and Welfare All Department of Health Staff



* Grant Funded Program
 ** Funded by the BOE
 *** Vacant
 + Partially grant funded

Department of Health

Department of Health 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.

The Department's Vision is to have healthy people living, learning, working, and playing in a safe, healthy, and culturally diverse community.

The Department's Values are, (iCARE):

- *innovation:* We search for solutions and manage resources wisely.
- *Collaboration:* We use teamwork to achieve common goals and solve problems.
- *Accountability:* We perform with integrity and respect.
- *Responsiveness:* We achieve our mission by serving our customers and engaging our partners.
- *Excellence:* We promote quality outcomes through learning and continuous performance improvement.

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



Health Department Mandates



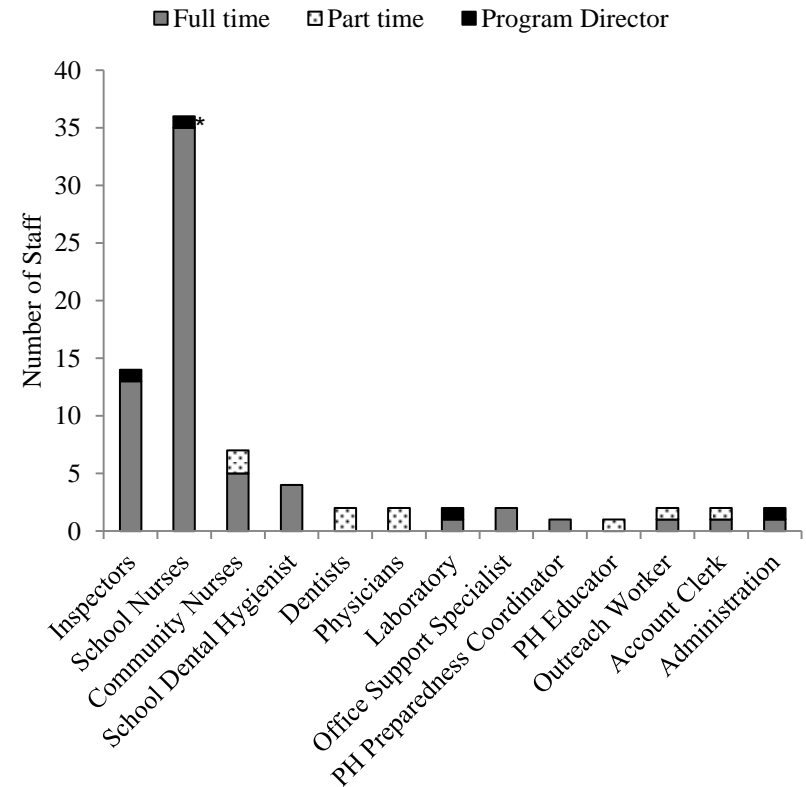
- **Ten Essential Services of Public Health:** Connecticut General Statutes 19A-207A
- **Food Service:** State of Connecticut Public Health (DPH) Code and the City of Stamford Code of Ordinances Chapter 132
- **Housing Code:** The CT State General Statues, Section 47a and Chapter 146 of the Stamford 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 Investigation:** 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

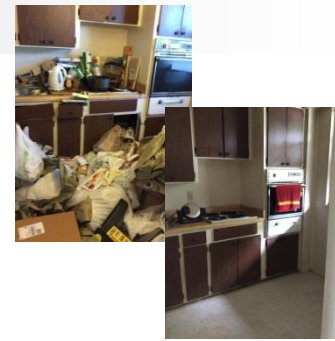
The Department of Health had over 400,000 service contacts and interactions with the public last fiscal year.

