

Louisville Metro Board of Health

Director’s Report October – for Services in September

Health Administration

Human Resources

- 35 jobs posted
- 79 vacancies
- 7 FTE’s filled Sep (4 filled Aug)
- 9 FTE’s exits Sep (2 FTE Aug)
- Department-wide training initiatives will kick off in October.

Communications

- \$69,356 – calculated ad value of media relations efforts for Aug/Sept
- Instagram followers up 15.6% to 214; +32.8% content interaction
- Facebook followers up to 11,367; post reach 74,222; interactions 1,523; comments 505; shares 567
- Twitter followers up to 5,811; tweet impressions 73.1K; profile visits 2,589; mentions 33

Health IT

Month	Total Tickets Created	Total Tickets Resolved	Avg Days to Resolution	% of Tickets Missed SLA	Same Month 2020 Total Tickets Created	Same Month 2020 Total Tickets Resolved	Same Month 2020 Avg Days to Resolution	Same Month 2020 % of Tickets Missed SLA
Jul-2021	85	74	6.09	13.5%	44	39	58.32	50.8%
Aug-2021	79	82	22.66	17.9%	47	42	60.36	54.4%
Sept-2021	59	67	16.03	17.9%	104	100	9.09	22.5%
Goal	n/a	na/	5.00 days or less	<= 10.0%	n/a	n/a	5.00 days or less	10.0%

Additional Notes

Health IT Team continues to improve average days to resolving ticket in 2021 year to date comparing to 2020 year overall. For 2020, it was taking an average of 22 days to close a ticket compared to 17.72 days year to date for 2021. It's noted 2021's average is skewed due to remaining aged tickets now being closed aggressively in August and September 2021. Health IT continues to gain more knowledge of Salesforce Platform and the ability to modify fields and offer Tier 2 level support. We are in the early stages of working with a consulting agency to build an RFP for an electronic health records system; also reviewing current vendors we use to see their potential to fit the need.

Environmental Health, Public Health Preparedness and Laboratory

Food Safety

The annual FDA Retail Food conference took place virtually this year. EHS staff garnered CEU units and heard the latest trends, developments and activities nationwide in retail food safety. The online schedule allowed us to network live with food industry, regulatory and consumer groups from Hawaii to Maine.

World Fest took place over the Labor Day weekend in downtown Louisville and was well attended this year. We updated our website links to be more user-friendly ahead of the event. A food safety supervisor and health educator visited food

stands as they were setting up, so the vendors were able to take time to listen and receive our food safety message before preparing their food. They distributed FDA food safety information in 8 different languages, delivered food safety quiz certificates and checked on temporary food permits. This allowed a smoother process for our team of 8 inspectors during the event and more time to focus on the food inspections.

Many other festivals occurred this September despite the 2020 COVID hiatus and 2021 Delta surge. Staff inspected food stands and trucks at the Middletown Family Fest, J-town's Gaslight festival and Louder than Life rock festival at KEC.

EHS staff from Food Safety continue to assist Plan Review in additional areas to organize incoming plan submissions and facilitate the review process.

Plan Review

The Plan Review Program has seen tremendous growth in the number of submittals and has been approved to hire a second Associate Planner. We are also working on filling the vacancy of the program lead, Environmental Engineer Coordinator.

This month the Plan Review Program saw an increase in submittals for non-food related commercial facilities, with over 40 new facility reviews. We reviewed 130 commercial plans including an 18-building apartment complex, several large chain food facilities doing major renovations and 100,000+ square footage warehouses. Residential plans have slowed but we are still reviewing a lot of properties on septic systems. We reviewed 37 plans including 23 pools and 12 onsite.

Public Facilities

The Public Facilities Program is transitioning from the summer swimming pool season to focus on indoor swimming facilities and other public facilities including hotels, mobile home parks and tattoo and body piercing studios. One of three open positions has been filled and interviews are currently being conducted for these positions.

The program continues grant work with the National Environmental Health Association on the Aquatic Data Standard Accelerator. We are in the process of identifying agencies and/or groups to share our swimming facility inspection data to advance aquatic safety within Louisville Metro.

Public Facilities will also be submitting comments for proposed revision for the state swimming pool and splash pad regulations.

Vector Control

The program has trapped positive West Nile Virus mosquitoes in 14 area trap sites, resulting in 20 fogging missions so far this summer. Pesticide resistance testing is underway and complaint response is being carried out. We received 47 mosquito complaints in September.

The program has trapped Rickettsia Rickettsii positive ticks in two Louisville zip codes, 40229 and 40223. The bacteria is the causal agent for Rocky Mountain spotted fever. A community notification and education were released, and tick collection and testing continues.

