



ANNUAL REPORT 2015

2015 knox county health department annual report



Public Health
Prevent. Promote. Protect.



KCHD VISION

"Healthy people in a healthy community!"

KCHD MISSION

To serve Knox County by assessing health and environmental needs, developing policies, and assuring those needs are effectively addressed.

Letter from the President

Over the past twenty years, I have had the privilege of watching the Knox County Health Department truly raise the bar for ourselves and for our county. While the environment for nonprofit organizations remains very challenging, I have seen our administration, staff, board, and county residents come together and show resilience, determination and a shared sense of purpose, working effectively as a unified voice for public health.

Some of my 20-year board highlights include:

- Being appointed to the board
- Having the opportunity to serve my county
- Securing land acquisition and the new building
- Being actively involved in strategic planning
- Dental department
- Receiving the Federally Qualified Health Center Grant
- Saving the county money by not taking the entire levy
- Being associated with dedicated board members
- Our board always being proactive not reactive
- Continuously throughout the years operating in the black
- The Administration and staff have always been "THE BEST"

As the Health Department and Community Health Center move forward in 2016 and beyond, I am proud of what they have accomplished in my twenty years on the board and am excited about the future. Our county is strong, vibrant, and together we will continue our efforts of Healthy People in A Healthy Community.



Jacquelyne Turner
Outgoing President

BOARD MEMBERS

President	Carol Scotton
Vice President	Bruce J. Bobofchak, DDS
Treasurer	Doug Gibb
Secretary	Kevin Satsky, M.D.
Board Member	Kimberly DeSutter
Board Member	DuRae Fletcher, Sr.
Board Member	Samuel D. Fox, M.D.
Board Member	Jacquelyne Tuner
County Board Liaison	Pam Davidson



KNOX COUNTY HEALTH DEPARTMENT

1361 West Fremont Street

Galesburg, Illinois

Hours: Monday – Friday 8:00am – 4:30pm

(309) 344-2224

Program provides opportunities, experience

In 2014 the Knox County Health Department was awarded a grant from the Center for Disease Control and Prevention (CDC). This grant allowed the Knox County Health Department to become a host site for the Public Health Associate Program (PHAP). The Public Health Associate Program is a competitive two-year public health training program funded by CDC for early career-minded individuals who have a desire to work in Public Health.



Duane Young was chosen for the Public Health Associate Program (PHAP) Associate with the Office for State, Tribal, Local and Territorial Support (OSTLTS), Centers for Disease Control and Prevention (CDC) in 2014. Mr. Young was assigned to the Knox County Health Department (KCHD), in Galesburg, IL in October 2014.

His current work includes reviewing documents submitted to the Public Health Accreditation Board, ensuring they adequately address accreditation standards. Over the past year, he has completed a number of projects that have included the Community Health Assessment for the Illinois Project for the Local Assessment of Needs (IPLAN), West Nile Virus Surveillance operations, emergency preparedness operations, and rebuilding the doors on the storage shed behind the main building.

Before becoming a Public Health Associate, he retired from the Army with over 25 years of military service. He served as a Combat Medic and a Military Intelligence Analyst and he was deployed to combat zones six times. Among his awards are the Bronze Star Medal for meritorious service, the Purple Heart Medal for wounds sustained in action, the Combat Medic Badge for providing medical care to wounded Soldiers under direct enemy fire, and the Army Parachute Badge.

Duane has a Bachelor's Degree in Criminal Justice from Bethel University in McKenzie, Tennessee; and enjoys sports, the outdoors, woodworking, and other crafts.

PHAP provides opportunities to gain broad experience working in public health programs in state, tribal, local, and territorial public health agencies; community-based organizations; public health institutes and associations; academic institutions; and CDC quarantine stations. Currently, PHAP has more than 325 associates fulfilling hands-on workforce needs in public health agencies across 44 states, 1 territory, and the District of Columbia.

