



Health Department

Massillon City Health Department

2022 Annual Report



Mission: The mission of the Massillon City Health Department is to help promote and protect the health and well-being of the citizens in the Massillon community.

Vision: A community where all residents have access to services to achieve a healthy lifestyle (both mentally and physically).

Our values:

M Mission and vision driven

C Community focused

H Health equity for all

D Disease prevention and education

Publication Date: February 17th, 2023

A Note From the Health Commissioner

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Terri Argent, REHS
Health Commissioner



I am proud to announce that on March 9, 2022, the Massillon City Health Department was awarded the designation of national accreditation by the National Public Health Accreditation Board. To receive national accreditation the Health Department underwent a rigorous, multi-faceted, peer-reviewed assessment process to ensure it met nationally established public health quality standards and measures.

The entire staff worked together to prove our commitment to accountability, communications, transparency, quality improvement, performance management, and the capacity to deliver essential services to our community.

We want to thank our many community partners, other local health departments, City Administration, and our Board of Health who all assisted us in our journey to become accredited in order to promote and protect the health of the people of the Massillon community. We welcome any feedback from Massillon citizens on ways to improve our services and better serve our City of Champions.

Terri Argent
Health Commissioner

Vital Statistics

The Vital Statistics division has records for births that occurred in the State of Ohio and for deaths that occurred in the Massillon City limits.

We are able to print birth certificates for ALL Ohio births. To obtain the record you fill out a small application with basic birth information. We do not need a photo ID, parents present, or a social security card. We print the record while you wait! We register Massillon home births in Vital Statistics as well. If you have a home birth please contact our office for the paperwork and any questions you may have. You can come to our office to establish paternity as well. Both parents need to come in to fill out paperwork and bring a photo ID, we then send everything to Ohio Central Paternity to add the father to the birth record. If you have a legal name change established you can bring your signed and sealed paperwork from the court to our office and we will send it to the state for you.

We are able to print death certificates for those that occurred in the Massillon City limits ONLY. We do not print for any of the townships. If you are unsure where the death occurred, please call us and we can help you! To obtain a death record you fill out an application and need to show proof of who you are if you want the social security number printed.

2022 Massillon Birth Vital Statistics

Home Births filed 3

1,800 birth certificates were issued

Leading Causes of Death In 2022

Cardiac/Heart Disease	91
Alzheimer's/Dementia	68
Cancer	48
Pulmonary/COPD/Emphysema	38
CVA/Stroke.....	18
Renal/Kidney Disease	14
Other/Natural Causes	12
Drug Overdose.....	11
COVID-19 (primary cause)	11
Parkinson's:.....	9
All other causes.....	18
Total	338

2022 Massillon Death Vital Statistics

Deaths filed 338

Fetal Deaths filed 1

1,590 death certificates were issued

WIC (Women, Infants, and Children)

The Supplemental Nutrition Program for women, infants, and children (WIC) helps income eligible pregnant, postpartum, and breastfeeding women, infants and children up to five years of age who are at health risk due to inadequate nutrition.

WIC provides healthy food, connects families with community programs, and offers feeding and nutrition support for families with infants and young children. Dietitians and lactation consultants offer individual support for all families, especially those with unique nutrition, eating and feeding needs. WIC helps families combat food insecurity and nutrition-related health problems, including obesity and diabetes.

The program improves pregnancy outcomes by providing or referring to support services necessary for full-term pregnancies, reduces infant mortality by reducing the incidence of low birth weight and provides infants and children with a healthy start in life by improving poor or inadequate diets. Research has shown that WIC participation dramatically lowers infant mortality among Medicaid beneficiaries. In an additional effort to reduce infant mortality, all infants on the WIC program are screened for a safe sleep environment. Staff at the Massillon WIC office can offer all qualifying participants a free pack and play to ensure that all infants have a safe place to sleep.