HazMat

There were two emergency response incidences in September requiring LMPHW assistance. Our Joint agency HazMat meeting occurred on 9/22, bringing representatives from Homeland Security, Ky Emergency Management, The Coast Guard, LMPD, the National Weather Service, MSD, and the US Army Civil Support Team together to review and discuss various local and regional issues.

Environmental Health Education

Environmental Health Education Specialist Rebecca Coates and Community health Nurse Jessica Sutton have completed Instructor Certification through the American Heart Association and are working together to certify LMPHW employees in CPR and First Aid. Currently clinical staff are being re-certified in Basic Life Support and soon we will begin to certify non-clinical staff in Heart saver CPR and First Aid. We are currently conducting two classes each month; more classes will be offered as two more LMPHW employees obtain their instructor certification and begin to conduct classes.

LMPHW works to educate Louisville Metro community residents about the dangers of radon exposure and to encourage them to take action to test for radon and then mitigate radon problems in their homes. Our goal is to reduce the number of lung cancer deaths in Jefferson County. Health Education Specialist Rebecca Coates and Linda Gillock of Semonin Realty were interviewed on Wave 3 TV with Dawn Gee promoting radon testing during real estate transactions. Requests for Radon kits totaled 400 following the interview.

The Health Education Program was asked to provide a letter of support of HUD's Healthy Homes Program grant, submitted by Develop Louisville, that seeks to identify and remediate housing-related health and safety hazards in privately owned, low-income rental and/or owner-occupied housing, especially in units and/or buildings where families with children, older adults 62 years and older, or families with persons with disabilities reside. The program is expanding the already successful Lead Program and will include Radon mitigation. This partnership with Develop Louisville/ HUD Healthy Homes fills a gap in testing and mitigation in low-income areas.

Childhood Lead Poisoning Prevention Program:

CLPPP staff have been reviewing their regular processes and evaluating measures for the program during August and September this year. This has been a meaningful process for making updates and improvements to the way the team provides services to the community.

Since 2015, Louisville Metro Public Health & Wellness has not received funding to provide blood lead testing for the community. The CDC funded program shifted to placing families with PCPs who can provide annual blood lead testing. However, if a child has an elevated blood lead level, often the result must be confirmed (2nd test) and follow up testing is needed every 2-3 months until the levels are reduced. In addition, LMPHW relies on medical providers to report blood lead level results, for services and referrals to occur. When reporting is delayed or forgotten, even low levels of lead in the blood can have permanent and devastating impacts on the health of a child.

At a Ready for K Alliance quarterly meeting this month, one pediatrician who provides lead testing, shared a concern about lead poisoning: "When [Jefferson County] lost the CDC funding for the lead testing through LMPHW, it was very hard for primary care physicians to follow these kids in the medical office. We need people to go to the house to do blood draws and monitor. Families, many with no transportation, do not come into the office for rechecks for monitoring, despite multiple phone calls and outreach. We have had more high levels in the last 6 months than ever in South/Southwest Louisville." CLPPP shares this concern and agrees that lead poisoning is a present and growing concern that has been exacerbated due to lost services and COVID-19.

Center for Health Equity

Policy and Innovation, Health Economist, Academic Health

This team is supporting the hiring and implementation of the CDC "Health Disparities grant" and the creation of a strategic plan for Center for Health Equity.

The first draft of the Health Equity Report has been shared with our Community Advisory Board (CAB) and Center for Health Equity staff. On September 22, we had our final CAB meeting of the year for this cohort and will be hosting a celebration in October.

We continue to support policy research, including information on redistricting and the American Rescue Plan funds. Dr. Karimi, our health economist, is working on a new round of projections with the COVID-19 Research Team. The focus will include more accurately incorporating data on vaccination to influence the model.

The Academic Health Department (AHD) report for the past year has been published [online](#). AHD is hosting over 15 students this semester, all of whom will be compensated as part of the CDC grant. Positions have been posted for the two additional jobs that will fall under the AHD – the Student Experiences Coordinator and the Research and Evaluation Coordinator. We continue to refine, update and make progress on the strategic plan.

Performance and Population Health

The QIC team is supporting the development of the 2022 Department Bridge Plan. The team will be helping facilitate meetings and planning sessions with each division to create action plans that address each goal of the department level strategic plan.

We are preparing our materials for our application for reaccreditation with PHAB (Public Health Accreditation Board). The Board may be invited to participate in the virtual site visit when scheduled in early 2022. We will advise and coordinate once we have applied and received instructions from PHAB on who they would like to have attend the site visit.

