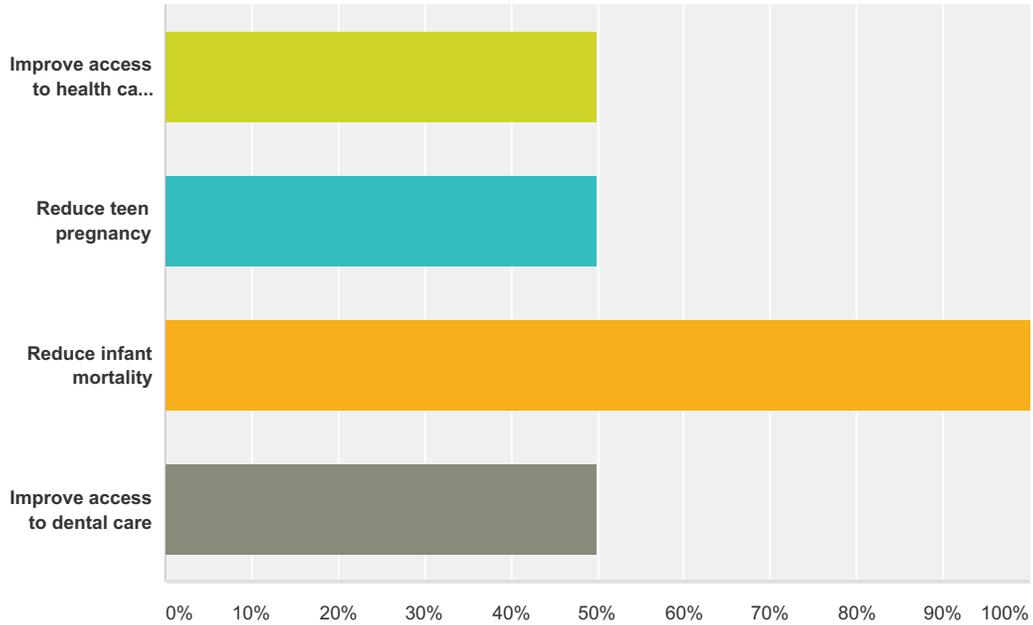


**Q1 For which of the "Access to Public Health Service" goals are you reporting?  
Please select all that apply.**

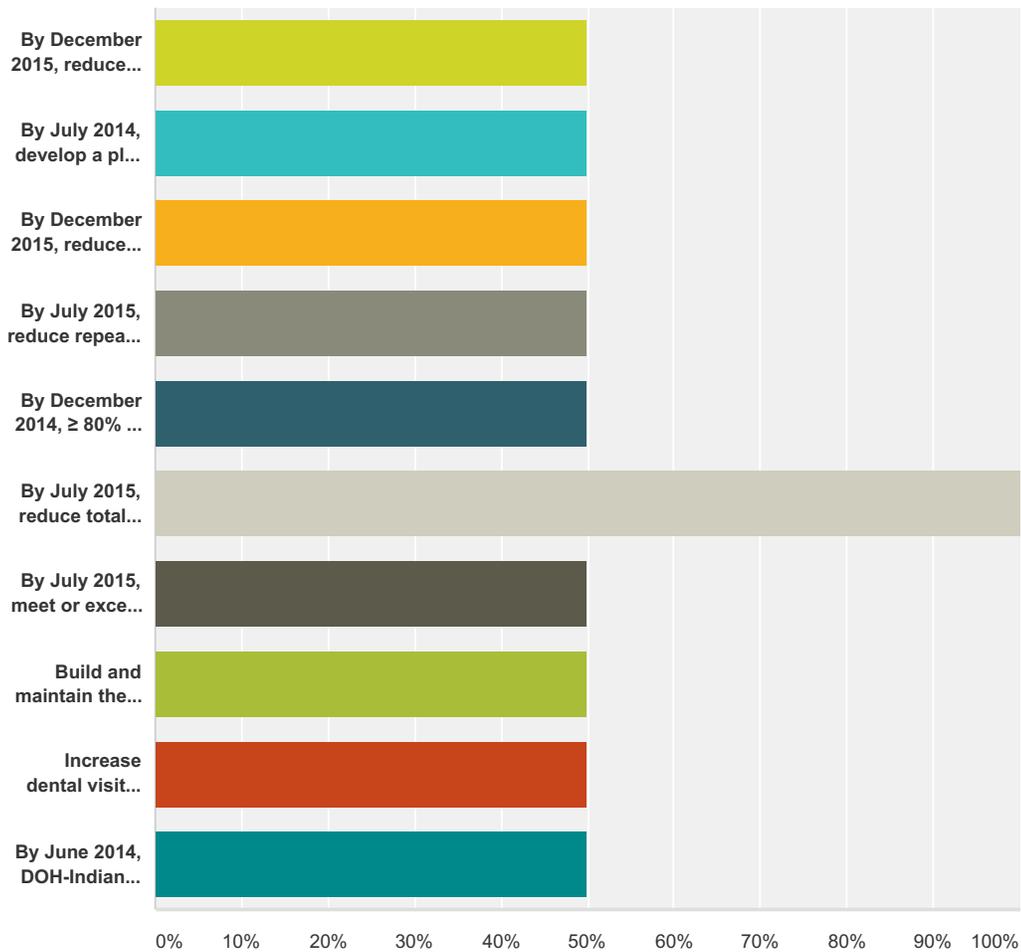
Answered: 2 Skipped: 0



Answer Choices	Responses
Improve access to health care for uninsured & underinsured	50.00% 1
Reduce teen pregnancy	50.00% 1
Reduce infant mortality	100.00% 2
Improve access to dental care	50.00% 1
<b>Total Respondents: 2</b>	

