



AppHealthCare

Caring for our Community

ANNUAL REPORT

2015-2016

PROMOTE. PREVENT. EMPOWER.

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Message from the Director

Thank you for your support of AppHealthCare. Did you know the Public Health System in NC is the only health care system that includes a strong network of accredited services in all 100 counties?



And your Health Department is only the second health department to receive designation as a Federally Qualified Health Center in our Alleghany and Ashe locations – bringing federal resources to help improve access to comprehensive primary health care.

Our Local Public Health Departments in Alleghany, Ashe and Watauga Counties

a special sliding fee program for those without health insurance.

2. Prevention Activities: Environmental Health water protection (septic and well permitting) and Food and Lodging inspections and permitting, Emergency Preparedness and Response, Health promotion activities including working to improve access to healthy foods and physical

capacity we also respond to local public health emergencies – anything from an illness resulting from food to an outbreak of a reportable contagious illness to an emergency response, such as the evolving Zika crisis.

I work with a terrific leadership team in accomplishing the goals and directives of AppHealthCare including continuous quality improvement and a commitment to excellence in all we do. The Leadership Team consists of: Jen Greene, Deputy Health Director/COO; Angie S. Poole, Finance Officer/CFO; Dr. Danielle Darter, Medical Director/CMO; Sandy Shumate-Busic, Director of Clinical Services; Andy Blethen, Environmental Health Supervisor; Tommy Havelos, Information Systems Director/CIO; Melissa Bracey, Director of Marketing and Regional Services and myself. AppHealthCare employs approximately 90 individuals across the District who are critical to our success. I appreciate each of these valued team members!

Call or come by or check in at www.apphealthcare.com anytime!

Yours in good health,
Beth Lovette,
Local Public Health Director/CEO

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serve residents in 3 different ways which are consistent with state and federal mandates.

1. Clinical Personal Health Care Services: Call us for information about Immunizations, Breast and Cervical Cancer Control, pre-natal care (Ashe and Watauga Counties), primary care for adults and children (Alleghany and Ashe Counties), Nutrition/Diabetes Education, WIC, Lab services, Communicable Disease exams and more. We accept all insurance plans and also offer

activity, tobacco control and prevention and convening community members for the improvement of the health of our entire population through healthier families and youth. And more!

3. Epidemiology (the study of disease in populations) is carried out through the Community Health Needs Assessment, tracking and trending of communicable diseases across the District, other analysis of population health data and more. In this

Message from the Board of Health Chairman

It is my pleasure to serve Alleghany, Ashe and Watauga Counties as Chair of the Appalachian District Board of Health. Our District Health Department is one of six multi-county health departments in North Carolina that take advantage of the cost savings that can be achieved through sharing staff and resources across county lines. Federal, state and county tax dollars help fund the Health Department. Grants and fees for service generate additional funds.

AppHealthCare provides an array of essential public health services to

the citizens of Alleghany, Ashe and Watauga Counties through direct service delivery and community partnerships. These services promote healthy and safe living, prevention of disease, and protection of the environment with a vision of health for all.

AppHealthCare is governed by the District Board of Health, which is composed of 18 members. These members are appointed by caucus of the three County Commissioner members who are appointed from Alleghany, Ashe and Watauga Counties respective Boards of Commissioners. . Many thanks to

Commissioner Karen Leys, Alleghany; Commissioner Brien Richardson, Ashe; and Commissioner Perry Yates, Watauga for their dedication to the health of the counties they serve.

The Board of Health assures that AppHealthCare provides high-quality service in a professional, efficient and fiscally responsible manner while improving the health of the communities we serve

Sincerely,
Ken Richardson, Chairman
Appalachian District Board of Health

Board of Health Members

Ken Richardson Chairman
Karen Leys
Annette N. Wagoner
Bob Edwards
Katrina Miller
Brien Richardson
Sue Hampton
Dr. Brett Summey, Sr.
Natasha Greer-Pennington

Randy Revis
Jeffrey Tiller, PE
Dr. Joseph E. Allen
Lee Jackson
Dr. Howard Johnson
Dr. Bill Herring
Phyllis Butler
Perry Yates
David J. Triplett Vice Chairman

Federally Qualified Health Center (FQHC) & Dental Grant

In November, 2012, AppHealthCare adopted a new strategic plan to provide the organization with goals and objectives to create an integrated system which invests in prevention, safeguard's the public's health, and assures access to quality care for the Alleghany, Ashe, and Watauga county region.



Since that time, the Appalachian District Board of Health worked diligently to identify opportunities for maximizing safety net funding which would support clinical services. After much research, the Board of Health entered into a co-applicant agreement with Appalachian Partners in Public Health, a non-profit agency, to apply to become a Federally Qualified Health Center in 2014.

In August, 2015, AppHealthCare was awarded one of two state grants to become a federally qualified health center to serve Ashe and Alleghany County area. In October, 2015, AppHealthCare attested to the Health and Resource Services Administration (HRSA) that all required elements were established to be an FQHC. Though not unique nationwide, AppHealthCare is currently the only public –entity federally qualified health center in North Carolina. The additional funding through this award provides an opportunity to better ensure that the public health services being provided in Alleghany, Ashe, and Watauga Counties are strong

and meet the needs of the community. Though the district region has similarities, the needs and resources available to meet those needs vary within each county.

Being a public-entity federally qualified health center provides the Board of Health the authority to maintain oversight of personnel and financial management, but provides authority to a patient-majority non-profit co-applicant board, Appalachian Partners in Public Health, to oversee most clinical service operations and assure compliance with federal grant requirements. Both boards collaborate on setting strategic direction for meeting the needs in the community.

Since August 2015, additional funding opportunities have arisen as a result of having the FQHC status that gave the opportunity to apply for additional funding to further enhance services including pursuit of expanded dental services, pursuing Patient Centered Medical Home recognition, and enhancing health information technology infrastructure.

The chart below reflects selected data for the calendar year 2015 for AppHealthCare compared to NC FQHCs and National FQHCs, which was reported to HRSA as part of the Uniform Data System reporting.

Measure	AppHealthCare	NC FQHCs	National FQHCs
Total unduplicated patients served	2,340	471,725	24,295,946
Total visits	7,434	1,637,711	96,951,585
Percent of patients at or below 200% Federal Poverty level	91%	94.24%	92.22%
Percent of patients at or below 100% Federal Poverty level	69.88%	73.78%	70.94%
Total cost per total patient	\$606.46	\$677.46	\$826.84
Total cost per total visit	\$190.90	\$195.08	\$207.21



“AppHealthCare” – New Brand

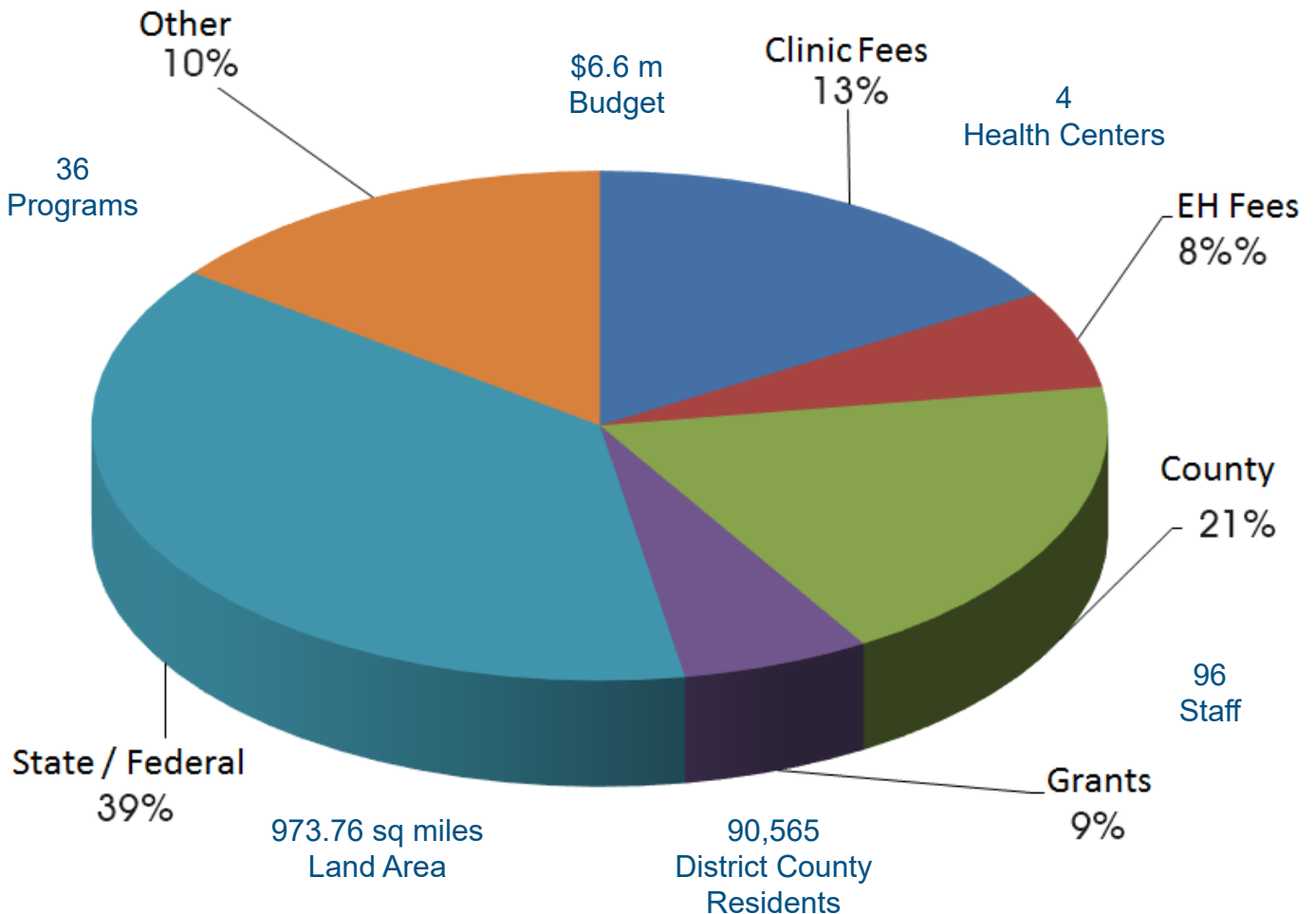
This past year we have started the exciting process of changing our brand with the goal to better serve and meet the needs of our communities. As part of the rebranding process, we were able to adopt a new name and logo.

