

## **Health Director's Report February 2014 Activities**

### **Division / Program: Administration / Information Technology**

**(Accreditation Activity 24.3** - The local health department staff shall participate in orientation and on-going training and continuing education activities required by law, rule or contractual obligation. **Activity 32.1** - The local health department shall have computer equipment and software needed to interface with state data management systems.)

#### **Program description**

- DCoDPH uses information technology to decrease the time it takes to design, deliver, and market the benefits and services it offers, increase access to information, document care, bill for services delivered, and integrate value-added functions. Electronic Medical Record (EMR) is for quality improvement to increase HIPAA compliance, provide quality services to clients, and increase revenue by the adoption of meaningful use programs.
- To increase the overall quality of customer service to both internal and external customers and increase knowledge among staff.

#### **Statement of goals**

- To employ expanded use of modern technologies
- To utilize data and information resources to improve service delivery
- To ensure IT planning, integration and effectiveness become a cultural phenomenon throughout the organization
- To ensure customer service standards for internal and external customers.

#### **Issues**

- **Opportunities**
  - Phase 2 of Patagonia Health, EMR, was successfully implemented. Clinical staff were trained on how to enter clinical notes and data into Patagonia. Go Live for Phase 2 was on January 31. Staff are currently using Patagonia for appointments, clinical notes, and labs.
  - Patagonia Implementation Team was on hand to assist during the Go Live phase, to ensure a smooth transition to the new system.
  - Clinical staff are excited about the new system and are currently utilizing the system during the patient visit.
- **Challenges**
  - Scheduling training for Administration to work in Patagonia has been a challenge due to seasonal competing priorities within the department.
  - The number of scheduled appointments during Go Live was reduced to ensure the level of customer service and quality of service were not impacted during the transition.

#### **Implication(s)**

- **Outcomes**
  - The full implementation of Patagonia Health will reduce patient wait times and increase efficiency across the organization once staff are acclimated to the new system.
- **Service delivery**
  - Completion of the EMR project assists the clinics in having visibility throughout the care provided at the Health Department.

- Phase 3, providing interfaces between Patagonia Health and existing software [Orchard Harvest (labs), QS/1(Pharmacy), and Laserfiche] is underway.
- **Revenue**
  - A positive impact on revenue is expected with the full implementation of the Patagonia Health (Practice Management and Electronic Medical Record).

#### **Next Steps / Mitigation Strategies**

- Continue with Phase 3 including interfacing with Maestro, Epic software used by Duke Medicine, and external laboratories.

**Division / Program: Health Education / Durham County Government Fitness Center**  
**(Accreditation Benchmark 10.3 – The local health department shall employ evidence-based health promotions/disease prevention strategies, when such evidence exists.)**

#### **Program description**

- Durham County Government is again a leader for local government to provide an onsite fitness center for employees. The fitness center in the Human Services Building opened in late November 2013. The facility houses cardiovascular equipment that includes treadmills, elliptical, stationary bikes as well as Universal and Smith machines and a separate aerobics room for stretching and group fitness classes.

#### **Statement of goals**

- In support of Durham County Government’s Strategic Plan Goal 2, Health and Well Being for All, the Fitness Center provides a no fee facility with quality equipment and a safe environment to exercise. Employees who register as part of the Choose to Move program also receive an additional 30 minutes daily to be physically active.

#### **Issues**

- **Opportunities**
  - Anticipating opening late fall, a survey was launched in September to assess interest in group fitness classes and to determine baseline information. The goal of reaching 10% of the workforce (180 employees) was exceeded; 334 employees completed the survey.
  - Work is not only an ideal place to promote healthy habits but the workplace itself has an impact on people’s health. Employers who find ways to help employees be active during their workday contribute to both health and job satisfaction.
  - Being active also improves employees’ energy level and morale. People who enjoy their work and feel their employer cares are more productive. This has also been evident through the very positive comments provided by users of the Fitness Center.
- **Challenges**
  - During the first week of opening, over 200 waivers were received for employees to gain access to the facility. Waivers were individually reviewed and entered for badge access. DCoDPH Health Educators Willa Allen & Jannah Bierens and Personnel Representative Donna Murphy worked diligently to process the high volume of requests.
    - Despite entry, several employees had to be re-entered, but those issues were resolved.