The Massillon WIC office is small, friendly, and client centered. We strive to offer the best comfort and care of participants in a fast and efficient manner. Benefits are issued electronically for ease and convenience in the stores and a shorter time in our office. This year we were able to roll out new forms to update participant charts with a limited amount of questions, further streaming and shortening our appointments! Our staff cares for our participants and strives to establish client centered goals for each participant that will empower them to make changes in their everyday lifestyle for the betterment of their children's overall health.

Fruit and vegetable vouchers were increased throughout 2022 in an effort to offer additional access to fresh fruits and vegetables. The increase in fruit and vegetable benefits aligns the WIC food package with expert dietary recommendations. Farmers Market benefits were also increased for 2022 season allowing participants to receive almost \$50 per person each month in fruits and vegetables! This was such a needed increase for many participants, and we received wonderful feedback throughout the year.

2022 allowed for unique outreach opportunities for the Massillon WIC Program. Regular outreach is performed at area doctor's offices, food pantries, soup kitchens, daycares, and community partners in an effort to reach all eligible participants each year. This year we were able to perform outreach with the Massillon City Schools summer food distribution program to screen for eligibility at the same time participants were receiving free lunches.

2022 Massillon WIC numbers

Average Monthly Caseload: 725

Average amount of New Participants serviced monthly: 60

Farmers Market benefits distributed: 120 voucher booklets totaling \$3,600 of additional fruits and vegetables to our participants and the same amount benefiting our local farmers!

Public Health Nursing

The Nursing Division of the Massillon City Health Department focused on a return to our “new normal” with aiming to return to our pre pandemic service level while keeping our most vulnerable community members safe. Covid -19 continued to be on the main areas of focus with continued contact tracing and vaccination clinics. The Nursing Division participated in many outreach activities to reintroduce ourselves and services to the community beyond COVID-19.

Immunizations: The Nursing Division participates in the Vaccines for Children (VFC) program. This program offers free vaccines for children, birth through 18 years of age. To be eligible, the child must be one of the following: underinsured, a Medicaid or Medicaid HMO recipient, Alaskan Native, American Indian, or noninsured. Private pay immunizations are available as well with certain insurances.

Children with Medical Handicaps (CMH): CMH is a health care program through the Ohio Department of Health that links families of children with special health care needs to a network of providers. CMH also helps families obtain payment for the services their child needs. The nurses at the Health Department are the family’s local point of contact to assist with resources.

TB Skin Test: TB Skin Test is offered at the Health Department for a \$20.00 administration fee.

THRIVE (Toward Health Resiliency for Infant Vitality & Equity): The goal of the Stark County THRIVE Project is to determine those factors that lead to infant mortality in our community and reduce the overall infant mortality rate as well as the disparity in birth outcomes relative to white and black infants. Our Cribs 4 Kids program and car seat distribution class are a way the health department actively participates in the THRIVE Project with collaboration from our WIC and Nursing Divisions.

Harm Reduction: In 2022, the Health Department continued to expand our Harm Reduction Program. Harm reduction refers to policies, programs, and practices that aim to minimize negative health, social, and legal impacts associated with drug use, drug policies, and drug laws. During the 2022 year, we distributed 33 Narcan Kits through Project DAWN (Deaths Avoided With Naloxone). Two other components of our Harm Reduction Program include free condoms and Fentanyl Test Strips that are available at the front desk of the Health Department during business hours. The Health Department also is a member of the Healing Communities Study (HCS), which aims to reduce opioid-related deaths through scientific innovation, community engagement, and leadership. HCS is an ongoing study through 2023 with many local and state level community partners.

The Nursing Division is a resource for various health issues, public health initiatives, and ongoing public health programs in the community.

