

Quality Improvement

The Quality Improvement Department is made up of dedicated professionals who work together to plan, analyze, evaluate and communicate health information in order to improve the quality of public health programs and services. Here are a few recent highlights from our department:

- In April 2009, we launched a new website with a refreshed look and 950 pages of health information. With an average of 1500 hits/day and about 46,000 visitors a month, our website is a valuable resource to the community. www.healthunit.org
- Located on our website is a District Health Profile. This report is an ongoing assessment of the health of our population and contains a wealth of health-related statistics. As well as a demographic profile of Leeds, Grenville and Lanark, it contains chapters on chronic conditions, oral health, reproductive health, morbidity and mortality. Access the profile at: http://www.healthunit.org/profile/Community_Health_Profile.pdf.
- To promote effectiveness and efficiency, we continuously monitor and evaluate our programs and services. Over a two year period, about 75 different evaluation and research projects were conducted to inform decision making.
- In 2010, the Health Unit celebrates 20 years of continuous accreditation with the Ontario Council on Community Health Accreditation. We are preparing for a re-accreditation survey in September. Participating in accreditation is one way the Health Unit demonstrates commitment to excellence.

Offices Tri-County Area

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Health ACTION Line 1-800-660-5853

BRANCH OFFICES

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Office Hours:
Mon - Fri 8:00am - 4:00pm

Kemptville New Location

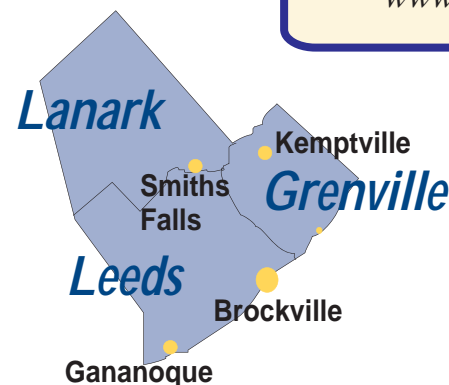
Box 343, 8 Asa St. Unit 2
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(613) 258-5941
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Office Hours:
Mon - Fri 8:30am - 4:30pm

Smiths Falls New Location

25 Johnston St.
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Language Express
(613) 283-2742
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Office Hours:
Mon - Fri 8:30am - 4:30pm



MAIN OFFICE
REGULAR HOURS:
Monday to Friday
8:30am to 4:30pm
After hours emergencies
(613) 345-5685

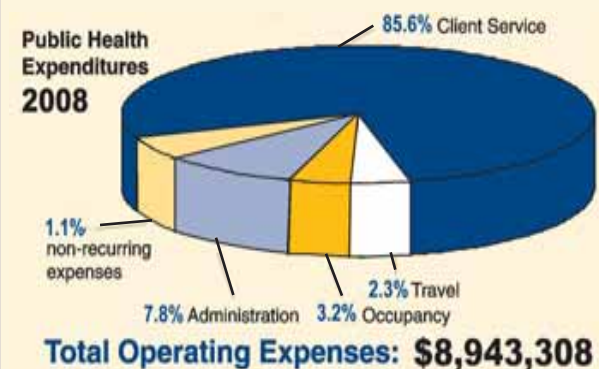
A fresh look at healthy solutions!

www.healthunit.org

Bookmark us for a quick link to a variety of health topics for the whole family.

No access to the web, call our Health ACTION Line at 1-800-660-5853

Where We Spent Our Money



audited statements available at
www.healthunit.org/about us

For times and dates of sexual health clinics & immunization clinics, visit our website at www.healthunit.org

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Message from The Medical Officer of Health

We are very pleased to share our latest Community Report with you! Here you will find information on our programs from 2008 and 2009. Together they show how the Leeds, Grenville and Lanark District Health Unit staff works to realize our vision of "Healthy People in Healthy Communities" under the leadership of the Board of Health.

Three months into my new job as Medical Officer of Health, I am thrilled to be back working in local public health and looking forward to working closely with the community to promote and protect the health of the residents of Leeds, Grenville and Lanark. Dr. Anne Carter, the previous Medical Officer of Health, is enjoying her retirement at her cottage near Westport. The Health Unit thanked her for her contributions at a good-bye party at the end of May.