## Q2 For which objectives are you reporting? Please select all that apply.

Answered: 2 Skipped: 0

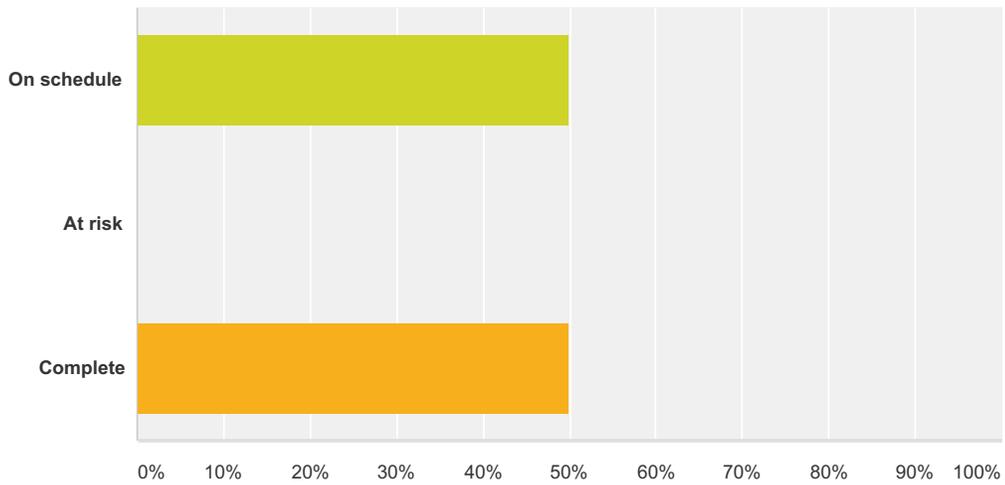


Answer Choices	Responses
By December 2015, reduce % of adults in IRC unable to get medical care in the last 12 months due to cost from 19% to 18.1%	50.00% 1
By July 2014, develop a plan to minimize transportation barriers/gaps for individuals accessing healthcare	50.00% 1
By December 2015, reduce birth rate (rate per 1000 females) for mothers ages 15-19 by 10%	50.00% 1
By July 2015, reduce repeat births to mothers 15-19 by 10%	50.00% 1
By December 2014, ≥ 80% of teen DOH-IRC family planning clients will adopt an effective or higher method of birth control	50.00% 1
By July 2015, reduce total infant mortality to 7 per 1000 live births or below	100.00% 2
By July 2015, meet or exceed the DOH target (81.9%) for the percent of WIC infants who are ever breastfed	50.00% 1
Build and maintain the infrastructure of dental department to increase visits by 10% in 2014	50.00% 1
Increase dental visits in 2015 by 10%	50.00% 1
By June 2014, DOH-Indian River will implement a marketing campaign targeting low income persons for dental care	50.00% 1

Total Respondents: 2

### Q3 What is the status for the objective for which your reporting?

Answered: 2 Skipped: 0



Answer Choices	Responses
On schedule	50.00% 1
At risk	0.00% 0
Complete	50.00% 1
<b>Total Respondents: 2</b>	

#	Other - If you are reporting on more than one objective and the status of the objectives are different, please use this space to indicate what the status is of each objective separately. Thank you	Date
	There are no responses.	

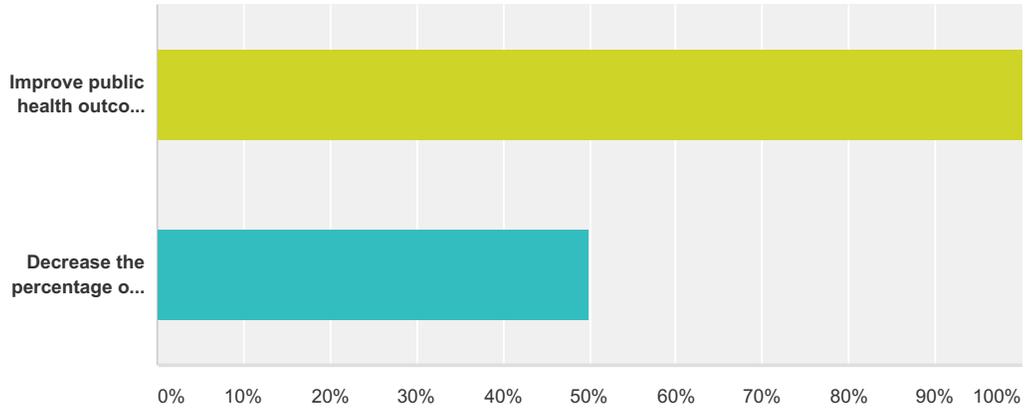
**Q4 Provide specifics- for each of the objectives that you are working on, please provide specific information on what has been done, what you are currently working on and/or what you have planned for the future.**

Answered: 2 Skipped: 0

#	Responses	Date
1	Infant Mortality was 6.9 in 2012-2014. In 2014 the rate was 4.7.	10/16/2015 2:40 PM
2	<p>We did not reduce our percentage--however we were able to gain \$312,000 in funding for We Care, which serves the uninsured 150% or less FPL Transportation barriers have been assessed by the Senior Resource Association. A bus shelter is being replaced at our Pediatrics Clinic at Gifford Health Center Rate decreased for those 15-19 from 28.2 in 2013 to 22.8 in 2014. Repeat births 15-19 2011-2013 was 15%, 2012-2014 was 15.2%. A group has been meeting address risky sexual behavior and teen pregnancy and to develop core education materials to be used in a coordinated effort across community partners. In December 2014--80.5% of teen clients adopted an effective or higher method WIC infants ever breastfed was 78.4% in March 2015. We expect this number to increase as we have implemented a program plan. Dental visits went from 5,836 in 2013 to 7,037 in 2014. We have had dentists out in 2015 on medical leave and we expect to maintain our level of visits. Sent out marketing email to all nonprofits through United Way to make them aware that we eliminated our income requirement for that clinic, making it eligible to a larger group of low income residents.</p>	10/15/2015 1:54 PM

