Our mission is to prevent disease, assure a healthful environment, prolong life, and promote well-being for the citizens of Medina County.
WELCOME

I am very pleased to present the 2016 Medina County Health Department Annual Report. Last year we explained what national accreditation is and what it means for Medina citizens to have an accredited agency monitoring the health of the community. This year we highlight the continuous improvements made throughout our operation in the past year. Investments in technology, training, and program delivery have made our services easier to use, more efficient and secure, and responsive to those seeking services.

We have been able to make these public health investments because of a conservative fiscal stance we have taken as an agency. The responsibility to promote, protect and improve health within our county in a sustainable, efficient manner is something that I do not take lightly. Careful planning and the application for state and federal funds to offset costs was an important aspect to the timing of some changes. I continue to be proud of the work done through this agency.

In this report you will see new programs, like Project DAWN which was developed in conjunction with the local ADAMH Board upon request from citizens. You will also read about the changes occurring with primary care services offered at the Health Department. We continue to serve hundreds of individuals each month in dental, medical, and nutrition programs on-site. Our new health center model will connect care for clients and ensure access for all residents who need it.

These pages contain only highlights from the past year, so I encourage you to explore our website to learn about all the programs we offer to Medina County. And I encourage you to contact me with ideas or questions.

Krista R. Wasowski
Krista R. Wasowski, LSW, MPH
Health Commissioner

CUSTOMER SERVICE

Conducted LeanOhio Project – Clerical File Process Improvement
The mission of LeanOhio is to make government services in Ohio simpler, faster, better, and less costly. The Environmental Health Division conducted a LeanOhio project to assess the site/soils review process regarding household sewage treatment system installations for new construction. The following are program outcomes:
• For the customer: decreased wait time, less information required from customers, and the creation of a step-by-step checklist to assist with the new construction sewage treatment system process.
• For the division: less time locating a file, fewer questions to ask the customer, reduced paperwork by over half, and more consistent process for clerical staff.

WIC Nutrition Cards Arrived and Text Reminders Implemented
Women, Infants, and Children (WIC) is a nutrition education and supplemental food program for pregnant, breastfeeding, and postpartum women, infants, and children to age 5.
• Qualifying participants are able to purchase benefits with an electronic benefit card at authorized WIC grocery stores.
• The electronic benefit cards provide participants with greater flexibility to purchase their benefits as well as improve their shopping experience. The card also reduces the stigma often associated with the paper vouchers that were previously issued.
• The implementation of the text appointment reminder system has greatly improved the rate at which WIC participants keep appointments.
• The success of the Medina WIC text appointment reminder system has prompted the expansion of the system to other WIC projects across the state.

New Business Software Utilized
Software for electronic time cards was purchased and implemented to reduce administrative time while capturing data for easier reporting. A Voice Over Internet Phone System (enables making voice calls using a broadband Internet connection instead of a regular (or analog) phone line) was purchased and installed to improve customer service and provide more efficient and reliable phone operations.

Private Agency Network Established
A private agency network was purchased and established to enhance network security, reduce network down time, increase public communication, and provide opportunities for online training which saves money.

SOCIAL MEDIA

At the Medina County Health Department (MCHD), we utilize Facebook, Twitter, and Pinterest. Social media is an efficient way to expand reach, promote engagement, and increase access to credible, science-based health messages.

The following are examples of when we use social media to communicate with residents:
• Notify of upcoming flu clinic schedules and availability for car seat installations
• Disseminate health information
• Circulate messaging about special health alerts
• Broadcast emergency preparedness information
• Share posts from community partners
• Advertise MCHD’s upcoming events

The WIC staff developed a Pinterest page with nutrition and health information boards to disseminate reliable information to the public and clients. In addition, the information boards are also designed to serve as nutrition education modules. Participants are required to complete nutrition education to continue receiving food benefits.
COMMUNITY NEEDS

**Project DAWN Clinic Started**

Project DAWN (Deaths Avoided With Naloxone) is an overdose education and Naloxone (Narcan) distribution program facilitated by public health nurses. Participants learn how to:

- Recognize the signs and symptoms of an opioid overdose.
- Make an emergency 9-1-1 call.
- Perform rescue breathing.
- Administer Naloxone to someone experiencing an opioid overdose.

