Dear Waukesha County Resident:

I am pleased to present the 2017 Annual Report for the Waukesha County Public Health Division. This report outlines the activities of the Division for the past year and how those activities relate to the 2020 State of Wisconsin Health Plan, the essential public health services and national accreditation.

Waukesha County cares for every segment of the community and builds its public health programs to respond to community public health needs. This report focuses on key program areas of communicable disease control, prenatal care coordination, child health, childhood lead poisoning prevention, Women Infants and Children Nutrition program, wellness promotion, and bioterrorism and emergency preparedness.

Many community partnerships have enabled the Public Health Division to maximize resources and extend public health services throughout the County. The Public Health Division appreciates and values our strong community and business partners who make it possible to keep pace with the needs of a growing Waukesha County.

I am proud to be part of an organization of dedicated professionals who will go the extra mile to serve county residents.

Sincerely,

Benjamen Jones, Health Officer
Waukesha County Public Health Division
The Waukesha County Public Health Division has built its public health programs based on community health assessments and within the framework of Healthiest Wisconsin 2020, the core functions of public health and the essential public health services. These public health programs have been aligned with the 12 domains of national public health accreditation.
Waukesha County
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Laura Kleber, Deputy Director

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Jeffrey Genner (Citizen Member)
Robert Kolb (Supervisor)
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Tim Whitmore (Citizen Member)
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Steven Andrews, MD, Waukesha County Medical Society
Mary Baer, Citizen Member
Ross Clay, MD, Medical College of Wisconsin
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JoAnn Weidmann, Citizen Member

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Theresa Imp, RN, Waukesha County Public Health Division
Benjamen Jones, MPH, Waukesha County Public Health Division
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Paul Decker, County Board Chair

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Duane E. Paulson - Vice Chair
Robert Kolb - Secretary

Darlene Johnson
Jeremy Walz

Chuck Wood
William J. Zaborowski
2017 PUBLIC HEALTH PROGRAM HIGHLIGHTS

Administration

- Waukesha County launched its Community Health Improvement Plan and Process (CHIPP) identifying the 3 leading health issues in the County as Opiates, Mental Health and Nutrition & Physical Activity (see page 12 for more info). The work of the County’s Heroin Taskforce is being aligned with the CHIPP initiative through a collective impact framework.

- The Public Health Division played a key role in the development of the Department’s 2017-2019 Strategic Plan and integrating the County’s Standards of Service Excellence into practice (see page 13 for more info).

- The Division continues to optimize its electronic health record, and this year successfully interfaced with the Wisconsin Immunization Registry to seamlessly transfer real-time immunization data.

- The Public Health Division experienced a total volume of 8,202 telephone calls to the agency for public health information or assistance. A total of 4,315 individuals reported to the Public Health Division for walk-in services such as immunizations, chronic disease screenings, Tuberculosis (TB) skin tests, Sexually Transmitted Disease (STD) tests or Drug Screening.

Communicable Disease and Preparedness

- There were 3,545 communicable disease reports that were investigated, including 462 Category 1 Disease investigations.

- A total of 116 outbreak investigations were initiated, including: 48 outbreaks in long-term care facilities, 17 vaccine-preventable outbreaks (mumps, pertussis and chickenpox), 15 other school outbreaks, 12 foodborne outbreaks or exposures, 8 TB investigations as well as various other communicable disease situations.

- The International Travel Clinic saw a 10% increase in clients, serving 270 people in 2017. The STD Clinic saw a 36% increase serving 274 clients.

- The Immunization Program underwent a formal Vaccine for Children audit with the State of Wisconsin and was found to be fully compliant and received very positive feedback from the auditor.

- Public Health, along with 80 other individuals from Waukesha County attended a weeklong Integrated Emergency Management Course at FEMA’s Emergency Management Institute in Emmitsburg, MD focusing on a coordinated community approach to preparing for and responding to emergencies.

- Public Health participated in 12 different preparedness exercises on a wide range of topics, from infectious diseases to power outages.
Family and Community Health

- 144 Childcare providers received Safe Sleep training through 8 Safe Baby Sleep educational sessions.
- Ninety-four percent (94%) of infants delivered to high-risk pregnant women enrolled in the Prenatal Care Coordination (PNCC) program were full term and 95% were at normal or higher birth weights.
- 1,207 children (age 1-5) at risk for lead poisoning received a blood lead test.
- In collaboration with Waukesha Community Dental Clinic, on-site information, registration and appointment scheduling is available to high risk pregnant women and children.