**Q1 For which of the "Community Health Planning" goals are you reporting? Please select all that apply.**

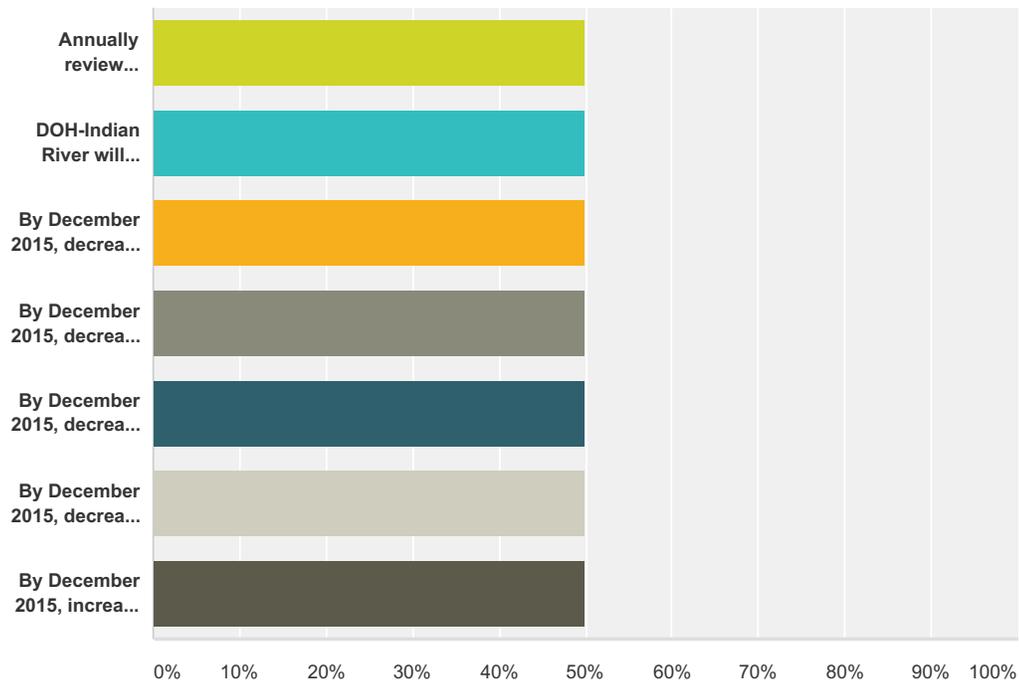
Answered: 2 Skipped: 0



Answer Choices	Responses
Improve public health outcomes through effective collaboration with community partners	100.00% 2
Decrease the percentage of youth and adults in Indian River County who are overweight or obese and the percentage who have related comorbidities	50.00% 1
<b>Total Respondents: 2</b>	

## Q2 For which objectives are you reporting? Please select all that apply.

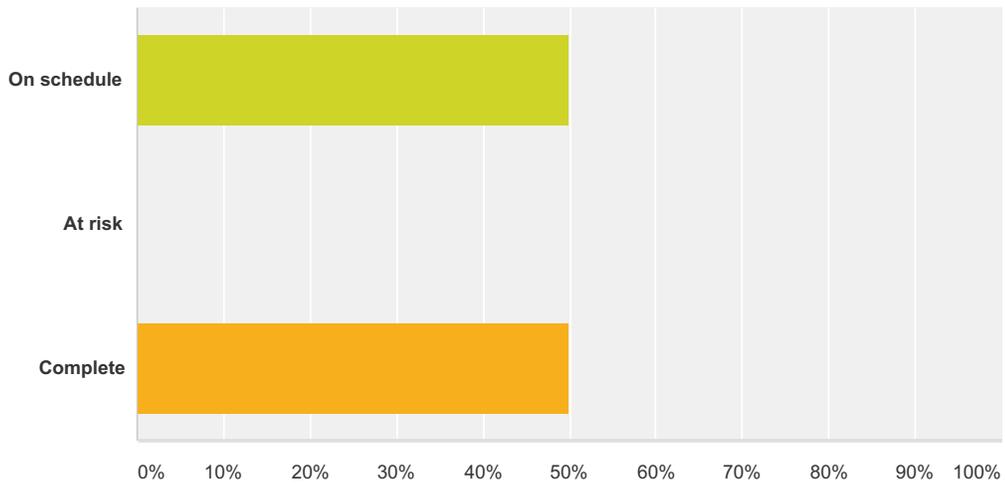
Answered: 2 Skipped: 0



Answer Choices	Responses
Annually review effectiveness of at least one community partnership DOH-Indian River participates in or leads	50.00% 1
DOH-Indian River will maintain collaborative community health assessment process, and with community partners, will continue to evaluate and update measurable objectives and outcomes annually	50.00% 1
By December 2015, decrease the percentage of adults in the county who are overweight or obese (BMI ≥ 25) from 66.4% to 59.8%	50.00% 1
By December 2015, decrease the percentage of youth in the community who are overweight or obese by 10%	50.00% 1
By December 2015, decrease the percentage of adults in Indian River County who report fewer than 5 servings of fruits/vegetables per day from 32.7% to 29.4%	50.00% 1
By December 2015, decrease the percentage of adults in Indian River County who report being sedentary from 24.2% to 21.8%	50.00% 1
By December 2015, increase the percentage of students who report participating in extracurricular activities (school sports and organized sports outside of school) by 10%	50.00% 1
<b>Total Respondents: 2</b>	

### Q3 What is the status for the objective for which your reporting?

Answered: 2 Skipped: 0



Answer Choices	Responses
On schedule	50.00% 1
At risk	0.00% 0
Complete	50.00% 1
<b>Total Respondents: 2</b>	

#	Other - If you are reporting on more than one objective and the status of the objectives are different, please use this space to indicate what the status is of each objective separately. Thank you	Date
	There are no responses.	

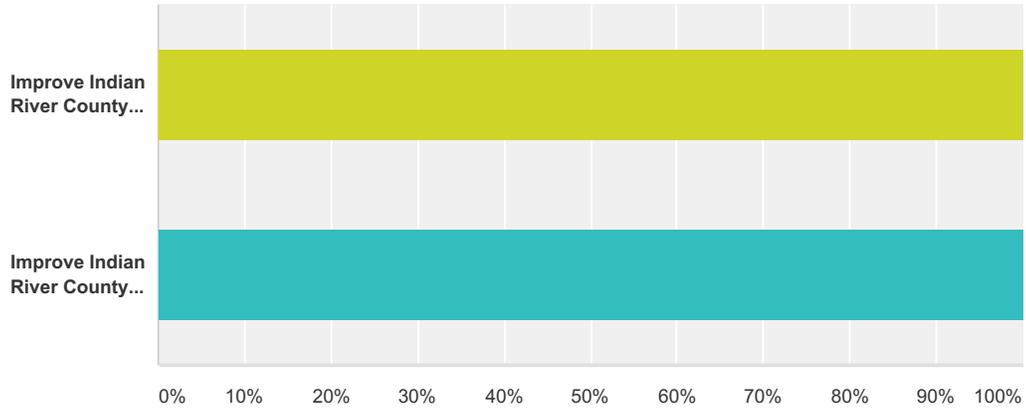
**Q4 Provide specifics- for each of the objectives that you are working on, please provide specific information on what has been done, what you are currently working on and/or what you have planned for the future.**