AppHealthCare is focused on caring for our community by providing essential and important services that promote public health. The new logo represents the many facets of public health: clinical services, environmental health services, nutrition services and community health services.

District at a Glance

Public health services have been provided in the counties of Alleghany, Ashe and Watauga counties as a District since 1980. Prior to this year the District ranged in size from 2 - 6 counties from 1933. Each of the three counties in the District has its own health department providing local clinic and environmental services. Community health, financial and administrative services are provided on a district basis.

The financial office is located in Sparta, NC in the local health department and administrative office and Community Health offices are located in the Boone, NC health department. Ashe County consists of three locations with the clinic services in a separate building from the environmental services office. There is also the School Based Health Center which is located at Ashe Middle School.



Technology Updates

The overall state of the Technology systems at AppHealthCare is very good. Our current computer equipment is up to date and some units are entering their 4th year of life but still capable of handling our needs. The hardware includes approximately 110 active computer systems as well as several temporary extras as needed. As the District's budget allows we will continue to move forward with upgrading our Technology for the Clinic, Nutrition, Environmental Health, Community Health departments and Administrative staff as needed.

There were several projects for the 2015 - 2016 year. All of our computer workstations were upgraded to the new



Windows 10 Operating System. This was done before the deadline to receive the upgrades for free, saving the District approximately 20,000 dollars. Security was enhanced for both the Network WAN and for the Website. Obviously we are well aware of the importance of technology security during these times of repeated attacks against organizations to steal personal



information data. Our data storage protocols and disaster recovery plan were improved and implemented to ward off potential losses due to ransomware attacks, wherein all data can be encrypted and potentially lost.

To better serve our community the Website was redesigned and enhanced to support our new branding initiative. By developing and producing

in-house, there was a considerable savings to the District versus outsourcing.

The telecommunications and printer projects were already in place but we continued to adjust and enhance both of those areas with the support of our vendors.

10 Key Public Health Actions

AppHealthCare protects and improves the health of our community by performing these key actions:

1. Monitor

Finds health problems in the community

2. Diagnose

Finds what causes health problems.

3. Inform, Educate, and Empower

Teaches people how to prevent disease and improve health.

4. Mobilize

Works with the community to find and solve health problems.

5. Develop

Makes rules and plans that help individual and community health.

6. Enforce

Makes sure rules are followed so that people are safe and their health is protected.

7. Link

Helps people gain access to the health care services they need.

8. Assure

Makes sure our employees are prepared to do their job well.

9. Evaluate

Makes sure our programs are working and doing a good job.

10. Research

Studies new ways to solve health problems.

District Health Department Services

Services	Alleghany	Ashe	Watauga
WIC Supplemental Nutrition Program	✓	✓	✓
Prenatal Care	✓	✓	✓
Family Planning / Women's Health	✓	✓	✓
Communicable Disease Control	✓	✓	✓
Primary Care / Child Health	✓	✓	
Primary Care / Adult Health	✓	✓	
Diabetes Self Management	✓	✓	✓
Nutrition Consultation	✓	✓	✓
Immunizations	✓	✓	✓
Pregnancy Care Management	✓	✓	✓
Care Coordination for Children	✓	✓	✓
Innovative Approaches for Children w/ Special Healthcare Needs	✓	✓	✓
Community Health Needs Assessment	✓	✓	✓
Youth Tobacco Prevention	✓	✓	✓
Positive Parenting Program (Triple P)	✓	✓	✓
Community Health Promotion and Wellness	✓	✓	✓
Northwest Tobacco Prevention	✓	✓	✓
Leading Coalitions for Community Health Improvement	✓	✓	✓
Water Protection (Septic and Well Permitting)	✓	✓	✓
Food and Lodging (Permitting and Inspections)	✓	✓	✓
District Business Office	✓		
Emergency Preparedness	✓	✓	✓
Alleghany / Ashe Health Alliance	✓	✓	
Top Dog Clinic (School Based Health Center), Ashe Middle School		✓	

Community Health

The Community Health Team at AppHealthCare works with local stakeholders to identify, assess and address public health. We focus on community health outcomes by cultivating partnerships to strengthen public health through evidence-based prevention, intervention, systems level change and resiliency building.

This year, the Community Health team expanded its reach to our most vulnerable community members - children, aging adults, disabled individuals and low-income families – by working closely with school and community leaders, health care professionals, state partners and many other local stakeholders to implement evidence-based strategies to improve health.



The Community Health Team addresses these needs through the following grant initiatives:

Active Routes to School
 Northwest Regional Tobacco Prevention
 Innovative Approaches
 Project Lazarus
 Triple P: Positive Parenting Program
 Maternal and Child Health
 Care Management CC4C
 Pregnancy Care Management OBCM
 Public Health Preparedness

Active Routes to School

Active Routes to School is a NC Safe Routes to School Project supported by a partnership between the NC Department of Transportation and the NC Division of Public Health. Through this project there are ten Active Routes to School project coordinators working across North Carolina to make it easier for elementary and middle school students to safely walk and bike to school, and at school, by promoting pedestrian and bicycle safety curriculum and increasing physical activity on the school site.

Learn more here about the state-wide initiative:

www.communityclinicalconnections.com/What_We_Do/Active_Routes_To_School/



Active Routes to School in Appalachian District 2015-2016 year:

Alleghany County: Local Girl Scouts troop in Sparta received bicycle safety training & a Community bike rodeo for all was held immediately following in the Fall 2015. These events were sponsored by Active Routes to School & Safe Kids Alleghany, Ashe, Wilkes, & Watauga Counties. This community effort served approximately 115 children and 100 properly fitted bike helmets were given to children who needed one. Helmets were provided by Active Routes to School and local Safe Kids coalitions.

Ashe County: Active Routes to School partnered with Ashe Cooperative Extension After School Program to offer bicycle education during After School using Let's Go NC! Curriculum In the Spring 2015, through the 4-H LEADS Afterschool Program partnering with a local bicycle expert,

children received weekly bicycle education using the Let's Go NC! curriculum and had the opportunity to receive hands



on practice. Each student participating received a properly fitted bike helmet for those students that did not already have one. The bike safety activities

will continue to be offered through the 4H program each Spring in Ashe County, and the students have so much fun! 140 students participated

Watauga County: Hardin Park School kicked off its four-week Walking Wednesday program in the Spring 2016. Through activities like this, Hardin Park School is encouraging students to walk more often to school as they are offering this safe, buddy system-oriented walking program for students of all grades to walk together with a group to school in the mornings to school. The CDC and Active Living Research suggest that students who are physically active have better grades, better school attendance, and better classroom behavior.



The remote drop off program encourages positive social and physical environments to promote good health and healthy behaviors for students. Approximately 75 students participated.

Northwest Tobacco Prevention and Control

Northwest Tobacco Prevention and Control has been working in the ten counties that make up Local Health Director Region 3. The counties are Alleghany, Ashe, Davidson, Davie, Forsyth, Surry, Stokes, Watauga, Wilkes and Yadkin Counties. In those 10 counties there have been trainings held to help reduce secondhand smoke exposure.

High Country Community Health worked with AppHealthCare to train their employees in the 5 A's. Working with several multi-unit housing properties throughout the region has led to several policies being adopted to help promote healthy living for their residents. In March, a Kick Butts Day event was held in partnership with Western Youth Network to raise awareness about smoke-free lifestyles. All 3 AppHealthCare Health Department locations

(Alleghany, Ashe, and Watauga) promote the North Carolina Quitline (1-800-QUIT-NOW) through fax referrals and prescriptions for patients to call. A partnership with AppHealthCare counties and the North Carolina Quitline was established this year. This allows all residents of Alleghany, Ashe, and Watauga to receive Quitline services as well as free nicotine replacement therapy. This is the second such partnership in the state.