The period for PHAP candidates to apply for the program through the USAjobs.gov website is usually during January or February of each year. If you or someone you know would like more information on the program, application date periods, and stories about recent associates' success in the field go to www.cdc.gov/phap.

YOUR PUBLIC HEALTH RESOURCE

- Health Education Programming
- STD Testing
- IL Breast & Cervical Cancer Program
- WIC Program
- Environmental Health
- Immunizations



Public Health
Prevent. Promote. Protect.

Monday - Friday 8am to 4:30pm
**KNOX COUNTY
HEALTH DEPARTMENT**

1361 WEST FREMONT STREET, GALESBURG • 309-344-2224
WWW.KNOXCOUNTYHEALTH.ORG



FAMILY HEALTH DIVISION



Employees of our Family Health Division include, front from the left: Nicole Brandenburg, RN; and Michelle Rickard. Back from the left: Jill Seiberlich, RN; Penny Bollivar, RN; Heather Kusler, RN-Director of Family Health; Carol Winbigler, RN; and Tammy Poland.



IBCCP services

Women between the ages of 35 and 64 living in Knox, Warren or Henderson counties can qualify for free screenings and treatment for breast and cervical cancer if they are uninsured, underinsured, or have a high deductible for these services. If symptomatic, younger women can also qualify for free treatment.

What is WIC?

WIC the Supplemental Nutrition Program for Women, Infants and Children (WIC) is intended to reach income-eligible pregnancy, postpartum and breastfeeding women, infants and children up to five years of age eat well and stay healthy.

WIC PROVIDES:

- Nutrition and health screening assessment
- Breastfeeding education and support
- Referral to other health, family, and social services
- Supplemental healthy foods designed to meet special nutrition needs

WIC is about good nutrition and good health for the family

WIC ELIGIBILITY CHART

# of Persons Family Household Size	Annual Income	Monthly Income	Weekly Income
2 People	\$29,471	\$2,456	\$567
3 People	\$37,167	\$3,098	\$715
4 People	\$44,863	\$3,739	\$864
5 People	\$52,559	\$4,380	\$1,011



"IT'S NICE TO KNOW THAT PEOPLE CARE"

The Knox County Health Department WIC clinic is open Monday-Friday 8am-4:30pm.

The Wellness Division working behind the scenes for the health of Knox County.



Front from the left: Erin Olson, Director of Wellness; Izamar Garcia, Outreach Specialist; and Christian Navarrete, KnoxCorps Fellow.



Erin Olson, Director of Wellness and Heather Kusler, Director of Family Health attended the NAACP Community Cookout.

Signage available

Local Business owners, according to the Smoke-Free Illinois Act that was established, every business (food and non-food) should have signage placed at every entrance of the establishment. The Wellness Division has started to perform compliance checks within the county. Please contact the Health Department if you need signage, we also have copies of the Act available if you would like one.



288

THE WELLNESS DIVISION
GAVE 288 PRESENTATIONS TO
5,114 PEOPLE IN 2015.



Draw the Line | Respect the Line

Teen Pregnancy Prevention Program

Thank you to Knoxville Junior High for continuing to support the Draw the Line/Respect the Line program.

The Draw the Line/Respect the Line curriculum helps students develop healthy relationship limits and practice the skills needed to maintain those limits when challenged.



Food Protection

Our Food Protection Program strives to ensure food safety through: licensure of food facilities, inspections, and educational programs in our community. Health inspectors work with food vendors of all types to ensure the food you eat is safe.

	2013	2014	2015
Licensed Food establishments	335	331	319
Number of Routine inspections conducted	659	644	643
Number of Re-inspections	192	213	249
Number of complaint investigations	32	39	42

Potable Water Safety

The Potable Water Safety Program aims to reduce the risk of contracting a waterborne disease from community, non-community, and private water wells. The Knox County Health Department samples water for bacteria and nitrates, indicators of contamination.