Answered: 2 Skipped: 0

#	Responses	Date
1	We have hired a childhood obesity prevention coordinator and are on track to implement the 5210 program with our school district and community. In addition, our program is expanding to additional schools this year. We are currently at 50.2% for adults overweight or obese. I do not have recent data at this time for overweight or obese youth, but expect this from the BMI screening data at the schools. Most recent data is from 2013 on fruits and vegetables, but we expect this to increase with 5210 implemented in 2014. We expect data on the percentage of students in extracurricular activity through our health assessment, which is being conducted now.	10/15/2015 1:41 PM
2	Our annual review of a community partnership that DOH-Indian River participates in is complete. This partnership was with our CHA and CHIP partners and was conducted through community engagement surveys. We continue to collaborate effectively in our collaborative community health assessment process with community partners and update, measure, and evaluate our outcomes and objectives annually. Evidence of this can be found in our CHIP annual report and with recent CHA meetings, and in surveys.	9/25/2015 10:38 AM

**Q1 For which of the "Environmental Stewardship" goals are you reporting?  
Please select all that apply.**

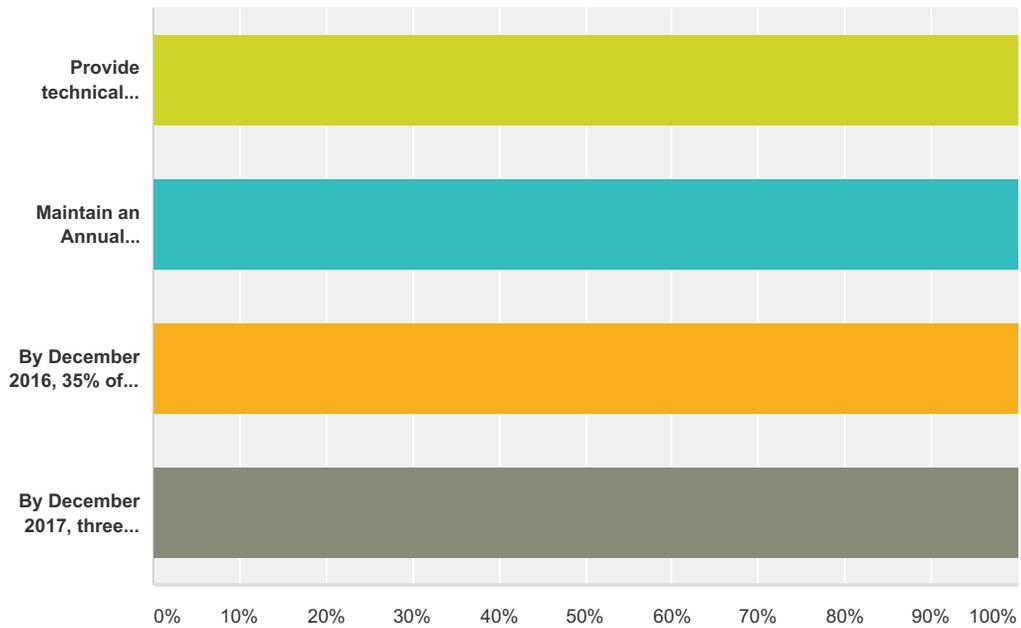
Answered: 1 Skipped: 0



Answer Choices	Responses
Improve Indian River County's natural environment	100.00% 1
Improve Indian River County's built environment	100.00% 1
<b>Total Respondents: 1</b>	

**Q2 For which objectives are you reporting?  
Please select all that apply.**

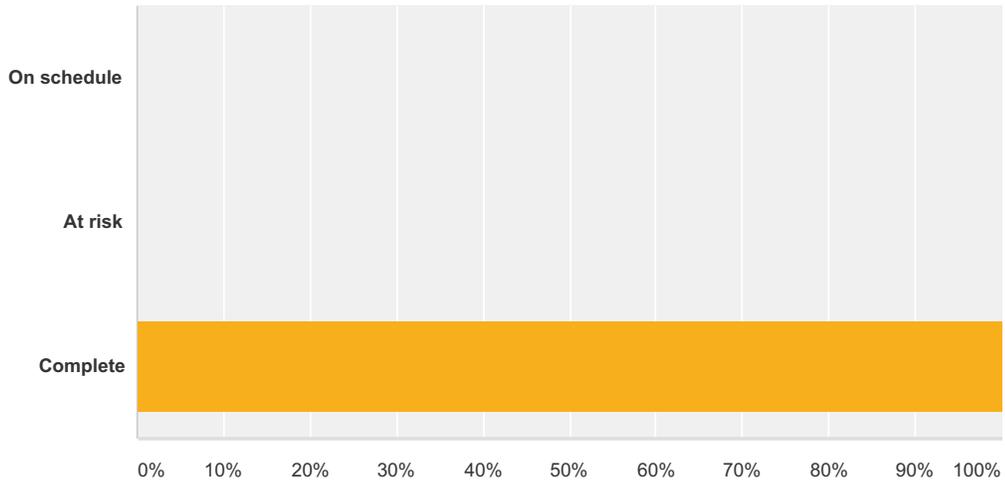
Answered: 1 Skipped: 0



Answer Choices	Responses
Provide technical assistance in efforts to decrease the total nitrogen and phosphorous levels in the Central Indian River Lagoon to levels determined by the Central Indian River Lagoon Basin Management Action Plan (BMAP), or less, as identified by current scientific recommendations	100.00% 1
Maintain an Annual Comprehensive Environmental Health Score (ACEHS) of ≥ 90%	100.00% 1
By December 2016, 35% of new development applications will have a "Healthy Communities" planning score of at least 85%	100.00% 1
By December 2017, three Indian River County communities with highest chronic disease rates will be retrofitted with infrastructure improvements	100.00% 1
<b>Total Respondents: 1</b>	

### Q3 What is the status for the objective for which your reporting?

Answered: 1 Skipped: 0



Answer Choices	Responses
On schedule	0.00% 0
At risk	0.00% 0
Complete	100.00% 1
<b>Total Respondents: 1</b>	

#	Other - If you are reporting on more than one objective and the status of the objectives are different, please use this space to indicate what the status is of each objective separately. Thank you	Date
1	The status of the four (4) objectives I am reporting on is complete.	10/13/2015 11:28 AM

