



**Health Department**

# **Massillon City Health Department**

## **2020 Annual Report**



Terri Argent, Health Commissioner

**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: May 13, 2021**

# A Note From the Health Commissioner

2020 will be remembered as the year of COVID-19. It was definitely the year of public health response.

Starting in early March of 2020 public health met the COVID-19 virus head-on. On March 5<sup>th</sup> the Governor convened a summit of all health departments in the state to discuss plans for when the virus hit Ohio. From that day the staff of the Massillon City Health Department worked to protect the citizens of Massillon and partners against the spread of this deadly virus. The health department staff began coordinating with city, local, state, and federal authorities to follow the leadership of the Governor and the Ohio Department of Health guidance. Nurses and contact tracing staff interviewed COVID-19 positive citizens and their contacts and advised them on isolation and quarantine requirements. Sanitarians enforced non-essential business closings and workplace safety protocols. All staff members worked tirelessly to help answer citizens' COVID questions and concerns, providing information and guidance, to ensure that our community was well-informed of what our new normal was. Health Department staff finished up the year preparing to administer COVID-19 vaccines.

Some lessons learned while dealing with this pandemic were that the Massillon City Health Department staff is a dedicated, caring and strong group of people that, though small, we are mighty! Our employees will continue fighting this virus until it is defeated.

Terri Argent, Health Commissioner

## 2020 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, 2020;

Pastor Reginald Hye, 2021; 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; however, in 2020 all board meetings were held virtually.*

*Meetings are open to the public.*

2020 City Council Health & Welfare Committee

Nancy Halter, Chairperson

Ted Herncane

Mark Lombardi

# Massillon City Health Department Public Health Response to the Coronavirus Pandemic

## COVID-19 TIMELINE

<b>March 5</b>	Governor DeWine convened a public health summit with all cabinet members and local health departments to prepare for coronavirus
<b>March 9</b>	Governor DeWine declared a state of emergency for Ohio
<b>March 11</b>	World Health Organization declared COVID-19 a pandemic; ODH Director orders limited access to nursing homes
<b>March 15</b>	Health Director ordered limited access to correctional facilities, mass gatherings limited to 50; sales of food limited to carry-out or delivery only
<b>March 19</b>	Mayor of Massillon declared a state of emergency; Health Director ordered closure of hair salons and other personal care services
<b>March 22</b>	Health Director issued stay at home orders for all non-essential businesses and day care services
<b>March 23</b>	City of Massillon closed government buildings; employees were advised to work from home
<b>March 24</b>	City of Massillon as well as the 3 other health departments in Stark County moved to the Incident Command System for managing emergencies
<b>March 30</b>	Health Director ordered all schools closed
<b>April 29</b>	Health Director ordered limited re-opening of some businesses; extended school closing orders
<b>May 1</b>	Health Director re-opened some businesses
<b>May 14</b>	Health Director issued dine-in safety guidance
<b>May 22</b>	Health Director issued guidance for sports activities; extended school closing orders
<b>May 29</b>	Health Director issued guidance for opening additional businesses
<b>June 6</b>	Health Director issued guidance for food service operations
<b>July 23</b>	Health Director ordered facial coverings for all Ohio residents and visitors
<b>November 19</b>	Health Director ordered state-wide curfew 10:00 pm - 5:00 am
<b>December 23</b>	Vaccines arrived to local health departments, vaccine clinics began

This timeline is the order in which public health experienced the coronavirus outbreak, which turned into the COVID-19 pandemic. Health Departments began hearing about the coronavirus in January of 2020, and surveillance of news articles and conference calls quickly followed. The next phase was planning for working remotely per the Governor's Stay-At-Home orders. Health Departments were inundated with complaints from businesses and workers pertaining to essential businesses and workplace sanitation. The amount of COVID-19 patients and positive tests were rapidly increasing, resulting in increased contact tracing and monitoring of sick and exposed people. The Health Department was also investigating numerous calls of large gatherings and businesses not adhering to State orders. The next orders were mask mandates which brought whole new investigations of businesses not upholding mask orders. Finally relief was in sight when vaccines were approved at the end of the year. The total number of probable and confirmed cases for Massillon city in the 2020 year was 1,996.

2020 was trying for public health, stretching staff and resources to their limit. Public Health Departments showed, as they have in the past, that we are resilient in a crisis and know how to step up to the plate when the citizens of Massillon need us. We will continue to serve and look out for the health and safety of all Massillon residents.

