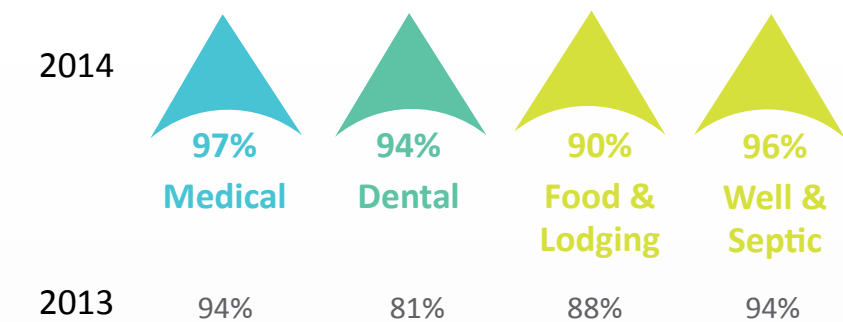


2014

ANNUAL REPORT

Improvements

Client Satisfaction

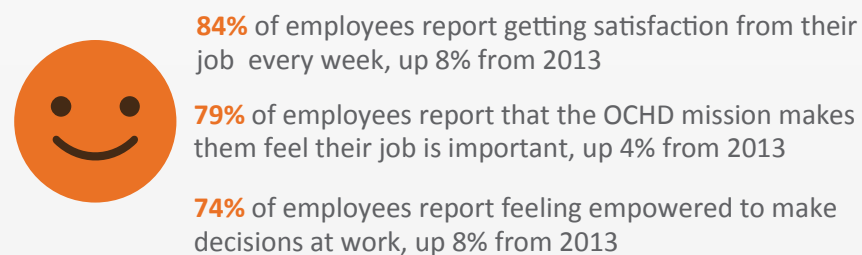


"Every time I visit I get professional and excellent service."
- Medical patient

"I like the warm staff, especially Dr. Day's expertise"
- Dental patient

"Phenomenal service from a government agency where I am one of hundreds of people they deal with. Everyone is friendly, polite, goes out of their way to help me answer a question."
- Environmental Health Client

Employee Satisfaction



Productivity



Awards



NC Health Director of the Year,
Dr. Colleen Bridger

NC Public Health
Association All Star,
Amanda Bartolomeo

NC Environmental Health
Supervisor of the Year,
Connie Pixley

National Association of Counties' Achievement Award
for our Smoke-Free Public Places Rule

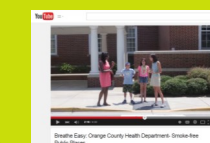
Voted 'Best Dental Rotation Site' for UNC General
Practice Residency Program



On the Web



Added County restaurant
inspection scores to
online Yelp listings.



Released Smoke-Free
Public Places educational
video series to increase
compliance.



Contributed to
85 news stories.



Produced virtual job shadowing video
to highlight our health inspectors.

In the Community



Implemented 'Take 'em to the
Box' campaign on public
transportation and in print
ads to encourage proper
storage and disposal of
medications.

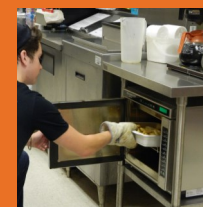


Healthy Carolinians of Orange County
held their annual meeting with guest
speaker, Dr. Betina Jean-Louis from
the Harlem Children's Zone.

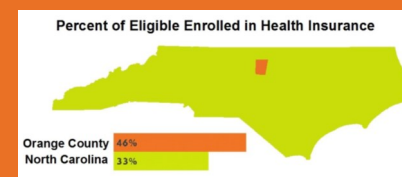
Held a health literacy training for partner
organizations. **40** people participated.



Mobilized youth from local TRU clubs
for Kick Butts Day and collected **10,533**
cigarette butts in downtown Chapel Hill
and Carrboro.



Purchased convection
oven to replace the fryers
and provide healthier
food options at the
Orange County
Sportsplex.



At the end of the first open enrollment period for
the Affordable Care Act, Orange County, along with
our partners, enrolled **46%** of the County's **10,729**
eligible residents.



Family Success Alliance advisory council selected two
community zones to pilot their poverty initiative.

In our Clinics



Expanded
partnerships to
provide Medical
Nutrition Therapy
and Diabetes Self-
Management Education to
employees of Town of
Chapel Hill and Town of
Hillsborough.

Began offering the WISEWOMAN Program to
provide eligible women with the knowledge
and skills to prevent, delay, and control
chronic diseases.



Distributed **697** books to
children in need through a
grant from the First National
Book Bank. Books were given to
patients in our dental
and medical clinics.



Began offering Pre-Exposure
HIV Prophylaxis (PrEP) to
individuals determined to
be at high-risk for HIV.

Held 2 days of dental screenings
in a local child care center.
49 children were screened, **53**
received dental education, and **3**
were referred for additional care.