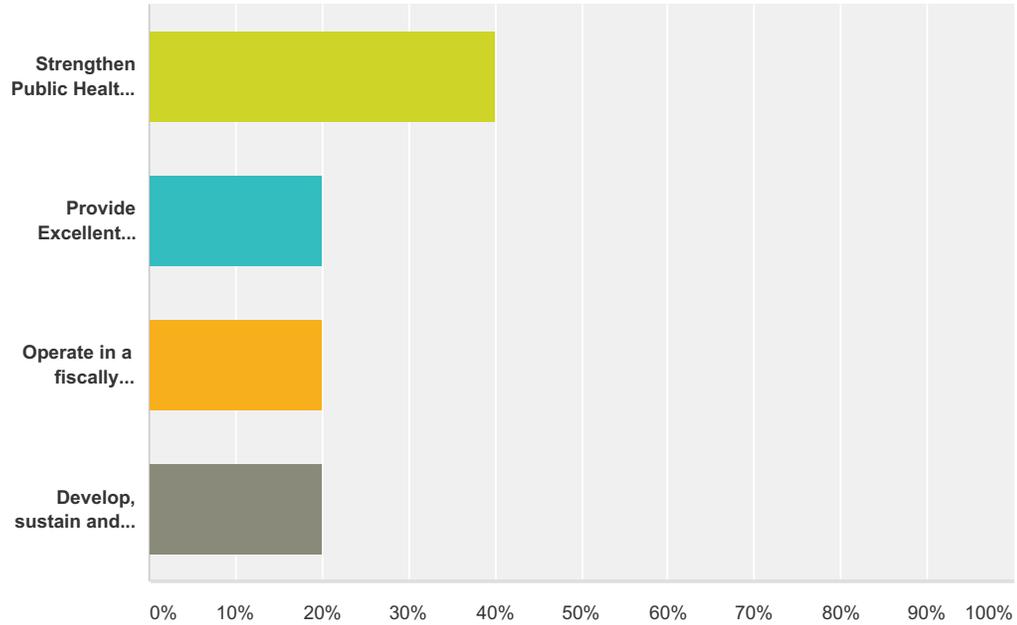
**Q4 Provide specifics- for each of the objectives that you are working on, please provide specific information on what has been done, what you are currently working on and/or what you have planned for the future.**

Answered: 1 Skipped: 0

#	Responses	Date
1	<p>Monthly IRL sample collection and submission to SJRWMD along with weekly atmospheric nitrogen data to the National Atmospheric Deposition Program is complete. Educational materials were developed and disseminated and staff provided outreach and presentations on septic system maintenance. Current Annual Comprehensive Environmental Health Score (ACEHS) 98.20% All new development applications are being reviewed using the "Healthy Communities" tool achieving an 85% score or above. Staff participate in the County's and Cities' plan review processes and attend technical review committee meetings with applicants. Three communities were selected to perform PACE EH and all three have experienced infrastructure improvements in the built environment that came directly from community environmental health assessment data. Our PACE EH efforts were recognized by the Florida Blue Foundation and \$100,000 was awarded to DOH-Indian River to continue the efforts of the PACE EH work and infrastructure improvements in the community.</p>	10/13/2015 11:28 AM

**Q1 For which of the "Organizational Excellence: Effectiveness, Efficiency and Sustainability" goals are you reporting?  
Please select all that apply.**

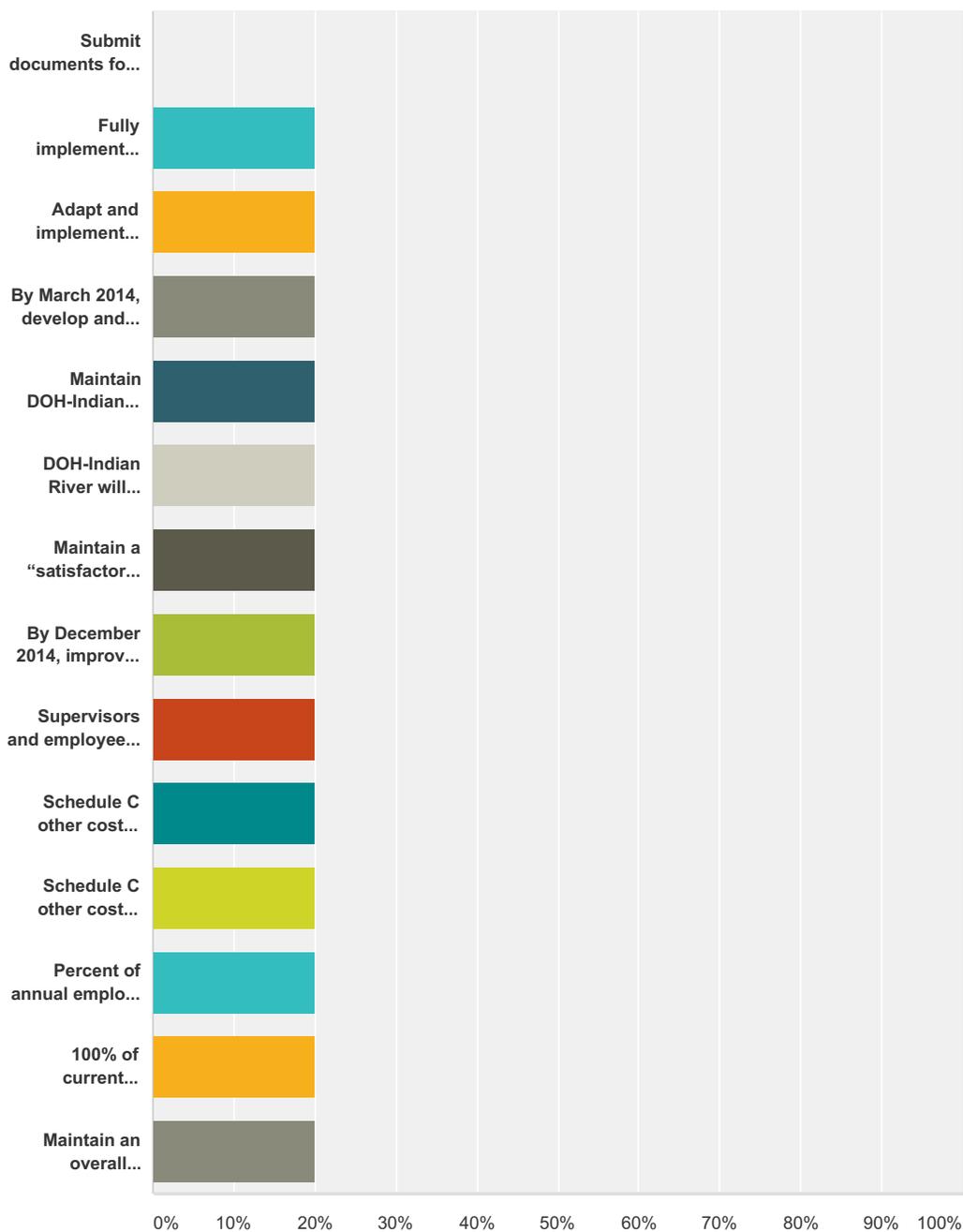
Answered: 5 Skipped: 0



Answer Choices	Responses
Strengthen Public Health Infrastructure	40.00% 2
Provide Excellent Customer Service	20.00% 1
Operate in a fiscally efficient and sound environment	20.00% 1
Develop, sustain and improve a competent and engaged workforce	20.00% 1
<b>Total Respondents: 5</b>	