## **Implication(s)**

- **Service delivery**
  - In November, 140 employees attended 20 minute equipment orientations over a period of two days. In December, 3 orientation sessions were offered reaching 38 participants. In January, 3 orientations sessions were offered reaching 41 participants.
  - Lunchtime Aerobics officially moved from the YMCA to the Fitness Center in late November. As anticipated, participation from Durham County Government employees has increased.
- **Staffing**
  - Currently, two instructors (Willa Allen & Jannah Bierens) are providing group fitness classes. During the month of December, only Lunchtime Aerobics was on the schedule to assess how effectively the room could be used.

## **Next Steps / Mitigation Strategies**

- Group Fitness Phase II (January-March 2014) will include the addition of a “CORE” 30 minute lunch class, yoga and the first of many 6 week series of specialty classes to get participant input for future schedules.
- Group Fitness Phase III (April-June 2014) will include the addition of contract group fitness instructors in a variety of formats based upon the most requested classes from the employee survey.
- Equipment orientation classes will be offered bi-weekly January-March and quarterly thereafter.

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## **Division / Program: Nutrition/ Health Promotion/Collaboration with Durham Public Schools Hub Farm**

**(Accreditation Activity 12.2 - Participate in a collaborative process to assess resources needed, including personnel funding, policy changes, and system change, to address community health problems.)**

### **Program description**

- DCoDPH assisted the Durham Public Schools (DPS) Hub Farm in applying for the Statewide Pioneering Healthier Communities Teen Advocacy Mini-Grant funded by the YMCA. DPS was awarded the grant and will use the money to hire youth to advocate for improvements to the sidewalks and crosswalks surrounding the Hub Farm.

### **Statement of goals**

- To train students to be advocates for programs that improve health.
- To improve sidewalks and paths connecting the Hub Farm to three adjacent schools to allow for safer, easier access, increase student physical activity and increase student exposure to healthy food.
- To advocate for cross walks connecting the Hub Farm with Northern High Soccer Fields, a likely location for a future farmers market or farm stand.

### **Issues**

- **Opportunities**
  - Students and adult advisors will attend a training led by Youth Empowered Solutions (YES!), a successful NC nonprofit that improves environments through youth advocacy work.

- Connecting the sidewalks and putting in cross walks and paths build an infrastructure around the Hub Farm that encourages physical activity and healthy eating. Currently the students walk along the street, cut through parking lots, and cross the street in areas where there are no crosswalks.
- DCoDPH has worked on a Health Impact Assessment around creating a new farmers market/farm stand in North Durham. This has included a walkability assessment of the area around the Hub Farm. Data from the assessment will be used in the youth advocacy work. Furthermore, sidewalks and crosswalks will make a more pleasant, safe, and inviting market.
- **Challenges**
  - Identifying 2 to 3 responsible, driven, passionate youth willing to work on the project before the April training by YES!
  - Identifying what DPS policies exist for paying interns and determining how to work within these policies.
  - Completing this project in 200 hours of youth's time will be challenging. The project will fund about 200 hours of work at \$7.50 an hour.

### **Implication(s)**

- **Outcomes**
  - The student interns will research, create and advocate for a pedestrian plan. The project will be considered a success if the interns create a pedestrian plan that City and County officials agree to fund.
- **Service delivery**
  - The interns will engage the community in the planning and implementation process through surveying and speaking with groups such as PTAs, student groups, student health advisory councils, school wellness committees, library patrons, and school board.
  - The interns will present their plan to and advocate for funding from various boards and groups throughout the county.
- **Staffing**
  - One DCoDPH nutritionist will provide technical support, no more than 3 hours per week during the grant period.
  - The Hub Farm will hire two or three student interns that will work a total of 200 hours.

### **Next Steps / Mitigation Strategies**

- Identify and hire interns.
- Attend youth advocacy training provided by YES! on April 12 and create an action plan.

**Division / Program: Nutrition Division / Durham Diabetes Coalition /Taping of a Spanish-Language Nutrition Information Video Segment**  
**(Accreditation Activity 19.2 - Take actions to include linguistically and culturally representative persons in planning and implementing programs intended to reach underserved populations.)**

### **Program description**

- The Durham Diabetes Coalition (DDC) is a partnership of Durham County health and community organizations, faith-based groups, local government, and universities and community members.

- The DDC produces Living Healthy, a 30 minute TV show that airs nightly at 7 pm on Time Warner Cable Channel 8, DTV8.
- A nutritionist from the DDC/DCoDPH taped a video segment featuring a healthy recipe demonstration with nutrition information.