The FDA deeming rule for electronic cigarettes went into effect August 8th. This means that in all states a person has to be 18 years old to purchase electronic cigarettes and e-liquids, which North Carolina already had this rule in place. This also starts the 18 month time period in which electronic cigarette

companies have to submit their products to the FDA for review. The companies will have to submit the ingredients in their review to make sure the liquids are what they say they are.



Innovative Approaches



Parents with Children and Youth with Special Health Care Needs (CYSHCN) experience a complex system of services that are challenging to coordinate. The Innovative Approaches Initiative is a family driven, community led systems change initiative that focuses on bridging gaps in systems of care that affect families of CYSHCN.

This May, the first three-year funding cycle for Watauga County Innovative Approaches concluded with many proud accomplishments. In December, AppHealthCare was awarded its second consecutive funding cycle for Innovative Approaches from the NC Division of Public Health, Children & Youth Branch. The Initiative has also expanded from Watauga County to include the rest of the App District. Innovative Approaches will work to improve the systems of care for families of children and youth with special health care needs in Ashe, Alleghany and Watauga Counties through May of 2019.

This year, results from an independent evaluation of Watauga Innovative Approaches conducted by North Carolina State University were released. The evaluation results demonstrated this initiative's growing ability to strengthen coordination of care for CYSHCN in school, primary and specialist health care, behavioral health services, developmental services, local recreational opportunities, law enforcement interactions, parent advocacy and support.

Watauga was the only site out of six sites statewide to demonstrate significant improvements in all five of the Innovative Approaches systems change goal areas. Community stakeholders reported seeing a lot of change as a result of Watauga Innovative Approaches in the following ways:

- Improvements in early identification and screening practices with CYSHCN clients have been implemented (76%)
- Programs/resources for educating families in how to meet the needs of CYSHCN have improved (75%)
- Improvements in early referral and follow up with CYSHCN clients have been implemented (74%)
- New initiatives aimed at increasing community awareness and support of CYSHCN have been created (74%)
- Primary Health Providers have adopted a primary care medical home model (71%)



Watauga Innovative Approaches also hosted an inaugural Autism Summit in October. More than 70 individuals from the High Country attended the Summit to examine results from needs assessment data collected by Watauga Innovative Approaches last year about the needs of autism in seven surrounding counties. A short video summary of the Autism Summit can be viewed here: <http://bit.ly/2aXF8pC>. For more information about Innovative Approaches, contact Elizabeth Kerley: elizabeth.kerley@apphealth.com

Project Lazarus



The Project Lazarus model is intended as a “whole community” approach. We work with coalitions within Alleghany, Ashe, and Watauga Counties to implement the model to reduce overdoses and mortality rates related to prescription drugs.

This year, community partners of AppHealthCare distributed lock boxes and promoted proper disposal of unused or expired prescriptions in each district county. In December, an additional permanent drop box location was established for Watauga County. This spring, Ashe County community partners secured a new policy for law enforcement to carry a nasal form of naloxone and hosted a Naloxone & Opioid Overdose Prevention Education Open House to train community members on administering naloxone. In April, Project Lazarus partners distributed lock boxes and information about prescription drug abuse

at the Family Fun Night in Alleghany County.

This year also marked critical milestones in legislation for overdose prevention. On June 20, North Carolina became the third state in the country to issue a standing prescription order statewide for naloxone. Pharmacies in North Carolina will begin making naloxone available without a prescription. Ashe County partners have begun discussions with local pharmacies about establishing a permanent pharmacy based drop box.

How to Reverse an Opiate Overdose with Naloxone and SAVE A LIFE

Naloxone and Overdose Prevention Education Open House

Staff from the Appalachian District Health Department, Daymark Recovery Services, and the Western Youth Network and a volunteer from the North Carolina Harm Reduction Coalition will be on hand with information about:

- addiction treatment options, including behavioral therapy and medications such as methadone and buprenorphine
- safe storage of prescription medications and proper disposal of unused medications
- the overdose medication naloxone and how to administer it
- Appalachian District Health Department clinical and health promotion services

Triple P: Positive Parenting Program

Prevention at Its Finest: Positive Parenting Program in the Appalachian District



The evidence-based Positive Parenting Program (Triple P) has helped more than 6 million children and their families in more than 20 countries around the world. Specifically, Triple P is making a difference in AppHealthCare District. Triple P has trained over 100 practitioners across the District and surrounding counties in all Levels of Triple P. As of June 2016, more than 987 interventions have been delivered to about 1000 families and caregivers and around 1,883 children have been reached with some level of Triple P intervention. Partnerships throughout the community continue to be fostered as this is a public health population based approach to support positive parenting culture in the High Country.

AppHealthCare launched the second annual Triple P media and communications campaign

in January 2016 covering Ashe, Watauga, and Alleghany Counties. Campaign strategies included positive parenting messages through local and regional newspapers and magazines, television and radio commercials, community events, a positive parenting newspaper (TipPaper), and digital/online advertisements.

This campaign follows-up on highly successful outreach efforts in 2015 which led hundreds of High Country residents to the Triple P website and to seeking parenting support services locally.

The official start date for 2016 campaign was January 18th and included sixteen weeks of digital advertisements as well as print media, radio, and TV spots through May 31st.

For more information *contact: Jenn Alexander, Triple P Coordinator jennifer.alexander@apphealth.com.*



Care Management: CC4C

Care Coordination for Children (CC4C) is a public health targeted case management program, into an at-risk population management model.

The CC4C Program is administered as a partnership between Community Care of North Carolina (CCNC), the NC Division of Public Health (DPH) and the NC Division of Medical Assistance (DMA). The main goals of the program are to improve health outcomes and reduce costs for enrolled children. Referrals originate from the medical homes, hospitals, community organizations, CCNC care management staff or families and can be submitted on paper or taken by phone. CC4C staff serve children birth to 5 years of age, who meet the following priority risk factors:

- Children with Special Health Care Needs [Title V - Maternal Child Health Block Grant Definition]
- Children Exposed to Toxic Stress in Early Childhood
- Children in the Foster Care System who Need to be Linked to a Medical Home
- Children in the Neonatal Intensive Care Unit who Need Assistance as they Transition Back to the Community and Link to a Medical Home
- Children Flagged on a Priority Population List Based on Above-Expected Potentially Preventable Hospital Costs Given the Person's Disease Burden

Our CC4C Care Managers are: Tiffany Minton, Watauga County, and Sheila Walter, Ashe/Alleghany Counties.



Maternal and Child Health

In Session Law 2015-241, the North Carolina General Assembly allocated funding to be distributed to local health departments to implement evidence-based strategies that are proven to lower infant mortality rates, improve birth outcomes, and improve the overall health status of children ages birth to five. This funding enabled AppHealthCare to complete planning and capacity building activities around these outcomes.

These activities included:

- AppHealthCare (Alleghany, Ashe and Watauga Counties), Avery Health Department and Wilkes County Health Department co-sponsor a multi-county meeting on putting collective impact into practice. Collective Impact is a variety of stakeholders, ranging from funders and service providers to advocates and family leaders, working collectively. It is about agreeing on a common goal to a complex problem, developing common measurement of progress towards that goal, and agreeing to work towards these goals in a shared learning environment, over time.
- Partnered with the Children's Council of Watauga County to host a Postpartum Mood Disorders Workshop. Depression and other mood disorders occur in up to 15% of pregnancies and postpartum women. Perinatal mood disorders are the most common complication of pregnancy, and most often are undiagnosed and untreated.
- Alongside of community partners including funding agencies, non-profit organizations and more, AppHealthCare attended the NC Maternal and Child Health Action Institute.
- Through a dynamic partnership with the NC Quitline, AppHealthCare now offers a Nicotine Replacement Package at state rates to Appalachian District participants who use tobacco to include telephone-based and integrated web-based counseling or web only counseling, texting and free nicotine replacement therapy (NRT) as follows: An initial telephone screening call; up to eight of weeks of free nicotine patches, gum, lozenges or combination therapy mailed in two shipments; up to four counseling calls per member; mailed materials; and unlimited courtesy calls by an Appalachian District participant for additional quitline support. Each participant must speak with a QuitlineNC coach to receive free NRT. An aggregate Appalachian District participant efficacy (outcome) report will be produced through TPCB. AppHealthCare will also be able to take advantage of any statewide or nationwide promotion of 1-800-QuitNow.
- Collaboratively applied to the competitive MCH Initiative grant and was successfully awarded this grant.

Pregnancy Care Management OBCM

Better care, better birth outcomes-Pregnancy Care Management services are available to pregnant women enrolled in North Carolina Medicaid statewide, and to a limited number of low income, uninsured pregnant women in some counties.

Pregnancy Care Managers are registered nurses or social workers who will work with pregnant women and prenatal care providers to ensure they receive the best possible care while pregnant and after delivery. The goal is to help mothers have a healthy pregnancy and a healthy baby.