We partnered with local law enforcement and first responders to facilitate Naloxone administration training when required, as well as distributed Naloxone refills as needed. The Ohio Department of Mental Health and Addiction Services provided funding to support the supply of Naloxone for this component of the program. The following are program outcomes in 2016:

- 63 community members were trained and 67 response kits were distributed.
- 13 first responders participated in administration training and 38 doses were provided.

**Sewage System Replacement Grant Awarded**

The Medina County Sanitary Engineer’s office collaborated with Environmental Health to secure a $300,000 grant from the Ohio Environmental Protection Agency. The funds were utilized to replace 27 systems that were creating public health nuisances.

FINANCIAL REPORT

<table>
<thead>
<tr>
<th>Revenue</th>
<th>$ 2,945,634</th>
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</thead>
<tbody>
<tr>
<td>Levy Tax &amp; Other</td>
<td>$ 2,707,523</td>
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<tr>
<td>Client Fees &amp; Contracts</td>
<td>$ 632,939</td>
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<tr>
<td>Grants</td>
<td>$ 0</td>
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<tr>
<td>Federal Funds</td>
<td>$ 61,940</td>
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<tr>
<td>State Subsidy</td>
<td>$ 753,000</td>
</tr>
<tr>
<td>Transfers/Advances</td>
<td>$ 7,101,036</td>
</tr>
</tbody>
</table>

**Expenses**

- Salaries: $ 3,427,883
- Benefits: $ 1,051,041
- Supplies: $ 325,261
- Remittances to State: $ 203,229
- Property/Liability Insurance: $ 32,448
- Advertising & Printing: $ 31,287
- Travel & Training: $ 89,741
- Contract Services: $ 395,888
- Postage: $ 12,173
- Other Expenses: $ 82,167
- Utilities: $ 47,025
- Equipment: $ 201,666
- Grant Indirect & Reimbursements: $ 62,034
- Transfers/Advances: $ 753,000

**Sources of Revenue**

- Levy Tax & Other: 41%
- Client Fees & Contracts: 38%
- Transfers/Advances: 11%
- State Subsidy: 1%
- Grants: 9%
NEW HEALTH CENTER

In 2016, we established a Health Center, providing primary medical and dental care in one location. The new health center can be a medical home for any resident in Medina County. The Health Center will continue to assist with enabling services i.e. transportation, translation, referrals for WIC, and referrals to community agencies. Services we provide include:

- Primary care
- Dental care (fluoride varnish, cleanings, exams, X-rays, sealants, fillings, root canals, extractions, dentures, and partials)
- Physicals (school, work)
- Immunizations (adult, teen, child, and international travel)
- Screenings (Pap, STD, HIV, colorectal, and breast exams)
- Reproductive Health (annual exams, family planning, and pregnancy tests)

Most insurances are accepted and a sliding fee scale is available. In addition, The Health Center Division offers assistance with Medicaid applications.

Extended Evening Hours

We now have extended hours for service on Tuesday evenings. The Health Center and WIC are opened until 7:00 pm and Public Health Nursing is open until 6:30 pm for Project DAWN.

New Patient Portal and Patient Reminder

A patient portal is a safe online website that provides patients easy access to their medical and dental record information. Since implementation, Health Center patients are able to:

- Forward a direct message to their providers
- Manage their entire family’s health records in one location
- Download or transmit medical information to another provider or school
- Confirm their appointments and choose how they wanted to be reminded for their appointments (email, phone, or text messaging)

New Digital X-Rays and Updated Dental Operatories

- Improved comfort when photos are taken inside the mouth
- Easily transferred to a specialist for on-going dental needs
- Chairs that swivels for easy entry and exit
- Enhanced lighting
- More efficient access to supplies for provider and staff

Birth & Death Statistics

<table>
<thead>
<tr>
<th>Births</th>
<th>Leading Causes of Death in Medina County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Resident Births</td>
<td>1. Heart Disease</td>
</tr>
<tr>
<td>Resident Births in the County</td>
<td>2. Cancer</td>
</tr>
<tr>
<td>Resident Births outside the County</td>
<td>3. Chronic lower respiratory disease</td>
</tr>
</tbody>
</table>

Statistics provided by the Ohio Department of Health and the Medina County Health Department staff epidemiologists. Data is presented by county of residence not place of death.