

2010 Annual Report

Promoting Health Preventing Disease



HEALTH
DEPARTMENT
of Northwest Michigan

A message to the community...

On behalf of the Board of Health, we are pleased to submit this Annual Report. It is one way of letting you know more about our work to protect public health for the residents of Antrim, Charlevoix, Emmet, and Otsego counties. With the support of our County Boards of Commissioners, committed community partners, dedicated employees, and caring volunteers, we invested nearly \$20 million in 2010 in public health services, including oral health services. While other health departments have cut services or considered closing their doors, we are a fiscally strong organization. We are not immune to the downturn in the economy and have made many cost-cutting measures over the past 12 months. Our greatest achievement was maintaining services despite budgetary concerns.

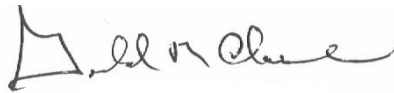
Other major achievements in 2010 include:

- Earning **full accreditation** from the Michigan Local Public Health Accreditation Program
- Finalizing major **H1N1 vaccination** program; overall, we administered or distributed nearly 30,000 doses of vaccine in response to the pandemic
- Responding to a pertussis (whooping cough) outbreak by increasing immunization rates
- Launching the **WISEWOMAN cardiovascular risk reduction program**, providing services to nearly 700 women during the first year of operation
- Opening the **Hornet Health Center** to increase access to primary care for youth age 5-21 in Pellston and providing services to nearly twice as many students as projected in Year I
- Licensing **Body Art Facilities** as required by Michigan law to decrease risk of bloodborne diseases such as hepatitis and HIV
- Offering tools for planning for end-of-life, including **Physician Orders for Life-Sustaining Treatment (POLST) and Vial of Life**
- Contracting with **Antrim County Commission on Aging** for selected home care and hospice services
- Advocating for **restoration of the Medicaid Adult Dental Benefit**, restoring access to dental care for thousands of low-income residents.

Yours in good health,



Joshua Meyerson, MD, MPH
Medical Director

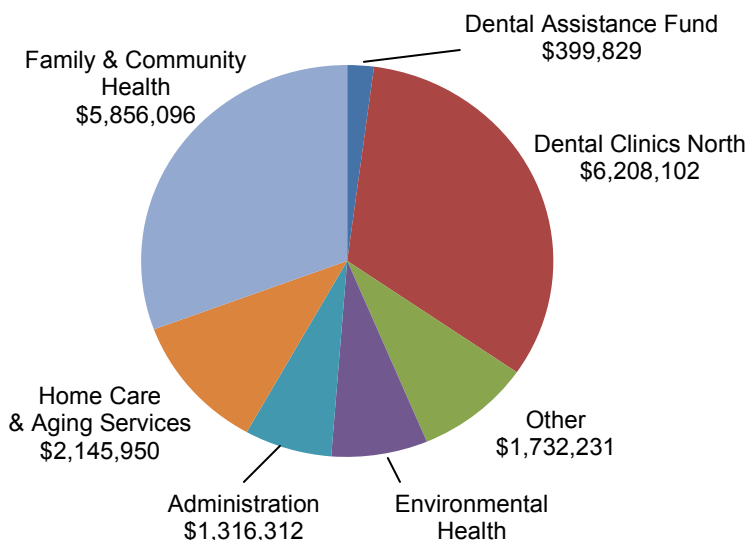


Gerald Chase, MPH
Health Officer



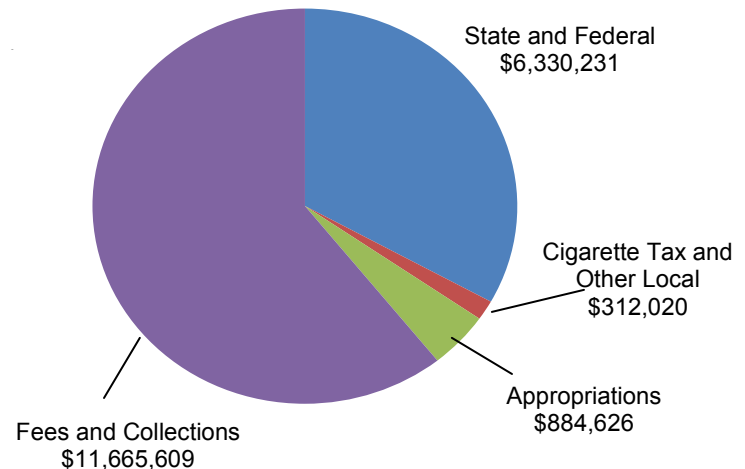
Linda Yaroch, RN, MPH
Deputy Health Officer

2010 Expenses



Total: \$19,109,726

2010 Revenues



Total: \$19,192,486

Our Mission...