Department of Health Staffing N=72



* Director for School Nursing oversees Community Nursing and School Dental

Environmental Inspections



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

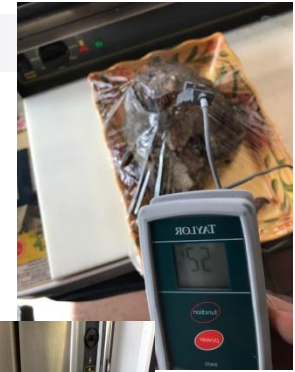
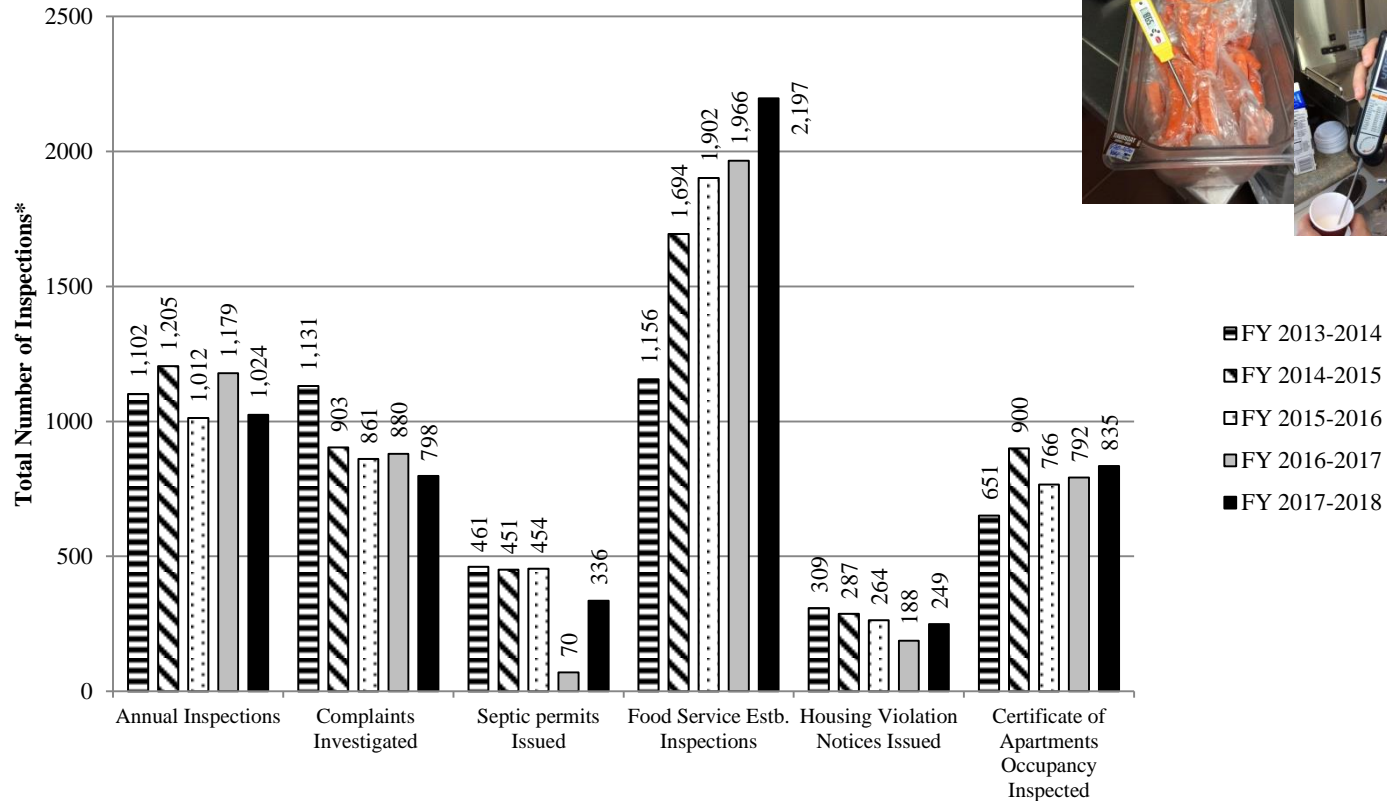
Basic Quality of Life Services

- Asthma prevention via Breath of Fresh Air program

Other Services

- Emergency Shelter Inspections and Staffing
- Housing Safety & Zoning Code Enforcement Initiative (Operation Safe House)

Environmental Inspections FY 2013-2018



*Includes repeat inspections

Annual Inspections are conducted on Assisting living, Barber Shops, Daycares, Garbage Trucks, Hotels, Public Beaches, Rooming Houses, and Schools.

Complaint investigations are conducted throughout the year on 30 different categories that include Air pollution, Bedbugs, Housing, Garbage, Lead and No Heat.

