

Public Health
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Taney County Health Department
An Accredited Local Public Health Department



ANNUAL SERVICES REPORT

Taney County Health Department

2011

Completed June 2012



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Introduction

The Taney County Health Department (TCHD) works in close collaboration with local partners to strengthen and broaden public health initiatives that focus on communicable diseases, chronic diseases, environmental health, animal control, immunizations, community health education, emergency response and many other prevention efforts. The department works through various collaborative efforts with community leaders, businesses, hospitals, private practitioners, other agencies, and schools to identify the health status, needs, strengths, health concerns, gaps and assets in the community. Many community partners provide resources and engage in partnerships with the health department to address the public health issues in the county. Without these partnerships, much of the progress in addressing public health concerns that has been achieved in the county would not have been possible. The Taney county health department is committed to building healthier communities in Taney County and “making a positive difference”.

The purpose of this report is to provide an overview of the services provided to the residents and visitors of Taney County by the Taney County Health Department. These services represent some of the work accomplished by the department in 2011 and will help guide TCHD Program managers and board members as they review trends to determine future policy changes and budgetary issues. This report has a broad scope and reflects general program trends and issues. Identified trends should be used to initiate discussion among TCHD managers, staff, board members and community members as strategic planning considerations are reviewed.

Environmental Health Services

Environmental Health Services include a variety of responsibilities to enforce city codes, state statutes, and county ordinances. These focus on inspections of food service, lodging, childcare, swimming pools and spas, mobile food vending, temporary food events, and massage/tattoo businesses. Environmental Health responsibilities also include investigation of sewage complaints, well water testing, West Nile mosquito and bird surveillance programs and other environmental hazards that could pose a risk to the public's health. The Environmental public health services at the Taney County Health Department (TCHD) also provide education on food safety, mold removal, radon, norovirus prevention, pool maintenance, bed bugs, and other environmental health topics. The Environmental Public Health Specialists (EPHS) also have significant responsibilities responding to natural and man-made disasters or emergencies. In the past two years the EPHS have responded to local flooding, tornadoes, fires, power outages, disease outbreaks, and truck wrecks. The EPHS have also provided assistance to other jurisdictions impacted by disasters, including the Joplin tornado in May 2011. The EPHS personnel also work closely with area food services to provide health advisories, food re-calls, and response to truck wrecks.

The information below reflects the number of facilities operating in 2011 and the percent change compared to the previous year. The numbers for the facilities that are closed or inactive are not included.

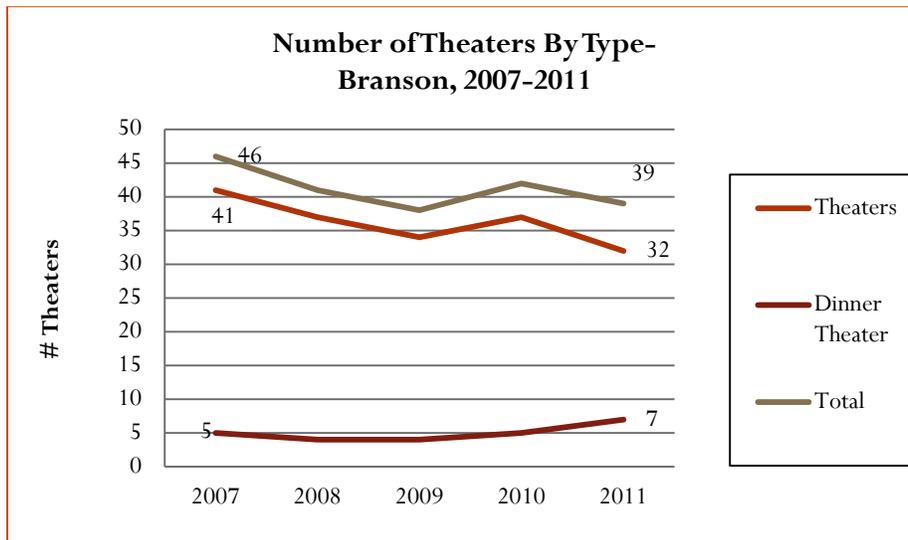
Type of Facility	2010	2011	Percent Change Compared to 2010
Theater/Dinner Theaters	42	39	-7.1
Restaurants/Food Service	312	296	-5.1
Lodging	147	140	-4.8
Continental Breakfast	97	96	-1.0
Total	598	571	-4.5

Source: TCHD, Environmental Health Division

From 2010 to 2011 a number of facilities have ended operations in Taney County. This decrease in the number of facilities has resulted in fewer required inspections. Also, it is suspected that the number of inspections has decreased because the numbers of re-inspections have dropped significantly after the implementation of re-inspection fee in January 2011.

