

2018 Annual Report

Knox County
Health Department
Every Person, A Healthy Person

“Together, we must transform the way our country approaches health. We need a greater focus on prevention and wellness so we don't need treatment as often. We need to better address the broader issues that affect health — from poverty to poor housing, education, transportation and the environment. It's not enough to individually make choices that will improve our own health. We need to make sure everyone in all communities has the chance to make those same healthy choices.”

– American Public Health Association



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LETTER TO KNOX COUNTY

A SEAT AT THE TABLE



Dr. Martha Buchanan
Director and
Public Health Officer,
Knox County Health
Department

Our vision is “every person, a healthy person.” In our work to achieve this exceedingly ambitious goal, one issue frequently rises to the top: health must be a consideration when leaders are making decisions. Whether those decisions are about policies, economic development or how we educate our children, health must have a seat at the table, it must be a priority. Our community’s health affects not just our own well-being and quality of life, but our community’s economic success and how well we can educate and train the next generation.

We want health to have a voice when important decisions are made so everyone has the opportunity to be healthy. As you’ll see in this report, much of our work is done in the community, in neighborhoods, on coalitions and together with our partners. This includes ensuring you have safe food to eat and clean air to breathe, monitoring for emerging public health threats, stopping disease outbreaks, preventing injuries and illness, and educating our community.

One key example is our approach to help address substance misuse and the numerous associated health issues. My staff and I serve on several community coalitions and collaboratives focused on this issue. We have an outreach program to help prevent neonatal abstinence syndrome. We analyze community health data and produce reports to support the work of our partners. And we work to address and prevent future cases of infectious disease associated with recreational drug use.

As proud as I am of our team and all our efforts, many of which you’ll read about in this report, there’s still much to be done. As we look ahead to 2019, substance misuse maintains its lethal and devastating grip on our region. We must continue to find ways to help those affected, support our community partners such as Metro Drug Coalition, and work to implement evidence-based prevention programs. Obesity and its many related conditions, such as heart disease and diabetes, continue to be major challenges. And mental health remains one of our primary areas of concern. While we don’t provide mental health treatment, public health has a responsibility to convene partners and help facilitate solutions. All these challenges will take creative partnerships, evidence-based interventions and intentionality in all we do.

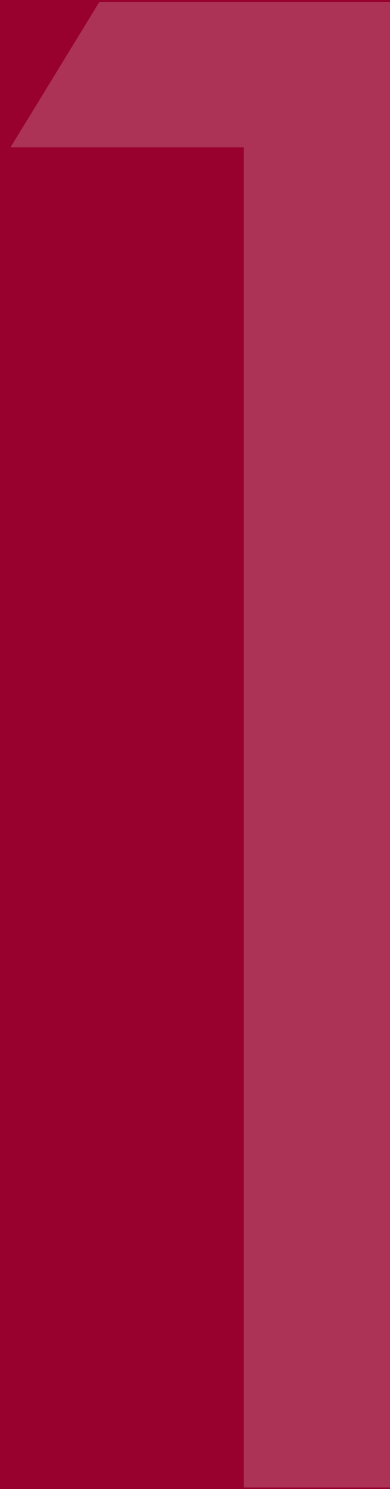
We are committed to this work and to serving our community through innovation, excellence and integrity. We will continue to search for better ways to improve our community’s health. As we do this, I encourage you to join us, and help us find ways to make sure health has a seat at your table.