Septic permits are issued on subsurface sewage regarding new systems, additions, repairs, subdivision reserves, and code complying areas.

Food inspections are conducted throughout the year on all food establishments including retail establishments and temporary events.

Housing notices or orders are issued to owners and or tenants who are in violation of the Connecticut Public Health Code, General Statutes of the State of Connecticut and Stamford City Code of Ordinances.

Certificate of Apartment Occupancy (CAO) inspections are inspections on structures that contain four (4) units or more and are 15 years of age or older.

Nursing and Dental Hygiene

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 2nd 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

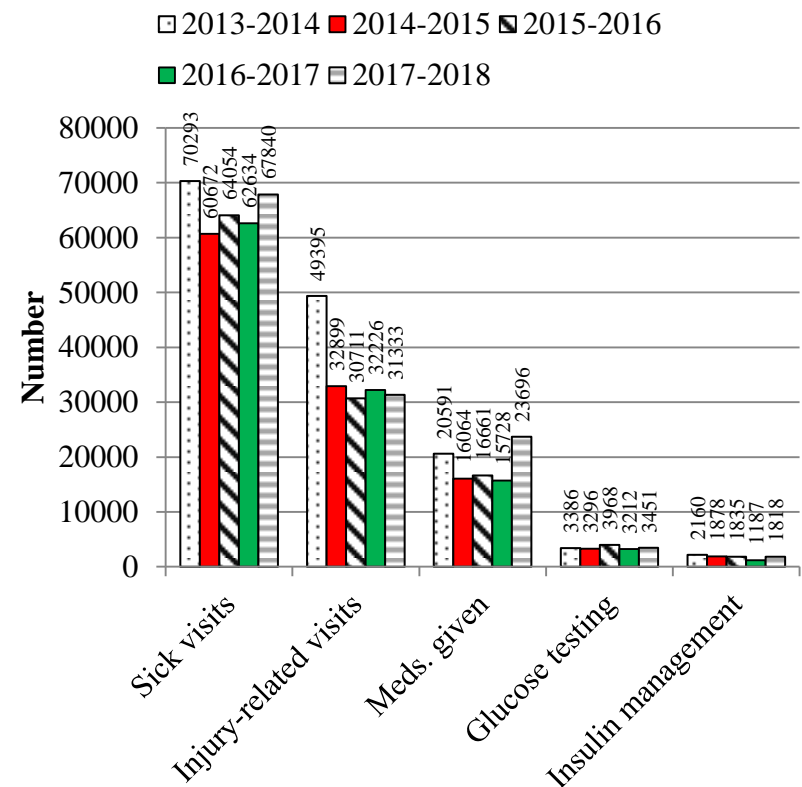
- Emergency Shelter Staffing
- Public Health Emergency Response

School Nursing



- FY 2017-2018 - 308,901 total nursing activities
- Supports public, private, and parochial schools
- Reviews, history and physical forms for admission
- Provides emergency medical care
- Provides routine care to children with underlying medical conditions
- Reviews and approves children for school trip requests