# Vital Statistics

Anyone born in Ohio can get their birth certificate from any Ohio health department. The cost is \$25 at Massillon. In early December, as the Coronavirus worsened, we closed our building to the public. We were still able to help people obtain birth and death records by taking the information by phone and offering curbside pickup for those items. We strive to offer the best customer service possible.

Since June 2011, home births have been the only births registered in Massillon. On average, there have been about 4 home births per year. Records of deaths which occurred within the Massillon city limits may be obtained here. Death certificates are kept at the health department by the jurisdiction in which they occurred. Birth or death records can also be ordered online through [www.vitalchek.com](http://www.vitalchek.com) from many health departments across the country.

## 2020 Massillon Birth Vital Statistics

Home Births filed 3

2,084 birth certificates were issued

## Leading Causes of Death In 2020

Cardiac/Heart Disease .....	109
Alzheimer's/Dementia .....	60
Cancer .....	59
COVID-19 (primary cause) .....	33
Pulmonary/COPD/Emphysema .....	29
CVA/Stroke .....	21
Kidney Disease/Renal .....	13
Pneumonia .....	13
Parkinson's disease .....	12
Liver Disease/Cirrhosis .....	10
All other causes .....	35
<b>Total .....</b>	<b>394</b>

## 2020 Massillon Death Vital Statistics

Deaths filed 337

Fetal Deaths filed 0

1,253 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. 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. Applicants to the program must live within the city limits, possess a medical or nutritional risk, and be within income guidelines.

Brief alcohol risk screenings are being completed with every pregnant participant to reduce the risk of fetal alcohol syndrome. In an effort to reduce infant mortality, all infants are screened for a safe sleep environment. Massillon WIC employees are safe sleep certified and are able to teach the Ohio Department of Health's Cribs for Kids program and distribute Pack 'n Plays to eligible participants in coordination with their WIC appointments.

Additional referrals are made for any participant that may be in need of programs such as Help Me Grow, BCMH, THRIVE, or other beneficial services that are offered throughout Stark County.

Throughout 2020 the USDA has offered special clearance in order to protect the safety of both staff and clients. Beginning March 18, 2020, all appointments were completed via a phone interview process with the physical presence requirement waived. This allowed for continuation of benefits without the risk of exposure to vulnerable participants such as infants and pregnant women. Complete health assessments were offered over the phone to determine eligibility and food packages were prescribed based on individual needs. Benefit distributions were completed via curbside pickup for the aid and convenience of participants.

Our farmers market distribution, while performed differently this year, with scheduled appointment times and social distancing enforced provided almost \$1,600.00 worth of farm fresh produce to meet participant needs. Nutrition education continued to be offered to all participants by way of one-on-one phone consultations, state based nutrition education modules, and on the new Stark County WIC Facebook page.

We are proud to say that with all of the changes and challenges that were brought about by the COVID-19 pandemic, the Massillon WIC office was able to pivot with them and continue to offer services without a lapse in any current benefits. Caseload was not only maintained but grew in an effort to help the community through this difficult year. Our staff cares for our participants and strives to establish client centered goals for each participant that will empower them to make changes for the betterment of themselves and their children's overall health.

# Public Health Nursing

The Nursing Division of the Massillon City Health Department offers various programs to support public health; however, due to the Coronavirus pandemic many of these programs became virtual.

**Immunizations:** The Nursing Division participates in the Vaccines for Children (VFC) program. The program offers free vaccines for children, birth through 18 years of age. We do request a \$20.00 fee for each vaccine administered; however, no eligible child is turned away for inability to pay. 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.

**Know Your Numbers:** The Know Your Numbers health screening program was suspended in 2020 in order to comply with Coronavirus precautions; however, in 2021 the hope is to offer the program to the community once again.

**Children with Medical Handicaps (CMH):** CMH is a health care program through the Ohio Department of Health. It links families of children with special health care needs to a network of providers and 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.

**Lice Checks:** Lice checks are performed at request. A thorough check of the entire scalp is performed by the nursing staff.