And, as always, I welcome any suggestions or questions you may have. Please feel free to contact me directly at 865-215-5273 or health@knoxcounty.org.

Gratefully yours,

A handwritten signature in blue ink, appearing to read 'M Buchanan'.

Dr. Martha Buchanan
Director and Public Health Officer,
Knox County Health Department



WHO WE ARE

From education to public health law and from emergency preparedness to preventive clinical care, our broad scope of work mirrors the World Health Organization's comprehensive definition of health: "a state of complete physical, mental and social well-being – not merely the absence of disease or infirmity."



VISION

Every Person, A Healthy Person

MISSION

To encourage, promote and assure the development of an active, healthy community through innovative public health practices

CORE VALUES

- Responsiveness and commitment to our community
- Excellence through evidence-based and innovative practices
- Accountability and integrity in our operation
- Leading by example

STRATEGIC PRIORITIES

- How do we continually assure that the Knox County Health Department infrastructure empowers us to be at the forefront of public health?
- How do we facilitate a community approach to better health?
- How do we establish communitywide understanding and value for public health?
- How do we respond effectively to our community's public health issues?



STRUCTURE

The Knox County Health Department is a division of Knox County Government under the supervision of Knox County Mayor Glenn Jacobs.

The Knox County Board of Health serves an advisory role.

KNOX COUNTY BOARD OF HEALTH

Martha Buchanan, M.D.
Director, Knox County Health Department

Sharon K. Davis, DNP, APRN, WHNP-BC
Clinical Assistant Professor, The University of Tennessee College of Nursing

Dianna C. Drake, Pharm.D.
President, District 2, Tennessee Valley Pharmacists Association

Jerry L. Epps, M.D.
Senior Vice-President and Chief Medical Officer, University Health System, Inc.
Chairman Emeritus, The Department of Anesthesiology, The University of Tennessee Medical Center

Jack E. Gotcher, Jr., D.M.D., Ph.D., F.A.C.S.
University Oral and Maxillofacial Surgeons
Professor, The Department of Oral and Maxillofacial Surgery, The University of Tennessee Graduate School of Medicine

Glenn Jacobs
Knox County Mayor

John W. Lacey, III, M.D., (Board Chair)
Chief Medical Officer, Emeritus, University Health System, Inc.
Medical Director, Knoxville Area Project Access

Marcy J. Souza, DVM, MPH, MPPA, DABVP (Avian), DACVPM
Associate Professor, The Department of Biomedical and Diagnostic Sciences; Director of Veterinary Public Health, The University of Tennessee College of Veterinary Medicine

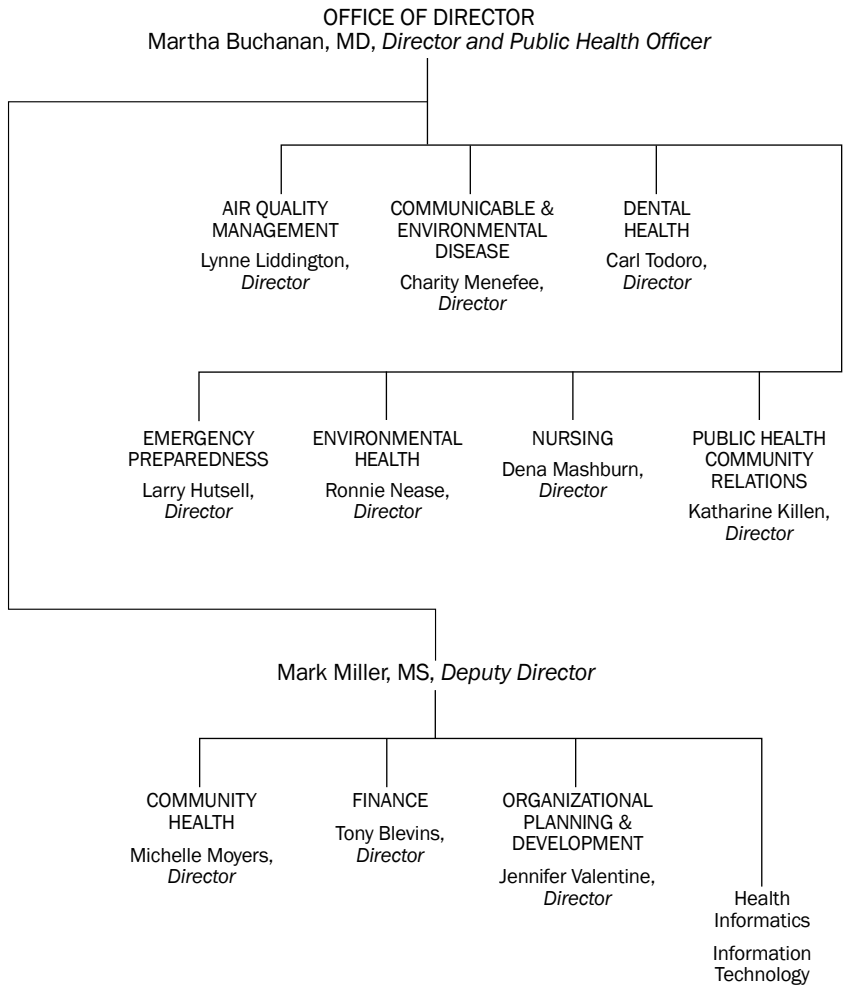
Bob Thomas
Superintendent, Knox County Schools