	2013	2014	2015
Number of water well permits issued	38	35	25
Number of water wells installed	16	22	17
Number of water wells inspected	21	27	13
Number of water wells sealed	28	21	29

Preparedness and Medical Reserve Corps

The best things you can do to prepare for an emergency are: get informed, make a plan, and build a kit. Visit www.ready.gov for more information about personal and family preparedness.

The Health Department's volunteer group the Knox County Medical Reserve Corps is open to anyone who would like help the Health Department prepare for and respond to emergencies. To learn more contact the Unit Coordinator at (309) 344-2224 ext 238, or visit www.illinoishelps.net to register as a volunteer.

GET INFORMED, MAKE A PLAN AND BUILD AN EMERGENCY KIT!

West Nile Virus

The Knox County Health Department conducts surveillance for West Nile Virus. Throughout the warmer months, mosquito samples and dead birds are tested for the disease. In 2015, 24 Samples were taken throughout the county, with an average sample size of 30 mosquitoes. 3 dead birds were able to be sent off to the lab and 2 were positive for West Nile Virus.

19

SAMPLES
TAKEN

40

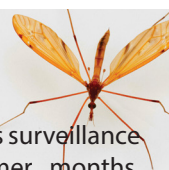
AVERAGE OF
MOSQUITOES

03

DEAD BIRDS
SENT TO LAB

00

BIRDS POSITIVE
FOR WEST NILE



Onsite Wastewater Disposal Program

Because so many toxic chemicals and pathogens are in sewage, it's extremely important to ensure proper treatment of sewage. The Knox County Health Department works in conjunction with Private Sewage Contractors, Home Owners, and the Illinois Department of Public Health to protect the environment from contamination.

	2013	2014	2015
Sewage System Permits Issued	44	36	44
Sewage Systems Installed	38	26	30
Sewage Systems Inspected	39	26	29
Sewage Complaints Received & Inspected	2	1	1

Immunizations

We provide immunizations to infants, children, and adults at minimal or no cost to protect against vaccine-preventable diseases.

	2013	2014	2015
Children served	318	371	562
Immunizations given - children	648	664	1099
Adults served	317	277	1125
Immunizations given - adults	396	495	1223

Communicable Disease Investigation, Surveillance

The Health Department protects the health and welfare of Knox County residents through the control of infectious diseases. In partnership with the Illinois Department of Public Health and local healthcare providers, the department identifies and investigates cases to control outbreaks and the spread of disease.

	2013	2014	2015
Hepatitis	34	27	37
HIV Infection	1	2	2
Lyme Disease	6	6	5
Salmonellosis	7	4	6
Tuberculosis	1	2	0

STD Reports

	2013	2014	2015
Chlamydia	198	217	243
Gonorrhea	58	44	62
Syphilis	1	8	3

	2013	2014	2015
HIV Tests Performed	145	149	244
STD Tests Performed	216	182	270

Drive-thru Flu Clinic

The Knox County Health Department held its Annual Drive Thru Flu Clinic. On September 26, 2015, we gave 185 Flu shots in 3 hours...or in other words.... 76.6 shots per hour! **A huge THANK YOU to Hinchliff-Pearson-West, Inc.**



Front from the left: Thomas Campbell – EH Specialist and Sarah Willett- Licensed EH Practitioner Supervisor. Back: Tammy Nelson-Communicable Disease Nurse, Sam Jarvis- Director of Health Protection, Duane Young-Public Health Associate, Megan Schmidt-EH Specialist, Josh Pikora- ERC.



KNOX COMMUNITY HEALTH CENTER



COMMUNITY HEALTH CENTER EMPLOYEES

Front row, from the left: Molly Krammer; Sam Albritton; Kasey Grawey, LPN; Shannon Ehens, LPN; Kerry Howard. Middle row: Irma Garcia; Laura Pierard; Crystal Kleckner; Heather Holmes; Judy Lee, LCSW; Laura Fullerton, APN; Cathy Pearson. Back row: April Gumble, RDH; Heather Frakes, RDH; Carol Rogers; Lori Quick; Staci Simpson; Matt Rozny, DMD; Heidi Sauer, LCPC; Holly Lundgren. Not pictured: Dr. Lekeba Granger, Dr. Dan Stephens, Lindi Miller and Amanda Main.

