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As we present the 2022 Ottawa County Health Department Annual Report, it is hard to believe that we are nearing an end to the COVID pandemic. The coronavirus outbreak, which was first declared a public health emergency by the Trump administration on February 3, 2020, just days after World Health Organization (WHO) declared a Global Health Emergency, is expected to be lifted sometime in May of this year. Fast forward to today, which is almost 3 years after the declaration of the pandemic, the world has seen over 6,850,594 deaths and 757,264,511 cases and the US alone has seen over 1,106,783 deaths and 101,752,396 cases. Ottawa County saw over 156 deaths and 10,767 cases since the beginning of the pandemic. While we are not entirely out of the woods yet in regards to COVID, the level of hospitalizations and deaths have dropped tremendously which is a good sign. However, we saw an increase in other illnesses this past year, especially influenza, which means public health cannot stop working for you. As the Health Commissioner of Ottawa County, I will continue to ensure that our department is doing everything we can to protect the health of our community members by surveillance, monitoring and prevention of disease.

One of the things that sticks out to me the most about this past year is the rebirth of the Ottawa County Health Department. Not only have we added many new faces to our department, we have added many new programs as well. In 2022, we had three long time employees retire after providing many years of wonderful service to our community. This past year, we have also added six new members to our team to assist with our ultimate goal of helping the citizens of Ottawa County to live healthier, happier, and longer lives. While I am excited to see what the future holds for this health department and Ottawa County, we know that we still have our work cut out for us. While we continue down the path to become an accredited health department through the Public Health Accreditation Board (PHAB), we are also working to determine the health needs of our community through the community health assessment.

Thank You,

Gerald Bingham, Jr., MPH, REHS

“Helping the citizens of Ottawa County to live healthier, happier, longer lives.”
MISSION Working to protect, promote, and improve the health of citizens and our environment.

VISION Helping the citizens of Ottawa County to live healthier, happier, longer lives.

RESPONSIBILITIES Support the mission of public health and align our work with the 10 Essential Public Health Services

- Maintain open and honest communication with the residents of Ottawa County
  - Assure compliance with all legal responsibilities
  - Maintain supportive, respectful, and efficient relationships between the Board of Health, administrators, and staff

FIVE CORE VALUES

1. We believe that Ottawa County is a positive and unique place to live and work.
2. We will work to maintain a well-trained and professional workforce.
3. We will deliver services and programs with compassion and empathy.
4. We will monitor local, regional, and state health status trends and implement best practices for health improvement.
5. We will work with community partners to identify and address the health needs of the residents.

The Ottawa County Health Department operates under state statute and is responsible for carrying out those duties, as specified in the Ohio Revised Code.

Our Logo

This logo was carefully designed with several aspects in mind. The intent is to represent both our community and the purpose of our department. The lighthouse represents a major landmark within our community, but culturally, the lighthouse also represents a sign of strength, safety, protection, and guidance. The beacon from the lighthouse helps to draw your attention to the word health. Further emphasis has been added to the word health with it being larger than any other wording in the logo. All of this is to help highlight and support the mission statement of the Ottawa County Health Department (OCHD) as we strive to be a guide for our community’s health.

The Beacon that Guides Us
In 2022, the Ottawa County Health Department celebrated the retirement of three long-time employees. Julie Wittman, Denise Bradford, and Nancy McCloskey embodied everything that the OCHD values with their hard work, dedication, and commitment to our Mission and Vision. Thank you for your many years of service!

Nancy McCloskey
Public Health Assistant
17 years of public health service
Retired June 30, 2022

Denise Bradford
Clerical Specialist
22 years of public health service
Retired September 30, 2022

Julie Wittman
Administrative Assistant
32 years of public health service
Retired October 31, 2022
Nursing Division

Katrina Crowell, R.N., M.P.H. .......... Director of Nursing
Susan Hein, R.N. ........................ Public Health Nurse
Linda Fox, R.N. ........................... Public Health Nurse
Debbie Ekleberry, R.N. (P/T) ......... Public Health Nurse
Sandy McLean, M.D. (P/T) ............... Clinic Physician