Responded to the international
Ebola outbreak by developing a
plan, training partner
organizations, and monitoring
visitors returning from the
affected region.



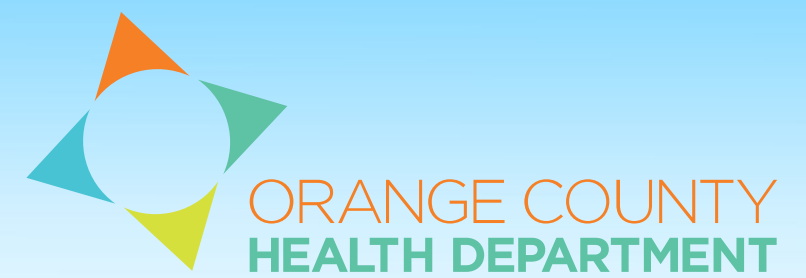
Participated in a 3-day
Rapid Improvement "Kaizen"
Event to increase efficiency in
our Dental Clinic.

↓35%

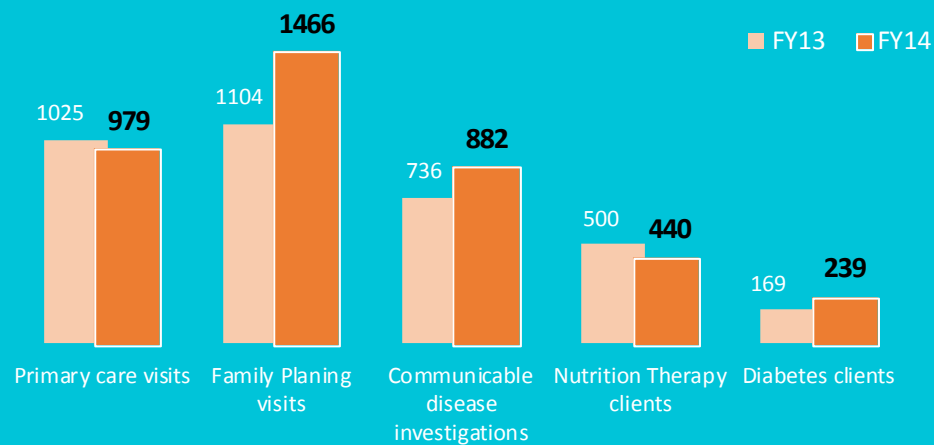
Orange County teen
pregnancy rate dropped by
35% and is lowest in NC.