Health Center patient billing

The Knox Community Health Center always ensures that billing for patients without insurance, collection of co-payments and fees, and screening for financial status is done annually and in a culturally appropriate manner to ensure that these steps do not present any barriers to a patient receiving care.

Funding sources

The Knox County Health Department's Knox Community Health Center is a Section 330, federally funded Community Health Center. We participate in the 340b pharmacy program providing access to low-cost medications for patients; as well as maintain Federal Tort Claims Act liability insurance for the Knox Community Health Center.



How the sliding scale works

All patients whose annual individual and/or family income is below 200% of the Federal Poverty Level guidelines are eligible for discounts on the care they receive.

- Patients whose incomes fall below 100 percent of the poverty guidelines receive care at no cost or for a small fee.
- Patients whose incomes fall between 100 and 200 percent of the poverty guidelines pay some

portion or percent of the care received.

- Insured patients whose income falls below 200% of the Federal Poverty Level guidelines are also eligible for discounts their portion of health care costs for the care they receive
- The amount or percentage is determined annually through policies set by the Knox Community Health Center Governance Board.

The Health Center Program: Serving America's Communities for 50 years

Fifty years ago...

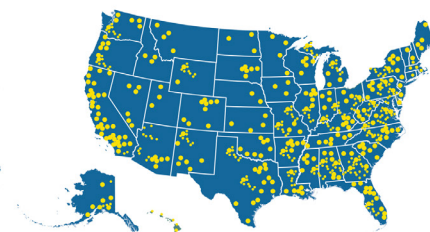
there were **two** health centers.



1,278
Health Centers

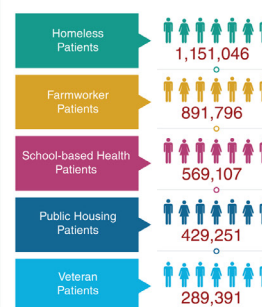
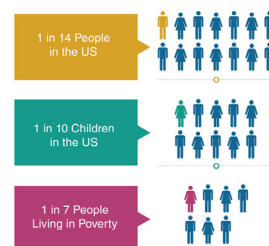


22,873,243
Patients Served

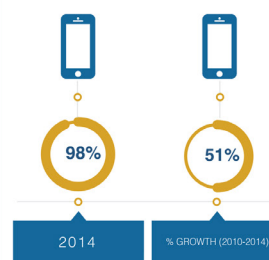


Today...

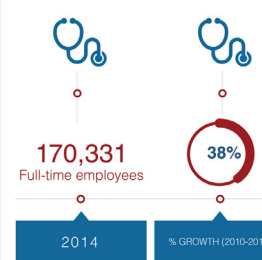
Health centers serve:



Health centers use Electronic Health Records:



Health centers employ:



Governance Board Members

President	Pastor Dan Siems
Vice President	Melissa Delgado
Treasurer	Joe Patterson
Secretary	Karen Lynch
Board Member	Marty Andrews
Board Member	Harlan Cook
Board Member	Annette Faul
Board Member	Sally Fischell
Board Member	Ronda Olin
Board Member	Angela Peterson
Board Member	Helen Sotelo

KCHC Vision

A community without barriers to healthcare.

KCHC Mission

The mission of the Knox Community Health Center is to serve as a medical home providing comprehensive health care for all walks and stages of life.

We are dedicated to providing services which unite the ideals of prevention, wellness, and disease management; resulting in enhanced physical and mental well-being for the community members we serve.



1361 West Fremont Street
Galesburg, Illinois 61401

Hours: Monday – Friday 8:00am – 4:30pm
www.knoxcommunityclinic.org

(309) 344-2225

Letter from the President

As the Knox Community Health Center is now into its fifth year as a Federally Qualified Health Center (FQHC), we continue to find more patients making the Clinic their home to meet their



As a reminder, the Knox Community Health Center is a nonprofit, community directed Health Center where health care providers serve low income and medically underserved communities. Created by the United States Congress over 40 years ago, clinics designated as FQHC's provide quality, affordable primary and preventive care for those whom other providers do not serve.