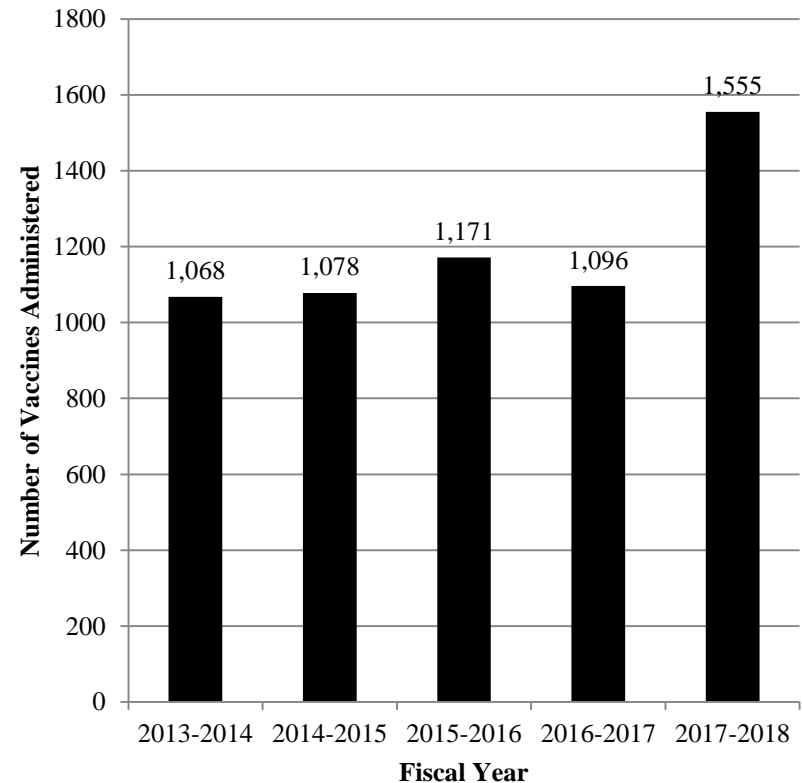
Top 5 School Nursing Activities



Community Nursing

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

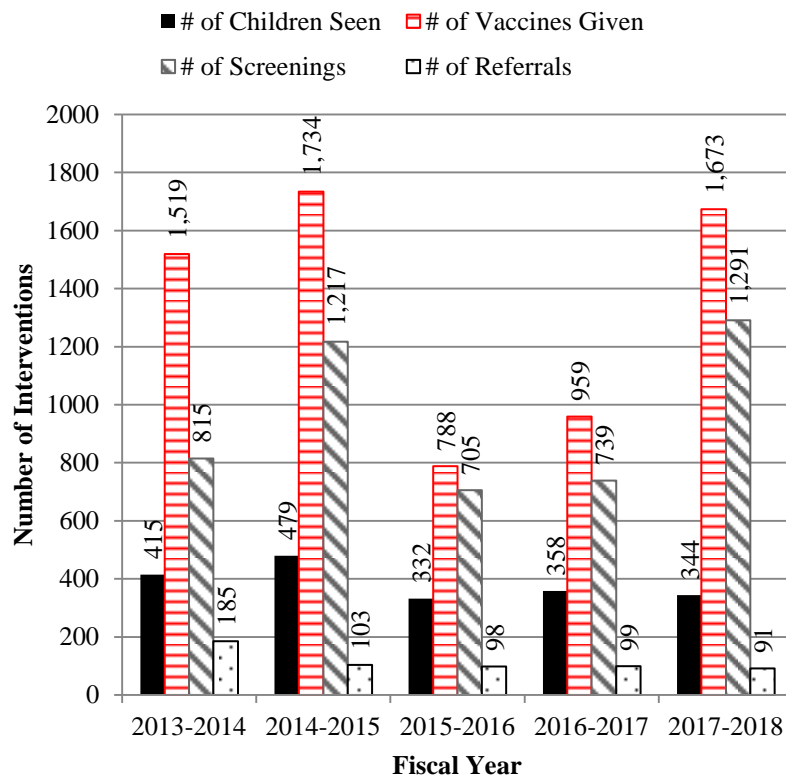
Influenza Vaccination Program



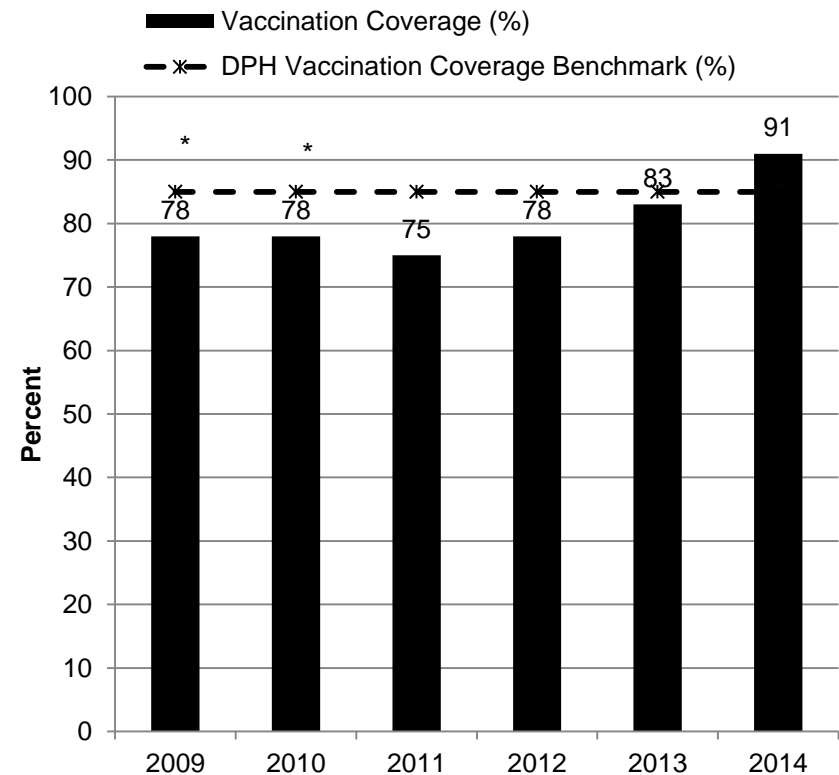