Immunizations Administered

Hib	27	MMR	30
COVID-19	862	MMRV	28
DTaP	31	Pediarix	24
Hepatitis A	101	Polio	41
Hepatitis B	33	Prevnar 13	25
HPV9	137	Rotavirus	6
Influenza	145	TD	0
Kinrix	16	Tdap	103
MCV4	162	Varicella	54

Total Number of Vaccines Administered **1,825**

Safe Sleep Class Attendees: 7

Tuberculosis Clinics

TB Tests Administered 44
Positive Reactors 0

Children with Medical Handicaps

Home Visits (virtual) 65
Case Load 110

Communicable Disease Report

Communicable Disease: All reportable communicable diseases in Ohio are required to be reported to their respective jurisdictional health department, under Ohio Revised Code (ORC) 3701-3. The nurses enter communicable disease in a database, perform investigations and surveillance on certain diseases, and are a resource for many different places in the city who have questions about reportable disease.

In the second half of 2022, Monkeypox became a focus of the communicable disease staff as cases began being reported in the United States and other countries where Monkeypox is not typically found. Staff met with state and local partners weekly to be up to date about the latest recommendations on case investigation, vaccinations, and outbreak situations. As Monkeypox cases continue to evolve, staff continue to be a resource for the community on Monkeypox and other communicable diseases.

Communicable Disease Statistics (These diseases are reportable by Ohio Revised Code)			
<u>Disease</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Campylobacteriosis	2	5	2
Chlamydia infection	165	159	153
COVID-19 (call health department immediately)	1996	3543	2885
CP-CRE	3	1	5
Cryptosporidiosis	0	1	1
Giardiasis	0	1	0
Gonococcal infection	72	69	56
Haemophilus influenza, invasive disease	0	1	2
Hepatitis A	2	1	0
Hepatitis B, (including delta) - chronic	7	6	5
Hepatitis C, chronic	23	21	17
Influenza - associated hospitalization	45	1	28
Legionellosis	4	5	0
Lyme Disease	4	4	3
Meningitis, aseptic/viral	1	2	2
MIS-C assoc w/COVID-19	0	0	1
Monkeypox	0	0	1
Salmonellosis	2	3	3
Streptococcus pneumoniae, invasive antibiotic, resistance unknown or non-resistant	0	1	2
Streptococcus pneumoniae, invasive antibiotic, resistant/intermediate	0	1	2

Environmental Health

The Environmental Health Division is responsible for the following program areas:

Foodservice: This division is responsible for licensing food service establishments in the City of Massillon and monitoring them for compliance with the State of Ohio Uniform Food Safety Code. In addition, the Massillon City Health Department continues to offer Ohio Department of Health approved Person in Charge and Manager Level courses both regularly and upon request.

Public Health Nuisances: Environmental conditions that pose a threat to public health must be corrected or abated. In order for a complaint to be investigated, a complaint form must be completed and submitted to the Environmental Health Division. Examples of public health nuisances include open dumping or accumulating of trash and garbage, improper storage of waste tires, animal waste, etc.

Body Art: The State of Ohio defines Body Art as the practice of physical body adornment, including tattooing, permanent cosmetics and/or body piercing. The local health department licenses these facilities for operation and maintenance in order to protect the public from injury, minimize the potential for disease transmission, and provide a safe and healthy environment.

Animal Bites: According to Ohio Administrative Code 3701-3-28, “Whenever a person is bitten by a dog or other non-human mammal, report of such bite shall be made within twenty-four hours to the Health Commissioner of the district in which such bite occurred.” Bites are reported to the health department by veterinarians, medical facilities, and individuals who were bit. When a report of a bite is received, the Health Commissioner will order an animal that has bitten someone to be quarantined for a period of not less than ten days from the date of the bite. Biting animals are not released from quarantine until evidence is shown that the animal is healthy and has been properly vaccinated against rabies by a licensed Doctor of Veterinary Medicine.

School Environmental Health: The purpose of these inspections is to provide students with a safe and healthy learning environment. Some areas that are inspected for overall safety and sanitation include the grounds and building exterior, classrooms and indoor environments, custodial closets, mechanical rooms, restrooms, indoor athletic facilities, etc.