### **Statement of goals**

- To reduce death and injury from type 2 diabetes.
- To provide reliable health and nutrition information to Durham's residents including the Spanish speaking community.

### **Issues**

- **Opportunities**
  - The risk of diagnosed diabetes is 66% higher among Hispanics compared to non-Hispanic white adults according to CDC's 2011 National Diabetes fact sheet.
  - Because Hispanics have a higher prevalence of type 2 diabetes, it is important to reach this community with diabetes related health and nutrition information.
  - Cooking demonstrations on television are popular and often have a large audience. A cooking demonstration in Spanish is a creative way to reach the Spanish-speaking community in Durham with useful, culturally appropriate and accurate nutrition information.
- **Challenges**
  - Durham Diabetes Coalition nutritionists are not fluent in Spanish. Therefore another employee, fluent in Spanish, needed to voice over the video segment.

### **Implication(s)**

- **Outcomes**
  - A cooking demonstration featuring a modified recipe for tacos was filmed.
  - The demo instructed viewers how to prepare tacos that were reduced in fat, sodium, and cost.
  - This video segment is part of a Living Healthy 30-minute episode that is completely presented in Spanish.
- **Service delivery**
  - The recipe featured in the demonstration was reviewed by Latino staff for its appropriateness. Suggestions were made to increase the recipe's appeal (e.g., suggested purchasing hard taco shells rather than making the taco shell; substituting some of the meat with black beans).
  - The Living Healthy segment will first air on Time Warner Cable Channel 8, DTV8 in March as well as on the DDC website and YouTube channel.
- **Staffing**
  - A DDC/DCoDPH project nutritionist conducted the cooking demo. Licensed nutritionists host the cooking segments to ensure accurate nutrition information is presented to the community.

### **Next Steps / Mitigation Strategies**

- Continue to participate in the production of the Healthy Living TV show with different diabetes related nutrition topics each episode.
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**Division / Program: Administration/Durham Diabetes Coalition/ Community Health Assistants Trained in Diabetes**

**(Accreditation Activity 24.1- Have policies that promote and provide staff access to training.)**

**Program description**

- The American Association of Diabetes Educators (AADE) has a career path for diabetes education training.
- Community Health Assistants (CHAs) are eligible for the Level 1 career path.

**Statement of goals**

- To staff Durham Diabetes Coalition (DDC) clinical care team with multi-disciplinary staff that are adequately trained at their scope of practice level in the recommended self-care behaviors for persons living with diabetes.
- To provide targeted training to DDC CHAs to ensure that they possess updated knowledge about diabetes self-management recommendations.
- To provide the opportunity for CHAs to obtain a Level 1 Diabetes Educator Certificate.

**Issues**

- **Opportunities**
  - The AADE provides affordable on-line training for diabetes education, with Level 1 targeted for positions such as the community health worker, health navigators, and nonprofessional health care providers.
  - Individuals who complete the Level 1 training may then complete 20 hours of diabetes self-management related work experience to fulfill the requirement to become a Level 1 Diabetes Educator. They also must complete 10 hours of continuing education related to diabetes within this same two year period.
- **Challenges**
  - Training started after staff's patient load increased which posed a challenge to make time for the on-line modules and taking the tests.

**Implication(s)**

- **Outcomes**
  - Both DDC CHAs completed the AADE Level 1 training and are currently capturing their 20 hours of diabetes education related work experience required to obtain the Level 1 Certificate.
  - Both CHAs expressed satisfaction with the knowledge they acquired from the training and feel more prepared to conduct home visits with persons living with diabetes.
- **Service delivery**
  - The CHAs completed seven training modules including topics such as defining the 7 recommended self-care behaviors for diabetes; understanding laboratory tests, health literacy, and national standards of care for diabetes.
  - After each training module, the CHAs met with the DDC Project Manager to review what they had learned in the module and how they could integrate what they learned in the course in home visit discussions/education with patients.

**Next Steps / Mitigation Strategies**

- A third CHA who will join the DDC team in March will complete the Level 1 training.
- CHAs will capture required hours to complete Level 1 certification.

- DCoDPH will support the 10 hours of continuing education (within budgetary limits) required for the CHAs to complete all requirements for obtaining the Level 1 Certificate.
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**Division / Program: Dental Division / Give Kids a Smile Event**

**(Accreditation Activity 20.1- Collaborate with community health care providers to provide personal and preventative health services.)**

**Program description**

- The annual Give Kids a Smile Program was held in the Dental Clinic on Friday, February 7<sup>th</sup>, with free exams and limited services provided to youth under 21 years of age.