Community Nursing

Well Child Clinic



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

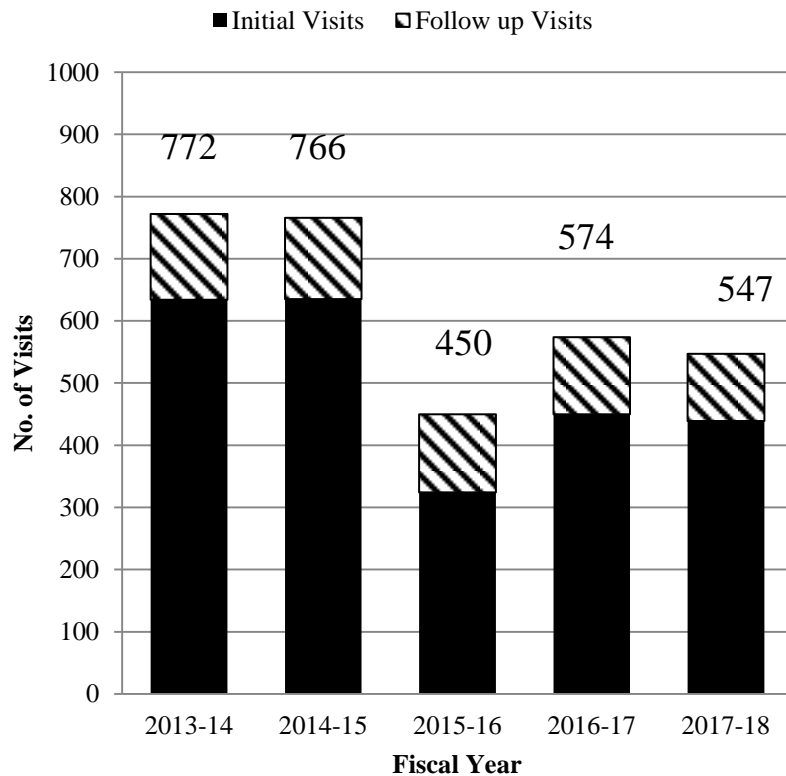


*Tracked children at ages 7 and 9 months and 2 years
Starting 2012 tracked all children up to age 3 years