Strategic Partnerships and Program Transformation

The Healthy Babies Louisville guiding team has developed guidelines for a maternal and child health advisory committee to be called the Parent Empowerment Board (PEB). Like the Center for Health Equity Community Advisory Board, members of the PEB will interview for one-year appointments and be paid for their services including monthly meetings and community engagement to support birthing families.

We are working with Dr. Julia Richerson at Family Health Centers to use Asthma funding from KDPH to purchase asthma supplies for pediatric patients, including those who are uninsured. Phone calls to Black-led faith organizations are familiarizing the community with resources available to parents with children aged 4 to 18 who have asthma.

In partnership with the department's Maternal and Child Health team, the Behavioral Health Equity team is creating a youth advisory board for bullying and suicide prevention composed of youth from grades 8-12.

The Suicide Prevention team is working with internal and external partners to offer Question, Persuade, and Refer (QPR) training in person and online. Three staff will be trained to be trainers for future events.

The Behavioral Health Team submitted nine proposals to address unmet mental health needs through American Rescue Plan investments.

Community partners who participated in the work to increase access to COVID vaccinations are now assisting with the Say Yes to COVID Testing (SYT) project by offering free COVID test kits at their locations and events and using their social media and websites to increase awareness and uptake of the kits in their communities and neighborhoods. Partners will be paid for this important public health work.

To bolster a multi-sector approach to the development of strategies for reducing disparities in maternal health, low birthweight, preterm birth, and infant mortality, we presented to the Healthy Development Action Network a public health framework for understanding the root causes of these disparities and suggestions for addressing them.

The LMG Senior Medicare Patrol submitted two proposals for funding increases to support health equity and received awards for both. The HCFAC Wedge Supplement will be used to increase virtual capacity for SMP contractors across Kentucky, and the base fund increase will be used to hire a FT staff person to build a focus on health equity. Also in September, 34 staff and volunteers performed 764 training and work hours, and 15 Group Outreach and Education events reached 251, and 54 individuals were assisted with Medicare concerns.

Health Services

Program	Month	Clients served	Prior month	Upcoming program activities for the next month	Significant accomplishments for the last month	Current/Future challenges that may require assistance
CD/ Reportable Diseases*	August	12743	Increased From 722	Expansion of services with the addition of a Community Health Supervisor; Lacuna support with Breakthrough and hospitalization data for timely reviews and a data science intern for support with vaccinations data.	1) Created a process flow and communication process between CD and environmental health. 2) Completed 7 reportable disease presentations by Epis	Data completion and clean up from the Delta surge
TB Clinic	September	149	Increased From 137	Team building exercises/strategies for current staff.	Brittany Dunn is one of the contract RNs in our clinic that has been working exceptionally hard this last month boosting staff morale	Staffing and training
Specialty Clinic	August	64	Decrease d From 245	Finalizing patient education report for family planning committee; All staff to complete their CPR certification by end of month; new educational materials for patients that test positive for HIV	Working with Johns Hopkins on tracking our HIV PATIENTS / stats	Developing or partnering on a PrEP program
WIC Breastfeeding	August	92	Increased From 88	Continue to present at Freedom House	None	None
WIC	July	14416	Increased From 14083	Quarterly staff meeting	Filled three open positions	None
MORE Center	September	200	No report		Maintaining Operations with limited staff	Staffing
Healthy Start	August	239	Increased From 231	HBL conversation about infant mortality. Our fatherhood coordinator will be presenting at the state fatherhood summit.	Enrollment continues to increase. Referrals are flowing in from Norton Children's Medical associate pediatrics offices.	Staffing
HIV Prevention	August	63	Increased From 48	Outreach testing event with the State located at the Wayside Overpass Campsite scheduled for 9/29.	We hired a new HIV Health Education Specialist II to increase testing and outreach capacity.	Metro Council approval of a mobile testing and harm reduction services trailer.

Covid-19 Response

Confirmed cases have decreased since last month and seem to be at a plateau but are still high. Total confirmed cases are 109,192 and there have been almost 1,500 total deaths. The average daily incident rate at the end of the month was approximately 50 per 100,000. Hospitalization numbers have declined in the last few weeks from around 350 at the beginning of the month to about 250 at the end of the month. Almost 90% of hospitalized residents are unvaccinated.

There have been over 900,000 doses of Covid-19 vaccine distributed in Jefferson County. About 425,000 residents have completed a vaccine series and almost 490,000 have had at least one dose. Testing is widely available. [Louisville COVID-19 Resource Center | LouisvilleKY.gov](#)

Board Action Required: None at this time.