FY 2013-2014

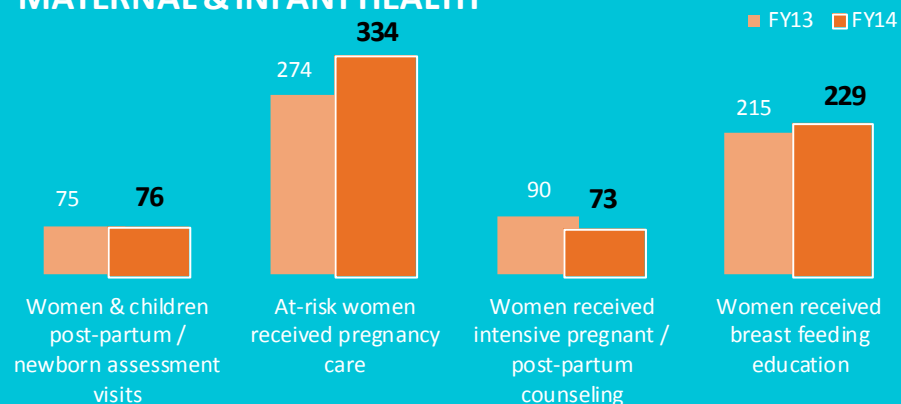
by the numbers



PERSONAL HEALTH/ MEDICAL



MATERNAL & INFANT HEALTH

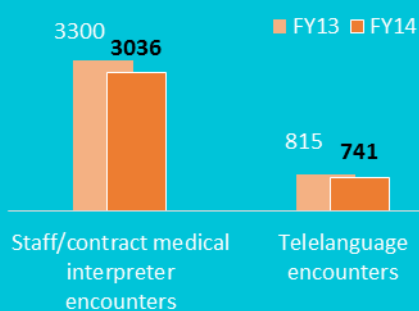


200+

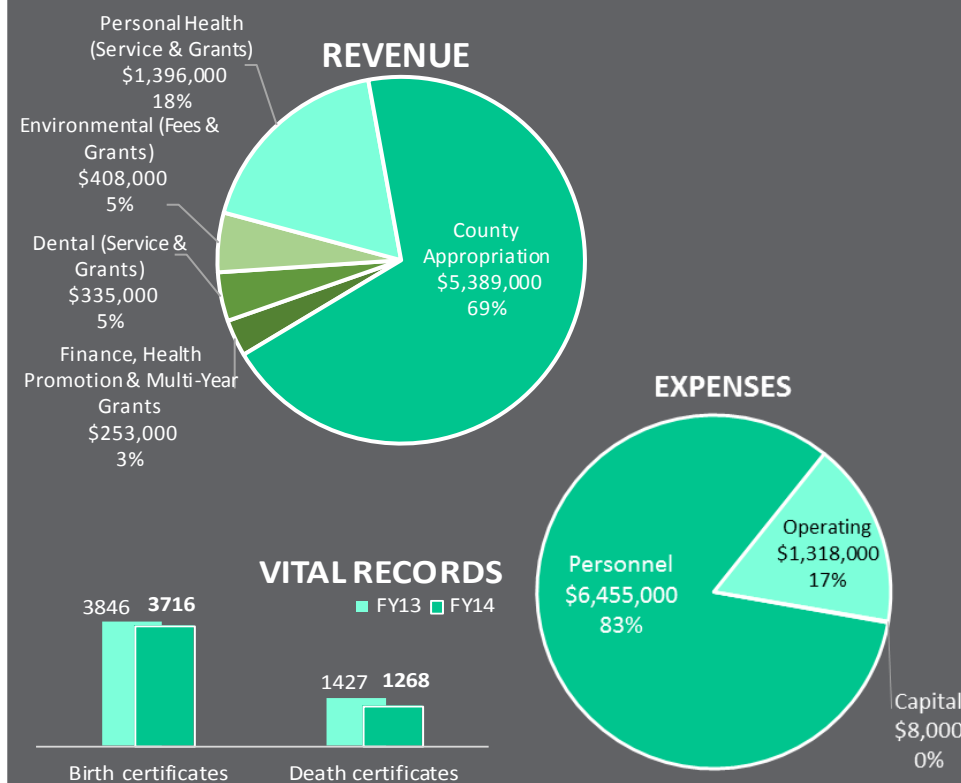
Hours Spent on Ebola Response

- 145 Hours monitoring visitors returning from affected areas including:
- 7 home visits
- 79 phone calls
- 26 hours on holiday or weekend
- 17 emergency responder trainings

INTERPRETER SERVICES



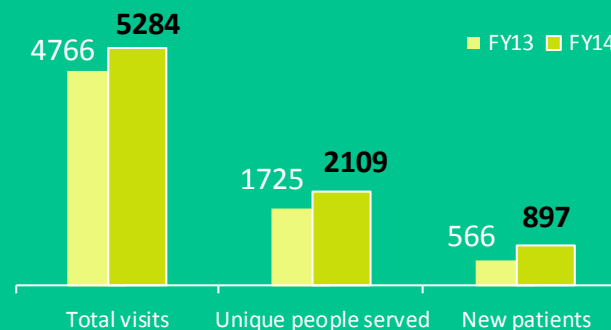
FINANCE & ADMINISTRATION



DENTAL HEALTH

\$1 Million
of dentistry provided

Because of adjustments for low-income clients, insurances, and self-pay, patients were charged 60 cents on the dollar



+110%

Increased dental visits

Quality improvement and outreach initiatives increased dental's service delivery and billing accuracy

HEALTH PROMOTION & EDUCATION

FAMILY SUCCESS ALLIANCE

- 33 meetings with schools, faith communities, community organizers, service providers, and the media
- 5 Advisory Council meetings
- 2 pilot zones selected

SMOKE-FREE PUBLIC PLACES

- 20+ smoking response team deployments
- 2,000+ people surveyed
- 5 compliance videos produced for the public and government employees
- 7,200 people received rides from the Buzz Ride vehicle that was advertising the rule, and providing advocacy to the late night, game day, and special events crowds

DRUG DROP BOXES

967.63 lbs of unused medicine collected

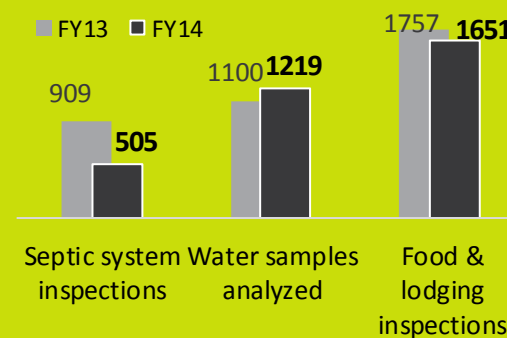
CHILDCARE HEALTH CONSULTATION

- 77 child care facilities received services
- 58 on-site visits made
- 1,734 children impacted by on-site visits
- 150 child care staff members trained on health and safety topics

SMOKING CESSATION

- 8 Freshstart class series offered
- 230 boxes of free nicotine replacement therapy distributed
- Spurred statewide initiative to support Head Start with cessation among staff and clients
- Provided cessation classes at the IFC men's and women's shelters

ENVIRONMENTAL HEALTH



100%

Food and lodging establishments inspected
Conducted 1,651 inspections of 724 active establishments