Women, Infant and Children (WIC) Nutrition Program

- The WIC Program had a very busy year providing nutrition services to 2,876 women, infants and children in 2017.
- Eighty-nine percent of the mothers and children enrolled in the Waukesha County WIC Program who were identified as nutritionally deficient (low hemoglobin) displayed improvements in their hemoglobin levels subsequent to the nutrition education, counseling, and intervention received.
- Of the mothers enrolled in WIC during their pregnancy and receiving breastfeeding promotion and education services, 74.5% initiated breastfeeding after delivering, in comparison to Statewide average of 70.4%.
- Of the children enrolled in WIC ages 1-4 years old, 67% have a healthy BMI in comparison to the Statewide average of 62.8%.

Environmental Health Division Highlights

- The Environmental Health Division conducted 1,926 routine and re-inspections for 1,614 food establishments.
- The Environmental Health Division followed up on 30 foodborne illness complaints, one of which resulted in a full outbreak investigation conducted with the Public Health Division.
- The Humane Animal program provided rabies follow-up for 607 reports of bite incidents, 129 animals were submitted for testing, and 6 bats and 1 muskrat came back inconclusive for rabies (treated as positive).
- The Environmental Health Division provided guidance on 213 human health hazard complaints, with 115 mold complaints and 41 bed bug complaints.
## Waukesha County Public Health Division
### Yearly Activity Report

#### ADMINISTRATION SECTION

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of telephone calls to the Division for information/triage or referral</td>
<td>8,217</td>
<td>8,255</td>
<td>8,202</td>
</tr>
<tr>
<td>Number of walk-in clients at the Division</td>
<td>3,750</td>
<td>3,900</td>
<td>4,315</td>
</tr>
</tbody>
</table>

#### COMMUNICABLE DISEASE AND PREPAREDNESS SECTION

<table>
<thead>
<tr>
<th>Description</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of communicable disease referrals investigated</td>
<td>2,414</td>
<td>3,152</td>
<td>3,545</td>
</tr>
<tr>
<td>- Number of Category I communicable diseases investigated</td>
<td>408</td>
<td>716*</td>
<td>462</td>
</tr>
<tr>
<td>- Number of communicable diseases identified</td>
<td>1,650</td>
<td>1,863</td>
<td>2,078</td>
</tr>
<tr>
<td>Number of outbreaks/complaints investigated</td>
<td>107</td>
<td>95</td>
<td>116</td>
</tr>
<tr>
<td>Number of TB Directly Observed Therapy (DOT) visits**</td>
<td>**</td>
<td>400</td>
<td>829</td>
</tr>
<tr>
<td>Number of TB skin tests</td>
<td>800</td>
<td>516</td>
<td>558</td>
</tr>
<tr>
<td>Number of vaccines administered</td>
<td>3,289</td>
<td>3,129</td>
<td>3,245</td>
</tr>
<tr>
<td>- Children Immunized</td>
<td>678</td>
<td>579</td>
<td>555</td>
</tr>
<tr>
<td>- Adults Immunized</td>
<td>1,090</td>
<td>1,110</td>
<td>1,228</td>
</tr>
<tr>
<td>Number of International Travel Clients</td>
<td>255</td>
<td>244</td>
<td>270</td>
</tr>
<tr>
<td>Number screened in STD clinic</td>
<td>178</td>
<td>202</td>
<td>274</td>
</tr>
<tr>
<td>Number of preparedness exercises</td>
<td>7</td>
<td>5</td>
<td>12</td>
</tr>
</tbody>
</table>

*Large pertussis outbreak in 2016, **new activity tracking with electronic health record
### FAMILY AND COMMUNITY HEALTH SECTION

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of children tested in the Division for lead poisoning</td>
<td>1,498</td>
<td>1,319</td>
<td>1,207</td>
</tr>
<tr>
<td>Number of lead poisoned children that were case managed*</td>
<td>24</td>
<td>36</td>
<td>56</td>
</tr>
<tr>
<td>Number of children at-risk (medical/physical neglect) case managed</td>
<td>160</td>
<td>146</td>
<td>129</td>
</tr>
<tr>
<td>Number of Healthcheck examinations</td>
<td>2,060</td>
<td>1,564</td>
<td>863</td>
</tr>
<tr>
<td>- Number of children receiving fluoride varnishing</td>
<td>671</td>
<td>480</td>
<td>366</td>
</tr>
<tr>
<td>Number of pregnant women PNCC screened</td>
<td>373</td>
<td>287</td>
<td>166</td>
</tr>
<tr>
<td>- Number of women case managed</td>
<td>180</td>
<td>178</td>
<td>111</td>
</tr>
<tr>
<td>- Percentage of case managed women who delivered full term infants of average birth weight</td>
<td>89%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>Number of chronic disease screenings</td>
<td>690</td>
<td>525</td>
<td>470</td>
</tr>
<tr>
<td>Number of urine drug screening tests for HHS clients</td>
<td>662</td>
<td>994</td>
<td>1,274</td>
</tr>
<tr>
<td>- Percent of urine drug screening tests that are positive</td>
<td>48%</td>
<td>40%</td>
<td>37%</td>
</tr>
<tr>
<td>Community education events</td>
<td>33</td>
<td>32</td>
<td>38</td>
</tr>
</tbody>
</table>