**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.

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

## Immunizations Administered

ActHib	24	MMR	28
COVID-19	78	MMRV	20
DTaP	61	Pediarix	21
Hepatitis A	81	Polio	32
Hepatitis B	32	Pevnar 13	25
HPV9	99	Rotovirus	10
Influenza	82	TD	10
Kinrix	8	Tdap	41
Menveo	82	Varicella	28

Total Number of Vaccines Administered **762**

Safe Sleep Class Attendees: 10

## Tuberculosis Clinics

TB Tests Administered 52  
Positive Reactors 0

## Children with Medical Handicaps

Home Visits 44  
Case Load 78

# Public Health Nursing

*Communicable Disease:* All reportable communicable disease 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.

Communicable Disease Statistics (These diseases are reportable by Ohio Revised Code)			
Disease	2018	2019	2020
Campylobacteriosis	8	7	7
Chlamydia	163	188	165
CP-CRE	3	4	3
Cryptosporidiosis	1	1	0
E. Coli, Shiga Toxin Producing	1	3	2
Giardiasis	3	2	0
Gonorrhea	47	50	72
Hepatitis A	0	4	2
Hepatitis B, acute	0	2	1
Hepatitis B, chronic	6	9	7
Hepatitis C, acute	1	1	1
Hepatitis C, chronic	39	42	23
Influenza associated hospitalization	45	36	45
Legionellosis	2	4	4
Lyme Disease	4	2	4
Meningitis, aseptic	3	3	1
Meningitis, bacterial	1	0	0
Pertussis	6	5	0
Salmonellosis	7	7	2
Shigellosis	5	0	0
Streptococcal, Group A, invasive	2	2	2
Streptococcus pneumoniae, invasive antibiotic, resistance unknown or non-resistant	1	0	0
Streptococcus pneumoniae, invasive antibiotic, resistant/intermediate	1	2	0
Varicella	0	2	0

# Environmental Health

The Environmental Health Division is responsible for licensing food service establishments in the City and monitoring them for compliance with the State of Ohio Uniform Food Safety Code, conducting nuisance complaint investigations and enforcement, inspecting public pools and spas, handling the reporting of animal bites and potential rabies exposure, regulating tattoo and body piercing businesses, conducting school environment inspections, and providing mosquito control and education to City residents.

The Massillon City Health Department continues to offer Ohio Department of Health approved PIC and Manager Courses both at scheduled times and upon request.