**Statement of goals**

- To promote good oral health in children ages 6 months through 20 years
- To provide oral health instruction to patients and their families served in the clinic, as well as the community at large through press releases and media coverage of the event.

**Issues**

- **Opportunities**
  - Two dentists from the community, Dr. Ted Brooks and Dr. Gary Hill, participated in the event. In addition, six dental students from UNC provided dental services under the supervision of practicing faculty member, Dr. Jina Yoo.
  - The Department's Director of Dental Practice and an additional UNC School of Dentistry dentist provided treatment.
  - Uninsured children, some of whom had not been to a dentist in years, received dental x-rays and screening.
  - Families were given the opportunity to speak with a nutritionist after their dental appointment.
- **Challenges**
  - Working within the current Dental Clinic Friday schedule (whereby the clinic ends at noon) and given the volunteers' schedules, limited the number of patients treated.
  - There were more dental providers than dental assistants, which caused some delays in treatment (i.e. waiting for x-rays to be completed).

**Implication(s)**

- **Outcomes**
  - The clinic was well-attended, though numbers were down slightly due to "no-shows".
  - Numerous parents expressed their appreciation to the dental staff.
  - The event was covered by two media outlets (newspaper and television).
  - The Dentists expressed their interest in participating in future events.
- **Service delivery**
  - The event ran from 8:30 a.m. – 1 p.m.
  - Thirty-seven (37) children received x-rays and exam, and some received sealants.
  - Forty-one (41) individuals (including parents) talked with the nutritionist.
- **Staffing**
  - Four dental assistants, one hygienist, Director of Dental Practice, Division Director, Van Coordinator, and two front desk staff assisted with the event in addition to the volunteer dental personnel
- **Revenue**
  - Although families were not charged for dental services at this special event, \$8,000 worth of services were provided

### **Next Steps / Mitigation Strategies**

- The Dental Division will host the next Give Kids a Smile event on February 6, 2015.

### **Division / Program: Community Health Division / School Health Program**

**(Accreditation Activity 12.3 - Participate in a collaborative process to implement population-based programs to address community health problems.)**

#### **Program description**

- School Health program nurses were trained in Youth Mental Health First Aid to strengthen knowledge of supports and resources that may be offered to students experiencing mental health challenges, mental health disorders or a mental health crises. Wake AHEC sponsored this training conducted by the School Nurses Association of NC.

#### **Statement of goals**

- To complete training in assessment of risk for self-harm and/or suicide
- To assure provision of appropriate consultation and professional help
- To facilitate support strategies

#### **Issues**

- **Opportunities**
  - Increase nurses' knowledge to identify thoughts and behaviors that may be recognized as signs and symptoms of mental health concerns
  - Incorporate this knowledge into traditional school health nurse services,
  - Make available an additional point of health care access to attain and maintain the optimal health status of students in order to maximize the benefit from their educational experience,
  - Promote and develop positive health practices and attitudes among students and families to promote lifelong wellness
  - Advocate for a safe and healthy school environment.
- **Challenges**
  - Develop strategies to increase participation in school mental health initiatives to educate students, families, school staff and the community in the continuum of onsite wellness and prevention.

#### **Implication(s)**

- **Outcomes**
  - Early identification and referral for mental health conditions (chronic and acute)
  - Increased ability to identify factors that increase self-harm/suicide risk for students

### **Next Steps / Mitigation Strategies**

- Develop strategies to promote the school health program's participation in the identification of signs and symptoms of mental illness in students in the schools.

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### **Division / Program: Community Health Division / Communicable Disease (CD) Program /Illness Investigation**

**(Accreditation Activity 7.2 - Conduct communicable disease investigations, follow-up, documentation, and reporting activities.)**



## **Program description**

- Conduct thorough reporting and investigation of all reports of communicable disease and implement prompt communicable disease control management to protect the health of the community.
- Ensure compliance with North Carolina's communicable disease statutes and rules through implementation of appropriate control measures, education of providers, and education of the community.