The Health Department of Northwest Michigan is mandated by the Public Health Code to promote wellness, prevent disease, provide quality health care, address health problems of vulnerable populations, and protect the environment for the residents and visitors of Antrim, Charlevoix, Emmet, and Otsego counties.

Health care is vital to all of us some the time, but public health is vital to all of us all of the time.

— C. Everett Koop, Former Surgeon General of the United States



2011 PRIORITIES

- Assuring access to high quality clinical health care
- Controlling the spread of communicable diseases
- Delivering care and support to pregnant women, new mothers, and families with young children
- Improving care transitions—between home, hospital, assisted living center, and/or nursing home
- Implementing electronic health records
- Integrating Patient-Centered Medical Homes with linkages to community resource in primary care practices
- Reducing health risk behaviors (obesity, smoking, inactivity) to decrease cancer, heart disease, diabetes and other diseases
- Launching the Early Childhood Behavioral Health Initiative

2010 Organizational Structure

Antrim County
Board of
Commissioners

Charlevoix County
Board of
Commissioners

Emmet County
Board of
Commissioners

Otsego County
Board of
Commissioners

HEALTH DEPARTMENT OF
NORTHWEST MICHIGAN is
governed by the Board of
Health. The Board of
Health is comprised of two
commissioners from the
four County Boards of
Commissioners in the
Health District.

Health Department of Northwest Michigan Board of Health

Les Atchison (Emmet County)
Larry Bargy (Antrim County)
Shirlene Tripp (Charlevoix County)
Robert Drebenstedt (Charlevoix County)
Robert Harkness (Otsego County)
David Howelman (Antrim County)
Doug Johnson (Otsego County)
Jack Jones (Emmet County)

Health Department of Northwest Michigan Administration

Gerald Chase, MPH, Health Officer
Joshua Meyerson, MD, MPH, Medical Director
Linda Yaroch, RN, MPH, Deputy Health Officer

Public Information Officer
Jane Sundmacher, M.Ed.

**Family & Community
Health Services**
Patricia Fralick, RN, MBA
Director

Emergency Preparedness
Carol Paxton, RN, MSN
Director

Administrative Services
Christie Vogelheim
Director

Home Care & Aging Services
Lynda Bockstahler, RN
Director

Environmental Health Services
Scott Kendzierski, REHS, MS
Director

Dental Clinics North
Clinical Operations
Michigan Community
Dental Clinics, Inc. (MCDC)

Thank You 2010 Health Department Staff



Gerry Chase, Health Officer, accepts the Health Department's Certificate of Accreditation with Linda Yaroch, Deputy Health Officer from Jean Chabut, Deputy Director of the Michigan Department of Community Health, as Pat Fralick, Director of Family & Community Health Services, looks on. Ms. Chabut visited the Health Department in December 2011 to personally thank staff for their contributions to public health.

30+ Years

Ron Boss
Gerry Chase
Suzette Daly
Pat Fralick
Susan Killam
Larry Levensgood
Bill Lubs
Nancy Mikulski
Bert Notestine
Christie Vogelheim
Linda Yaroch

25-29 Years

Pat Borowiak
Nancy Eldredge
Liane Hagerman
Mary Martinchek
Penney Massey
Carol Paxton
Mary Williams

20-24 Years

Mary James
Mike Jones
Cindy Kloss
Ruth McKinney
Marley Niewendorp
Wendy Smith
Jill Stephenson
Sandy Tarbutton
Patsy Wakulat
Barb Weston