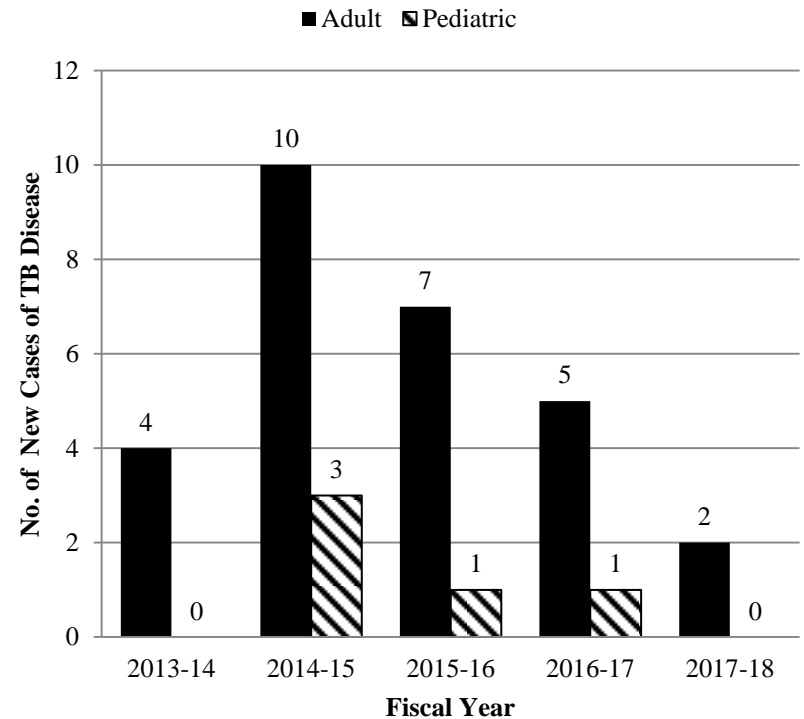
Community Nursing



Sexually Transmitted Diseases Clinic



New Cases of Tuberculosis Seen in the Clinic



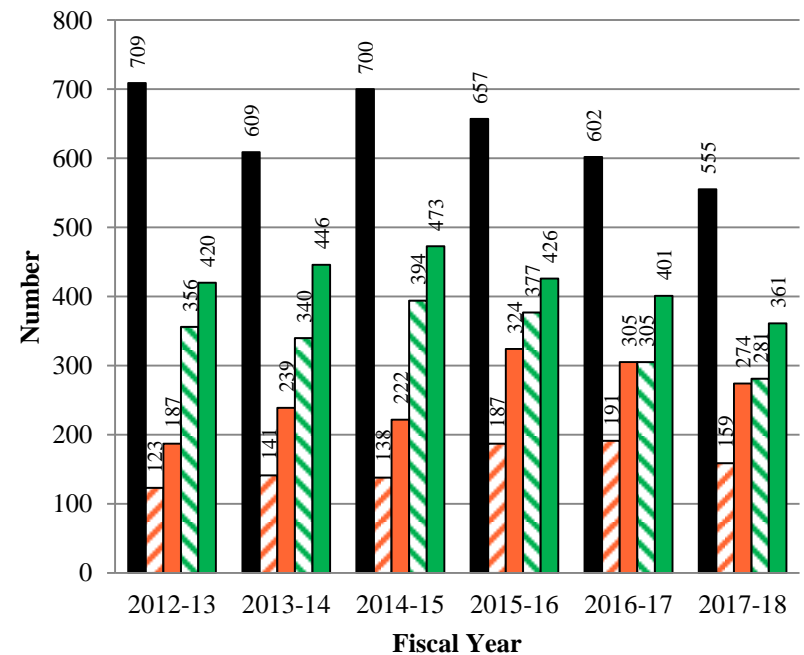


Dental Hygiene



Dental Hygiene Program Preventive and Treatment Care

- Total # of Children Needing Care
- # Students Provided w Dental Treatment
- # TX Visits
- #Students Provided w Preventive Care
- # Prev Visits



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

Health Department Staff Community Outreach - Examples

- Cancer Outreach Committee
- Childhood Learning Center Head Start Health and Advisory Committee
- City of Stamford Development Assurance Committee
- City of Stamford Health & Wellness Committee
- City of Stamford Housing Safety and Zoning Code Enforcement Task Force
- Commissioner of Health HIV Getting to Zero (G2Z) Initiative
- Community For Action OPIOID taskforce
- Connecticut Association of Housing Code Enforcement Official (CAHCEO)
- Connecticut Coalition for Oral Health and Connecticut Oral Health Initiative
- Connecticut Department Public Health Sealant Advisory Committee
- Haitian American Professionals Coalition (HAPC)
- Joseph W Nunn Board - Joseph W Nunn Scholarship Foundation
- National Association of County and City Health Officers – Infectious Disease Workgroup
- Optimus Health Care Advisory Board
- Parent Leadership Training Institute
- Reach Out and Read
- School Readiness Council - Infant Health and Development
- Stamford Children's Health Collaborative (Previously Stamford Childhood Obesity Prevention)
- Stamford Early Childhood Collaborative Committee
- Supplemental Nutrition Assistance Program (SNAP) Regional Advisory Board
- United Way Cradle to Career
- Vita Collaborative

