

# Health Department



## 2019 Highlights

# Compared with the rest of the rest of the state, Utah County has:

- Fewer years of life lost before age 75
- Lower % of infants with low birth weight
- Lower birth rate for teen mothers, age 15-19
- Lower rate of adults reporting cigarette smoking
- Lower rate of adults reporting binge or heavy drinking
- Lower % of alcohol-impaired driving death
- Higher % of adults with some post-secondary education





# Administration

Developed a new website to improve public access and navigability. New site is oriented to the public's needs and is mobile friendly with phones, tablets, etc. Preparing for launch in 2020.

Each division set performance-based outcome goals with measures seeking to increase efficiencies and enhance public health resources. All divisions are working to meet these goals and will update goals to reach further excellence.

Implemented a departmentwide customer satisfaction survey which included random telephone surveys to gauge the public's perspective about public health services rendered by health department employees (inspections, issuing birth certificates, educational classes, etc.). This quality improvement effort identified where we excel and opportunities for improvement for each Division.



# Administration

Conducted year-long review and update of public health emergency preparedness plans and agreements as part of the Health Department's efforts to meet National Best Practice standards as reviewed by NACCHO subject matter experts.

Streamlined phone tree to quicken public access to resources they are seeking when calling UCHD.

Held first annual Healthy Family Days at the new Payson location. This new event highlighted the new building and public health services for South County residents with a fun and family-friendly event.

Finalized comprehensive update of all Health Department Policies & Procedures.

ENVIRONMENTAL HEALTH



# Environmental Health

Installed permanent signs for public access points around Utah Lake to advise and educate the public regarding algal blooms.

Implemented the diesel emissions and inspection program throughout the County. According to EPA, one tampered diesel engine puts out the same amount of pollution as 450 clean diesel engines.

Participated in a lawnmower exchange program. 250 gasoline mowers were replaced with electric mowers during 2019.

Hosted household hazardous waste collection event. There were 1,117 vehicles dropped off hazardous waste; 2,457 gallons of antifreeze collected for recycling; 95,522 pounds of hazardous waste collected.

# Environmental Health

Participated in an exchange program for wood burning stoves. A total of 375 stoves were exchanged during 2019. This makes a big difference, especially, during the winter inversion season.

Joined efforts with the Utah Division of Air Quality, cities, and other agencies to address irregular odors originating from the Geneva Steel site. These odors are the result of a major effort to clean the property and make it safe for residential and commercial development.

Worked with Utah County GIS, IT, and Records Departments to digitize decades of maps to enable online lookup of septic systems.

Worked with the County Emergency Manager to update and implement the UCHD On-Call System, utilizing Everbridge.

# WOMEN, INFANTS, & CHILDREN





WIC served an average of 10,250 participants monthly.

Participant Satisfaction Survey reported that 95.7% rated their experience at WIC as either good or excellent.

91% said they have made some behavioral changes since coming to WIC – the change with the largest percentage being eating more fruits and vegetables (69.6%).

Utah County WIC lactation services are free and available to the public, including one-on-one consultations and breastfeeding classes.

WIC provided the Breastfeeding Rest Stop at the Utah County Fair.

Increased social media presence on Facebook and Instagram.

One video about the new WIC approved cereals had 7.4 thousand views.



Women, Infants,  
& Children

Provided Community Classes: Breastfeeding, Infant Massage, Baby Wearing, Baby Behaviors.

Clients can continue to schedule their appointment via phone at 801-851-7310, online at <https://health.utah.gov/vpms/client/>, or via text at 385-312-0625. This is a great way for clients to request an appointment outside of business hours!

WIC was listed as an exempt program from the Public Charge Rule in 2019.

Prepared for roll-out of eWIC program for 2020 that will include a WIC card instead of using WIC vouchers/checks.

Assisted with the success of the Integrated Referral and Intake System (IRIS), an electronic referral system to enhance cross agency referrals in the Franklin community. WIC has provided the most referrals into the system, thus far, with 200+ referrals in 2019. Due to its success IRIS is now serving additional communities and including additional resources.

A close-up photograph of a doctor in a white lab coat with a red stethoscope around their neck. The doctor is holding the hands of an elderly patient, whose hands are wrinkled and aged. The patient is wearing a white long-sleeved shirt. The background is a blurred indoor setting with warm lighting and a potted plant.