15-19 Years

Dan Begnoche
Chuck Edwards
Jill Eakes
Lisa Faust
Dawn Fletcher
Pat Guillaume
Tammy Hickman
Margaret Lasater
Karen Kowalski
Tammy Kresnak
Brenda McCarry
Carolyn Morgan
Vivian Shearer
Betty Steffes
Jane Sundmacher

10-14 Years

Connie Birdsall
Kelly Dalton
Debi Dewey
Peggy Goebel
Sheryl Green
Laurie Hughes
Scott Johnston
Scott Kendzierski
Chris LaCroix
Wendy McKenney
Josh Meyerson
Peggy Potter
Dan Powers
Jennifer Reeves
Michelle Villermain-Shea
Lonnie Woodard
Wendi Wright

0-9 Years

Karen Aepelbacher
Donna Carlson-Alkire
Rene Ames
Sue Bansamir
Carolyn Bartels
Lynda Bockstahler
Amy Braeger
Robin Campeau
Kimberly Clark
Cheryl Coale
Heather Colombo
Rhonda Decker
Michele Delves
Lynne DeMoore
Emily Dickinson
Jane Dinsler
Amber Drenth
Patricia Drenth
Melanie Drier
Joan Duckworth
Amanda Evans
Carol Francis
Patty Frederick
Cindy Garwood
Marie Godden
Amy Gray
Jacob Harmon
Lori Harvey
Cheryl Hoffman
Hope House
Joy Klooster
Michele Kupovits

0-9 Years (cont.)

Pam Kwapis
Tina Lamont
Clarissa Lavanway
Elizabeth Loomis
Teresa Loudenslager
Yvonne Louiselle
Joshua Martin
Kelly Matter
Sheila McKinney
Bruce Miller
Melissa Mundy
Suzi Pankey
Amy Parish
Lisa Peacock
Andrea Pierce
Cindy Perkins
Andrew Pomerville
Anne Proctor
Valeri Ramage
Mary Robinson
Nancy Rohde
Amy Salatino
Linda Samkoviak
Meg Smoot
Amy Speigl
Nicole Spires
Kent Stoddard
Kathryn Summy
Julie Tripplehorn
Erika Van Dam
Keri Vigneau
Elizabeth Wakulat
Alice Whennen

Seasonal Employees

Joyce Goodrich (10-14 years)
Donna Heeres (20-24 years)
Margaret Messer (0-9 years)
Mary Lou Supernaw (20-24)

We improved health outcomes.

Maternal Infant Health Program and Newborn Home Visits

Through the **Maternal Infant Health Program**, we assist families with pregnant women or young children by providing information on pregnancy, preparation for the baby, infant care, infant feeding, and parenting. We also offer assistance so families can take childbirth education classes. During **Newborn Home Visits**, our nurses weigh babies, answer questions, and provide information on caring for a new baby. They also provide information on local community resources, such as playgroups. Our nurses help assure school success by weighing infants, answering parents' questions, screening the baby for developmental delays, and providing information on ways to enhance brain growth and development.

Public health nurses made 8,931 home and office visits during 2010, providing families with pregnant women or young children information on pregnancy, preparation for the baby, infant care, infant feeding, and parenting. We also sent 16,172 newsletters to pregnant women and families with young children.

Women, Infants, and Children (WIC) Nutrition Program

WIC helps protect the health of low-income women, infants, and children up to age five who are at nutritional risk by providing them with nutritious foods, information on healthy eating, and referrals to health care services in the community.

In 2010, WIC provided free food to 3,088 women who were pregnant and breastfeeding and/or infants and children up to age five. Food packages are valued at over \$60 month and include nutritious food such as infant formula, cereal, milk, eggs, cheese, juice, fresh fruits and vegetables, and peanut butter. WIC clients redeemed \$1,802,292 in food dollars in 2010.

Every dollar spent on WIC saves over \$3.50 in subsequent health care costs.

- Pregnant women served by WIC enter prenatal care earlier and have lower smoking rates
- Infants born to women enrolled in WIC deliver fewer low birth weight infants
- Women enrolled in WIC breastfeed more often and for longer periods



Blood Lead Screening

Exposure to lead can damage the nervous, blood, and kidney systems, and is particularly harmful to the developing nervous systems of fetuses and children under six years of age. The principal sources of lead exposure for children are house dust contaminated by lead paint and soil contaminated by leaded paint or decades of industrial and motor vehicle emissions. Of the 849 children we screened for lead during 2010, we identified two children with elevated blood lead levels, and referred them for follow-up with their health care provider.