Environmental Health

Tracy Brown, M.H.E., REHS, R.D. ........ Director of Env Health
Joseph Bihn, REHS .................... Registered Env Health Specialist
Lauren Facer, REHS .................... Registered Env Health Specialist
Alex Floro .................................. Env Health Technician

Health Education and Accreditation

Joshua A. Niese, M.P.H. REHS ........ Director of Health Education and Accreditation
Michelle Veliz, B.A.......... Health Educator / Public Information Officer / Prevention Coalition Coordinator
Meghen Matta, B.A................. Health Educator/ Grants Coordinator

Support Division

Mary Daniels ......................... Clerical Supervisor
Charlene Theibert .................... Clerical Specialist
Debbie Redmond ..................... Clerical Specialist
Terri Rush ............................... Public Health Assistant

Debra Baumgartner (P/T) ................. Business Manager
Jamie Fuller ............................. Administrative Assistant
Section 1. COVID-19 Cases Overall

Ottawa County COVID-19 Incidence Rates - 2022

- Incidence Rate (per 100,000)
- Total Count = 3775

Ottawa County COVID-19 Case Count by Month
- Total Count = 3775
Section 2. COVID-19 Hospitalizations and Deaths

Ottawa County COVID-19 Hospitalization Count by Month
Total = 87

Ottawa County COVID-19 Death Count by Month
Total Count = 23
Section 3. COVID-19 Vaccinations

Ottawa County COVID-19 Vaccine Total by Month
Total Count = 1758

Ottawa County COVID-19 Vaccine Total by Type of Vaccine
Total Count = 1758
**Vital Statistics**

### Total In County and Out of County Births in 2022 Compared to 2020 and 2021 by Gender

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Births</td>
<td>315</td>
<td>278</td>
<td>274</td>
</tr>
<tr>
<td>Female</td>
<td>158</td>
<td>154</td>
<td>146</td>
</tr>
<tr>
<td>Male</td>
<td>157</td>
<td>124</td>
<td>128</td>
</tr>
</tbody>
</table>

### Total Ottawa County Deaths in 2022 by Gender

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Deaths</td>
<td>365</td>
<td>373</td>
<td>333</td>
</tr>
<tr>
<td>Female</td>
<td>193</td>
<td>167</td>
<td>157</td>
</tr>
<tr>
<td>Male</td>
<td>172</td>
<td>206</td>
<td>176</td>
</tr>
</tbody>
</table>

### Total Ottawa County Deaths in 2022 by Age Group

<table>
<thead>
<tr>
<th>Age Group (Years)</th>
<th>Total Death Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;1</td>
<td>107</td>
</tr>
<tr>
<td>1-9yr</td>
<td>52</td>
</tr>
<tr>
<td>10-19yr</td>
<td>60</td>
</tr>
<tr>
<td>20-29yr</td>
<td>52</td>
</tr>
<tr>
<td>30-39yr</td>
<td>40</td>
</tr>
<tr>
<td>40-49yr</td>
<td>40</td>
</tr>
<tr>
<td>50-59yr</td>
<td>26</td>
</tr>
<tr>
<td>60-69yr</td>
<td>52</td>
</tr>
<tr>
<td>70-79yr</td>
<td>120</td>
</tr>
<tr>
<td>80-89yr</td>
<td>52</td>
</tr>
<tr>
<td>90-98yr</td>
<td>10</td>
</tr>
<tr>
<td>99+</td>
<td>10</td>
</tr>
</tbody>
</table>
Leading Causes of Death in Ottawa County in 2022

- Cancer: 61
- Heart: 49
- Artery Disease: 30
- Alzheimer's Disease: 24
- Respiratory Disease (Non-COVID Related): 19
- Other: 13
- Kidney Disease/Renal Failure: 13
- Cerebral Vascular Disease: 11
- COVID-19: 11*
- Suicide: 11
- Overdose: 8
- Accidental: 7
- Undetermined Natural: 7
- Parkinson’s: 7
- Alcoholism: 5
- Diabetes: 5
- Pneumonia: 4
- Pending: 4

Total Count = 333

*COVID-19 Deaths in the above table indicate individuals who died in Ottawa County and does not include all Ottawa County residents