# **FAMILY & PERSONAL HEALTH**

# Family & Personal Health

Received new funding through the intergenerational poverty grant in coordination with four other Utah County partners, the Parents as Teachers and Welcome Baby Programs, allowing us to serve more high-risk families.

First annual drive-thru flu clinic at Lone Peak High School held on November 2nd. Planning has begun for the next drive-thru flu clinic to be held in 2020 in the South part of the County.

Provided over 1,700 free breast cancer screenings, mammogram vouchers, and heart disease screenings, with a focus on high-risk populations to women in Utah County.

Worked with the County Emergency Manager to implement a text message-based opt-in system for medical providers to receive important health updates from UCHD.

Opened the Payson Clinic on January 2, 2019. Served 1074 clients as of December 5, 2019.



# Family & Personal Health

Provided 95 offsite immunization clinics, seeing a total of 4,538 clients and giving 6,239 immunizations.

Received funding for and hired 12 new school nurses.

Investigated the 17 Utah County cases identified newly-emerging illness of severe pneumonia associated with vaping.

Investigated two local *Campylobacter* outbreaks and four statewide *Salmonella* outbreaks.

Investigated seven individual Hepatitis A cases with intervention provided; no further spread from each case occurred. Offered preventative Hepatitis A vaccinations to newly booked inmates at the County Jail during the first half of the year.

Received funding for and hired 12 new school nurses.



# Family & Personal Health



Investigated seven individual Hepatitis A cases with intervention provided; no further spread occurred. Offered preventative Hepatitis A vaccinations to newly booked inmates at the County Jail during the first half of the year.

Identified six Norovirus outbreaks in elderly care facilities, which were then contained by educating the staff on cleaning and control measures. Norovirus outbreak identified by a school nurse in one of her schools. The outbreak was subsequently contained. Parents were also notified by letter to watch for signs of illness in their children and isolation measures if any occurred.

One Pertussis outbreak involved two high schools. Parents were notified by letter to watch of signs of illness in their children.

# Family & Personal Health



Several cases of a highly antibiotic-resistant bacteria were identified in one long-term care facility. By doing ongoing sample testing and education we are hopeful to curb the number of these infections. Twenty-one new cases of HIV; all except two were interviewed and referred to care. The other two refused to be interviewed.

Forty-three cases of Syphilis were reported, reflecting the nationwide outbreak.

Provided education in every interview of every communicable disease on how to avoid and spread the infections; when needed, intervention is also provided.

Provided outreach education to the community in various activities, such as: Salmonella posters taken to stores that sell poultry and farm items, having a booth at the Pride Festival with information on clinic services, and providing presentations to outside agencies as requested.

# MOSQUITO ABATEMENT



# Mosquito Abatement

Mosquitoes trapped in the 2019 season:

- 15 standard traps trapped 89,329 mosquitoes, which is the second highest number of mosquitoes in the past 15 years.
- 4 air spray lake traps trapped 36,723 mosquitoes.
- Special study trapped 73,816 mosquitoes.
- Total mosquitoes trapped 199,868

2,044 pools of vector mosquitoes with 4 pools testing positive for West Nile Virus (WNV), and no pools testing positive for Saint Louis Encephalitis or Western Equine Encephalitis.

One human case of locally transmitted West Nile Virus.

Zero horses with West Nile Virus.

# Mosquito Abatement

Used the q-PCR testing in-house to test for West Nile Virus, Western Equine Encephalitis and Saint Louis Encephalitis.

Expanded use of iPhones for bikers to track the catch basin they treated, working closely with the County IT and GIS departments.

Responded to 889 service requests within a 24-hour workday period.

Met with and educated over 450 elementary students about aquatic invertebrates and mosquitoes.

Taught classes in Orem High School, and Utah Valley University about mosquito abatement.

# VITAL RECORDS



# Vital Records



Issued over 1,500 death certificates

Issued over 11,000 birth certificates

Utah County has one of the largest average household sizes as compared to the national average, making health programs and services a priority for young families.

# SENIOR VOLUNTEERS



# Senior Volunteers

33 Senior Companion volunteers served 22,785 hours, assisting 161 clients in Utah and Wasatch counties.

In 2020, Senior Companions will focus on forgetting their age and living their lives. There will opportunities for reflection, fun activities, exploration of new concepts and support for continued growth.