Hearing & Vision Screening

Hearing & Vision screening prevents developmental delays associated with speech and language, social skills, and academic achievement. Hearing and vision screening identifies problems which would otherwise go undetected and prevents further loss through prompt medical care. We screened 1,688 preschool and 11,420 elementary school children for vision and hearing problems during 2010. 763 children received referrals for vision, 220 were referred for hearing.

Children's Special Health Care Services

Children's Special Health Care Services helps families with a child who has a chronic health condition by paying for specialty medical care and equipment. We provided support to 502 families through 1,074 encounters in 2010, including helping families access community services such as medical equipment, a parent hotline, and travel and lodging assistance for medical appointments.

Hornet & Ironmen Health Centers

Our child and adolescent health centers provide primary care services on school campuses. In 2010, the Ironmen Health Center in Mancelona provided 1,565 visits to 622 youth age 10 to 21; the Hornet Health Center in Pellston provided 1,159 visits to 369 5- to 21-year-olds during its first year .



Teen Health Project of Northwest Michigan

We offered intense services in Bellaire, Alba, Concord Academy-Antrim, Central Lake and Mancelona during the 2009/10 school year, providing educational sessions to 3,051 (duplicated) students. We worked with students and teachers in each district to make their school a healthier environment for students. Students also met with a public health nurse to assess their health risks and make referrals to needed community resources such as health care providers and mental health counselors.

Substance Abuse Prevention

Preventing drug, alcohol and tobacco use among adolescents means preventing lifetime health and social problems. In addition to poor academic performance, drug and alcohol abuse are related to suicide, early sexual activity, and vehicle crashes. Our substance abuse programs are research-based and considered “best practices” for preventing drug, alcohol, and substance abuse. We taught substance abuse education programs to over 1,311 students in 2010, at schools in Alba, Boyne City, Boyne Falls, Charlevoix, East Jordan, Ellsworth, Elk Rapids, Mancelona and Pellston.

Teen Parent Program

For over 30 years, we’ve collaborated with Charlevoix-Emmet Intermediate School District and more recently, the Women’s Resource Center, to help young mothers and fathers care for their babies while they complete their high school education. Moms and dads attend school with their babies, and get education and support from our nurses. We provided maternal and child health programs right in the school building for 10 families during the 2009/10 school year. Five parents graduated from high school.

Reproductive Health Program

Reproductive Health services help women and men make well-informed reproductive health choices, so they can plan for a healthy pregnancy or prevent an unwanted pregnancy. We provided family planning services to 1,314 men and women during 2010. Services include a health history, physical examination, counseling on birth control methods, dispensing of contraceptive methods, and medical follow-up of abnormal health findings of the reproductive system.

Breast and Cervical Cancer Control Program

By screening women for breast and cervical cancer, we can identify cancer at earlier, more treatable stages. Our region screened 1,570 low-income women for breast and cervical cancer during 2010, including 815 from the Health District. Of these, 28% were referred for further diagnostic services; 16 were diagnosed and treated for breast cancer and 6 women were diagnosed and treated for cervical cancer or the precursor of cervical cancer.

Tobacco Reduction Coalition

2010 was a very important year for tobacco control efforts! Dr. Ron Davis Smoke Free Air Law went into effect on May 1, assuring smoke-free air in most public places across the State of Michigan. Locally, we educated over 600 food service establishments about the law, gave 12 community presentations to over 300 individuals, conducted compliance checks at restaurants and bars, and enforced the law as needed.

We increased access to care for people without health insurance.

We are working with community partners to help the approximately 10,000 people in the four-county Health District who have no health insurance. Uninsured adults typically work full-time—at low-paying or seasonal jobs where their employers do not offer health insurance. They tend to delay treatment for themselves and their family members until their illness becomes serious.