## Q2 For which objectives are you reporting? Please select all that apply.

Answered: 5 Skipped: 0



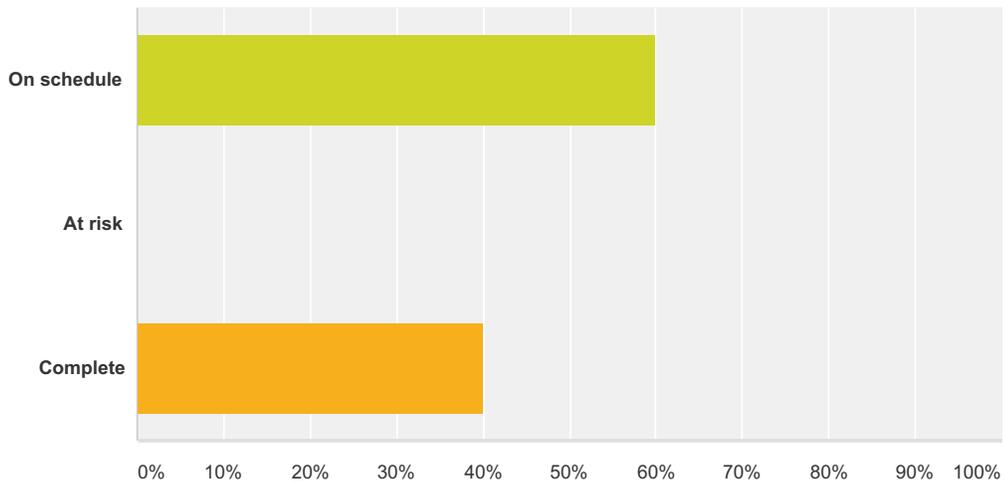
Answer Choices	Responses
Submit documents for accreditation to DOH by January 31, 2014 and EPHAB by March 2014	0.00% 0
Fully implement electronic health record (EHR) modules as provided by DOH within 6 months of release date	20.00% 1
Adapt and implement electronic billing and inspection tools provided by DOH within 6 months of release date	20.00% 1

## 2015 Annual Strategic Plan Review- Organizational Excellence: Effectiveness, Efficiency and Sustainability

By March 2014, develop and implement a comprehensive communications plan that addresses both internal and external communications, and aligns with the DOH state communications plan	<b>20.00%</b>	1
Maintain DOH-Indian River's strategic planning process, with measurable goals and objectives to guide our activities, that is communicated to our stakeholders. Assess progress toward goals is assessed annually	<b>20.00%</b>	1
DOH-Indian River will maintain the current process in place to address external customer satisfaction and complaints	<b>20.00%</b>	1
Maintain a "satisfactory" or better rating for ≥ 90% of customer satisfaction surveys completed	<b>20.00%</b>	1
By December 2014, improve customer engagement through implementation of agency customer service standards for both internal and external customers	<b>20.00%</b>	1
Supervisors and employees certify accuracy of time recorded on employee activity reports within 7 calendar days of end of pay period 90% of the time.	<b>20.00%</b>	1
Schedule C other cost accumulation (OCA) cash balances are managed to ensure Federal Funds have a zero balance within 60 days of end of grant period 100% of the time.	<b>20.00%</b>	1
Schedule C other cost accumulation (OCA) cash balances are managed to ensure State General Revenue and Trust funds do not have negative cash balances 100% of the time.	<b>20.00%</b>	1
Percent of annual employee performance reviews completed in the specified timeframe meets or exceeds DOH target	<b>20.00%</b>	1
100% of current employees have completed the annual mandatory DOH training in accordance with the DOH Training Policy	<b>20.00%</b>	1
Maintain an overall response rate of ≥ 70% on DOH Employee Satisfaction Survey	<b>20.00%</b>	1
<b>Total Respondents: 5</b>		

### Q3 What is the status for the objective for which your reporting?

Answered: 5 Skipped: 0



Answer Choices	Responses
On schedule	60.00% 3
At risk	0.00% 0
Complete	40.00% 2
<b>Total Respondents: 5</b>	

#	Other - If you are reporting on more than one objective and the status of the objectives are different, please use this space to indicate what the status is of each objective separately. Thank you	Date
1	ON SCHEDULE: Fully implement electronic health record (EHR) modules as provided by DOH within 6 months of release date ON SCHEDULE: Maintain a "satisfactory" or better rating for greater than or equal to 90% of customer satisfaction surveys completed ON SCHEDULE: DOH-Indian River will maintain the current process in place to address external customer satisfaction and complaints ON SCHEDULE: By December 2014, improve customer engagement through implementation of customer service standards for both internal and external customers	9/30/2015 5:33 PM

**Q4 Provide specifics- for each of the objectives that you are working on, please provide specific information on what has been done, what you are currently working on and/or what you have planned for the future.**