Laboratory Services

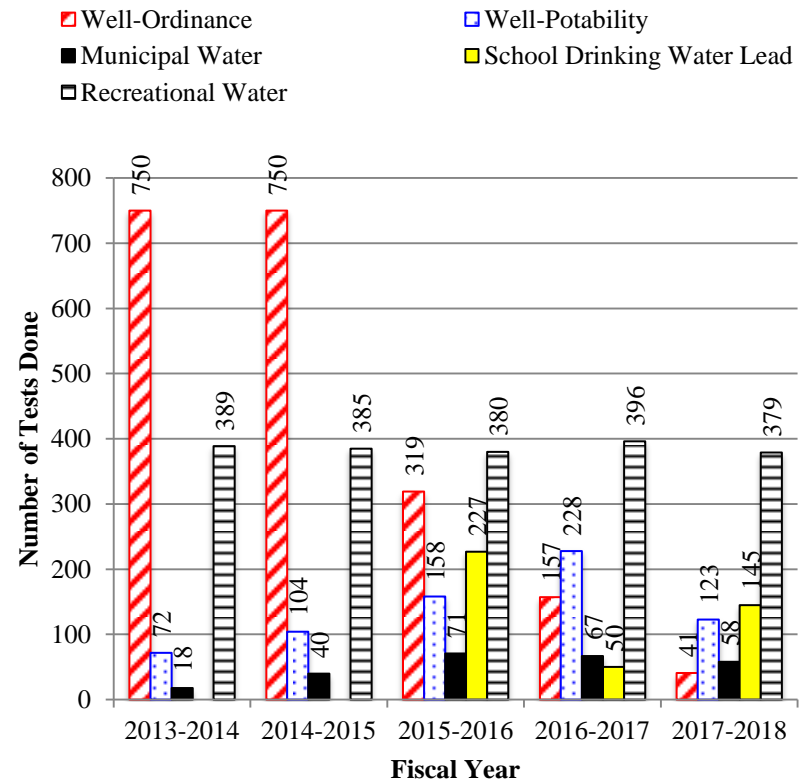
Critical & Mandated Services

- Drinking Water Quality
- Private Well Water Testing
- Newly drilled wells
- 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 & Outreach

- Coordinates health awareness days each month
- Public Health Champion Award
- Community partnerships and outreach



Public Health Emergency Preparedness

- Quarterly state call down drill
- Monthly regional call down drill
- Facility Setup Drill
- Emergency Response plan review/edits
- MRC responded to influenza clinic
- MRC challenge award for opioid education
- MRC swearing in ceremony





Health Department Accomplishments

- From FY 2017-2018 to FY 2018-2019 there has been at least \$801,794 savings to the city through reduction in FT positions, increase use of processes and technology with increases in productivity being realized.
- Enhanced customer service experience through electronic check-in that is HIPAA compliant; provides real-time notification to staff
- Free NARCAN in city's public high schools
- Stamford Department of Health offers cultural and linguistic acceptable service (CLAS) via a language translation services to effectively communicate with the ethnically diverse population in Stamford.; now compliant with Federal law.
- Hoarding Taskforce – standardized assessment of hoarding cases; increased collaboration with Stamford Health and community healthcare providers. Launched Regional Hoarding Taskforce. Stamford Health Inspector, now President of the CT Assoc. of Code and Housing Enforcement Officers
- 4 Stamford Dept. of Health nurses recognized by CT Nursing Association recognized
- Stamford school nurse received Juvenile Diabetes Research Foundation recognition as School Nurse of the Year.
- Two Stamford dental hygienists honored by State Dental Hygiene Association (ADHA-CT).
- 90 Years of Dental Hygiene services in Stamford Department of Health
- Nursing responded to emerging public health concerns of influenza and Hepatitis A in high risk persons
- Nursing provided support for displaced hurricane Maria victims in Stamford
- Created Stamford Citizen Service Corp. MRC & CERT joined under one umbrella; improved volunteer response
- Obtained Stamford-specific health data through collaboration with Stamford Health & DataHaven
- Continued participation in Community Health Improvement Plan (CHIP) with Stamford Hospital and other Community partners.