In the following graphs, a declining trend is observed in the number of facilities requiring inspections. The numbers of theaters, restaurants, lodging facilities, and swimming pools have all decreased since 2007. This trend is counter to what had been experienced prior to the economic downturn that occurred around 2008.

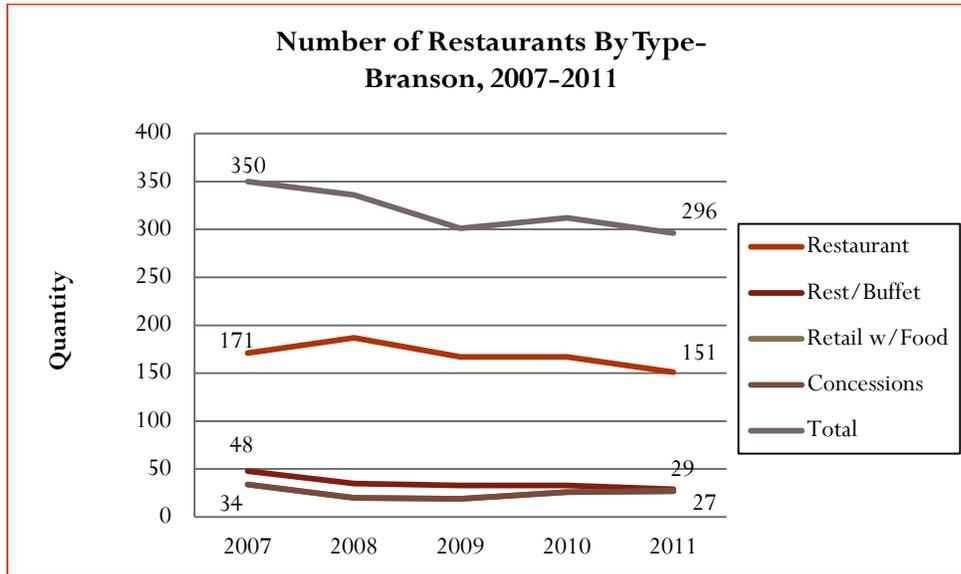
Theaters:



Type	2007	2008	2009	2010	2011	Capacity	2007	2008	2009	2010	2011
Theaters	41	37	34	37	32		49,129	44,463	38,588	43,413	40,856
Theater Dinner	5	4	4	5	7		3,528	3,021	2,621	3,211	3,345
Total	46	41	38	43	39		52,657	47,209	41,209	46,624	44,201

Source: TCHD, Environmental Health Division

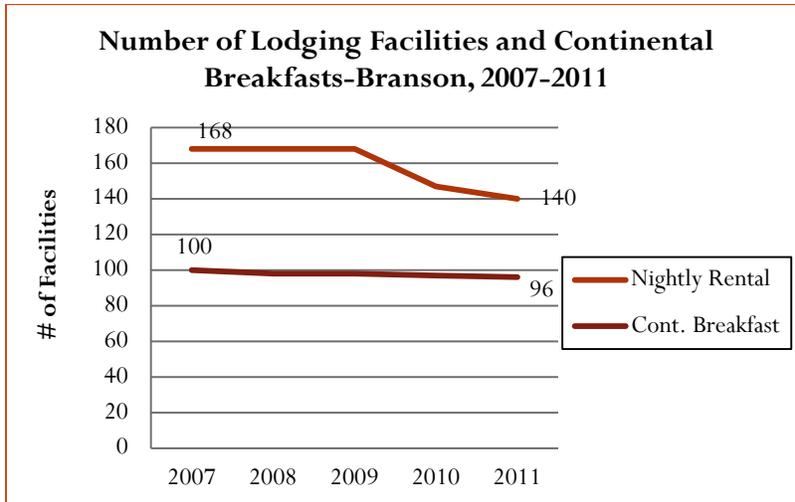
Restaurants/Food Service:



Type	2007	2008	2009	2010	2011	Capa city	2007	2008	2009	2010	2011
Restaurant	171	187	167	167	151		21,579	22,803	19,885	19,885	18,056
Restaurant/Buffer	48	35	33	33	29		11,014	9,323	8,939	8,939	7,897
Retail w/Food	97	94	82	86	89		379	420	330	330	306
Concessions	34	20	19	26	27		0	0	0	0	0
Total	340	316	301	312	296		32,972	32,546	29,166	29,154	26,259