Answered: 5 Skipped: 0

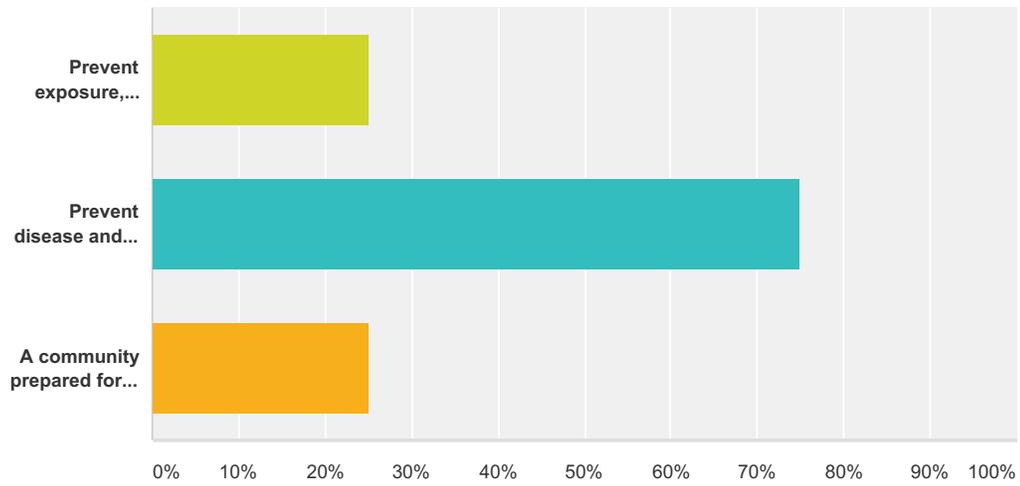
#	Responses	Date
1	<p>ON SCHEDULE: Fully implement electronic health record (EHR) modules as provided by DOH within 6 months of release date - DOH-Indian River continues to implement functions within EHR as soon as they are sent out to CHDs from Tallahassee. There were several HMS updates with EHR releases sent out so far this year that we have implemented, the most recent of which was revisions to EHR to transition to mandatory ICD-10 coding starting October 1, 2015. All providers are currently using this new function. We are also in the process of hiring a dedicated clinical EHR champion who will take on the role of continuing to ensure that modules and new EHR functions are implemented and utilized. ON SCHEDULE: Maintain a "satisfactory" or better rating for greater than or equal to 90% of customer satisfaction surveys completed - DOH-Indian River's 2015 Customer Satisfaction Survey resulted in the following percentages for being rated satisfied or very satisfied: 100% for pediatrics and dental; 96% for adult health clinic; 96% for Vero WIC; 100% for Fellsmere WIC; 100% for Vital Statistics Office; 100% for Environmental Health Office Departments were asked to determine an opportunity for improvement relating to this survey and customer service and establish a QI action plan for completion by 12/31/15. Department supervisors have indicated they are on track with their QI project action plans. ON SCHEDULE: DOH-Indian River will maintain the current process in place to address external customer satisfaction and complaints - We are continuing to collect, track, and respond to customer compliments and complaints received. A new tracking mechanism was added to our Customer Comment form early this year to help track response times to complaints. Additionally, with the new internet website CHDs developed late last year, we started receiving customer email inquiries that are also being tracked for response. Regarding customer complaints, our Management Team reviewed complaints for the first 6 months of 2015 and identified a trend in complaints in our We Care program due to client misunderstanding of the process of the program and this is being addressed to implement a solution to better educate clients on how We Care works. A trend was also identified with our phone system and customer dissatisfaction. In response to a suggestion from a client on improving our Adult Health Nursing line to reduce the wait time, and acknowledging the phone system for the clinics has been an ongoing issue, the Adult Health supervisor has made this their customer service QI project they are working on to create a new phone tree with additional options that will reduce the wait time. Also, we are currently in the process of purchasing a new phone system to help address and resolve these issues. ON SCHEDULE: By December 2014, improve customer engagement through implementation of customer service standards for both internal and external customers - The DOH-Indian River Customer Service and Satisfaction Policy was updated in January 2015 to include minimum customer service standards relating to both internal and external customers, and required customer service training was also included into the policy. Engagement has also been increased for external customers by providing them the ability to send inquiries through our internet website, and engagement will be increased internally when we move to a new, more user friendly Sharepoint based intranet website.</p>	9/30/2015 5:33 PM
2	<p>The strategic plan objectives and goals have guided the activities over the past year and many have been completed. As our strategic plan comes to and end soon, assessing progress this year is most important. The 2015 reporting for the strategic plan is anticipated to be finished by mid-October at which time DOH-Indian River will share the information with our stakeholders. Looking to 2016, we will start our next iteration of the new strategic plan by building on our work from 2012-2015 and looking at new data and input to steer our new strategic plan to the creation of the best possible goals and objectives.</p>	9/25/2015 10:32 AM
3	<p>Annual evaluations have all been completed within specified timeframes to date and will continue to be reminded of timeframes and monitored ongoing. 100% of current employees have completed the annual mandatory DOH training. Compliance will continue as new employees are hired. FDOH - Indian River had a response rate of 89.6% on the 2015 Employee Satisfaction survey and will strive to have an even higher response rate on the next survey.</p>	9/23/2015 4:50 PM
4	<p>On schedule but not complete the plan needs to align with the State's communication plan and so far they have not sent out the final approved plan. We have a similar one to their draft but we can not complete this process until they complete their process.</p>	9/23/2015 2:53 PM

## 2015 Annual Strategic Plan Review- Organizational Excellence: Effectiveness, Efficiency and Sustainability

5	Beginning July 1st, the business office started sending email reminders to supervisors and their staff to enter and certify EARS. A follow up e-mail with detailed report for staff and supervisors who are likely to fall into non compliance is submitted. If staff have still not followed up, phone calls are made to the supervisor so that they are in compliance also. This fiscal year we have been in compliance.	9/23/2015 1:28 PM
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**Q1 For which of the "Protect Health and Prevent Disease" goals are you reporting?  
Please select all that apply.**