Our Pregnancy Care Managers are:

Jessi Snead, Watauga County and Melissa Bedford, Ashe/Alleghany Counties.



Preparedness

All hazards and all-inclusive planning is currently underway. We are tackling this planning shift by first updating all AppHealthCare preparedness related plans and engaging with key community stakeholders. We are using best practices and data to inform the process. The photo is a snapshot of what preparedness planning looks like.

We have been focused on disseminating public information regarding the Zika virus, as it is an emerging preparedness topic. Our public information messages disseminated through social media have been guided by crisis communication techniques. Those techniques include messages that focus on the following: education about locations and factors that increase or decrease risk, establishing who faces the greatest risk if exposed, providing all information about the risk clearly and as soon as it becomes available, and describing rational reactions.

Much of this planning is guided by AppHealthCare Epidemiology Team (Epi Team). The Epi Team's purpose is to be a well-established and trained team that strengthens the capacity of the local public health agency to respond to events and incidents. The responsibilities of this team include:



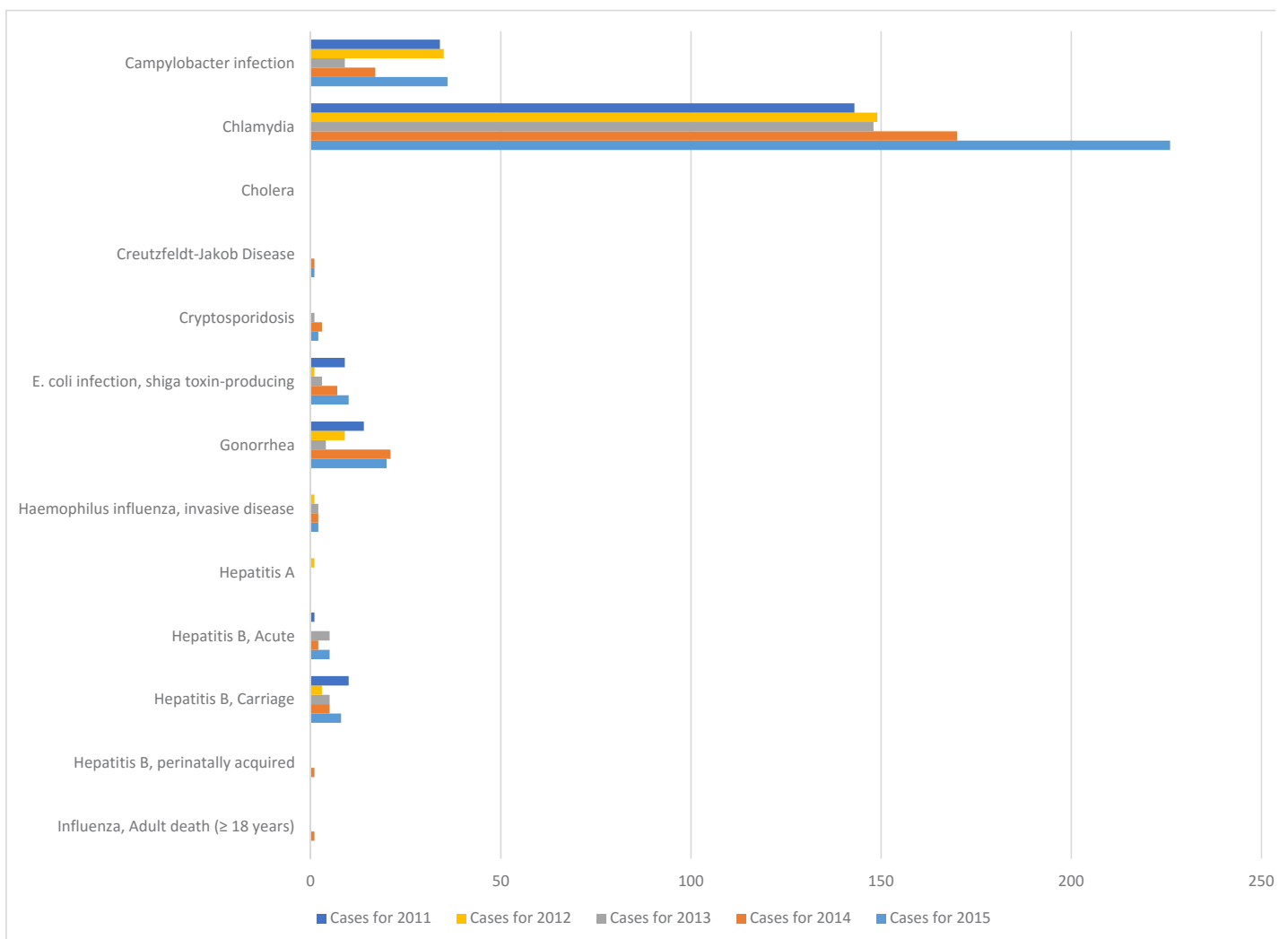
- Coordinating routine and non-routine disease surveillance activities;
- Conducting epidemiological investigations;
- Gathering and analyzing information from investigations;
- Recommending appropriate public health interventions for disease control to the health director; and
- Educating the public about disease prevention and control measures.

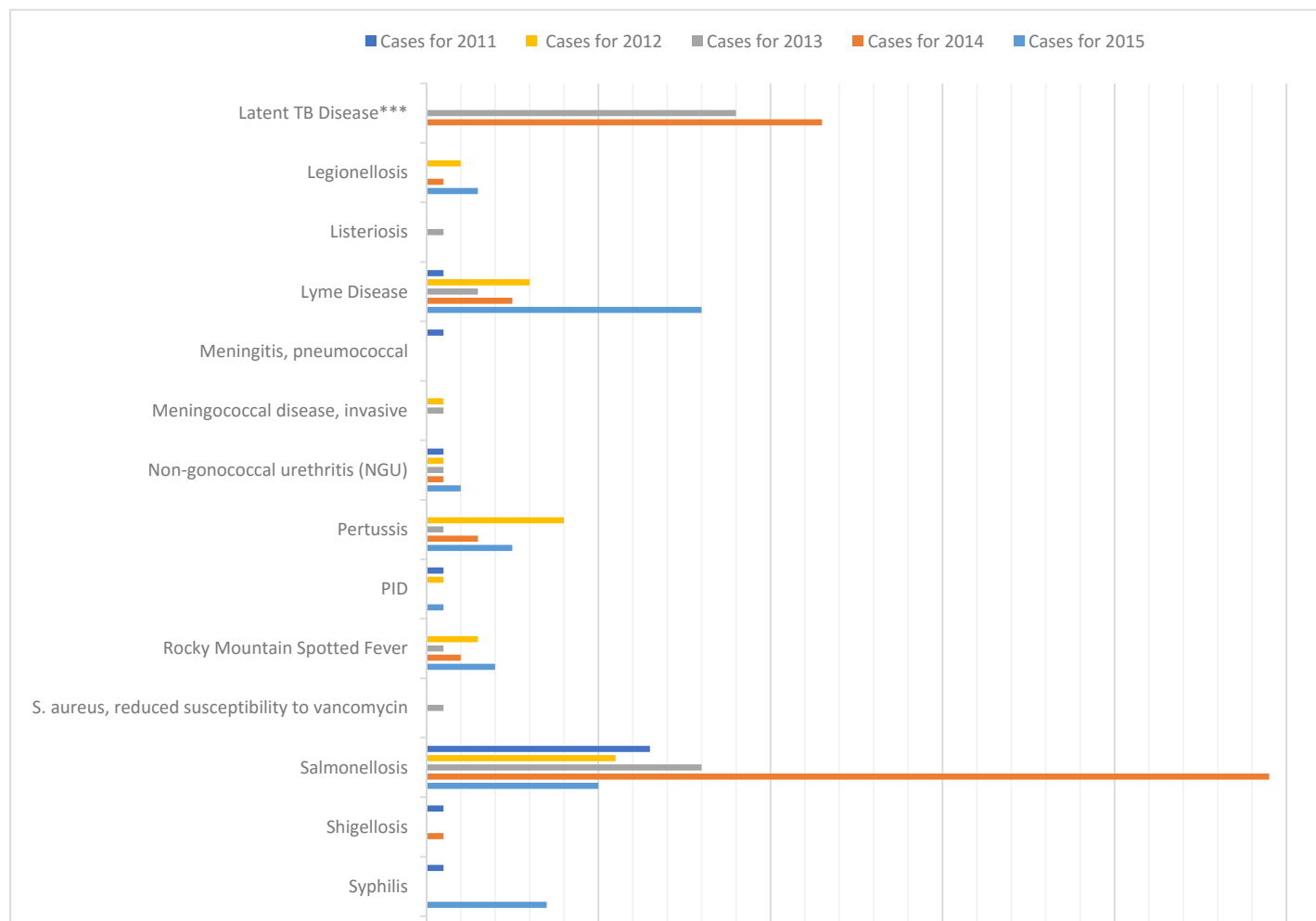
We engage partners throughout Alleghany, Ashe and Watauga Counties to better build a robust preparedness and response system. Currently, we are participating in planning around the topic of active shooters with Watauga County partners, access and functional needs planning with Ashe County partners and exercise planning with Alleghany County partners.