ORGANIZATIONAL CHART

KCHD consists of 10 divisions and employs more than 250 professionals including epidemiologists, nurses, environmental specialists, public health educators, dentists, dieticians, emergency preparedness specialists and many others.

KNOX COUNTY HEALTH DEPARTMENT





ABOUT KCHD

LOCATIONS

The Teague Clinic in North Knox County
405 Dante Road
865-215-5500

Main Office and Clinic
140 Dameron Avenue
865-215-5300



The West Clinic in West Knox County
1028 Old Cedar Bluff Road
865-215-5950

GENERAL INFORMATION

- Hours of operation: 8 a.m. – 4:30 p.m.; Days and hours of service may vary per department.
- Main: 865-215-5000
- Email: health@knoxcounty.org
- Online: www.knoxcounty.org/health
- Facebook: @KnoxCountyHealthDepartment
- Twitter: @KnoxCoHealthTN
- Instagram: @KnoxCountyHealthDepartment
- On the first Wednesday of each month, all offices and clinics are closed in the morning for staff in-service. On these days, the main location opens at 10 a.m. The Teague and West clinics open at 10:30 a.m.



WHAT WE DO

We investigate disease outbreaks, identify and stop threats to our community's health, conduct extensive outreach and education, prepare for public health emergencies, provide and connect people with medical care, enforce food safety and air quality laws, and more — all with the goal to ensure the conditions so every resident has the opportunity to be healthy. While a medical provider typically treats illness, most of our work centers on trying to prevent illness and injuries from happening in the first place.

To make informed health decisions, our community must have accurate, accessible and actionable information.

EDUCATE AND ENGAGE

Providing accurate, reliable health information to the public is crucial to improving population health. And, we have a dedicated team of experts to carry out this work. Our staff provides education in the community, in our clinics and on the news media. Just last year, we provided content and data, including interviews, for more than 200 news stories on topics such as infectious disease, emerging health threats, nutrition, the opioid epidemic and many others.

Education and outreach accompany nearly every area of our work, but we don't stop with education – we also engage the community. We build strategic partnerships with schools, farmers markets, health care providers, nonprofits, law enforcement agencies and many others. We convene coalitions and serve on community groups, including the Community Health Council, East Tennessee Wellness Roundtable, Food Policy Council, Fetal Infant Mortality Community Action Team, Senior Safety Taskforce and many others. All this work is to help ensure our community members have the information they need and the support systems in place to make informed health decisions.

This year we:

- Had more than **15** public health educators working in the community
- Provided education and outreach on more than **30** health topics
- Conducted **4** major ongoing public health campaigns: Strong Baby, Webidemic, We Can For Leeann and Mosquito Monday
- Provided more than **12,000** face-to-face educational contacts through our TennCare Kids outreach events alone
- Received **1.4 MILLION** impressions on just one campaign website – StrongBabyKnox.org.

We hope you'll join us, learn about our outreach efforts and how you can help make our community healthier.



Our health does not exist in a vacuum. Every individual contributes to the health of the larger community.