## **Statement of goals**

- To investigate reported cases of communicable disease in Durham County, including all outbreaks
- To ensure appropriate control measures are implemented to prevent disease transmission
- To provide timely and accurate education and information to all involved, such as ill patients, schools, parents, healthcare providers, media, community at large, and others as indicated

## **Issues**

- **Opportunities**
  - One reported case of gastrointestinal illness in an assisted living facility with unconfirmed reports of others ill as well
  - Initial investigation revealed 12 of 45 residents ill with nausea, vomiting, diarrhea; 2 of 46 staff members ill with same symptoms
  - Epi Team activated and Incident Command System implemented as an exercise opportunity
  - On-site visit conducted by selected members of the Epi Team to inspect the food service operation, to conduct interviews with residents and staff, to view overall facility operation and provide education to staff, and to ensure control measures had been correctly implemented by the facility
- **Challenges**
  - Obtaining accurate food histories and medical information from resident population (ages ranged from 61 to 97)
  - Effectively implementing control measures, such as in-room meals, no visitors, and no activities, over a period of several days (These control measures can have an adverse affect on older residents, who may become more confused and depressed with the decreased level of interaction and activity).
  - Working with the facility to correct several deficiencies found in the kitchen operation
  - Responding quickly with inclement weather approaching (Epi Team was activated on 2/11/14, with snow predicted for 2/12/14).

## **Implication(s)**

- **Outcomes**
  - Total of 29 of 45 residents and 4 of 36 staff members became ill.
  - Four stool specimens collected; three tested positive for norovirus.
  - Control measures were lifted 48 hours after last reported new case
  - Facility staff received additional written information and education on how to respond to a suspected outbreak
  - Several deficiencies in the kitchen operation were corrected with oversight of the DCoDPH Environmental Health staff

- **Service delivery**
  - On-site interviews at the facility were conducted by the CD nurse, the CD Program Manager, the Preparedness Coordinator, a school nurse, and the coordinator of the Partnership for a Healthy Durham Program.
  - Three Environmental Health staff worked closely on-site with the facility staff to correct identified deficiencies in the kitchen operation
  - Epi Team members kept informed of the situation via use of regular Situation Reports
- **Staffing**
  - DCoDPH response involved internal communication and collaboration among Communicable Disease nursing staff, Communicable Disease Program Manager, Medical Director, Community Health Division Director, Deputy Health Director, Health Director, Information and Communications assistants, School Nursing, Health Education, and Environmental Health staff.
  - Regular communication and collaboration with the facility involved the CD nurse as the primary DCoDPH contact and Environmental Health staff
  - DCoDPH also collaborated with state public health and the state laboratory to obtain approval to test specimens

#### **Next Steps / Mitigation Strategies**

- Communicable Disease nursing staff will continue to monitor for and investigate reported cases of gastrointestinal illness in healthcare facilities in the county
- Environmental Health staff will continue to work with this facility as needed to ensure standards are maintained and rules are followed.

#### **Division / Program: Community Health Division / Communicable Disease Program/TB Response**

**(Accreditation Activity 7.2 - Conduct communicable disease investigations, follow-up, documentation, and reporting activities.)**

#### **Program description**

- Conduct thorough reporting and investigation of all reports of communicable disease (including outbreaks) and to implement prompt communicable disease control management to protect the health of the community.
- Ensure compliance with North Carolina's communicable disease statutes and rules through implementation of appropriate control measures, education of providers, and education of the community.

#### **Statement of goals**

- To investigate reported cases of communicable disease in Durham County, including all outbreaks
- To ensure appropriate control measures are implemented to prevent disease transmission
- To provide timely and accurate education and information to all involved, such as ill patients, schools, parents, healthcare providers, media, community at large, and others as indicated

#### **Issues**

- **Opportunities**
  - Received weekend call from NC public epidemiologist regarding the exposure of a Durham County resident to a case of meningococcal meningitis during an overseas flight from Paris to Chicago

- Local investigation revealed resident to be a graduate student at Duke, living in Paris, who had flown to Chicago for a conference
- **Challenges**
  - Quickly locate the student with the information provided by the state (a single email address and a Duke office phone number).
  - Determine how to provide “long-distance” prophylaxis in the most prompt and efficient way
  - Clearly explain the need for prophylaxis, and to ensure the student’s cooperation in taking prophylaxis, all without causing undue alarm or panic in the student