If you would like to learn more about Public Health Preparedness, please contact Jennifer Schroeder, Public Health Preparedness Program Manager, at jennifer.schroeder@apphealth.com.

Communicable Disease

This report shows the number of probable and confirmed cases of disease in AppHealthCare counties for the calendar year 2015. Because cases are routinely updated, case number may change. The charts also display trends from 2011 thru 2015.





Rabies Statistics

2015	Watauga	Ashe	Alleghany
# of bites/ exposure reports	173	63	6
# of animals tested positive from reported	2	1	2
# of persons recommended Post Exposure Rabies Therapy	17	10	5
Totals	192	74	13

County	2015 Totals
Watauga	274 reported, 301 investigated
Ashe	74 reported, 144 investigated
Alleghany	34 reported, 65 investigated

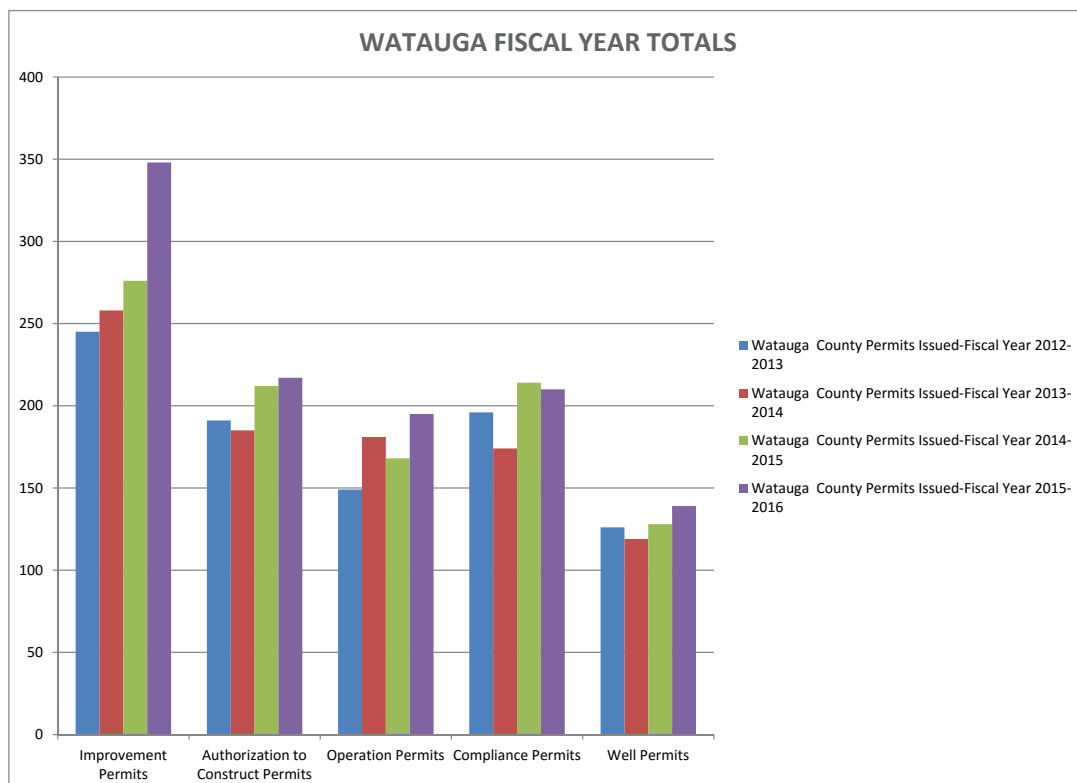
Environmental Health

The goal of the Environmental Health program, as with any service of AppHealthCare, is to promote and protect the public's health.

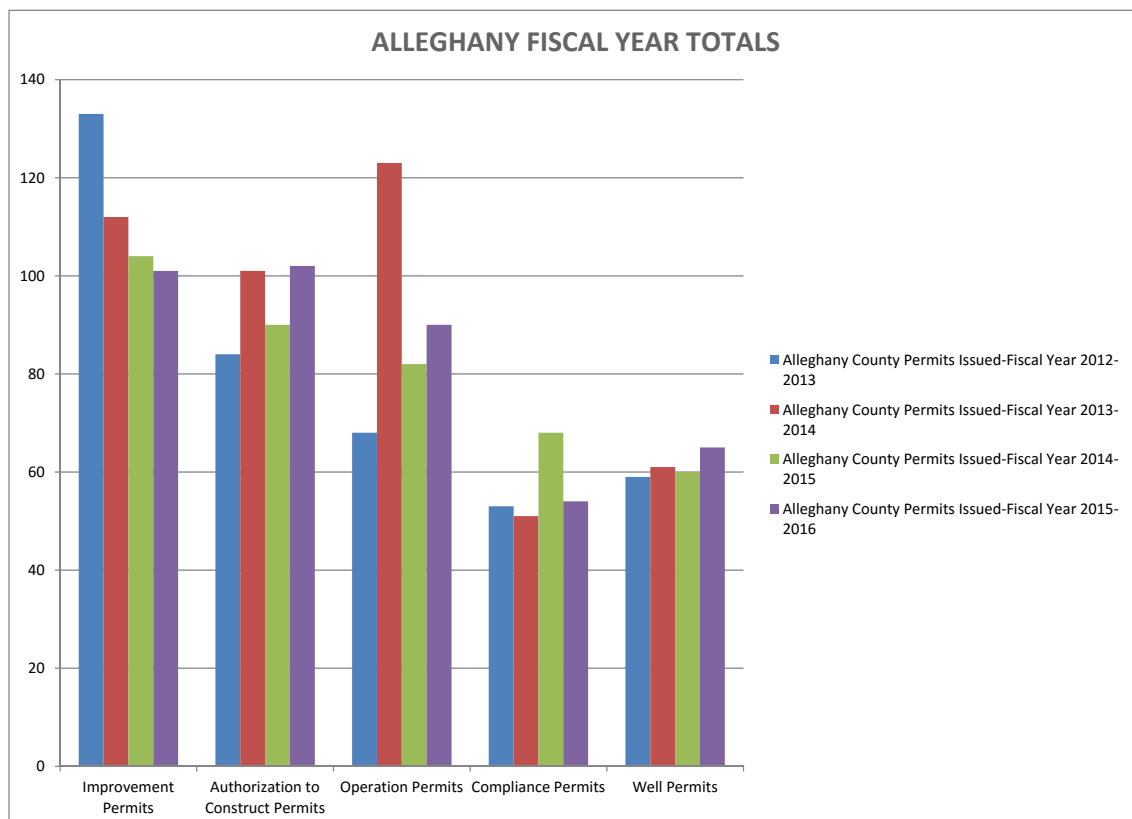
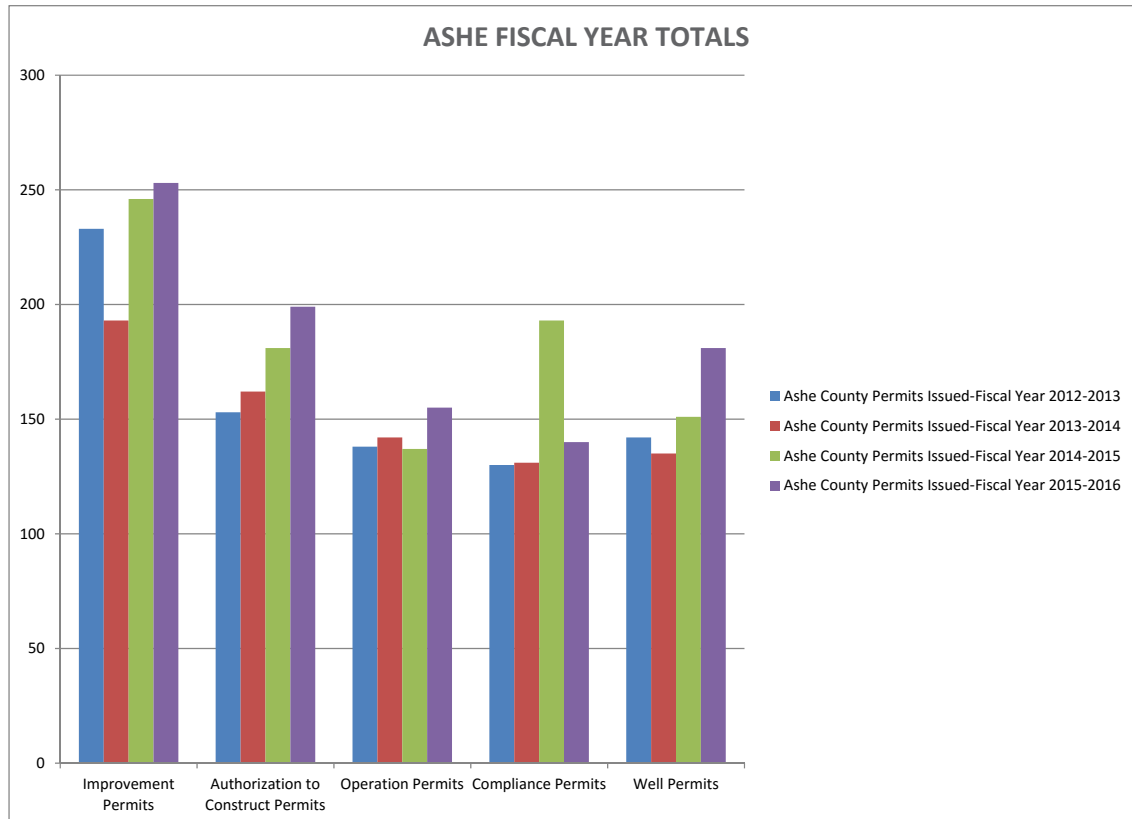