PROVIDE AND CONNECT CARE

Providing and connecting our community to medical care is a key public health service. We offer a broad range of preventive care and treatment, including dental care, screening and treatment for sexually transmitted infections, and women's wellness and gynecological care. We also provide routine immunizations as well as immunizations for international travel. We serve thousands each year, reducing the human and economic costs of illness, and ultimately the burden of disease in our community.

Our clinical work also extends beyond the walls of our building. One example is our Home Visiting Services, which consists of social counselors and nurses who promote child health, safety and development, while also working to prevent child abuse and provide care coordination for children with chronic medical conditions.

Connecting care does not apply to just medical care. Our Special Supplemental Nutrition Program for Women, Infants and Children (WIC) not only provides nutrition and breastfeeding education, it also provides growth screenings and benefit cards for purchasing healthy foods, all while connecting participants to important community services and programs.

This year we:

- Had more than **41,000** patient visits
- Conducted **1,300** home visits through our HUGS/CSS programs
- Served **17,000** women and children through our WIC program
- Tested more than **10,000** for hepatitis C, linking many to crucial medical care
- Provided dental health care to more than **1,800** children in the schools, applying **12,000** sealants

We encourage you to learn more about our clinical services and how we may be of service to you.



ASSESS AND RESPOND

We work to improve the health of everyone in Knox County. One way we do this is by studying Knox County's overall health, which health departments are uniquely positioned to do. Our epidemiologists collect and analyze health data so we can present a comprehensive picture, or state of health, for our entire community. We collect data from a variety of sources, such as hospitals, medical providers, schools and numerous others, and we also conduct our own surveys. Perhaps the largest report we produce is our Community Health Assessment, which outlines Knox County's priority health issues. The next iteration will be released in 2019. This information helps us, our partners and community leaders evaluate needs, make policy decisions and plan for the future.

In addition to assessing our community's overall health, we prepare for and respond to public health threats. This includes monitoring infectious diseases, investigating outbreaks, and providing emergency preparedness education and guidance to families, businesses, churches, partner agencies, schools and others.

This year we:

- Responded to more than **3,200** reports of infectious disease
- Managed more than **15** outbreaks
- Produced **3** community health reports
- Facilitated **7** community emergency preparedness drills, including one of the largest in our region, and participated in numerous others
- Worked with more than **200** partners including hospitals, law enforcement, ambulance service providers and others to improve emergency preparedness plans and response

We encourage you to learn more about our Epidemiology and Emergency Preparedness divisions and how you, your family and even business can be better prepared for emergencies.

To effectively respond to our community's health issues, we must have a profound understanding of the challenges we face as well as plans to respond.



Public health laws are vital tools in protecting and promoting the health and safety of a community

PROTECT HEALTH

Part of our role as a public health agency is to enforce public health laws, which are designed to prevent and reduce potential health threats. These laws help ensure the conditions, such as safe food and clean air, so that every resident can be healthy. Our two main divisions tasked with this are Environmental Health and Air Quality Management.

The primary responsibility of Air Quality Management is to achieve and maintain the U.S. Environmental Protection Agency's National Ambient Air Quality Standards in Knox County. This is accomplished in many ways, including the continuous monitoring of fine particulate matter and ozone in the outdoor air; issuance of air quality health alerts and daily forecasts; and permitting of air contaminant sources, such as industrial manufacturers, gas stations, dry cleaners and many others.

Our Environmental Health division enforces state regulations for tattoo studios, public swimming pools, restaurants, hotels, grocery stores and others. We conduct thousands of food-related regulatory inspections each year and provide extensive food safety education for these agencies and the public. This work helps ensure food in Knox County is prepared, stored and served safely.

This year we:

- Conducted **11,600** food-related regulatory inspections
- Provided **1,340** rabies vaccinations at annual clinics
- Trained more than **900** food service workers through our online food safety program
- Tested **660** pools of mosquitoes for West Nile virus; 20 areas were treated to prevent WNV
- Investigated **150** asbestos, open burning and other air quality-related complaints
- Conducted air quality regulatory inspections at nearly **600** businesses

We encourage you to learn more about food safety and air quality to help protect yourself and the ones you love.