Total Cancer Deaths in Ottawa County by Type 2022

- Lung: 20
- Pancreas: 5
- Cancers of the Blood: 5
- Other: 4
- Liver: 4
- Colon: 4
- Brain: 3
- Bile: 3
- Lymphoma: 3
- Female Reproductive: 3
- Prostate: 2
- Thyroid: 1
- Gastric: 1
- Uterine: 1
- Stomach: 1
- Bladder: 1

Total Counts
Overall, excluding Covid-19 cases, the county saw an insignificant increase in communicable disease cases. The largest burden of disease in Ottawa County, not including COVID-19, was from sexually transmitted disease, followed by blood borne illnesses. This is consistent with previous annual reports for Ottawa County. All disease information and prevention strategies were taken from the Ohio Infectious Disease Control Manual (IDCM) and the Centers for Disease Control (CDC). Data tables and information tracking were completed by Michael Capuano.
Environmental Health Programs

Household Sewage
Private Water
Bathing Beaches
Body Art
School Safety Inspections
Davis Besse Sampling

Mosquito Surveillance
Pools
Nuisance Complaint
Food Safety
Campgrounds
Manufactured Home Park Inspections

- 530 Beach Samples Collected
- 89 Water Samples Collected
- 115 Animal Bites Investigated
- 340 Swimming Pool Inspections Conducted
- 1,467 Food Safety Inspections and Re-Inspections Conducted
- 191 Campground Inspections Conducted
In order to protect our community from unsafe foods, the department licenses and conducts inspections of all food service operations and retail food establishments located in Ottawa County. This program also includes inspections of foods that are prepared and sold at fairs and festivals and foods sold through vending machines. Many of these facilities are inspected multiple times per year and provide us an opportunity to work with the food operators to educate them regarding safe food handling practices and to correct any deficiencies that may be found during inspection. In order to ensure that food operators are properly educated, the department provides multiple food safety training courses including Person-in-Charge and ServSafe®, which are both approved courses by the Ohio Department of Health. In 2020 and 2021 there were significantly fewer inspections due to the COVID-19 pandemic. The department stayed busy in 2022 with a total of 1,467 inspections conducted, the highest amount of inspections conducted in the last five years.

Bathing Beach Monitoring

In order to ensure that the beaches in Ottawa County are clean and safe for the many Ottawa County residents and visitors that use them each summer, our department conducts beach inspections and collection of Lake Erie water. Samples of public beaches were completed one to three times a week starting Memorial Day through Labor Day. Beaches inspected and sampled included Lakeside, Lakeview Park, East Harbor State Park, Catawba State Park, Camp Perry, Kelley's Island State Park and South Bass Island State Park. An additional 16 private beaches were added to the rotation in 2022 and were sampled at least once per week. The water that is collected at each beach is tested for E-coli. If high levels of E-coli are confirmed at any of the beaches, the beaches are immediately notified and warnings for beach goers of unsafe water are posted. In 2022, our department collected 530 samples which generated 42 advisories to be posted.
Mosquito Control Program

In 2021, the Ottawa County Health Department started a Mosquito Surveillance Program. Ohio is home to 59 species of mosquitoes. Only a few of these carry diseases transmittable to humans. The program’s goal is to collect and control the species responsible for mosquito-borne diseases in our communities, and spread awareness of the presence of these vectors and their impact. During the 2022 season, twenty-two trapping sites were set and 1,523 mosquitoes were identified, 1,315 mosquitoes were tested with zero mosquitoes being positive for West Nile Virus. Six locations received larvicide application. Community outreach was implemented involving live programs for children and adults at five different events with over 200 adult and 145 children in attendance.

Swimming Pool Inspections

Swimming is a popular summertime activity in Ottawa County. There are 155 licensed swimming pools and spas that must be inspected annually. Inspections include testing the pool water to ensure that the quality of water is safe to swim in, verifying that all safety equipment is in place, and confirming lifeguards have proper certifications.