Offering dental and medical and starting this past year behavioral health services to both children and adults, your primary healthcare needs can be met under one roof. Our expanded hours offer evening appointments on given days. Our friendly and competent staff will discuss your needs as well as explain the services and fees with you so you understand your healthcare conditions and associated costs. In fact, this year we have added staff to better serve you. Call our Center to schedule your health care appointment.

The Center is governed by a group of volunteers whose focus is to ensure the health needs of the community are addressed regardless of the individual's ability to pay. Following the established guidelines by the U.S. Department of Health and Human Services and the Health Resources and Services Administration (HRSA), the Governance Board members evaluate data of the community to determine which services are to be provided by the Health Center as well as assist in determining the need for future services. With the majority of the board members themselves receiving services at the Center, the needs of the individuals being served by the Center are always at the forefront of decision making. If you are interested in serving on the Governance Board, please contact any staff member at the Knox Community Health Center and a board member will get in touch with you.

We hope you will take an active part in making the Knox Community Health Center a part of your health care community. Please take advantage of the services and activities offered. Together, we can make our community a healthy community.

Regards,
Daniel R. Siems, President
Knox Community Health Center
Governance Board

Health Center Value Statements

INTEGRITY

We act with a consistency of character and are accountable for our actions.

RELIABLE

We provide forthcoming, impartial, and courteous care for every patient every time.

QUALITY

We achieve an exemplary level of service through individual efforts and teamwork.

ATTAINABLE

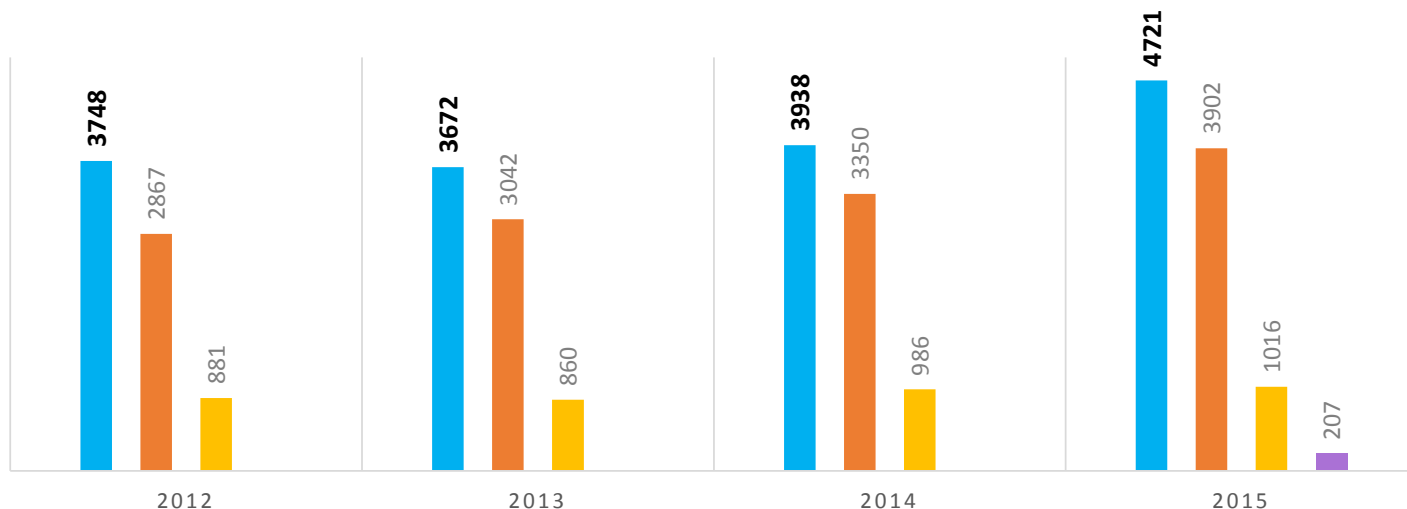
We eliminate barriers that impede an individual's ability to access medical and dental care.