The Environmental Health section does this through the education, inspections and the enforcement of State laws and rules relating to environmental issues which impact human health. The most resource intensive programs are the Food, Lodging & Institution Program and the Water Protection Program. In addition to these, we are also responsible for the following: permitting and/or inspection of migrant housing, child care facilities, public swimming pools, rabies contacts, mosquito/vector control and mitigation, methamphetamine lab remediation, lead exposure investigations, and inspection of tattoo operations. The Environmental Health

Section of the North Carolina Division of Public Health provides technical guidance and delegation of authority to AppHealthCare's Environmental Health staff.



Well and Septic Permitting



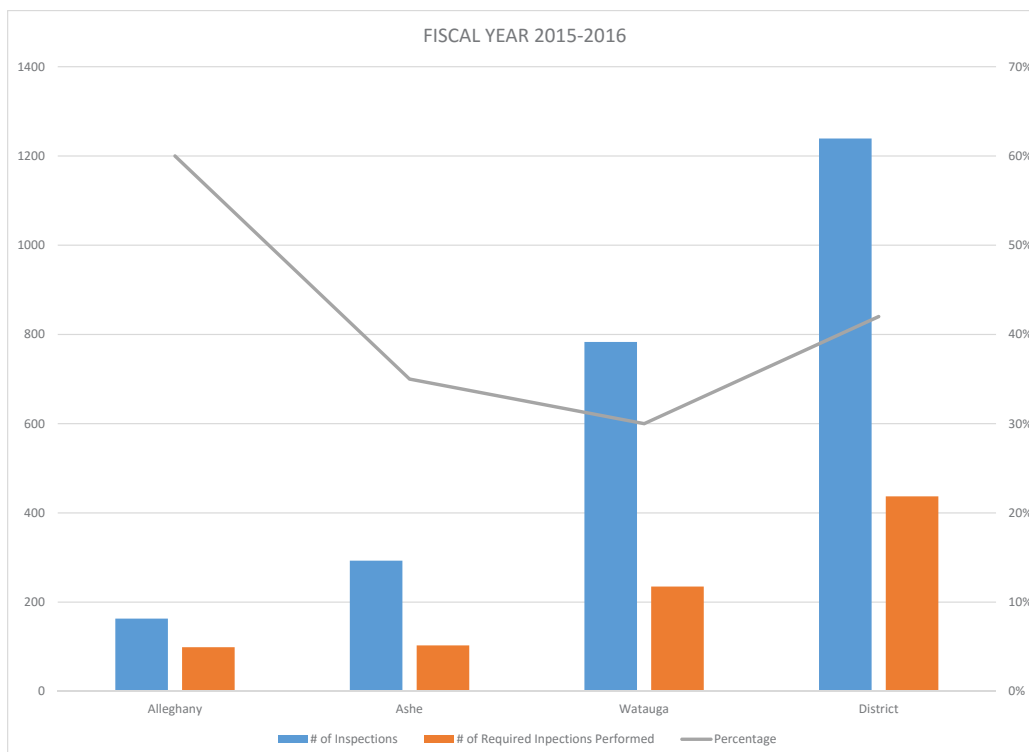
Food and Lodging Permitting

During FY 2015 - 2016, the Food and Lodging section experienced several staffing vacancies which left only 2 full time inspectors to cover 3 counties. During Fall 2015, one of the full time inspectors was also out on maternity leave which left only 1 inspector to cover all 3 counties. A new inspector was hired in January 2016 and began conducting food service inspections in June 2016. Another new inspector was hired in September. We have been working towards these inspectors obtaining authorizations to inspect all of our regulated establishments (i.e. child cares & schools, public swimming pools, tattoo artists).



Once we get through the training process, the Food & Lodging Section is working towards a goal of 100% inspections performed on risk category 4 food service facilities. These are our highest risk establishments since they have the most complicated menus or are serving high risk populations such as a hospital kitchen

or elementary school cafeteria. Please see chart below for the percentages of inspections performed on these type of food service facilities during FY 2015-2016 vs the inspections that have been performed during the first quarter of FY 2016-2017.



Health Priorities across the District

AppHealthCare worked with community partners and coalitions in each county to identify health priorities. These priorities are not all-inclusive, but highlight priority areas the community has identified and this guides the work moving forward. The health priorities are:

Substance Use and Abuse: Drugs, alcohol, and tobacco; including misuse or abuse of prescription drugs and use of e-cigarettes or other devices for nicotine delivery

Physical Activity and Nutrition: Access to physical activity or recreation, accessing healthy foods, and making healthy choices for eating healthy and making physical activity easier for all

Chronic Disease Management and Awareness: Obesity, Heart disease, chronic lower respiratory disease/COPD, stroke, cancer, diabetes, and hypertension.

Chronic Disease

For the first time in history, the current generation of children may have shorter life expectancies than their parents by 5 years¹



¹ Olshansky et al., A Potential Decline in Life Expectancy in the United States in the 21st Century, NEJM

Tobacco, Drugs, Alcohol Use and Abuse



are the Leading Causes of Preventable Death and Disability

¹ Centers for Disease Control and Prevention, 2013

Physical Activity and Nutrition

2 out of 3 adults are
overweight or obese¹



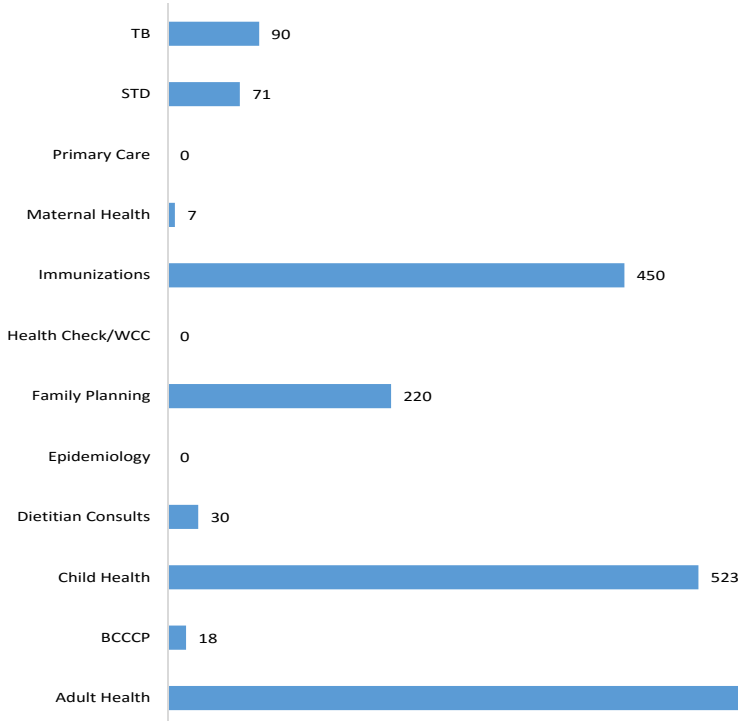
1 out of 3 children are
overweight or obese¹