Source: TCHD, Environmental Health Division

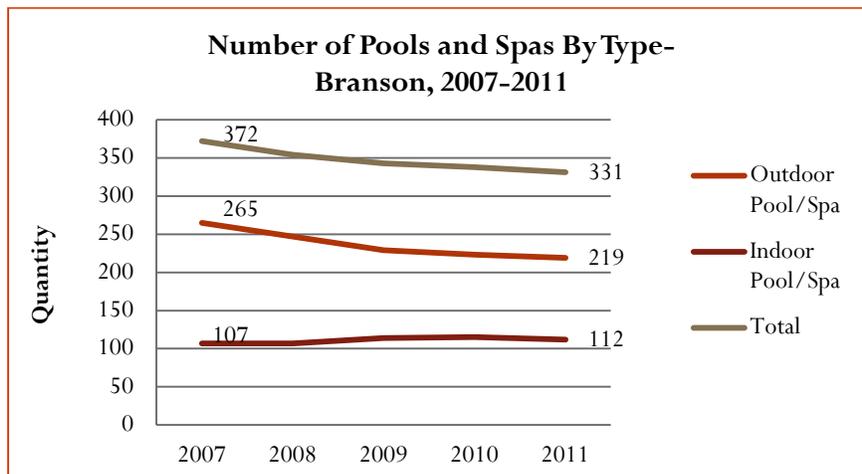
Lodging/Continental Breakfast (Does not include time share rooms):



Type	2007	2008	2009	2010	2011	Capacity	2007	2008	2009	2010	2011
Nightly Rental	168	168	168	147	140		15,172	16,260	16,000	14,394	13,649
Continental Breakfast	100	98	98	97	96		4,263	4,199	4,218	4,230	4,231

Source: TCHD, Environmental Health Division

Swimming Pools/Spas Indoor and Outdoor:



Type	2007	2008	2009	2010	2011
Outdoor Pool/Spa	265	247	229	223	219
Indoor Pool/Spa	107	107	114	115	112
Total	372	354	343	338	331

Source: TCHD, Environmental Health Division

Environmental Public Health Services Inspections, Taney County, 2011

Type of Inspection	Routine	Follow-up/ Complaints	Total 2011	Total 2010	Percent Change Compared to 2010
Food	1,029	391	1,420	1,758	-19.2
Temp Food	107	0	107	98	-9.2
Lodging	175	182	357	384	-7.0
Pools	919	299	1,218	1,398	12.9
Childcare	28	9	37	51	-27.5
Massage/Body Art	28	4	32	29	10.3
Animal Acts	32	0	32	21	52.4
Total Inspections	2,318	885	3,203	3,739	-14.3

Source: TCHD, Environmental Health Division

A total of 155 fewer revisits were conducted in 2011 in the City of Branson which was a 44.4% decrease compared to 2010. Similar decreases were observed in the County and City of Hollister.

- Branson:
 - 349 Revisits in 2010, 194 Revisits in 2011= -44.4% (n=155)
- Hollister:
 - 69 Revisits in 2010, 38 Revisits in 2011= -44.9% (n=31)
- County:
 - 77 Revisits in 2010, 37 Revisits in 2011= -51.9% (n=40)

Water samples are routinely analyzed by the Taney County Health Department Certified Drinking Water Laboratory. This laboratory is certified by the Missouri Department of Health and Senior Services and the Missouri Department of Natural Resources. Water tests are routinely conducted to determine levels of Total Coliform and E.Coli that are present. The table below provides information on the number of tests performed by year and the percent change. A 5.2% increase was observed in the number of water test performed in 2011.

Water Laboratory Tests-January through December, 2011				
	2009	2010	2011	Percent Change Compared to 2010
Private Water Tests Performed	323	230	251	9.1
Public Water Tests Performed	134	192	193	0.5
Total Number	457	422	444	5.2

Source: TCHD, Environmental Health Division

Animal Control Services

The TCHD provides animal control services for the City of Branson and the unincorporated areas of Taney County through contractual agreements with these jurisdictions. Other cities in the county contract with the TCHD Animal Control shelter to house animals. The services provided by animal control include: responding to field calls such as abandoned animals, animal abuse, animal at large, vicious animals, animal bite investigations, injured animals, lost animals, and mutual aid requests from law enforcement and fire. The Animal Control Officers (ACOs) also assist law enforcement routinely as they perform their duties and encounter situations with animals that require animal handling training and expertise. The ACOs also have responsibility for transporting animals, responding to emergencies, inspecting facilities in the City of Branson for animal establishment permits, animal temporary event permits, and facility inspections where animals are located. The Taney County Animal Shelter provides animal sheltering, adoptions, and animal quarantine services. The Animal Shelter staff work closely with area veterinarians, humane societies, and rescue organizations to ensure a high rate of animal adoptions. Euthanasia services are not performed at the TCHD Animal Control Shelter.