ACCOMPLISHMENTS

ANNUAL ACCOMPLISHMENTS

- On behalf of the Naloxone Community Collaborative, we released a report on naloxone deployment by first responders. The report was presented to the U.S. Surgeon General during a recent visit, and the report's author, Lead Epidemiologist Roberta Sturm, was invited to present the findings at the national American Public Health Association conference.
- We partnered with the Tennessee Commission on Aging to expand the Stay Active and Independent for Life (SAIL) program across the state. This evidence-based program is designed to prevent falls among adults over 65 years of age by focusing on strength, balance, flexibility and aerobics.
- This past summer, middle Tennessee began to see an upsurge in hepatitis A disease. Concerned that Tennessee would see devastating hepatitis A outbreaks as other states have, we worked with the Tennessee Department of Health to reach those at risk in Knox County and offer free hepatitis A vaccines. In 2018, we provided more than 900 vaccinations.
- As a part of our work to increase access to healthy food, we partnered with Nourish Knoxville to host the third annual Community Supported Agriculture Fair and produced an accompanying guide, linking 20 local farmers to customers seeking fresh and healthy fruits, vegetables, and farm products.
- In our second year of participating in the state's WIC Farmers Market Nutrition Program, we expanded the number of locally participating farmers from four to twelve and increased purchases by 50 percent. This important program helps increase access to healthy food while supporting our local farmers and economy.
- When the only FDA-approved yellow fever vaccine, YFVax, was no longer available from the manufacturer, our Travel and Immunization Clinic stepped up to participate in a program that allowed for another yellow fever vaccine called Stamaril to be given. Vaccination against yellow fever is required for travel to several countries. It's important that this be available to our community to prevent transmission.
- Our Youth Health Board students assessed 22 tobacco retailers, examining the stores' proximity to schools as well as price, promotion and location of tobacco products in the store. The information will be included in a statewide report.
- Our Power to Quit smoking cessation program for pregnant women and their significant others has served nearly 300 participants and provided more than 1,000 counseling sessions since its inception in 2014. More than half the women in the six-month postpartum period have stopped smoking.
- More than 200 Knox County Schools students participated in the Walking School Bus program, encouraging more physical activity and helping the students walk to school safely.
- Our violence prevention educator produced PSAs addressing child sexual abuse awareness and domestic violence awareness. The videos were viewed a combined 3,800 times on Facebook alone.
- Through a partnership with the East Tennessee Safe Sleep Initiative, we distributed more than 60 cribs to families of newborns who did not have a safe place for their infants to sleep.
- We continued our work to reduce neonatal abstinence syndrome (NAS) by providing education about the condition as well as family planning options to women in treatment and in detention centers, those at highest risk of having a baby with NAS.
- Five elementary schools participated in the Knox Rocks! community school soccer program, which increases access to sports and physical activity, access many of the students wouldn't otherwise have.
- More than 90 people participated in KCHD's free quarterly Diabetes Management Series. The class goes beyond diet, medications and exercise to teach participants valuable management tools and the science to help them recognize what affects blood sugar levels.
- Twenty-five afterschool program sites were awarded or maintained the Nutrition Education Activity Training (N.E.A.T) Approved designation. This important designation reinforces healthy eating and physical activity through policy and environmental changes at the program sites.
- After nearly five years of planning, Tennessee Women, Infants and Children (WIC) began rolling out electronic benefits issuance in Knox County this year. This transition from paper to electronic benefits via debit cards means WIC clients will have more discretion, flexibility and portability in shopping for their healthy food benefits.