Northern Health Plan

We've joined with local hospital partners to help low-income, people age 19-64, to get the health care they need, including primary care, specialty care, laboratory, x-rays, and a limited number of prescription drugs. In 2010, 451 new individuals enrolled in the Northern Health Plan, maintaining a target enrollment of 1,833 residents. We also served 515 NHP A (Adult Benefit Waiver) clients in 2010.

Northern Health Plan RX

NHP RX provided the NHP pharmacy benefit to 737 adults on the waiting list for the full Northern Health Plan benefit.

Northern Prescription Discount Plan

The Northern Prescription Discount Plan is a way for people without prescription insurance coverage to purchase prescription drugs at lower prices from their local pharmacies. 250 active plan members saved an estimated \$80,904 in 2010, saving \$323 per person.

Northern Prescription Assistance Program

The Northern Prescription Assistance Program coordinates access to free and low-cost medication from pharmaceutical companies to people with chronic health conditions and no prescription insurance. In 2010, 139 participated in this program, receiving 203 prescription medications valued at \$110,156.

MIChild/Healthy Kids/Plan First! Insurance Coverage

During 2010, we helped 402 clients sign up for MIChild or Healthy Kids, which provides health insurance coverage through the State of Michigan for pregnant women and children up to age 19. MIChild provides a Blue Cross/Blue Shield policy for just \$10.00 per month; Healthy Kids provides free health insurance for people who qualify. An additional 291 women were assisted with Plan First! enrollment, which provides coverage for reproductive health exams and supplies.



Dental Clinics North is a regional partnership of health departments from across northern Michigan, organized to increase access to oral health care for low-income children and adults with Medicaid coverage. In 2010, we served 20,255 clients in eight locations. 7,200 clients were served from the four-county Health District, at clinics in Mancelona, East Jordan, Petoskey, and Gaylord.

Clinic Locations:

- * Alpena
- * Cheboygan
- * East Jordan
- * Gaylord
- * Mancelona
- * Petoskey/Harbor Springs
- * Traverse City
- * West Branch



Northern Dental Plan

The Northern Dental Plan offers dental services at a reduced fee for people in northern Michigan without dental insurance who meet income guidelines. In 2010, 4,461 clients were enrolled in the NDP in Antrim, Charlevoix, Emmet, and Otsego counties; of those, 1,852 received care, and of those, 1,313 received grants from the Dental Assistance Fund for 50% of charges.

We worked to prevent and control communicable diseases.

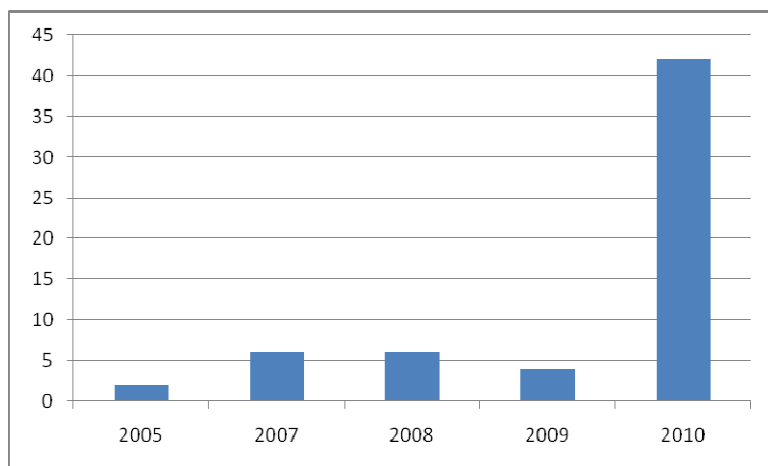
Diseases reported to MDCH

Communicable disease investigations are important in preventing the spread of disease in our communities. The Health Department investigates all reportable communicable diseases in the four-county Health District, such as hepatitis, giardiasis, meningitis, and salmonellosis. We interview the people who are sick and the family, friends, and co-workers they have had contact with—who may be at risk for getting sick. We make sure everyone is treated to prevent the disease from spreading.

Immunization

Immunization protects against communicable disease like polio, measles, mumps, rubella, influenza, tetanus, diphtheria, chicken pox, meningitis, and whooping cough. We administered 26,048 doses and distributed 14,265 doses of these vaccines in 2010.