Public Swimming Pools: Public swimming pools are regulated under the authority of Chapter 3749 of the Ohio Revised Code (ORC) and Chapter 3701-31 of the Ohio Administrative Code (OAC). These rules were created to help reduce risk to the public for water-related adverse health events such as injuries, drowning, and recreational water illnesses. These rules do not pertain to private residential pools.

Household Sewage Treatment Systems: In Massillon, the vast majority of our residents are connected to the sanitary sewer system; however, some household sewage treatment systems are used in the city in areas that do not have access to sanitary sewer. In conjunction with other agencies, the Massillon City Health Department performs inspections, regulates contractors, educates homeowners, and enforces sewage regulations.

Smoke-Free Workplace Act: The statewide smoking ban prohibiting smoking in public places, as well as places of employment, was approved by Ohio voters in 2006. Complaints are submitted, and a follow-up investigation is conducted by the local health department.

Vector Control: The Massillon City Health Department conducts surveillance and control activities to prevent mosquito borne disease transmission.

Community Involvement

Community Baby Shower Learning Event

We hosted our first quarterly Community Baby Shower Learning Event at the Massillon Recreational Center. This event was possible thanks to our community partners that include the Massillon Rotary Foundation, The Massillon Public Library, and The Pregnancy and Parenting Center. This event provided pregnant women and new caregivers access to health department resources, safe sleep information, a healthy food demonstration, and a new parent open chat forum.

Participants also received free safety items as well as various raffle items. All participants received a gift bag that included a cookbook, diapers, wipes, infant safety kit, and various safety items for their home. Thanks to our community partners, we were also able to have a raffle that included baby gates, high chairs, and a breastfeeding supply gift basket.

Health & History Walking Tours

This year we partnered with many local organizations to bring health and history to the community. These organizations included; Massillon Rotary Foundation, Massillon Main Street, Massillon YMCA, Massillon Street Department, Massillon Public Library, and the Massillon Museum. Together we created four new self-guided walking tours in and around downtown Massillon. The goal of the project is to encourage people to get out and walk, entice pedestrians to enjoy the newly refreshed downtown, and build community pride in the history and beauty of Massillon.

We felt this project was vital to our community to help promote physical and mental health. There are three tours that you can walk 1.5 miles and one that you can walk almost 2 miles. During these walks you can burn approximately 150-200 calories. Walking prevents and treats depression with an 80% success rate. The walking tours are great way to improve our health and to grow our minds in rich history. We encourage you to grab your smartphone, head downtown, and take one or more of these wonderful tours.

In May, we participated in the Local History and Genealogy Fair to kick off the walking tours and our Vital Statistics division attended bringing resources to the community for genealogy.

OBIE'S SUMMER FUN CREW

In conjunction with their summer food program, Massillon City Schools formed the Obie Summer Fun Crew to promote fellowship and community during mobile food pickups that were held at different sites throughout the community. The Massillon City Health Department was a proud member, collaborating with other community groups and volunteers to provide resources to families in attendance. Information and material was available such as WIC program and income guidelines, Health Department services, farmers' market coupons, and health equity bags. At the end of the summer, Obie's Summer Fun Crew hosted an End of Summer Block Party. The Health Department staff attended this event to promote our programs such as childhood vaccinations, WIC, healthy eating/safe sleep, and interact with community members by playing a fruit and veggie game. In addition, the Health Department brought backpacks filled with back to school supplies to give away to participants.

Community Involvement

Overdose Awareness Day

In August, we participated in the Stark County Overdose Awareness Day event and mindfulness walk hosted by Stark County Health Department at Petros Park. This program was planned in collaboration with nineteen other community partners to create a positive and inspiring experience. The event was envisioned as a judgement-free occasion to support those in recovery and mourn loved ones lost while promoting awareness and reducing stigma associated with substance use disorder.

Staff members helped plan the event as well as provided resources and support on the day of the event. Forty-nine participants attended this inaugural awareness day event which is planned to take place in August annually. As the 44646 zip code continues to be a high risk overdose area in our county, bringing awareness to this day and to resources is as important as ever.