While 2009 started like most with a normal flu season, it quickly changed to a very unusual year with the introduction of a new flu strain, H1N1, into the community. The Health Unit was able to respond with a mass immunization program in the fall with incredible support from our partners. Community members were patient with the initial line-ups and soon all who wanted to be immunized received the vaccine. It was unfortunate that the public did not receive regular programs and services or response to their non H1N1 issues during this time.

Check out our website www.healthunit.org, for a fresh look and the latest information on our programs and services. We look forward to continuing to provide services that meet the needs of the community.

Paula Stewart

Paula Stewart MD, FRCPC

H1N1 was the Major Focus in 2009

Here are some statistics about the H1N1 pandemic:

- 120 laboratory-confirmed individuals (from 2mo - 73yrs)
- 45 individuals had medical conditions such as asthma.
- 41 individuals were hospitalized and two people died.
- 45% of Emergency Department visits (Oct 31 to Nov 2) were Influenza-Like Illness (ILI)
- 24 schools reported greater than 10% ILI absentee rates.
- One institutional outbreak was declared.
- Three assessment centres were opened to reduce demand on primary care and emergency departments.
- By January, 54,593 people were immunized in Leeds, Grenville and Lanark or about 32% of our population. The health unit immunized 27,878 of these people.
- Staff communicated regularly with health professionals and agencies, schools, municipal officials and the media. Presentations were given to many community groups. Information was posted on the website daily. 61 newspaper ads were placed and 216 radio ads aired.
- Special phone lines were set up with three to five nurses answering inquiries. 12,667 calls to Brockville (Oct 26 to Dec 18). 2,250 calls to Smiths Falls (Oct 26 to Nov 2).
- 6 to 8 thousand website hits a day (Oct 26 to Dec 18).
- The response cost \$828,208. Staff spent 18,116 hours on H1N1 activities. Reimbursement for extraordinary costs was received from MOHLTC in July 2010.



Photo by Ronald Zajac, Recorder and Times

Many children received vaccine at one of our 51 H1N1 clinics

Program Review

In 2009, the Health Unit began conducting a program and service review. The purpose of the review is to ensure the effective and efficient delivery of programs and services to meet requirements in the new Ontario Public Health Standards. Data on local need and evidence of the impact of programs was gathered and analyzed against criteria to develop a list of public health priorities. Currently, consultants have been hired to develop a resource allocation process based on economic principles. This process will oblige us to examine potential efficiencies and new partnerships, so that we do the best we can with our current level of resources.

Department of Clinical Services

Vaccine Preventable Disease Program

- 160 vaccine fridges in physicians' offices, hospitals and Long Term care Homes were inspected by health unit staff.
- Vaccine wastage due to fridge failures has dropped from \$188,000 in 2007 to \$101,000 in 2009
- We are up-dating our immunization record system. Parents should watch for letters coming from the health unit asking for information.
- Immunization awareness week is in April each year. In 2010, the Health Unit highlighted the importance of being up to date on your vaccines and which vaccines you need at what age.

Sexual Health and Sexually Transmitted Infection Program

- Chlamydia is on the rise from 157 cases in 2007 to 203 cases in 2009
- 5,000 clients were seen in our clinics last year
- 2,300 clients were seen for birth control

Communicable Disease/Infection Control

- Health Unit staff educated all doctors' staff, representatives of Emergency Service Workers and all school staff during spring and fall 2009 about protecting their population from infections.
- A Hepatitis C round table was held in May 2010 and will occur again in fall 2010. Stakeholders discussed this disease and ways to prevent the spread of this chronic infection. Look for our campaign in September to get more information on Hepatitis C.
- "Flu Day Kick off" meeting October 2010 Infectious disease representatives from all the hospitals, Long Term Care Homes and Emergency Medical Services for education and networking about infection prevention and control issues.



Infection Control & Immunization are both important to your health.

Health Promotion Department

Workplace Health Promotion

- "It's Time to Get the Job Done Well ..." increase employee health, satisfaction and productivity while improving the bottom line. The Healthy Workplace Program uses a comprehensive approach to increase the capacity of workplaces to develop and implement healthy policies and programs which address a variety of health topics to create or enhance supportive workplace environments. www.healthunit.org/workplace.