We responded to an outbreak of pertussis (whooping cough)



The four-county health district saw more cases of pertussis in 2010 than the previous five years combined. We responded to the outbreak by bringing immunization to schools, colleges, businesses, and other community settings, administering 3,451 doses of pertussis vaccine.

Sexually Transmitted Diseases/HIV

STD and HIV services are essential to the prevention of sexually transmitted diseases in the community. During 2010, 87 clients received anonymous and confidential HIV Counseling and Testing. We followed-up with 33 clients with sexually transmitted infections to prevent further transmission or to arrange for clinical treatment. Another important feature of the program is education; we provided 18 presentations about STDs and HIV during 2010 to 362 students.

Food Service Program

We inspected every one of the 768 food service establishments in our four-county health district, including restaurants and food booths at community events. We work with food service establishments to prevent foodborne illnesses by making sure workers prepare and serve foods that are fresh, maintain proper temperatures, and handle foods properly.

When there is a foodborne illness outbreak, we conduct a thorough investigation to identify its source. By interviewing all of the people who develop symptoms, the investigation narrows down possible causes of illness to a location and/or meal. By interviewing people who ate at the same event or location, we are guided by the statistical probability of various foods as the responsible agent until we can confirm the cause with laboratory results.



We protected the environment.

Water Supply Programs

Local health departments are primarily responsible for the surveillance, investigation, and prevention of waterborne illness. Our surveillance activities include private homes and small public water supplies, such as schools, day care centers, restaurants, churches, and businesses. On average, we respond to about 350 violations of the federal drinking water standards at small public supplies each year.

We help assure water wells remain a safe and reliable source of drinking water by monitoring their location, construction, and testing. We issued 495 permits for residential and public wells in 2010, assuring drinking water that is free from contamination from septic systems, sewer lines, fuel and chemical storage, and animal feedlots.

Septic Systems

Septic systems can be a major threat to ground water quality if they are not properly designed, installed, operated and maintained. We issued 257 new septic system permits and 235 replacement septic system permits in 2010.

Northern Michigan Regional Laboratory

The Northern Michigan Regional Laboratory serves a 19-county region of Michigan from its location at the Health Department office in Gaylord. In partnership with Michigan Department of Community Health and Michigan Department of Environmental Quality, we provide water analysis that is accurate and timely, and relevant to public health, clinical, and epidemiological needs.

| | ANTRIM | CHARLEVOIX | EMMET | OTSEGO | TOTAL |
|-------------------------------|---------------|-------------------|--------------|---------------|--------------|
| Full Service Food License | 72 | 92 | 135 | 78 | 377 |
| Limited Food Service License | 17 | 19 | 37 | 23 | 96 |
| Temporary Food License | 63 | 65 | 76 | 28 | 232 |
| Mobile/Trans/Exempt/C & C | 33 | 55 | 44 | 27 | 159 |
| Vending/STFU | 5 | 14 | 7 | 16 | 42 |
| New Sewage Permits | 82 | 68 | 68 | 39 | 257 |
| Replacement Sewage Permits | 87 | 67 | 23 | 58 | 235 |
| Alternate Systems | 5 | 1 | 3 | 1 | 10 |
| Residential Well Permits | 134 | 123 | 105 | 107 | 469 |
| Type II Well Permits | 2 | 5 | 1 | 1 | 9 |
| Type III Well Permits | 8 | 5 | 4 | 0 | 17 |
| Bacteriological Water Samples | 262 | 88 | 307 | 453 | 1110 |
| Partial Chemical Water Sample | 195 | 81 | 191 | 304 | 771 |
| Radon Tests | 30 | 32 | 68 | 135 | 265 |
| Complaint Investigations | 16 | 32 | 20 | 26 | 94 |
| Mortgage Evaluations | 0 | 0 | 0 | 0 | 0 |
| Existing System Evaluations | 26 | 26 | 23 | 2 | 77 |
| Land Evaluations | 19 | 19 | 7 | 5 | 50 |
| Swimming Pool Licenses | 26 | 53 | 93 | 37 | 209 |
| Subdivisions/ Site Condos | 0 | 0 | 2 | 0 | 2 |
| DHS Facilities | 27 | 19 | 23 | 30 | 99 |
| Campgrounds Licensed | 15 | 12 | 9 | 14 | 50 |
| Septic Waste Haulers Licensed | 22 | 14 | 30 | 12 | 78 |
| Public Bathing Beaches | 10 | 23 | 19 | 9 | 61 |

Bathing Beach Safety Program

Through our public bathing beach safety program, we tested 61 beaches twice a week through the summer months of 2010 for *E Coli* bacteria, and assessed the beaches' water supplies, rest rooms, playgrounds, and safety equipment.