¹ National Institutes of Health, WIN, 2012

Allegheny County

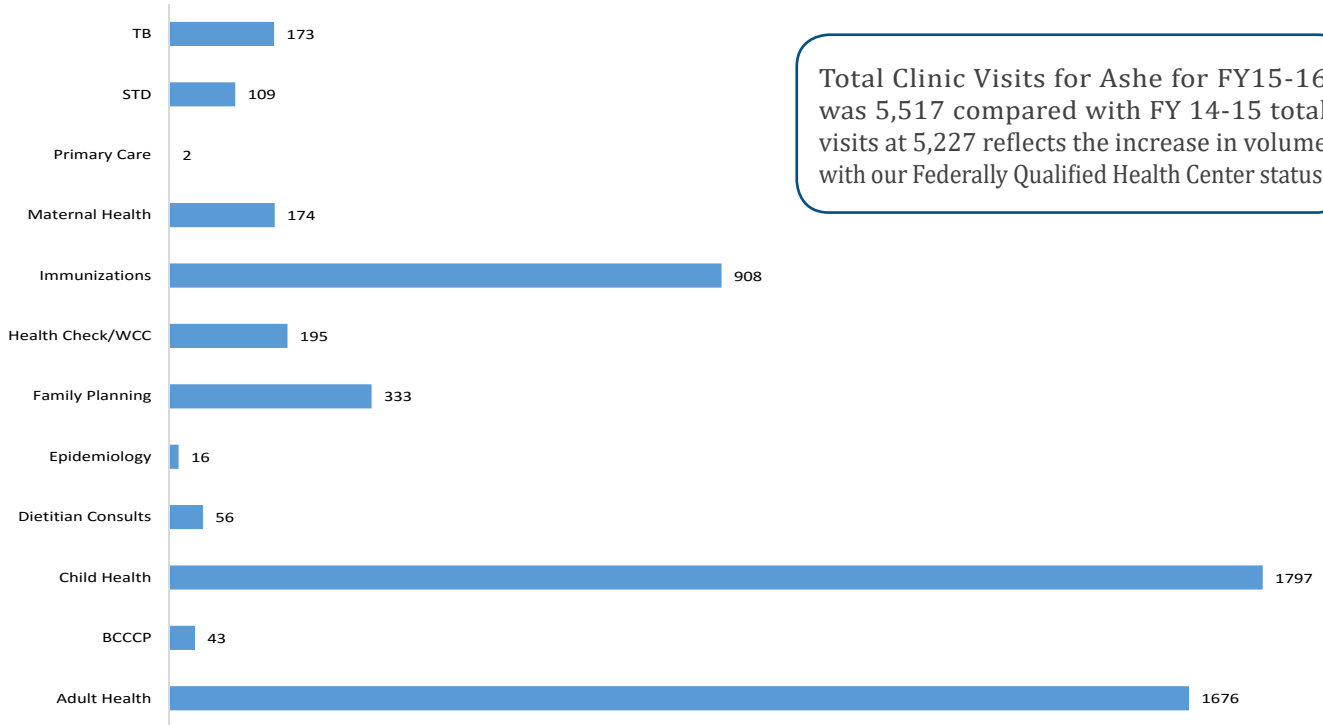
Allegheny Clinic Visits



Total Clinic Visits for Allegheny for FY15-16 was 2,509 compared with FY 14-15 total visits at 3,619. This is a one-time decrease due to a medical provider vacancy, now filled.

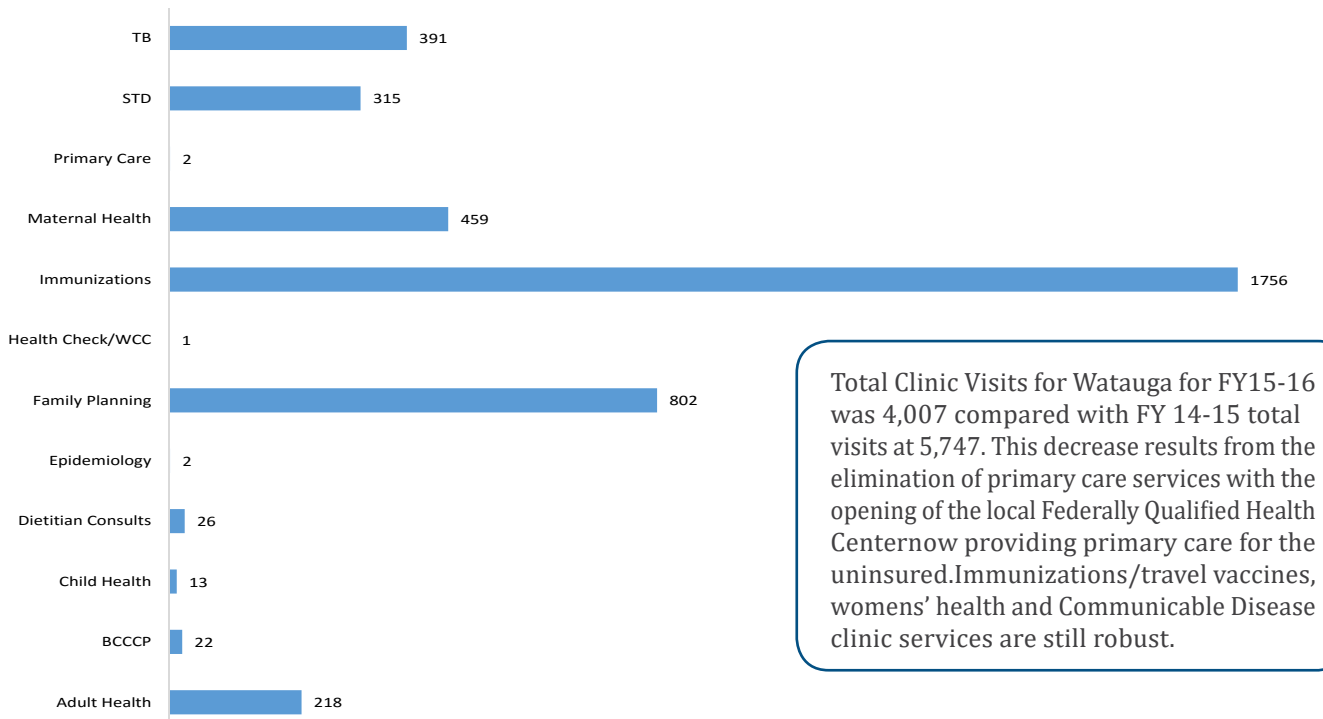
Ashe County

Ashe Clinic Visits



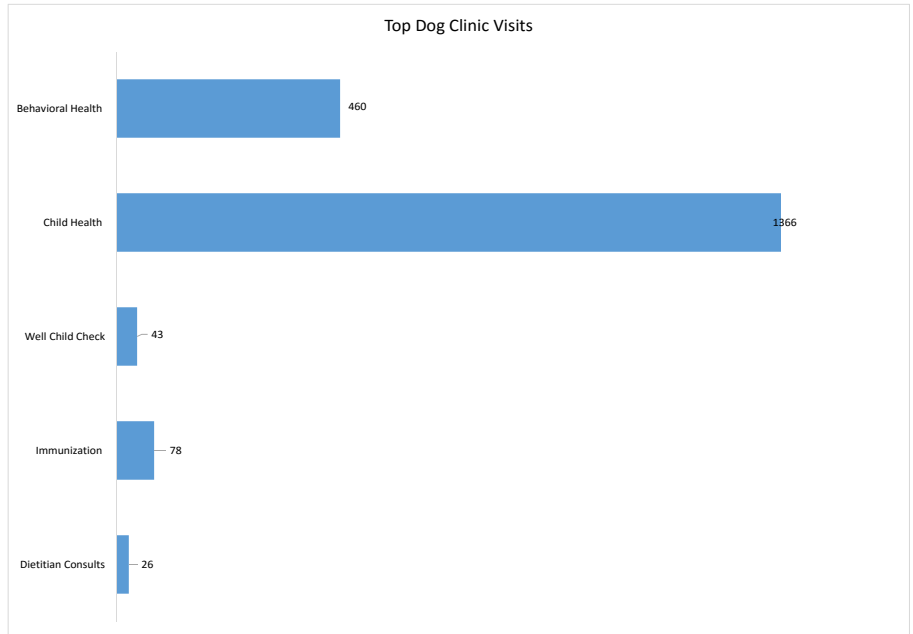
Watauga County

Watauga Clinic Visits



Top-Dog Clinic

School based health centers are considered one of the most effective strategies for delivering preventive care, including mental health services, to adolescents – a population long considered difficult to reach. Top Dog Clinic is a school based health center located at the Ashe County Middle School. It is one of only 52 school based clinics in the state.