*criteria for lead poisoning was lowered in 2017

### WIC SECTION

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIC Clinic Clients</td>
<td>3,395</td>
<td>3,128</td>
<td>2,876</td>
</tr>
<tr>
<td>- Number of appointments completed</td>
<td>4,288</td>
<td>3,861</td>
<td>3,586</td>
</tr>
<tr>
<td>- Number of high-risk follow-up visits completed</td>
<td>1,417</td>
<td>1,376</td>
<td>1,243</td>
</tr>
</tbody>
</table>
The vision, “Everyone living better, longer” helps describe what Wisconsin will be like if the two overall goals of the State Health Plan are accomplished: “Improve health across the life span” and “Eliminate health disparities and achieve health equity.” The mission of Healthiest Wisconsin is “To assure conditions in which people can be healthy, and members of healthy, safe, and resilient families and communities.”

**Healthiest Wisconsin (HW) 2020 objectives were developed in the following areas:**

### Health Focus

- Adequate, appropriate, and safe food and nutrition
- Alcohol and other drug use
- Chronic disease prevention and management
- Communicable disease prevention and control
- Environmental and occupational health
- Healthy growth and development
- Injury and violence
- Mental health
- Oral health
- Physical activity
- Reproductive and sexual health
- Tobacco use and exposure

### Infrastructure

- Access to high-quality health services
- Collaborative partnerships for community health improvement
- Diverse, sufficient and competent workforce that promotes and protects health
- Emergency preparedness, response and recovery
- Equitable, adequate, stable public health funding
- Health literacy
- Public health capacity and quality
- Public health research and evaluation
- Systems to manage and share health information and knowledge
The Waukesha County Public Health Division (WCPHD) reviews and ensures that its programs are aligned within the framework of Healthiest Wisconsin 2020. Every 5 years, the Public Health Division undergoes a formal recertification process, called a 140 review (Department of Health Services Administrative Code 140) with the State of Wisconsin to maintain its Level 2 health department status. The Waukesha County Public Health Division was officially recertified as a Level 2 health department in 2015.

As required under DHS 140.05, a Level 2 local health department shall provide or arrange for at least seven programs or services that address at least five health focus areas in the current state health plan (Healthiest Wisconsin 2020).

Waukesha County Public Health Division’s seven Level 2 programs and associated HW 2020 focus areas are:

**Emergency Preparedness, Response and Recovery**
1. Public Health Emergency Preparedness Program

**Communicable Disease Prevention and Control**
2. Adult Immunization and Travel Clinic

**Healthy Growth and Development / Oral Health**
3. Child Health Check Program with Dental Varnishing
4. Prenatal Care Coordination Program

**Reproductive and Sexual Health**
5. Sexually Transmitted Disease Clinic

**Adequate, Appropriate, and Safe Food and Nutrition**
6. Women, Infants and Children (WIC) Nutrition Program

**Environmental and Occupational Health**
7. Childhood Lead Poisoning Prevention Program and Environmental Health Home Lead Inspection Program
Community Health Improvement Plan and Process (CHIPP)

A Community Health Improvement Plan & Process (CHIPP) is a comprehensive approach to assessing community health and developing and implementing action plans to improve community health. In a CHIPP, "health" is defined broadly and includes physical health, mental health, environmental health and other areas that contribute to overall well-being. The community health improvement process yields two distinct yet connected deliverables: a community health assessment and a community health improvement plan.

The Community Health Assessment (CHA) is a process that engages community members to systematically collect and analyze qualitative and quantitative health-related data from a variety of sources within a specific community. The findings of the CHA enhance community decision-making and the prioritization of health problems. The Community Health Improvement Plan (CHIP) is an action-oriented plan outlining the top community health issues and how these issues will be addressed, including strategies and measures, to ultimately improve the health of a community. A Community Health Improvement Plan is developed through a collaborative process, and defines a vision for a healthy community.

**Waukesha County CHIPP Vision**
The vision for a healthy Waukesha County is: Strong families, connected communities, healthy environments and accessible services that promote overall safety, well-being and quality of life.