Into Light Project

In fall 2022, we participated in a resource fair for the opening of the *Into Light Project* exhibition at the Massillon Museum. The *INTO LIGHT PROJECT* is a national non-profit organization dedicated to changing the conversation about drug addiction. By creating public exhibitions of original portraits and individual stories of people who have died from the disease of drug addiction in locations around the country, the organization provides communities with an opportunity to talk about the issue of stigma.

Our staff provided information on various resources offered at the Health Department as well as offered two free Narcan classes to the public.

Paws for your Health

In October 2022, Aultman Health Foundation partnered with the Health Department, City of Massillon, Mount Calvary Baptist Church, Massillon Neighborhood Association, Stark County Black Nurses Association, and Light After Loss to hold a free health and wellness event for the Massillon community.

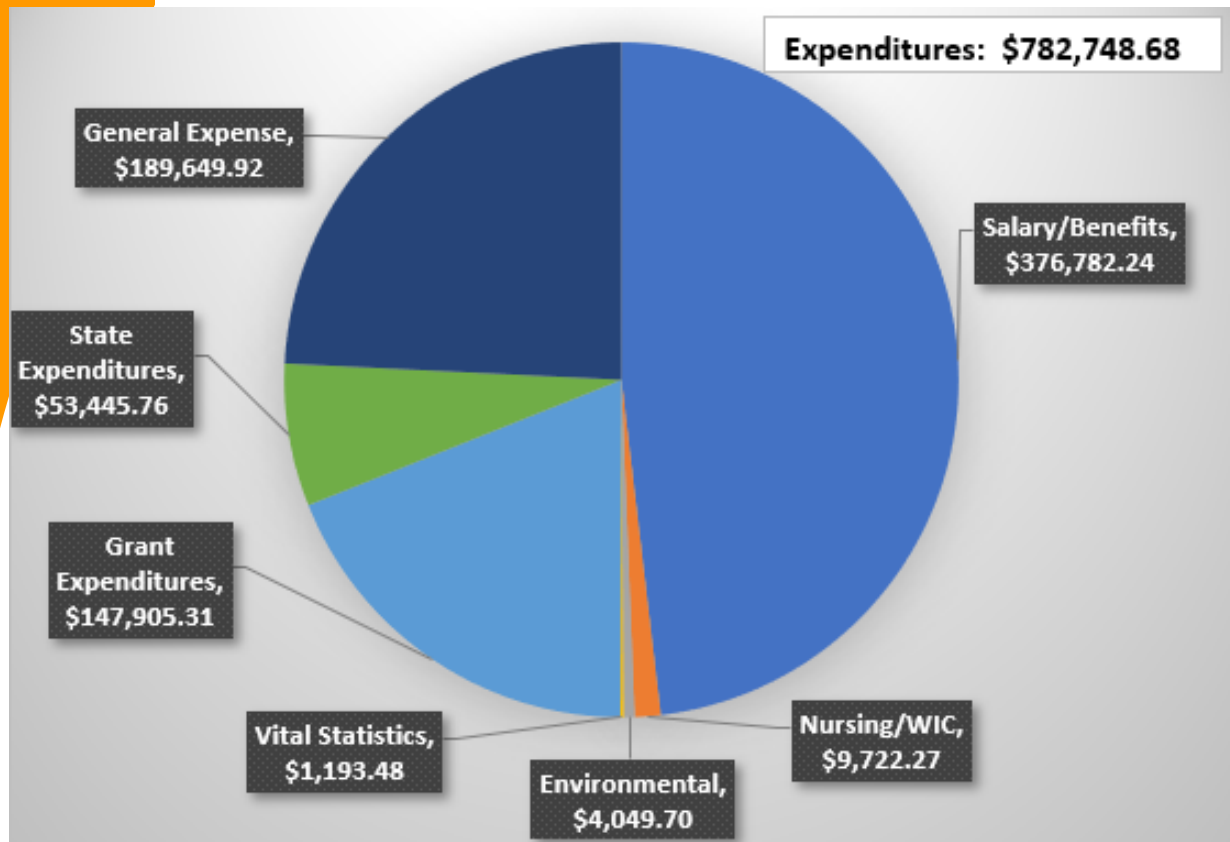
This Paws for Your Health event at James Duncan Plaza in Massillon featured activities for kids, music, giveaways, food, health and wellness information, free vision checks, free haircuts for boys, health food demonstrations, and more. Approximately 240 people attended the event, and we hope to make this event an annual occurrence.