Campground Inspections

Ottawa County, known as a vacation destination for campers, includes 83 licensed campgrounds and over 7,500 camp sites. During our annual inspections, the health department ensures the water supply is safe for drinking and bathing, garbage is not creating a nuisance, ensuring that sewage and gray water are being properly disposed of, and ensuring that the overall conditions of the campgrounds are safe for all to enjoy.
Health districts follow up on every domestic animal (dogs, cats and ferrets) that are reported to have bitten a human to verify they do not have rabies. This is done by contacting the owner of the identified animal and verifying the animal has a current rabies vaccination, instructing the animal owner to quarantine the animal for 10 days after the bite, and then a follow-up visit with the veterinarian to ensure no rabies symptoms are present.

Beginning in 2017, our department started the OEPA WPCLF, which is a program available to assist homeowners without financial means to repair or replace older sewage treatment systems (STS) that are no longer functioning. This program, through a contract with the Ohio Environmental Protection Agency (OEPA), can assist homeowners with the cost of the soil evaluation, design work, permits, the cost of parts, material, and labor for the installation of a new STS or repair of an existing STS. Since 2017, our department was able to assist over 61 homeowners in 11 townships with the replacement of failed STS, in which over $1,120,403.53 of the WPCLF funds were spent. In 2023 additional monies were awarded with approximately $204,548.47 worth of funds available for future projects.
Nursing/Community Outreach Programs

60 Plus Clinics
Children with Medical Handicaps
Cribs for Kids
Family Planning

Immunization Clinics
Ohio Buckles Buckeyes
School Nursing for PIB

1,274 Child & Adult Vaccines
1,758 COVID-19

1,758 Care Item Assistance Kits Given

511 WIC Clients Served

177 Family Planning Client Visits

171

500 Flu Shots Given

32 Car Seats Distributed
Care Item Assistance
The Care Item Assistance (CIA) Program was created in September 2022. This program provides care item products for children age birth to 5 years old that meet income qualifications. Products include diapers, wipes, shampoo, towels, home safety kits and more. This program is funded through a contract with Ottawa County Department of Jobs and Family Services utilizing federal TANF dollars allocated to Ottawa County. All participants must be residents of Ottawa County and this is a 1 time per year allocation.

WIC Clinic
WIC is a special supplemental nutrition program for Women, Infants, and Children. WIC helps income eligible pregnant and breastfeeding women, women who recently had a baby, infants and children up to five year of age. WIC provides food, as well as nutrition education and breastfeeding support and education.

School Nursing Program
Provides nursing services to Put-in-Bay Schools. Children are screened for hearing and vision impairment as well as scoliosis and each child’s immunization status is evaluated.

Get Vaccinated Ohio
Program is funded by a grant from the Ohio Department of Health to maintain and raise immunization rates in Ohio so that 90% of children and adolescents will be up-to-date on their immunizations. This is accomplished by implementing best practices to increase immunization rates, including reminder/recall activities, assessment, education, partnerships with local schools, and tracking objectives.

60 Plus Nursing Assessment Clinic
The Ottawa County Health Department receives funding from the Community Block Grant Funding to provide persons age 60 years and older with free nursing assessments, health screenings, education and referrals. The clinics are held once a month at six locations in the county.

Immunization Clinic
Provides all recommended Advisory Committee on Immunization Practices (ACIP) immunizations to children. OCHD Serves all income levels and accepts Medicaid, private insurance and Medicare. Clinics are held in Port Clinton, Oak Harbor, and Genoa for Ottawa County residents to have equal access to care.

COVID-19 Vaccinations were also offered in 2022. The Ottawa County Health Department provided Pfizer (both Adult/Adolescent and Pediatric doses), Moderna, Janssen (Johnson & Johnson), and Novavax vaccines.
Family Planning Clinic
(Reproductive Health and Wellness)

Provides both men and women with quality comprehensive and accessible family planning sexual health services. These options include STD screening and treatment, and numerous options for contraceptives pregnancy planning. Insurance is accepted as well as a sliding fee scale for those uninsured.