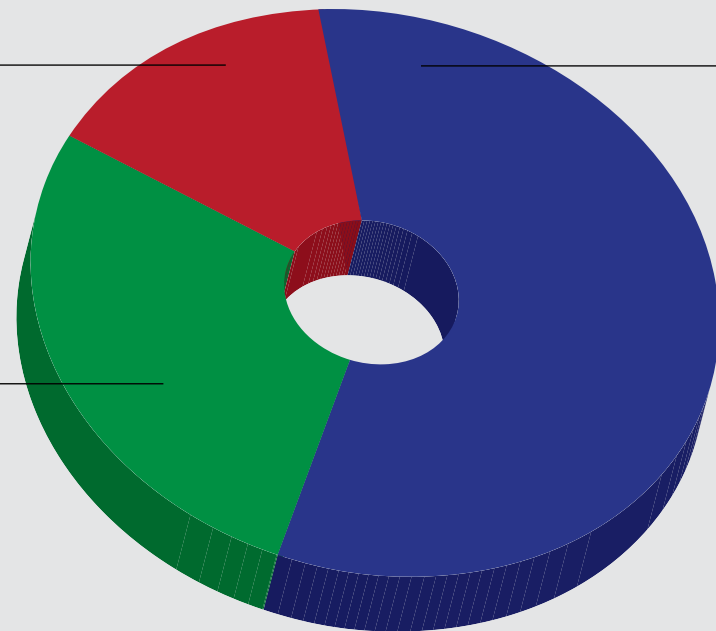
FISCAL YEAR 2018 KCHD FUNDING SOURCES

Fees for Services \$3.7 million, 14 percent

Environmental Health fees (permits and groundwater services); birth and death certificate fees; clinical services fees.*

State and Federal Grants \$7.3 million, 28 percent

*Some clinical services require a fee which may be based on income, diagnosis and/or eligibility. Some fees are billed to the client's insurance provider if applicable and appropriate. No one is denied service due to an inability to pay.



Knox County \$14.9 million, 58 percent

TOTAL FUNDING
\$25.9 million

FISCAL YEAR 2018 KCHD OPERATING EXPENSES

Community Health \$2.3 million, 9 percent

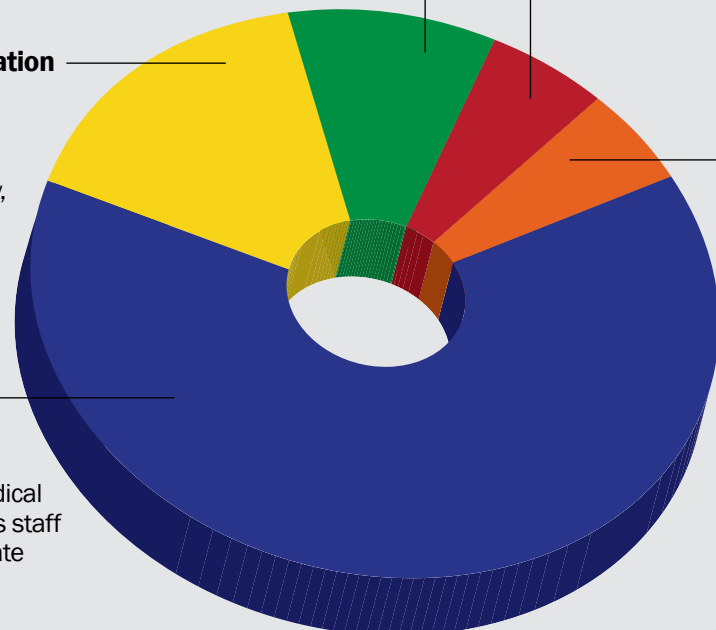
Health education/outreach staff and efforts. Includes costs associated with the prevention of tobacco use, obesity, violence, unintended injuries, chronic disease, STDs, teen pregnancy and other relevant issues. Also includes epidemiology.

Support Services and Administration \$4.2 million, 16 percent

Administrative, accounting, communications, workforce development, information technology, building operations, vital records and security staff. Includes office equipment, building maintenance and general supplies.

Clinical Care and Prevention \$16.6 million, 64 percent

Clinical and preventive care staff and services, interpretation services, medical supplies and social services. Includes staff and systems to monitor and investigate disease.



TOTAL EXPENSES
\$25.9 million

Environmental Health \$1.4 million, 5.5 percent

Food safety and other related inspections and permitting staff, groundwater services, vector control program and rabies clinics.

Emergency Preparedness \$1.4 million, 5.5 percent

Emergency Preparedness staff and education outreach efforts. Includes contracts with 911 Center and Volunteer Emergency Rescue Squad.

Note: Air Quality Management has a separate budget. For more information, visit knoxcounty.org/finance/budget.

FINANCE

The Knox County Health Department serves a population of 456,122 people according to the latest U.S. Census population estimate. In the 2018 fiscal year, KCHD had an operating budget of approximately \$25.9 million.

For more detailed budget information, please visit knoxcounty.org/finance/budget.

“Every \$1 spent on prevention saves \$5.60 in health spending.”

-American Public Health Association