Equity Bags

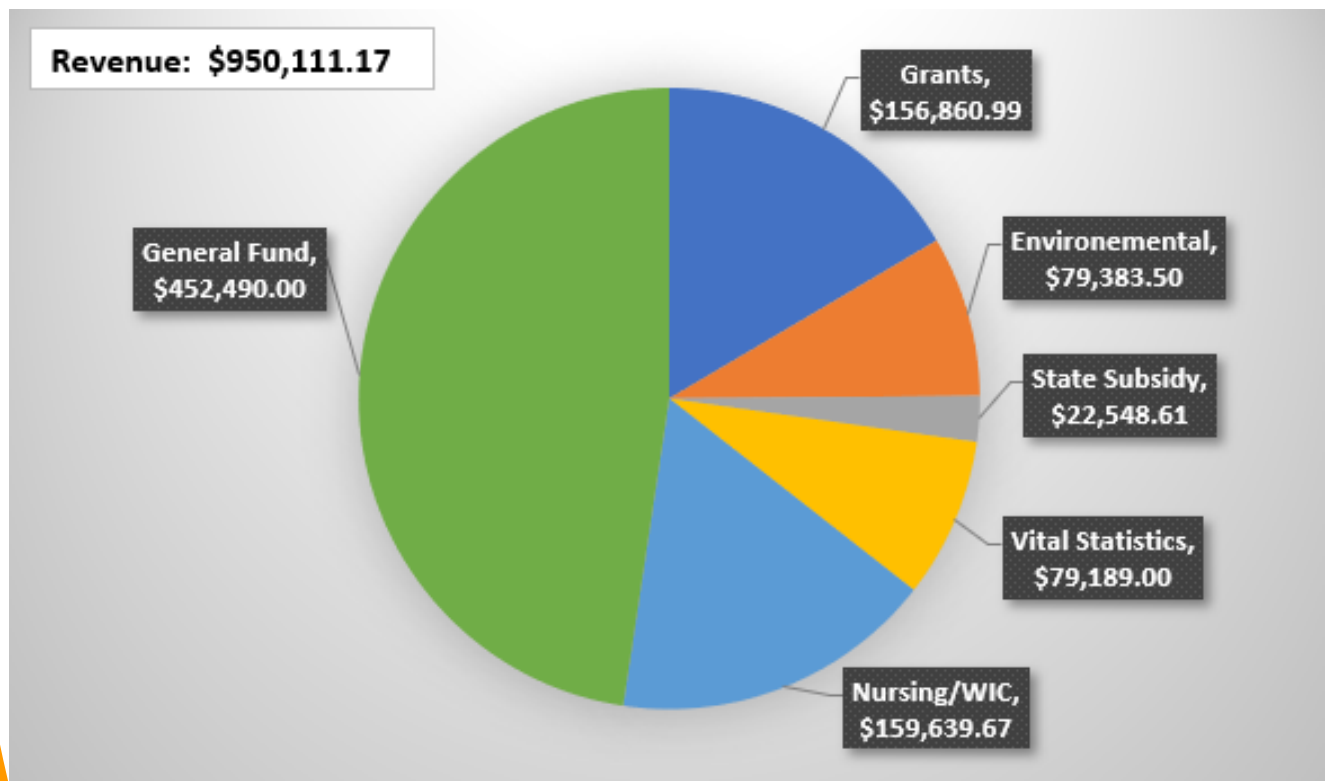
In 2022, 850 pre-assembled health equity bags that contained an informational handout on Health Department services and dates of upcoming COVID-19 vaccination clinics (in both English and Spanish), COVID-19 test kits, a pulse oximeter, thermometer, face masks, tissues, and Clorox wipes were distributed. The Health Department partnered with both faith-based and other providers that served city residents from birth through adult to distribute the bags at twenty different sites. Many positive comments were received by the health department in response to this project.