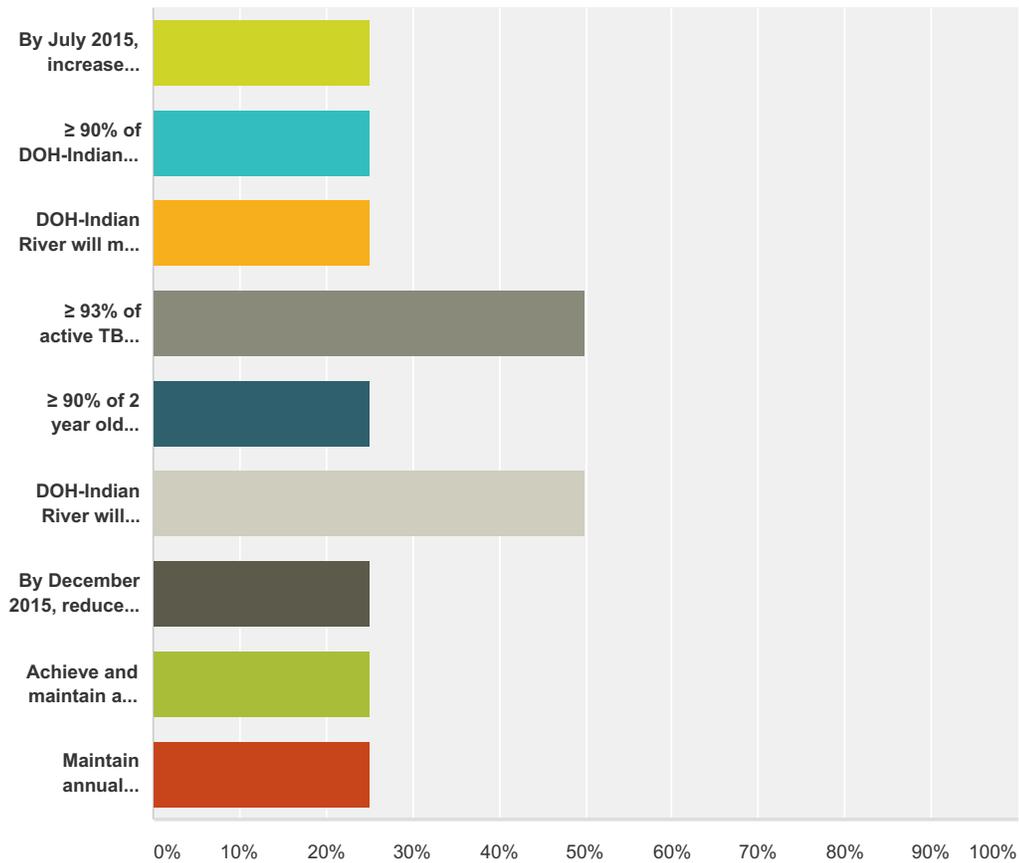
Answered: 4 Skipped: 0



Answer Choices	Responses
Prevent exposure, infection, and disease related complications form STDs and HIV/AIDS	25.00% 1
Prevent disease and injury	75.00% 3
A community prepared for all hazards	25.00% 1
<b>Total Respondents: 4</b>	

## Q2 For which objectives are you reporting? Please select all that apply.

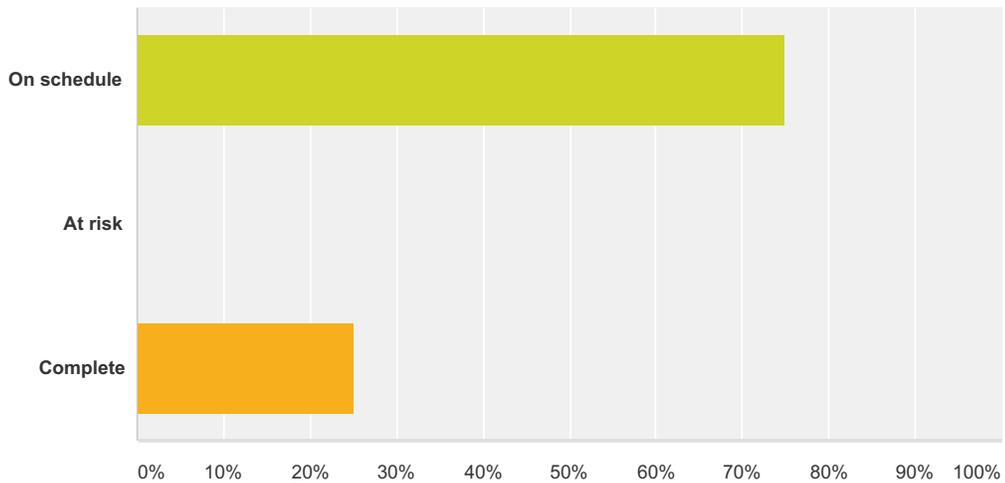
Answered: 4 Skipped: 0



Answer Choices	Responses
By July 2015, increase testing for STDs among 15-24 year olds by 10%	25.00% 1
≥ 90% of DOH-Indian River STD cases are treated according to the most recent STD guidelines within 14 days of diagnosis	25.00% 1
DOH-Indian River will meet or exceed DOH target for percent of new HIV positives with documentation of linkage to medical care within 90 days of diagnosis	25.00% 1
≥ 93% of active TB patients complete therapy within 12 months of initiation of treatment	50.00% 2
≥ 90% of 2 year old DOH-Indian River clients are fully immunized	25.00% 1
DOH-Indian River will maintain an annual composite score of ≥ 67% for core epidemiology measures	50.00% 2
By December 2015, reduce the prevalence of animal bites in Indian River County by 5%	25.00% 1
Achieve and maintain a composite annual preparedness score of 5.0	25.00% 1
Maintain annual alignment with Project Public Health Ready standards and guidelines	25.00% 1
<b>Total Respondents: 4</b>	

### Q3 What is the status for the objective for which your reporting?

Answered: 4 Skipped: 0



Answer Choices	Responses
On schedule	75.00% 3
At risk	0.00% 0
Complete	25.00% 1
<b>Total Respondents: 4</b>	

#	Other - If you are reporting on more than one objective and the status of the objectives are different, please use this space to indicate what the status is of each objective separately. Thank you	Date
1	Though these objectives are complete at this time, they continue to be maintained.	9/23/2015 2:50 PM
2	> or = 93% of active TB patients complete therapy w/in 12 months of initiation of treatment: that percentage is 100%. DOH/IRC will maintain annual composite score of greater than 67% for core epidemiology measures: phone drills to begin October 1, 2015.	9/23/2015 12:30 PM

**Q4 Provide specifics- for each of the objectives that you are working on, please provide specific information on what has been done, what you are currently working on and/or what you have planned for the future.**

Answered: 4 Skipped: 0

#	Responses	Date
1	We monitor STD testing on a monthly basis by number of contacts. Our incidence is decreased by 10%, however, our testing has also decreased by 20% due to a reduction of \$1M in Medicaid revenue. Our most recent value according to the County Snapshot was 90.70% of STD cases within 14 days The most recent data available was 2013 at 80%. Although new data is not available at this time, we have increased the hours of our physician treating this population as well as increased our physician expertise in this area. Our most recent data--2014 was N/A-- was 2012 when we were at 100% for TB completion of therapy. 100% of 2 year olds are immunized. All of this data is monitored through reports from program offices and the County Health Performance Snapshot.	10/15/2015 2:06 PM
2	Plans are updated and aligned with Project Public Health Ready and CDC Public Health Emergency Preparedness goals and objectives.	9/23/2015 2:50 PM
3	No active TB cases currently. Phone drills to begin 10/1/15.	9/23/2015 12:30 PM
4	Decrease of 12% in ER and 30% in hospital visits. Increased partner collaboration and education.	9/23/2015 12:28 PM