In 2011, a total of 1,507 animals (dogs and cats) were impounded by the TCHD animal control program. This was an 8.3% increase over the previous year.

Shelter Services Provided, Taney County Animal Control 2009-2011				
	2009	2010	2011	Percent Change
Dogs Impounded	1,195	1,095	964	-12.0
Cats Impounded	323	296	543	83.4
Total Animals Impounded	1,518	1,391	1,507	8.3

Source: TCHD, Animal Control

Number of Incoming Dogs and Cats By Jurisdiction, 2011				
Jurisdiction	Number of Dogs	Number of Cats	Total Number	Percent of Total
Branson	202	277	479	31.8
Taney County	614	171	785	52.1
Hollister	64	36	100	6.6
Forsyth	23	59	82	5.4
Merriam Woods	61	0	61	4.0
Total	964	543	1,507	

Source: TCHD, Animal Control

During 2011, over 61% of dogs and 21% of cats are adopted or redeemed through the animal control program. The remaining animals were transferred to the Joplin Humane Society where they were provided additional adoption or rescue opportunities.

Percent of Dogs and Cats Adopted/Redeemed or Transferred to Joplin By Jurisdiction, 2011					
Jurisdiction	Adopted or Redeemed (%)		Animals Transferred to Joplin (%)		Total Number*
	Dogs	Cats	Dogs	Cats	
Branson	71.3	22.7	36.1	48.0	413
Taney County	60.7	24.6	35.2	45.6	709
Hollister	60.9	0.0	39.1	0.0	64
Forsyth	56.5	20.3	34.8	35.6	54
Merriam Woods	41.0	0.0	49.2	0.0	60
Total	61.6	21.7	36.5	43.5	1,300

Source: TCHD, Animal Control

In 2011, a total of approximately 1,192 field complaints were answered by the animal control officers. The City of Branson accounted for 42% of the field complaints while the county accounted for 46% of calls. However, complete records for City of Branson and Taney County field complaints were unavailable because of a database crash. The numbers of field complaints from September thru December were available. The total for the year for these jurisdictions were estimated by extrapolating an average for the other months based on the available data. These estimates are considered to be low compared to actual field complaint calls.

Number of Field Complaints By Jurisdiction, 2011**		
Jurisdiction	Total Number	Percent of Total
Branson	500	41.9
Taney County	549	46.1
Hollister***	0	0.0
Forsyth	82	6.9
Merriam Woods	61	5.1
Total	1,192	

Source: TCHD, Animal Control

**Field complaint totals are not accurate because there had been database errors prohibiting accurate entry up to this point. A new database program, PetPoint has been implemented as of January 2012.

***Field complaints – officer assist only

In 2011, the animal control officers also responded to the spring flooding in Taney County and the Joplin tornado in May. In both of these instances the shelter facility had to increase its sheltering capacity to assist with the emergency response. Both the animal control officers and shelter staff worked long hours to ensure that animals were provided care and re-united with their owners.

Women, Infants, and Children (WIC) Program

The Women, Infants & Children (WIC) program is a nutrition education, health promotion and supplemental food program that helps mothers and young children eat well and stay healthy. The United States Department of Agriculture, Food & Nutrition Service provides Federal grants to states for the WIC program. The program provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

All applicants must meet income guidelines. Individuals who meet income and category guidelines will be assessed for nutritional risk factors during the certification process. The WIC program is provided at no cost to the participant. Benefits of the WIC Program include: nutrition education and counseling, breastfeeding education and support, breast pumps, checks to buy nutritious foods to keep women and their children healthy, referrals for other health programs.

In 2011, the average monthly caseload of participants provided services through the TCHD in the WIC program was 2,038. This was an 11.6% decrease compared to the previous year's average monthly caseload. During the year, it was observed that other WIC programs in Missouri also experienced a decrease in services provided.