Financial Report

Expenditures



Revenue



Quality Improvement Projects 2022

Each year the Health Department strives to grow and advance through Quality Improvement Projects, which are driven by client feedback, improving services offered to the citizens of Massillon, and better utilization of employees and resources. The Health Department utilizes the Plan-Do-Study-Act cycle to implement Quality Improvement Projects.

Massillon City Health Department 2022 QI Project: Reduce Phone Transfers and Busy Signals

Plan

Aim Statement

By September 1st, 2022 the number of phone calls that must be transferred to another department will be significantly reduced by at least fifty percent.

Examine the current approach

The current phone system does not have enough phone lines to accommodate the current level of staffing. This causes the existing lines to ring busy when they are in use. In addition, staff are currently transferring many phone calls to direct people to the correct department which takes time and causes limitations as far as the phone system prohibiting a second transfer. This QI project will examine how a new phone system can eliminate many of the transfers.

Collect Baseline Data

Baseline data was collected to assess the average number of phone transfers in a month. Data was collected and available to assess pre/post trends. See data in Table 1 reflecting the number of phone transfers made both before and after the new phone system was initiated.

Identify Potential Solutions

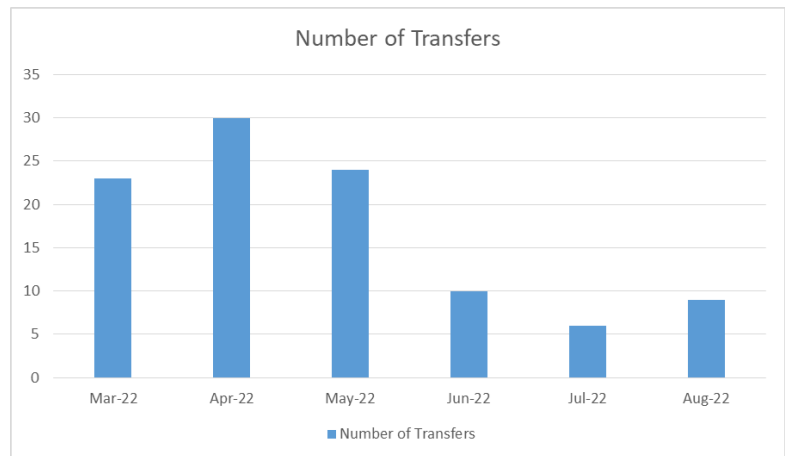
The Massillon City Health Department Vital Statistics Division determined that it was possible to initiate a new phone system throughout the health department (on all lines) that will help callers to no longer receive a busy signal by providing additional phone lines. This system will have an auto attendant created so that after three rings callers can be directed to the proper department instead of leaving a general voicemail.

Develop an Improvement Theory

The new phone system will reduce the number of transfers by correctly directing calls in the first place. The additional phone lines will make it easier for customers to reach us without having to experience a busy signal until a phone line opens up.

Study

Initiated in March, the Vital Statistics staff began tracking the number of phone calls that had to be transferred to another department using the old phone system. The new phone system was initiated in June, and the number of transfers continued to be tracked through August.



Do

Test the theory

Beginning June 1st, 2022 the Vital Statistics Division will begin tracking the number of phone transfers made to other departments within the Health Department post initiation of the new phone system.

Collect and Document Data

Vital Statistics Division staff tracked the number of phone transfers made prior to initiating the new phone system as well as after the new system was in place. Results of this data are shown above.

Act

Consider additional phone system options such as an auto attendant that will answer every call that comes into the main phone lines (330-830-1710 and 330-830-1711).