### **Implication(s)**

- **Outcomes**
  - The student received prophylaxis within 8 hours of initial contact
- **Service delivery**
  - Contacted the student to explain the exposure, to provide education, and to determine how best to provide recommended prophylaxis within the specified time frame
  - Contacted Duke Student Health and explained the situation (all with the knowledge and consent of the student)
  - Duke confirmed the situation with the student and arranged for a prescription to be sent to a pharmacy near the student’s hotel in Chicago
- **Staffing**
  - DCoDPH response involved internal communication and consultation between CD Program Manager and DCoDPH Medical Director
  - Situation resolved by CD Program Manager via phone calls and email with student and Duke Student Health

### **Next Steps / Mitigation Strategies**

- Student to contact CD Program Manager with any additional questions or concerns

## **Division / Program: Administration / Information and Communications**

### **Program description**

- The Information and Communications program provides accurate, timely, and relevant information to the residents of Durham County on key health issues as well as informing the public about department programs and services availability. Information is disseminated in many forms, included broadcast, print, and multimedia (web-based).

### **Statement of goals**

- To increase the public’s awareness and understanding of important health information and the Department of Public Health’s programs and services availability
- To increase the public’s utilization of the Department of Public Health’s programs and services.
- To become the main, trusted and dependable choice for journalists seeking information and assistance to develop compelling and balanced stories on Public Health issues.

### **Issues**

- **Opportunities**
  - With staff dedicated to information and communications, the Department of Public Health can provide more information to the public on health issues

- Media/reporters are eager to use information provided to them by the Department of Public Health for their viewers/readers. Television and radio announcers often request follow-up information and interviews.
- **Challenges**
  - Prioritizing the topics to publicize
  - Staff balancing external media requests with internal needs to review/revise/develop new media to promote programs and services.

### Implication(s)

- **Outcomes**
  - Information and communication about health issues and department programs and services are being publicized in a timely, organized manner and with greater frequency.
  - Visibility of public health information from the department has substantially increased.
- **Service delivery**
  - Two (2) media releases/advisories were disseminated during the month of February and staff responded to 5 direct (unsolicited) inquiries from reporters. A total of 15 unique media postings/airings (television), printed in the news, or were posted to the web during the month. These included coverage of continued inquiries on seasonal flu cases, our 10<sup>th</sup> Annual Give Kids a Smile, improvement in child health in Durham, the 2013 State of the County Health report (SOTCH). **(Accreditation Activity 5.3- Health Alerts to Media, 9.1- Disseminate Health Issues Data, 9.5- Inform Public of Dept. / Op. Changes, 10.2- Health Promotion –Disease Prevention, 21.2- Make Available Information About LHD Programs, Services, Resources)**
  - Our first reoccurring segment on *My Carolina Today*, a lifestyles show that airs weekdays on WNCN (NBC) at 11:30 a.m., aired on February 10, focusing on children’s dental health. *My Carolina Today* staff was pleased with the final product that was delivered in a creative manner. This opportunity will allow us to reach a greater segment of the population in Durham outside of the Department’s traditional demographics, as well as throughout the 22 other counties that makes up the Raleigh-Durham-Fayetteville media Designated Marketing Area (DMA). **(Accreditation Activity 5.3 - Health Alerts to Media, 9.1- Disseminate Health Issues Data, 9.5- Inform Public of Dept. / Op. Changes, 10.2- Health Promotion –Disease Prevention, 21.2- Make Available Information About LHD Programs, Services, Resources)**
  - Health Department staff members have been meeting weekly to develop draft budgets and plans for *Public Health After Hours*, to observe Public Health Month and the end of our centennial celebration. The event is scheduled for Friday, April 25, from 4 p.m. until 7 p.m. in the Human Services Building. **(Accreditation Activity 9.5- Inform Public of Dept. / Op. Changes, 10.2- Health Promotion –Disease Prevention, 21.2- Make Available Information About LHD Programs, Services, Resources)**
  - The department’s flat panel sub-lobby displays were installed during the week of February 17. The department Information and Communications Manager received basic training on February 27, utilizing a cloud-based program called DynaSign. Once fully acclimated to the program’s processes and functions, we will be able to promote programs and services, as well as upcoming events via this medium in a variety of media formats (video, still images, etc.). A backup staff member has been identified and will receive training in the near future. **(Accreditation Activity 9.5- Inform Public of Dept. / Op. Changes, 10.2- Health Promotion –Disease**

**Prevention, 21.2- Make Available Information About LHD Programs, Services, Resources)**

**Next Steps / Mitigation Strategies**

- Continue building/developing various communication channels as well as the Department of Public Health's delivery of information and communications.