Visits by Gender 2022
Total = 77

- Male 11
- Female 66

Patients Seen 2022
Total = 77

- New Patients 44
- Established Patients 33

Family Planning Total Visits 2022
Total = 170

- Telehealth 28
- In Person - Clinic 142

Family Planning Total Visits Over 3 Year Period

- 2020: 120
- 2021: 106
- 2022: 170
The Ottawa County Prevention Coalition is a community coalition that uses multi-agency collaboration to help reduce barriers, provide education, provide linkage and support, raise awareness, and encourage healthy lifestyles in our community. The Ottawa County Prevention Coalition was formed in 2021 and officially began in 2022. This coalition was made possible with funding from the Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky and Wyandot County. The coalition is composed of members from multiple sectors of the community. This collaborative approach allows for the coalition to focus on community mental health and addiction education, prevention services and enhanced advocacy efforts. Members unify their efforts and yield a structured planning process that promotes and encourages civic engagement.

In the inaugural year of 2022, the coalition focused on a united collaboration for Overdose Awareness Day held on August 31, 2022. This event featured over fifteen local agencies in unison promoting recovery information, overdose awareness and mental health awareness. Nearly 150 participants attended this event. Additionally, the coalition works to distribute Narcan into the community made possible by the health department’s Project Dawn grant. Approximately five hundred and thirty-seven (537) Narcan kits were distributed in 2022. There have been nearly 1,000 Deterra bags distributed in this reporting period. Lastly, the coalition completed eleven (11) presentations at schools or community organizations in 2022. The combined total in attendance of the presentations was over 1,000. The presentations given encompassed Narcan education, substance use and mental health education and general prevention topics. We look forward to continuing to gain momentum and further integrating into the community in 2023.

Overdose Awareness Day 2022

Community Presentations
## 2022 Revenue

<table>
<thead>
<tr>
<th>Category</th>
<th>Revenue</th>
</tr>
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<tbody>
<tr>
<td>State Subsidy</td>
<td>$7,389</td>
</tr>
<tr>
<td>Nursing Fees</td>
<td>$22,958</td>
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<tr>
<td>Immunizations</td>
<td>$101,693</td>
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<tr>
<td>Nursing Contract Services</td>
<td>$36,975</td>
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<tr>
<td>Environmental Health Fees</td>
<td>$392,964</td>
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<tr>
<td>Environmental Health Contract Services</td>
<td>$274,508</td>
</tr>
<tr>
<td>Grants</td>
<td>$574,665</td>
</tr>
<tr>
<td>Women Infant &amp; Children</td>
<td>$90,368</td>
</tr>
<tr>
<td>Reproductive Health &amp; Wellness</td>
<td>$65,250</td>
</tr>
<tr>
<td>Public Health Emergency Preparedness</td>
<td>$73,049</td>
</tr>
<tr>
<td>Integrated Naloxone</td>
<td>$41,000</td>
</tr>
<tr>
<td>Get Vaccinated</td>
<td>$18,668</td>
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<tr>
<td>Mosquito Grant</td>
<td>$15,550</td>
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<tr>
<td>Corona Virus Enhanced Operations</td>
<td>$55,383</td>
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<tr>
<td>Corona Virus Vaccination</td>
<td>$42,542</td>
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<tr>
<td>Public Health Workforce</td>
<td>$94,855</td>
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<td>MHRSB Prevention Coalition</td>
<td>$78,000</td>
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<td>Vital Statistics</td>
<td>$64,193</td>
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<td>Other Receipts</td>
<td>$64,491</td>
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<tr>
<td>Subdivision Proration</td>
<td>$384,000</td>
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<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$1,923,836</strong></td>
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## 2022 Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Salaries</td>
<td>$971,225</td>
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<tr>
<td>Benefits</td>
<td>$384,333</td>
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<tr>
<td>Insurance (Health/Life/Health Savings Acct.)</td>
<td>$234,180</td>
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<tr>
<td>OPERS</td>
<td>$129,597</td>
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<tr>
<td>Worker's Compensation</td>
<td>$6470</td>
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<tr>
<td>Medicare</td>
<td>$14,086</td>
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<tr>
<td>Supplies/Equipment</td>
<td>$247,471</td>
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<tr>
<td>Contracts</td>
<td>$289,330</td>
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<tr>
<td>Travel</td>
<td>$33,437</td>
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<tr>
<td>Advertising &amp; Printing</td>
<td>$61</td>
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<tr>
<td>Rent</td>
<td>$27,396</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>$40,155</td>
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<tr>
<td>Remit to State</td>
<td>$77,543</td>
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<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>$2,070,951</strong></td>
</tr>
</tbody>
</table>