Quality Improvement Projects 2022

Each year the Health Department strives to grow and advance through Quality Improvement Projects, which are driven by client feedback, improving services offered to the citizens of Massillon, and better utilization of employees and resources. The Health Department utilizes the Plan-Do-Study-Act cycle to implement Quality Improvement Projects.

Massillon City Health Department 2022 QI Project: Reduce No Show Rate for Immunization Appointments for ESL Children

Plan

Aim Statement

By June 1st, 2022 the no show rate for immunization appointments for children that English is their second language (ESL) will be 20% or less.

Examine the current approach

Nursing staff does reminder calls to families using a telephone interpreter the day prior to appointments. Due to limited resources (staff and funds for interpreter services), only one attempt is made to contact the families. This project will examine how beginning December 1st, 2021 through May 31, 2022 collaborating with local schools and their K'iche'/Spanish community liaison will decrease the no show rate for these families.

Collect Baseline Data

Baseline data was collected to assess the average no show rate for ESL children. Data was collected and available to assess pre/post trends. See data in Table 1 reflecting number of ESL children on the schedule versus number of ESL no show appointments.

Identify Potential Solutions

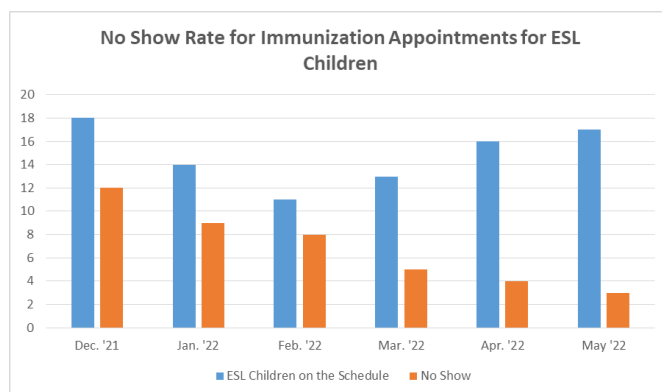
MCHD nursing staff identified that Massillon City Schools has a community liaison who works closely with families in the ESL community, who is willing to make reminder calls. Massillon City Schools often has updated contact information, families trust the school liaison, and they have a strong relationship with her as she helps enroll the children in the school district.

Develop an Improvement Theory

Massillon City School community liaison will make reminder calls for upcoming immunization appointments. This will increase show rate as she has increase connection and communication to ESL children and their families as well as access to send home a written reminder along with a telephone call the day prior to the appointment.

Study

Initiated in March, the nursing staff began notifying the Massillon City Schools Community Liaison of upcoming appointments at least 1 day prior to the appointment. The Massillon City School community liaison made reminder calls for upcoming immunization appointments.



Do

Test the theory

Beginning March 1st, 2022 nursing staff will notify community liaison of upcoming appointments at least 1 day prior to the appointment. The community liaison will then notify families of appointment date and time. Liaison will work on helping family with transportation or rescheduling of appointment if needed as to not miss the appointment.

Collect and Document Data

Nursing staff tracked number of total ESL children on schedule versus the number of ESL children who did not reschedule or come to their scheduled appointment. found from August 1, 2020 to August 1, 2021 were gathered and are shown in attached table.

Act

Consider once per month ESL clinic with in- house hired interpreter to better facilitate appointments; consider text reminder in Spanish/K'iche' to families prior to appointment.



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<https://massillonohio.gov/health>

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2022 Board of Health Members

Board terms are staggered and expire on December 31.
Kathy Catazaro-Perry, President; Cathy Heitger, 2022;
Jeffrey Thornberry, President Pro-tem, 2023;
Ann Palaski 2024; Dr. Sonia Glick-Ullum, 2025;
Cyrus Ausar, 2026; Dr. S. Lata Wiggins, MD, Medical Director

*Board meetings are typically held at 3:30 pm in the Health Department
Conference Room on the third Tuesday of each month.
Meetings are open to the public.*