Lanark Leeds and Grenville Healthy Communities Partnership

- Community partners will develop a plan to address identified priorities for physical activity/sport and recreation, healthy eating, tobacco use/exposure, mental health, injury prevention, and alcohol and substance abuse.

Nutrition

- The Food Calendar provides a list where people can access free meals in Brockville, Smiths Falls and Perth. Check our website for Food Access Programs, Community Garden Inventory and Senior Food and Exercise Inventory .

School

- Public Health Nurse Consultants are building relationships with schools by working collaboratively with staff, students, and parents. They will form Health Action Teams to implement Comprehensive School Health.

Community

- In 2010, the Health Promotion Department restructured and created a Community Team. The Vision statement for this team is: Healthy, inclusive, equitable and sustainable communities.

Tobacco

- Tobacco Control has seen amendments to the Smoke-Free Ontario Act, increase medication support for smokers wanting to quit smoking and Youth Engagement enhancements all working toward reducing this preventable burden of illness and disease.

Dental Team

- The dental team has been working with local CHC's and CPHC's to create an operational plan for the proposed Low Income Dental Program (LIDP). The LIDP will provide restorative and preventive dental services to eligible residents (0 - 17 years of age) in Leeds, Grenville and Lanark. The Health Unit will be utilizing several models of delivery.

Family Health Department

- **There were approximately 1400 births in Leeds Grenville and Lanark in 2009.**

Reproductive Health Goal:

To enable individuals and families to achieve optimal preconception health, experience a healthy pregnancy, have the healthiest newborn(s) possible, and be prepared for parenthood.

To that end we have provided:

- 23 series of prenatal classes with 232 families in attendance
- 139 Good Food for a Healthy Baby groups with total attendance of 1,070 at risk clients
- responded to 83 reproductive health phone calls on the Health ACTION Line

Child Health Goal:

To enable all children to attain and sustain optimal health and developmental potential:

To that end we have provided:

- 316 Baby Talk sessions with 55 topics presented and a total of 8,911 contacts (4,363 adults & 4,548 infants/children)
- 242 Triple P (Positive Parenting Program) contacts www.triplep.net
- responded to 1,315 child health phone calls on the Health ACTION Line
- A Public Health Nurse working part time as the key point person for Roots of Empathy www.rootsofempathy.org/index.html
- **Through the Healthy Babies Healthy Children Program there have been:**
 - 943 -48 hour phone calls to new parents and their babies
 - 456 postpartum home visits to new mothers who requested a visit
 - 915 visits by a Public Health Nurse and/or a Family Home Visitor to the 134 families who participated in the HBHC home visiting program
 - As well there were 101 referrals to other community agencies to provide support for children and their parents.
- **The Language Express (preschool speech and language) Program:**
 - Served children in 79 locations, through parent training, caregiver consultation, home programming, individual and group treatment.
 - 686 children received assessment and/or intervention, of those, 308 were newly registered
 - The average age at registration was 35 months and the average wait from referral to assessment was 21 weeks - 120 children were waiting for assessment at year end.

Health Protection Department

- 2008 saw the implementation of the Small Drinking Water Systems Regulation. The Health Protection Department is responsible for inspecting 585 small drinking water systems. The role out of this new program involved consultation and education of all small drinking water system owners. To date 95 systems have been inspected by Public Health Inspectors.
- Food inspections, health hazard investigations, swimming pool and spa inspections, personal service setting inspections are but a few programs that keep the Public Health Inspectors busy all year. For a complete list of services and programs provided by the health unit and its inspection team visit our website.
- After many years of holding the low cost rabies vaccination clinics in May, 2009 saw the clinics move to September. The clinics will now continue to be held the second and third Wednesday in the month of September. A total of 3,429 cats and dogs were vaccinated through these clinics in 2009 and 3,789 vaccinated in 2008. For clinic locations and times check out our web site at www.healthunit.org. Although rabies is at a low for our area, the health unit continues to monitor all potential cases of rabies.
- In 2008, the 1000 Islands Area along the St Lawrence, including the National Park and its islands, were designated as endemic for Lyme disease. The Health Units' tick identification surveillance program was then limited to submissions removed from humans. In 2008 and 2009, 1,222 ticks were submitted; 3.68% were positive for the lyme disease bacteria.



An adult female black-legged tick magnified to 100x its size.