Swimming Pool and Campground Licenses

We licensed 209 swimming pools and 50 campgrounds in 2010, to assure the facilities were safe and that they complied with state rules and regulations.

Public Health Advisories

During 2010, we continued to work with public and private agencies to resolve contamination problems at Bay Harbor—from cement kiln dust piles at the former cement plant site on Lake Michigan. The Health Department's role in these cases is to limit access to property, beaches and waters when toxins put people, animals, or the environment at risk.

We cared for clients in their homes.

Our team provided services for 687 patients and their families through 12,824 home visits in 2010. We are licensed by the State of Michigan and certified by the Community Health Accreditation Program (CHAP) as well as Medicare for hospice and home care. Services are provided by nurses and therapists who live in the local community. Their strong commitment to providing exceptional service, validated by patient and family satisfaction rates at or above national benchmarks.



The Home Care & Aging Services Division supports the Health Department's mission by:

- Providing in-home health care services to people recovering from illness
- Working collaboratively with other agencies to enhance continuity of care, prevent duplication of services, identify unmet needs and develop new programs.
- Providing hospice services which assist individuals, families and caregivers to meet the physical, social, spiritual and emotional needs for individuals who have a life-limiting illness.

The purpose of our services is to assist individuals:

- Reach and/or maintain maximum potential so they are able to remain in their own home independently as long as possible,
- Manage their disease process, prevent complications, and avert hospitalizations, and/or admission to a nursing home,
- Manage their physical, social, spiritual and emotional needs during a life limiting illness

Each patient is assigned a unique team to address their specific needs. The team may include a registered nurse, home health aide, physical therapist, occupational therapist, speech therapist, medical social worker, chaplain, bereavement counselor, and/or volunteers.