WIC Clients Receiving Services Fiscal Year (October –September) 2009, 2010, and 2011				
	FY 2009	FY 2010	FY 2011	Percent Change
Total Number of WIC Clients Receiving Services	23,938	25,922	24,460	-5.6
Average Monthly Caseload	1,996	2,306	2,038	-11.6

Source: TCHD, Women's, Infants, and Children Program

Number of New Participants and Re-Certifications, Taney County WIC Fiscal Year 2011			
	New Participants	Re-Certifications	Total
Forsyth	219	1,485	1,704
Branson	797	4,179	4,976
Total	1,016	5,664	6,680

Source: TCHD, Women's, Infants, and Children Program

Children's Dental Services

The Children's Dental Clinic is available for children with active Medicaid/MO HealthNet and is limited to Taney county residents only. The purpose of the Children's Dental Clinic is to treat, prevent and educate. Children must be 18 years of age or under. The Dental Clinic is funded by Medicaid reimbursement and Taney County tax dollars. Medicaid reimburses on average 50% of normal and customary fees. The overhead is low because the TCHD provides the space and utilities.

Services provided through the TCHD Dental Clinic include: Cleanings, x-rays, fluoride, oral hygiene education, sealants, restoration, space maintainers, stainless steel crowns, root canals, and extractions. The Clinic is open five days a week and staffed with a full-time dentist, two full-time assistants and a clinic manager.

Children's Dental Clinic-Taney County Health Department, 2011

	2010	2011	Percent Change Compared to 2010
Total Visits	2,545	2,451	-3.7
Total Extractions	279	248	-11.1
Total Sealants	358	137	-61.7
Oral Hygiene Instructions Given	1,456	1,396	-4.1
Fluoride Treatments	1,440	1,439	-0.1
OACAC (children provided fluoride varnish)	150	150	0.0
Total Toothbrushes	1,456	1,400	-3.8
Total Toothpastes	1,456	1,400	-3.8

Source: TCHD, Children's Dental Clinic

In 2011 the Children's Dental Clinic had a total of 2,451 office visits. The Dental clinic also provided toothbrushes, tooth paste and fluoride treatments to 1,439 children in Taney County; and provided on-site dental screening for the Ozarks Area Community Action Corporation (OACAC) which includes 150 Head Start children.

Efforts were made in 2011 to decrease the "no-show" rate of the dental clinic by sending out text and e-mail reminders for appointments several days in advance while still calling to confirm appointments the day before. The Children's Dental Clinic "no show" appointment rate for the year was 16.2%, which was a 2.2% increase compared to 2010.

The Dental Clinic continues to refer several young patients a year to pediatric dentists in Springfield, MO for hospital sedation. Multiple referrals for teenagers are made to the oral surgeons for wisdom teeth removal. And, children that qualify for braces covered by MoHealthNet and based on medical needs are referred to orthodontists.

Health Education Programs

The Taney County Health Department provides a variety of important health education programs to the community and to specific groups. In 2011, the health education provided the following programs and presentations:

- Tobacco Use Prevention in area schools
- Community Health
- Car Seat Safety
- Hand washing
- Ready-in 3
- Disease Prevention
- General Public Health
- Media Releases
- Health Advisories
- Fact Sheets

Increasing awareness of healthy lifestyles to prevent debilitating chronic diseases, such as obesity and heart disease will continue. Collaboration between the Taney County Health Department and community partners has provided some initial success by illustrating the willingness among community members to participate in efforts addressing these problems. The health priorities identified through the Community Health Assessment process have impacted many residents of Taney County. Many other health problems such as diabetes, heart disease, cancer, and stroke can be decreased in the county by addressing behaviors and lifestyle choices related to tobacco use, substance abuse, nutrition, and exercise.

The Taney County Health Department will continue to work with community partners to strengthen and implement needed local programs and policy changes. Additionally, the process will continue as updated information is provided to the community to increase awareness, encourage discussion and gather feedback.

The Community Outreach Division works closely with community partners to identify health priorities and develop health improvement action plans to guide the community when addressing these priorities.

Clinical Services Programs

The Taney County Health Department provides many clinical services for members of the community. These services include: child and adult immunizations, travel immunizations, family planning, pandemic Influenza Response/Mass Vaccination Clinics, pregnancy testing, pre-natal case management, blood pressure checks, TB case management, breast and cervical cancer screening, communicable disease investigation and prevention, health education, blood lead screening, laboratory tests through the State Public Health Laboratory, and STD testing and treatment.