Health Department Challenges

■ *Short-term Challenges*

- Succession planning needed to ensure continuity – ongoing effort; hiring *Assistant Director of Health & Director of Environmental Health & Inspections*
- Need to attract staff with sufficient public health and public health informatics knowledge and skills to address modern day public health issues—ongoing process; funding requested for a *Health Behaviour, Health Promotion, and Emergency Response Specialist*
- Outdated and inconsistent policies and procedures for today’s public health needs- ongoing revision
- Current political climate for immigrant population continues to negatively impact the Health Department’s ability to do outreach among this high risk population
- Inability to bill for nursing services because we are not yet an approved biller –application in progress



Health Department Challenges

■ *Long-term Challenges*

- Lack of required staffing to apply for Public Health Accreditation; which will greatly assist with improving services & efficiencies and increase success for future grant funding.
- Lack of sufficient staff to conduct mandated inspections
- Lack of sufficient community nursing staff to address changing public health needs and 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 . Funds have been requested in this year's budget to address this shortcoming
 - Outdated Community Nursing databases; need for an electronic medical record (EMR) system for the clinic services to enhance data access and management and allow billing to increase unrealized revenue
 - Inability to share protected health information (PHI) electronically because of outdated insecure email system which reduces inefficiency. Working with IT to identify a approved secure email system for health data
 - Inability to provide all community nursing staff with cellular iPads and iPhones to facilitate field-base responding
 - Lack of credit card and other modern billing systems



Health Department Challenges

- *Long-term Challenges*

- *Aging Laboratory Equipment*

- Current laboratory equipment are extremely out of date, slow down productivity, limit timely sample processing, increase manpower, and decrease customer service.

- *Work Restrictions*

- Collective bargaining agreements restrictions that negatively impact operational flexibility
 - Lack of a written performance evaluation system to provide ongoing evaluations and guidance

- Outdated job descriptions restrict implementing modern day job duties and negatively impact productivity. Have been working with Human Resources to update.

Health Department Management

■ **Budget Reduction Impacts:**

- May necessitate returning some funding to DPH due to lack of the *Health Behaviour, Health Promotion, and Emergency Response Specialist*
- Not be able to move forward with Public Health Accreditation which will improve performance, enhance quality improvement and prevent potential future loss of funding
- Inspectors not being able to comply with:
 - Upcoming Federal Drug Administration's Food Code Inspection program.
 - Mandated restaurant inspections
 - Illegal Housing issues
- Not being able to provide oral health care to needed children resulting in poor nutrition and academic performance
- Community Nursing unable to:
 - Follow up on cases of tuberculosis, contact tracing for STDs, & outbreaks; conduct expanded influenza clinics; & provide mandated physicals and vaccines for children entering schools

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

- Commence Public Health Accreditation process to improve performance and secure future funding
- Add staff to Environmental Inspections to increase response time and meet mandates
- Allow Nursing Division to:
 - Meet mandates in schools and community
 - Provide important and much needed public health services to community
 - Address public health needs related to adult health, wellness, and prevention

Health Department Goals 2019/2020

□ **Administration**

- Start the Public Health Accreditation process by hiring the *Health Behaviour, Health Promotion, and Emergency Response Specialist*
- Restructure Environmental Inspections, Public Health Education, and PH Emergency Preparedness
- Continue succession planning strategies
- 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
- Continue to develop the Health Department's Medical Reserve Corp Volunteer program
- Obtain Medicare billing privileges

□ **Nursing Division**

- Continue implementation of approved program restructuring in Nursing
- Continue implementation of 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 and School Based Health Centers to strive to achieve 100% compliance of required vaccines and physicals in Stamford Public Schools.
- Identify an electronic medical record system for the clinic that will allow billing and increase revenue

Health Department Goals 2019/2020

- **Laboratory**
 - Continue laboratory services for residents

- **Environmental Health Inspections**
 - Purchase new software to allow in field data entry, improve performance and efficiency
 - Hire Inspector I to enhance housing inspections and proactively address illegal housing
 - Strive to complete 100% of mandated inspections of food and retail establishments per year.
 - Increase professional and courteous delivery of services

- **Public Health Education and Public Health Emergency Preparedness**
 - Hire the *Health Behaviour, Health Promotion, and Emergency Response Specialist* to increase efforts to enhance healthy behaviors among residents to reduce morbidity in the community through health promotion and to assist with public health emergency response in the city by ensuring compliance with grant deliverables