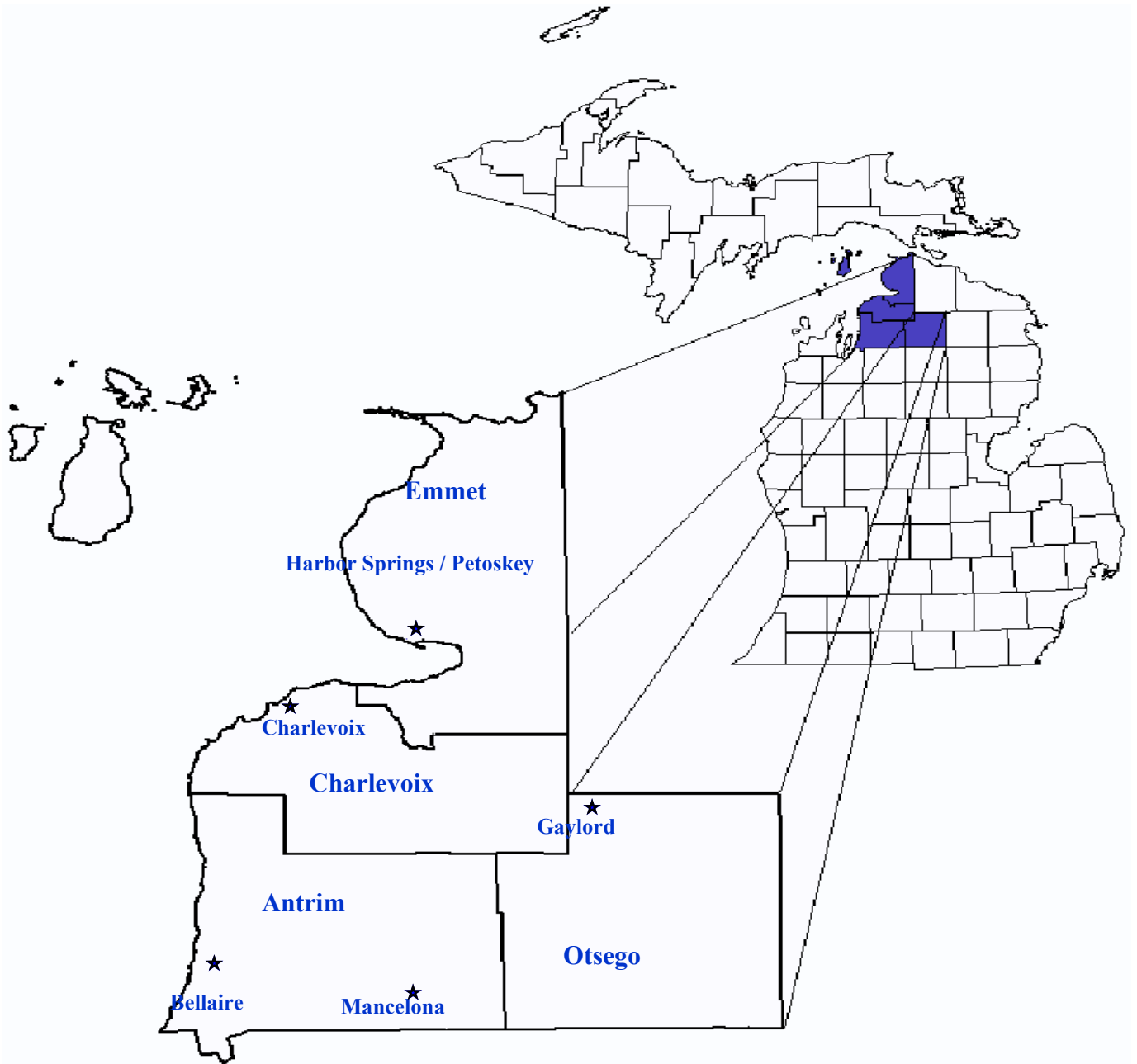
We prepared for public health emergencies.

Public health has a vital role in emergency preparedness in the community. Together with community partners, the Health Department plans, collaborates, coordinates, and responds to pandemics, natural disasters, industrial accidents, and bioterrorism. For example, during 2010, we continued development of the Community Prophylaxis Plan with local school districts and facilities, detailing how residents and visitors would receive life-saving medications within 48 hours of an incident.

During 2010, the Health Department updated its Comprehensive All Hazards Plan, Strategic National Stockpile Plan, and Mass Vaccination Plan. Real events, such as the H1N1 flu pandemic, and exercises "practice" plans. We participated in several exercises during 2010 to test and refine plans, including communication drills, Strategic National Stockpile ordering, Incident Management Team assembly, mass fatality, and mass immunization throughput.

Many people worked behind the scenes supporting Health Department activities.

Central Intake/Appointment Scheduling staff answered 30,517 calls during 2010, helping clients register and make appointments for needed services. **Information Technology** staff provide vital communication and software support throughout the Health Department. **Financial Management** staff serve as the link between funding sources and the Health Department, providing strong fiscal accountability of community resources. **Human Resources** staff manage payroll, benefits, and employee records for nearly 200 staff. **Office Clerical Management** staff are the first line of communication with the public. The support network they provide enables our offices to respond to community needs and assures clients' needs are being met.



**HEALTH
DEPARTMENT**
of Northwest Michigan



◇ **Emmet County**
3434 Harbor-Petoskey Rd.
Suite A
Harbor Springs, MI 49740
231-347-6014

◇ **Charlevoix County
& Dental Clinics North**
Administrative Office
220 W. Garfield
Charlevoix, MI 49720
231-547-6523

◇ **Antrim County**
209 Portage Dr.
Bellaire, MI 49615
231-533-8670

◇ **Mancelona Family
Resource Center**
205 Grove St.
Mancelona, MI 49659
231-587-5044

◇ **Otsego County**
95 Livingston Blvd.
Gaylord, MI 49735
989-732-1794

For clinic appointments: 800-432-4121 or 231-547-0295

For Home Health & Hospice: 800-551-4040

Dental Clinics North: 877-321-7070

www.nwhealth.org