In 2011, 9,240 vaccinations were provided which was a 26.7% increase compared to 2010. Increases were also seen in services provided in pre-natal case management, well women’s visits, and family planning. Many of the increases observed in the immunization have been due to changes in vaccination requirements for school attendance, the addition of travel vaccine that were not available locally before, as well as a decrease in the number of physicians providing vaccinations. Pre-natal case management increases have been due to a re-evaluation of the program and changes that were made to increase outreach to those who qualify for the program. Increases in Family Planning services were attributed to changes in other local programs which have decreased local family planning service availability.

Clinical Services Provided-Taney County, 2009-2011				
	2009	2010	2011	Percent Change
Total Vaccinations	6,475	7,292	9,240	26.7
Number of People Vaccinated	3,610	3,560	4,502	26.5
Prenatal Case Management	108	84	188	123.8
Well Women’s Visits	1,555	1,178	1,392	18.2
Family Planning Clients	--	841	1,043	24.0

Source: TCHD, Clinical Division

TCHD nurses provided tetanus vaccine to those affected by the spring flooding in Taney County and also responded to the Joplin tornado in May providing assistance during vaccination clinics in Joplin during vaccination clinics.

Emergency Preparedness and Response

The Taney County Health Department is an active partner with other emergency response agencies in the community. The Health Department is a member of the Local Emergency Planning Committee (LEPC), Southwest Missouri Emergency Services Organization (SMESO), Missouri Food Safety Task Force, and the Tri-lakes Health Care Coalition. These groups meet regularly to discuss issues, review plans, participate in exercises, and provide updates regarding current activities. In 2011, the Tri-Lakes Healthcare Coalition and LEPC planned and implemented a full-scale Hazmat exercise held in October. This exercise involved multiple agencies in the area from the hospital, law enforcement, fire, Emergency Medical Services, the health department, and emergency management. This exercise was a tremendous success and allowed area responders to gain valuable information regarding responding to large-scale Hazmat incidents.

In 2011, the TCHD emergency preparedness and response activities included the following:

- Four outbreak investigations
 - Norovirus outbreaks among motor coach Tours (3) and Long Term Care Facility (1)
- Joplin Tornado Response
- Taney County Flood Response
- Disease Surveillance
- Full-scale HAZMat Exercise with response partners
- Annual Reports and Assessments
- Annual updates of Emergency Response Plan
- Completion of Pandemic Improvement Planning

The emergency responses provided during the spring floods and the May tornado in Joplin utilized personnel from the animal control, nursing, environmental health and epidemiology programs. These natural disaster events were unprecedented and impacted areas significantly. The staff members who responded directly to the events were supported by the staff members who took on additional responsibilities and workloads to cover necessary services in both offices and the animal shelter in Taney County. The response effort was coordinated well and clearly demonstrated the emergency response capabilities of the department.

Discussion

The Taney County Health Department programs provide services to clients throughout Taney County. The majority of the clients live in Western Taney County where Branson and Hollister are located. The Table below provides an overview of the percent of clients by location and program. Clients from the Branson area make up 38% to 49% of clients that participate in programs.

Public Health Services, By Client Place of Residence- Taney County, 2011			
	WIC Clients- FY11 (%)	Dental Services (%)	Clinical Services (%)
Bradleyville	0.8	0.6	1.4
Branson	49.7	38.4	42.4
Cedar Creek	0.0	0.7	0.6
Forsyth	9.7	15.9	12.6
Hollister	16.3	12.7	12.0
Kirbyville	6.2	7.4	5.6
Kissee Mills	2.0	3.1	2.6
Powersite	0.7	1.1	0.4
Protom	0.5	0.0	1.0
Point Lookout	0.1	0.0	0.4
Ridgedale	1.7	1.5	--
Rockaway Beach/ Merriam Woods	9.0	10.4	8.7
Other/Unknown	0.1	0.3	6.9
Taneyville	2.2	4.7	3.3
Walnut Shade	1.1	3.1	1.9

Source: TCHD

Trends observed in the data from the various programs indicated that some programs have experienced increasing trends in the services provided. Services provided through the Clinical Division, Animal Control, and the water lab demonstrated an increase in demand for these services. Other programs such as the Dental Clinic, WIC, and Environmental Health inspections have demonstrated decreasing trends in the amount of services provided. These decreases have been due to a number of reasons. The TCHD engages in a rigorous Continuous Quality Improvement and Program Evaluation program to identify these trends throughout the year. This allows for program adjustments as needed.