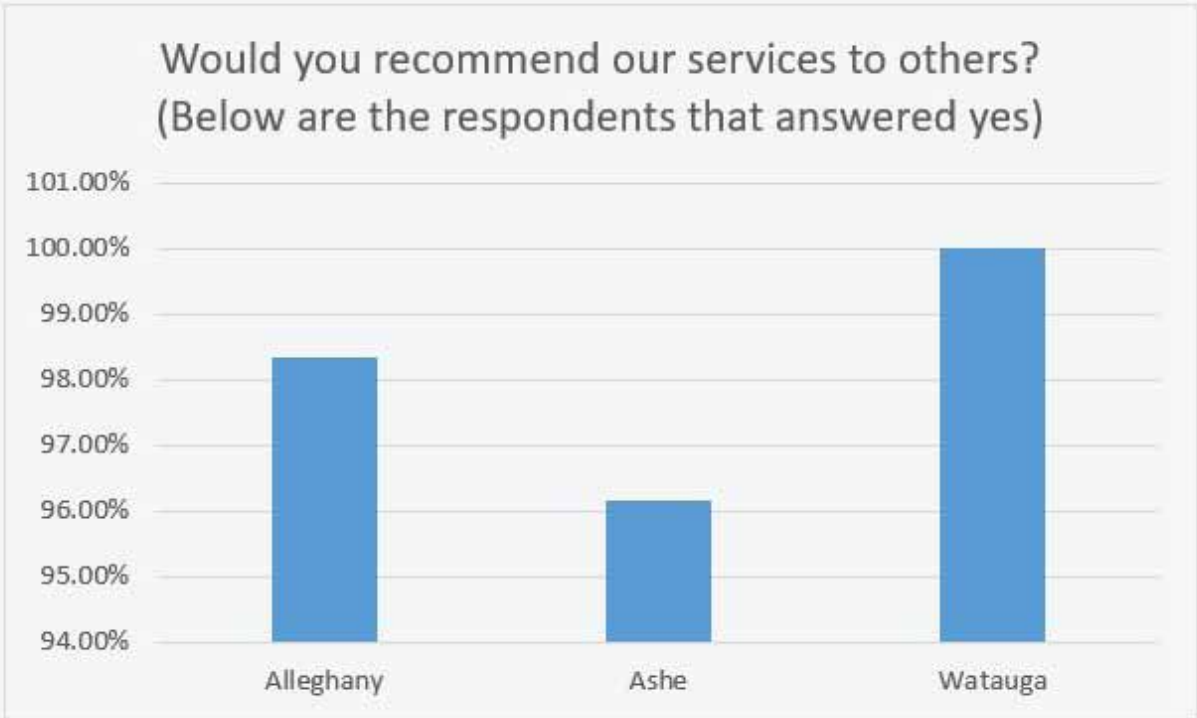
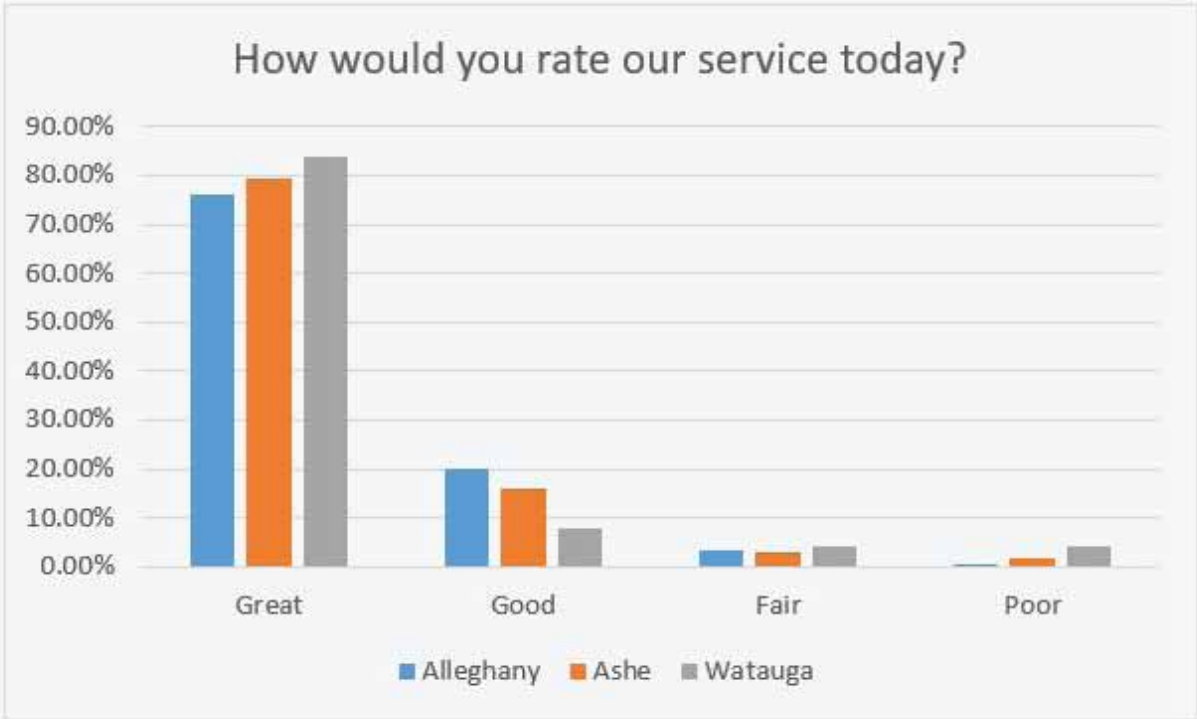
Clinic Customer Satisfaction Data

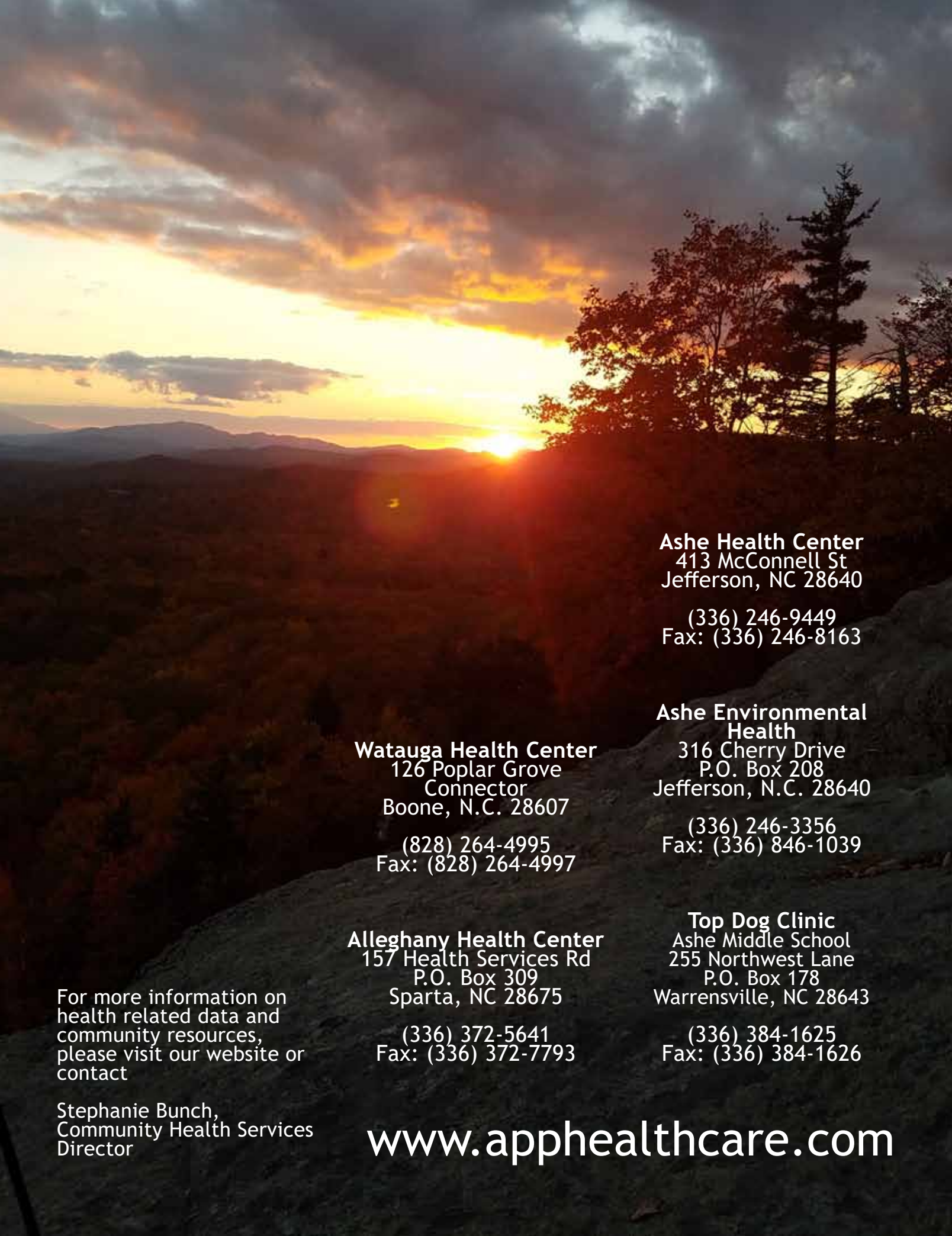
The clinic customer satisfaction survey assesses the following areas:

- Location visited
- Reason for visit
- Length of visit
- Rating of services received
- Recognition of staff
- Recommendation of services received to others
- Hours of operation
- Suggestions for improvement

Below are the responses for two questions on the survey for clinic: rating of service and recommendation of services to others.

Clinic Customer Satisfaction Data





Ashe Health Center
413 McConnell St
Jefferson, NC 28640

(336) 246-9449
Fax: (336) 246-8163

**Ashe Environmental
Health**
316 Cherry Drive
P.O. Box 208
Jefferson, N.C. 28640

(336) 246-3356
Fax: (336) 846-1039

Watauga Health Center
126 Poplar Grove
Connector
Boone, N.C. 28607

(828) 264-4995
Fax: (828) 264-4997

Alleghany Health Center
157 Health Services Rd
P.O. Box 309
Sparta, NC 28675

(336) 372-5641
Fax: (336) 372-7793

Top Dog Clinic
Ashe Middle School
255 Northwest Lane
P.O. Box 178
Warrensville, NC 28643

(336) 384-1625
Fax: (336) 384-1626

For more information on
health related data and
community resources,
please visit our website or
contact

Stephanie Bunch,
Community Health Services
Director

www.apphealthcare.com