### Expenditure Breakdown as Percentage:

- **Salaries**: 49%
- **Benefits**: 19%
- **Supplies & Equipment**: 8%
- **Contracts**: 15%
- **Travel**: 2%
- **Advertising & Printing**: <1%
- **Rent**: 1%
- **Other**: 2%
- **Remit to State**: 4%
Implementing credit card usage as a method of payment at the Ottawa County Health Department

**Plan**

**Problem Statement**
The Ottawa County Health Department has had the ability to take credit cards as a form of payment since July 2021, however due to lack of training it was not implemented to all clerical staff and the public was not using this feature. A project team was created to create appropriate procedures for implementation, along with a training schedule.

**Aim Statement**
Department-wide training of clerical staff on credit card procedures will increase usage and allow increased convenience to customers.

**Process Outline & Relevant Data**
Identifying the process, clarifying all necessary items for processing, analyzing the barriers and modifications all can lead to seamless implementation. Collected data showed that only a few employees knew how the transaction process worked due to the testing of transactions and the hesitation of implementation.

**Identify Potential Causes & Barriers**
A discussion took place during the first QI meeting on November 23, 2021 to outline the entire process and review the potential barriers that could prevent a smooth implementation. Barriers that were identified were as follows:
- Not having enough information to process a transaction
- Issuing a transaction at the right time without enough documentation
- Customers not knowing that credit card was an option for payment
- How is this process different over the phone versus in person
- Fiscal year-end data and how it is processed

**Identify Potential Solutions**
During the meeting, the below solutions were discussed and identified with the barriers. These were then taken into account when the final procedures were created.
- **Not having enough information to process a transaction**
  - By identifying the specific information needed for a successful transaction, the procedures can be written in a way that includes all relevant information as opposed to additional information not needed.
  - Basic information needed for all transactions is: signature, contact info, billing address
- **Issuing a transaction at the right time without enough documentation**
  - This barrier is in regards to a transaction taking place without all of the necessary paperwork (example: sewage permit).
  - It was identified that no transaction would take place unless all required paperwork is turned in.
- **Customers not knowing that credit card was an option for payment**
  - By advertising with signage and a notification flyer as a part of the license mailings, this will bring awareness to the new form of payment that is being offered.
  - In addition to these mailings, verbal options can be discussed by clerical staff at the time of transaction.
- **How is this process different over the phone versus in person**
  - It was identified that over the phone is almost the same process, however if the permit paperwork requires a signature for the transaction to take place, an emailed signature can be used. Additional steps are needed in this process, which were then incorporated into the procedures.
- **Fiscal year-end data and how it is processed**
  - It was identified that all transaction data should be treated the same. The funds count as the day they are received. Credit cards have an approximate 3 day delay from transaction date.

**Improvement Theory**
Streamlined procedures and properly trained staff will allow for increased transactions due to more confidence in the process and increased discussion on payment options with our customers.

**Do**

**Test the Theory**
Procedures were finalized and training took place on December 2nd, 2021. Transactions were monitored and tracked for three months to prove effectiveness of implementation of procedures.

**Check**

**Study the Results**
According to transaction data analyzed from August 2021, the Ottawa County Health Department nearly doubled the monthly transactions that took place once the implementation of the procedures and proper training was completed. The amount of revenue that was brought in by credit card transactions increased by approximately 460%:

**Act**

**Standardize or Develop New Theory**
A follow-up meeting took place with the QI team on March 30, 2022 to discuss the process and any changes that need to be made to the implemented procedures. No adjustments or changes were brought up at the time of the meeting. It was deemed successful implementation by the QI team.