53 Foster Grandparent volunteers served 34,959 hours, helping more than 525 students in Alpine, Nebo and Provo School Districts.

In 2020, Foster Grandparents will improve their tutoring/mentoring skills for the children they serve, as well as learning about "Getting Good at Getting Older" for themselves.



# HEALTH PROMOTION



# Health Promotion

Provided 101 home visits for 31 new families in the free Asthma Home Visit Program. Participants report a 82% reduction in hospitalizations, 70% reduction in ER visits, 53% decrease in missed school days and 75% decrease in missed work days. Currently mentoring Florida Department of Health as they start an Asthma Home Visit Program in their state. Promoted Air Quality Flag Kits to schools, municipalities and businesses continues. Flag kits are now being used at Utah Valley Hospital, Orem Community Hospital and American Fork hospital.

Tested 60 homes for radon with the Continuous Radon Monitors and sold 121 radon test kits. Educated over 600 patrons about the dangers of radon. Promoted the statewide Radon Poster Contest and encouraged testing of schools and homes. Collected 89 posters for the contest, with 2 statewide winners coming from Utah County schools!

The employee wellness program maintained their 70% employee participation rate in 2019!

Utah County Health Department held the Prevent T2 program, a 12-month lifestyle change program, for county employees to participate in. Six people completed the program with the group losing a total of 23 pounds.

# Health Promotion

Recruited 14 primary care clinics to apply for the Utah Million Hearts “Excellence in Blood Pressure Measurement & Control Award,” an increase from 5 clinics the prior year. Ten childcare providers attended a 10-hour training to receive “Top Star” recognition. The Teaching Obesity Prevention in Childcare Settings goal is to help childcare providers improve their nutrition and physical activity environments.

Conducted 65 video intercept surveys gaining insights on walkability and active transportation from all over Utah County.

Assisted with 4 drug take back events, 4 Stepping On workshops with 30 seniors completing at least 4 sessions. Held 2 checkpoints, checking 47 seats, checked 517 car seats (58 of which were for the Hispanic community), distributed 200 seats (51 of which were for the Hispanic community), held 11 Spanish car seat classes, held 12 car seat classes in Provo, and 11 in American Fork.

Taught 25 Question, Persuade, Refer (QPR) suicide prevention workshops creating about 800 gatekeepers throughout Utah County, taught 1 Working Minds workshop with 30 people, presented on suicide prevention at 3 conferences.

# Health Promotion

Supported two businesses (Brent Brown Toyota and McWane Ductile) and one property manager (Canyon Park Tech Center) to pass tobacco free policies, which will impact 18 worksites and about 1,000 employees by 2021.

Hosted a 2019 tobacco law lunch and learn event including city attorneys, business licensing, city planners, policy department, mayors, and health department staff representing 12 cities in Utah County. Educated 184 stores in 19 cities and towns on the Electronic Cigarette Emergency Administrative Rule R384-418, including email, emailed letters, and in-person visits to deliver signage. Trained 74 healthcare providers at 7 different clinics on the tobacco Quitline referral process.

Performed 255 tobacco compliance checks. Had 12 sales to underage tobacco buyers with a sale rate of 4.7%. Taught 12 tobacco cessation classes for five treatment centers in the county.

Enrolled 18 pregnant women and 5 of their partners in the BabySteps prenatal tobacco cessation program.

Lehi and Cedar Hills Cities passed Tobacco 21, which resulted in the passing of the state Tobacco 21 law.



# PUBLIC INFORMATION / COMMUNICATION



# Public Information / Communication

Produced over 60 professional quality videos promoting UCHD services.

Provided/brokered over 100 media interviews related to public health.

Utilized cost effective means to promote UCHD programs through social media.

- o Over 2,200 posts with 11,000+ engagements and 31,300+ clicks.

Used cost effective tools to monitor Department media coverage, media articles relating to public health and efficiently distribute media releases, newsletters, etc.

Worked with the County Emergency Manager to implement a text message-based opt-in system for the public to receive important health updates from UCHD.

*Public Information  
/ Communication*

# RECEIVE IMPORTANT HEALTH UPDATES VIA TEXT

Text  
"UCHEALTH"  
to 888777



  
**Utah County**  
HEART of UTAH  
Health Department