COMPASSIONATE

We nurture a sense of family and community among our patients and ourselves.

KNOX COMMUNITY HEALTH CENTER USERS BY YEAR

■ Total Unduplicated Users ■ Dental Users ■ Medical Users ■ Behavioral Users



Quality Improvement important at KCHD

What is Quality Improvement (QI)?

QI is a philosophy or an attitude that something can always be made better.

Why is QI important?

Once an organization has a QI attitude they have the desire and ability to change their habits. This change can result in a positive impact and can be made into standard practice improving services to our patients and clients.

How do we use QI to make the Health Department and Knox Community Health Center (KCHC) better?

Every system is perfectly designed to get the results it gets. So if you want to change the results, you change the system a little at a time until you achieve the results you want.

In the past two years, we have ran 15 QI projects. Some of the projects have helped to better the internal workings of the Health Department & KCHC while

others have made improvements to help our patients and clients. Some of the most notable QI projects have been increasing our dental appointments with a Dentist by 6 people per day, completing behavioral health screenings with all medical patients, and decreasing dental hygiene no-show rates. Two of these projects focused on increasing access to care for our patients and all three helped to improve the overall health of our patients.

Simple questions to get started on a QI project:

1. What are you going to improve and by how much?
2. How will you know if a change is an improvement?
3. What changes can you make to lead to the improvement?

OUR QI IN ACTION

- 1 Increase access for Dentists' appointments by 15%.
- 2 The Dentists can complete additional appointments without overloading the clinic's patient and work flow.
- 3 Change the length of appointment time with the Dentist from 50 minutes to 40 minutes. This creates 4 additional appointments with the Dentists each day or 20 additional appointments per week.

RESULT

- 20% increase in appointment availability!
- Dentists added 2 emergency slots to the schedule resulting in a total of 6 additional appointments each day.
- This is a 30% increase!

"I LIKE HOW YOU TREAT YOUR PATIENTS WITH RESPECT."

- Your Health Center Providers -



Dr. Matt Rozny
Dentist



Dr. Lekeba Granger
Dentist



Dr. Dan Stephens
Dentist



Dr. Tommy West
Doctor



Laura Fullerton, ANP



Heidi Sauer, MA, LCPC



Judy K. Lee, MSW, LCSW

4721

4721 unduplicated patients were seen at the Knox Community Health Center at 9949 visits.

93%

93% of our patients said it was easy or somewhat easy to register for an appointment.

95%

95% score satisfied patients gave us.

15%

15% of Knox Community Health Center patients said they received same day appointments.

55%

55% of all KCHC patients are aged 19 and older and only 5% are over the age of 64.

69%

69% of all KCHC visits are Dental, 23% Medical, and 8% are for Behavioral Health services.

11

KCHC has 1 full-time APN, 2 full-time dentists, 2 full-time hygienists, 2 full-time behavioral health counselors, 1 part-time M.D., 1 part-time dentist and 2 part-time hygienists

54%

54% of the dental exams were emergency

18%

18% of our patients participated in the sliding fee schedule.

Letter from the Administrator

Dear Knox County Residents,

Sadly, Knox County closed its fiscal year on November 30, 2015, with no State of Illinois budget in place. The result is a turbulent year for local public health agencies throughout the State of Illinois; and it seems that fact will remain true for most of 2016.

Local public health agencies such as ours consistently experience a general unawareness of what exactly we do and the importance of the services offered by public health. This difficulty is understandable since to illustrate the impact of public health as a whole, one would have to measure and assign value to something that was prevented from ever happening. But that is exactly what we are here to do consistently for the residents of Knox County, Illinois, prevent those occurrences and behaviors which have a negative impact on the public's health and well-being from ever happening; or at the very least, greatly reducing any harm.