**Future Plans**
The future plans of the QI team will be to monitor any changes to the process or procedure as necessary and to review them on an annual basis for accuracy. This will help to maintain effectiveness of the transaction process.
**Reproductive Health Quality Improvement Project**

**Quality Improvement Story Board**

**OTTAWA COUNTY HEALTH DEPARTMENT**

Ottawa County Health Department 1856 E. Perry Street Port Clinton, Ohio 43452

Quality Improvement Story Board

Team Members: Katie Crowell, Denise Bradford, Michelle Veiz, Shelby Crowell, Joshua Niese

**June 21, 2022**

**PLAN**

**Problem Statement**

In Spring 2022, the Ottawa County Health Department created a project team to look at ways to improve the reproductive health clinic. Many issues, barriers, and potential causes were discussed throughout these meetings. The main problem that was identified by the team members is that there was poor efficiency throughout the clinic, and length of time for the patient visit was too long.

**Aim Statement**

Focusing on a better client experience and shortening the length of visit will help with the efficiency of the reproductive health clinic.

**Process Outline & Relevant Data**

The Reproductive Health team identified the project and clarified all of the necessary items for a patient visit. This included scheduling, checking the patient in, the flow of the clinic, as well as the overall experience that the patient has within the clinic. It was discussed to remove any unnecessary steps throughout the process. It was also determined that we would be collecting check-in and check-out times in order to help provide accurate data for length of visit.

**Identify Potential Causes & Barriers**

A discussion took place with the team on 3/3/2022 and 4/5/2022 to discuss potential causes and barriers. Barriers and causes that were identified were as follows:

- Clinic hours are inconvenient and limited
- Patient pre-visit paperwork is lengthy
- Scheduling patients for current timeslots is a niche task that not everyone knows how to do
- Capturing all of the appropriate data to monitor length of visit
- Visit seems unorganized and not tailored to type of visit

**Identify Potential Solutions**

During the meeting, the below causes and barriers were discussed and identified. These were taken into account when the final procedures were created, and the possible solutions below were brought to the discussion.

- **Clinic hours are inconvenient and limited**
  - The limited hours that the reproductive health clinics were offered created an inconvenient window to schedule appointments. Hours were offered in the middle of the day.
  - By working with the Medical Director and changing the hours to a more convenient time at the beginning of the day, clients will be less likely to be inconvenienced by the appointments.

- **Patient pre-visit paperwork is lengthy**
  - Having the forms available to fill out online will allow less time in the clinic waiting room for the patient to fill out the paperwork.

- **Scheduling patients for current timeslots is a niche task that not everyone knows how to do**
  - Hiring additional staff and training these individuals will increase the number of knowledgeable staff who can schedule appointments appropriately.

- **Capturing all of the appropriate data to monitor length of visit**
  - In order to monitor the length of time a patient is in the clinic, it was identified that capturing the check-in and check-out times is imperative.
  - A weekly audit of the clinic times allows to monitor if the data is being collected appropriately during the visit.

- **Visit seems unorganized and not tailored to type of visit**
  - The nursing staff should review the patient chart prior to the visit in order to be prepared for the specific visit.

- **By removing the lab assistant in the process, the nurse can follow the patient from start to finish to help ensure efficiency and clarity for the patient and a better overall patient experience.**

**Improvement Theory**

By changing the pre-clinic paperwork process, adjusting the clinic times that are offered, and having nurses assigned to the patient for the entire visit, the appointment will be more concise and patient experience/overall satisfaction will improve.

**DO**

**Test the Theory**

Procedures were finalized to have the forms available on the website for patients to fill out ahead of time. On 5/19/2022, the clinic was adjusted to be morning hours instead of mid-day, as well as having the nurses assigned to the patient for the entirety of their visit. These three improvements were implemented, data was collected, and then compared to previous baseline data that was gathered. The clinics were held for two months for data collection.

**CHECK**

**Study the Results**

**Patient Time Before QI Project**

**Average Time: 61 Minutes**

**Patient Time After QI Project**

**Average Time: 52 Minutes**

**ACT**

**Standardize or Develop New Theory**

A follow-up meeting took place with the QI Project Manager on June 21, 2022 to discuss the new clinic times and any changes that need to be made to the clinics. The feedback from the patients has been positive, and it was determined that no additional changes need to be made at this time.

**Future Plans**

The future plans of the QI team will be to continue to monitor the clinic patient times and meet as necessary to review and make additional adjustments based upon the potential solutions that were identified.
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