**Waukesha County CHIPP Identified Health Priority Areas**
1. Opiates
2. Mental Health
3. Nutrition and Physical Activity

**Waukesha County CHIPP Timeline**
*Planning Phase: January 2017 – July 2018*

This phase includes the formation of a CHIPP steering committee which provides essential leadership over the course of the CHIPP process, development of operating principles, a thorough community health assessment (CHA), and determination of health priorities. Currently, specific and measurable objectives are being developed for each of the three identified Health Priority Areas. These objectives will be implemented in the next phase of CHIPP.

Following the collective impact model, the planning for the “Opiates” health priority is being integrated into the Heroin Task Force of Waukesha County.

For additional information, please visit [www.waukeshacounty.gov/chipp](http://www.waukeshacounty.gov/chipp)
The Department of Health and Human Services, in conjunction with other county departments, developed a strategic plan for the time period 2017-2019. It reflects the County Pillars and encompasses the County Standards of Service Excellence:

**Teamwork & Collaboration • Communication • Innovation • Ethics & Diversity • Efficiency & Cost Savings • Well-being**

### HHS Strategic Objectives

<table>
<thead>
<tr>
<th>Pillars</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Service</strong></td>
<td>RESPONDING TO CUSTOMERS: Respond to customers in an effective manner within divisional standards for timeliness.</td>
</tr>
<tr>
<td></td>
<td>ELECTRONIC HEALTH RECORDS: Improve continuity of care by continued sequential implementation of an electronic health record management system by division or functionality by December 2019.</td>
</tr>
<tr>
<td><strong>Quality</strong></td>
<td>DATA ANALYTICS: Measure accomplishment toward the department’s Mission and Strategic Plan Objectives using data analytics each quarter through the last quarter of 2019.</td>
</tr>
<tr>
<td></td>
<td>SERVICES TO CITIZENS: Continuously improve services to citizens experiencing, or at-risk of experiencing, an event or condition that threatens their well-being, with service assessment processes through December 2019.</td>
</tr>
<tr>
<td><strong>Team</strong></td>
<td>EMPLOYEE RETENTION: Increase employee retention by 2% by December 2019.</td>
</tr>
<tr>
<td></td>
<td>STAKEHOLDER CONTACTS: Increase education, communication and advocacy contacts with federal, state, and local policymakers and stakeholders by 10% by December 2019.</td>
</tr>
<tr>
<td><strong>Health &amp; Safety</strong></td>
<td>PREVENTION STRATEGIES: Increase department prevention strategies by 5% to promote community, family, and individual well-being by December 2019.</td>
</tr>
<tr>
<td></td>
<td>COLLECTIVE IMPACT: Increase health and human service resources, service linkages, and collaborations by 5% with community partners to broaden the collective impact by December 2019.</td>
</tr>
<tr>
<td></td>
<td>COMPREHENSIVE PLANS: Develop four comprehensive plans by December 2019 to address the health and human service concerns identified in the HHS environmental scan and budget driver trends.</td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td>REGULATORY REQUIREMENTS: Demonstrate that regulatory requirements are met for each revenue source by its associated reporting period.</td>
</tr>
</tbody>
</table>
National Accreditation Standards

The Public Health Accreditation Board (PHAB) standards and measures are the framework for evaluating a health department’s processes and services, their outcomes, and progress toward specific goals and objectives. The focus of the PHAB standards is “what” the health department provides in services and activities, irrespective of “how” they are provided or through what organizational structure. The standards integrate the core functions of public health and the essential services into 12 domains. Waukesha County Public Health Division is positioning itself to meet these standards.
National Accreditation Domains

Assess
Domain 1: Conduct and disseminate assessments focused on population health status and public health issues facing the community

Investigate
Domain 2: Investigate health problems and environmental public health hazards to protect the community

Inform & Educate
Domain 3: Inform and educate about public health issues and functions

Community Engagement
Domain 4: Engage with the community to identify and address health problems

Policies and Plans
Domain 5: Develop public health policies and plans

Public Health Laws
Domain 6: Enforce public health laws

Access to Care
Domain 7: Promote strategies to improve access to health care services

Workforce
Domain 8: Maintain a competent public health workforce

Quality Improvement
Domain 9: Evaluate and continuously improve processes, programs and interventions

Evidence-Based Practices
Domain 10: Contribute to and apply the evidence base of public health

Administration & Management
Domain 11: Maintain administrative and management capacity
Waukesha County

Public Health

A Division of the Department of Health & Human Services

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Waukesha WI  53188

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FAX: (262) 970-6670

Serving all Waukesha County Residents
Infants, Children and Adults of all Ages

Leading the way to a healthier Waukesha County