Locally, your Health Department

continues to serve County residents through health protection programs such as restaurant inspections, private sewage and water wells, the immunization of infants, children, and adults; as well as the investigation of disease outbreaks. Other programs such as Health Education, WIC, and Family Case Management, provide aid for expectant and new parents through information and services they need to

Your Health Department provides medical, dental, and now behavioral health care services.

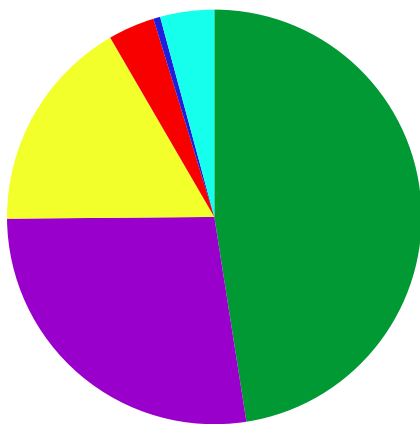
give a newborn the best start in life, and help their children grow into healthy adults who adopt lifestyles of healthy eating and active living in order to prevent chronic diseases that result from overeating and tobacco use. Additionally, your Health Department provides medical, dental, and now behavioral health care services at the Knox Community Health Center for anyone, regardless of their ability to pay.

These investments of time and dollars in preventative measures are important. Not only do they provide for better health and quality of life for individuals and families; but, they also carry a positive economic impact in the long term through avoiding the high costs of health care. Continued funding in public health programs is critical to ensure the ability of your local public health departments to prevent and address these health needs in their communities. I want to thank you for your ongoing support of this Health Department and a healthier Knox County.



Michelle Gabriel, MPH
Public Health Administrator

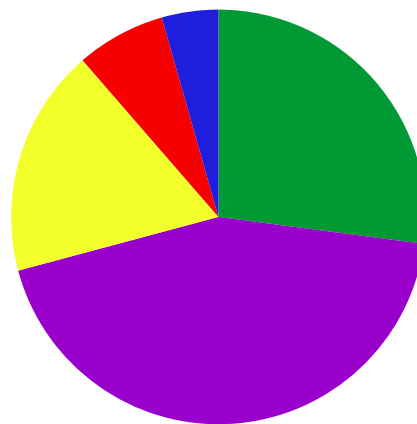
Michele Gabriel, MPH
Public Health Administrator



**2015 Revenue Summary for
Knox County Health Department**

Federal & State Grants/ Foundation Awards	1,716,208.41
Service Fees	987,287.36
Tax Levy	605,267.85
Miscellaneous	130,902.65
Interest	19,381.08
Account Transfer	\$152,065.87

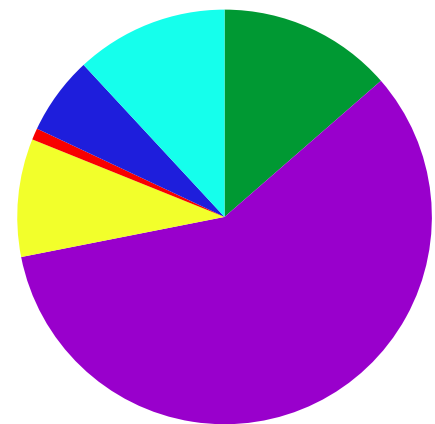
Total 3,611,113.22



**2015 Expense Summary for
Knox County Health Department**

Personnel	932,866.54
Personnel (Grant Contingent)	1,507,571.16
Operating Expense	613,246.41
Grant Program Activities	239,713.86
Account Transfer	152,065.87
Building Construction	0.00

Total 3,445,463.84



**Distribution of Knox County
2014 Property Taxes**

Education	58.3%
County	13.6%
Fire, Library, Sanitary, Misc.	11.9%
Cities & Villages	9.2%
Township	6.1%
Knox County Health Dept.	0.9%