## 2020 Animal Bite/Exposure Reports

Dogs 94

Cats 25

Bat Exposures 1

Other Animals 1

Total 121

**There were no positive tests for rabies**

## Environmental Health Statistics for 2020

### Licensed Programs – Licenses Sold

Food Service/ Retail Food Establishment Operations 207

Mobile Unit Food Service 14

Temporary Food Service 2

Vending Locations 32

Swimming Pools 6

### Food Protection Inspections Made

Food Service Operations/Retail Food Establishments 294

Mobile/Temporary 27

Vending Machine Inspections 12

Food Complaints Received 19

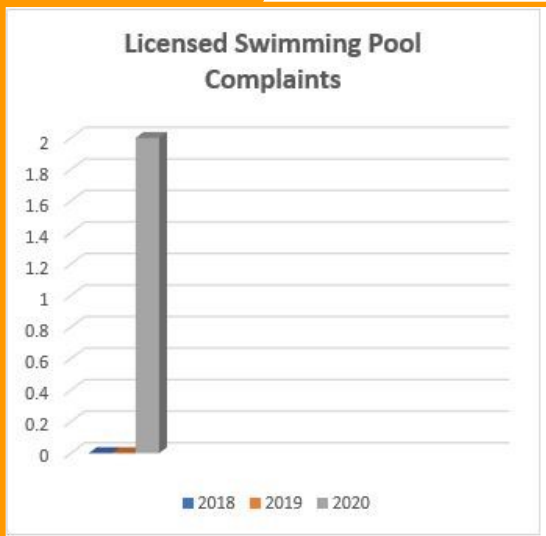
Consultations 14

Plan Reviews (new or remodeled) 8

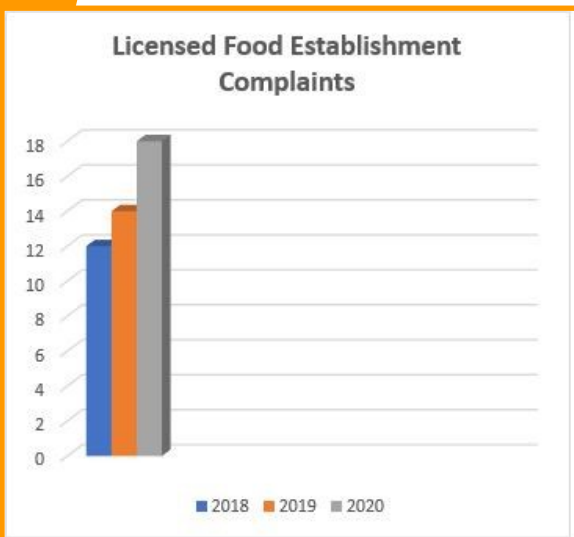
### Nuisance Control

Residential Complaints 159

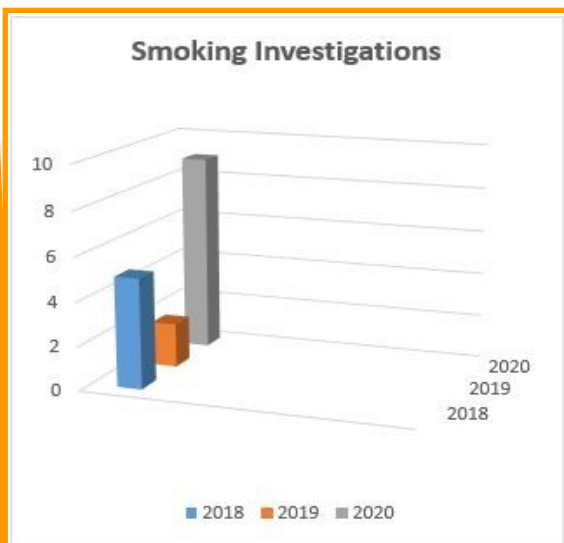
# Enforcement and Complaint Analysis



The Massillon City Health Department did not receive any swimming pool complaints in 2018 or 2019, and two complaints were received in 2020. Based off of these findings, it appears that swimming pool complaints may be trending towards an increase in 2021.



With twelve food establishment complaints in 2018, fourteen complaints in 2019, and eighteen complaints in 2020, the trend shows that the Massillon City Health Department can expect a slight increase in the number of food establishment complaints in 2021. Education is consistently provided to every operator at every inspection, and this could be the explanation for similar numbers of complaints each year rather than large increases. Many complaints received are either not made in good faith or are not confirmed at time of inspection. All complaints will continue to be followed-up on in 2021.

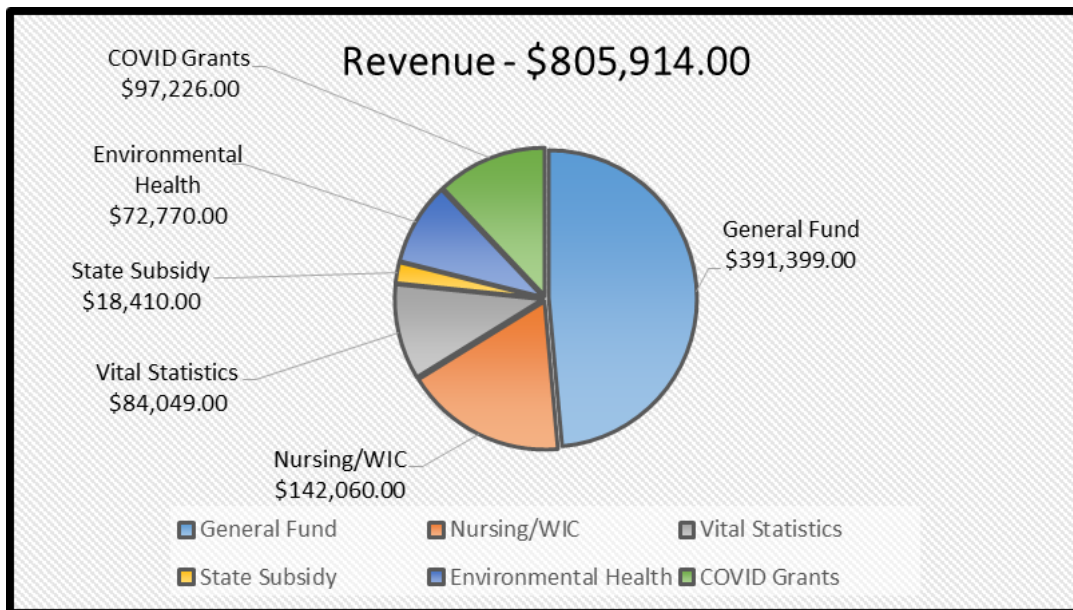
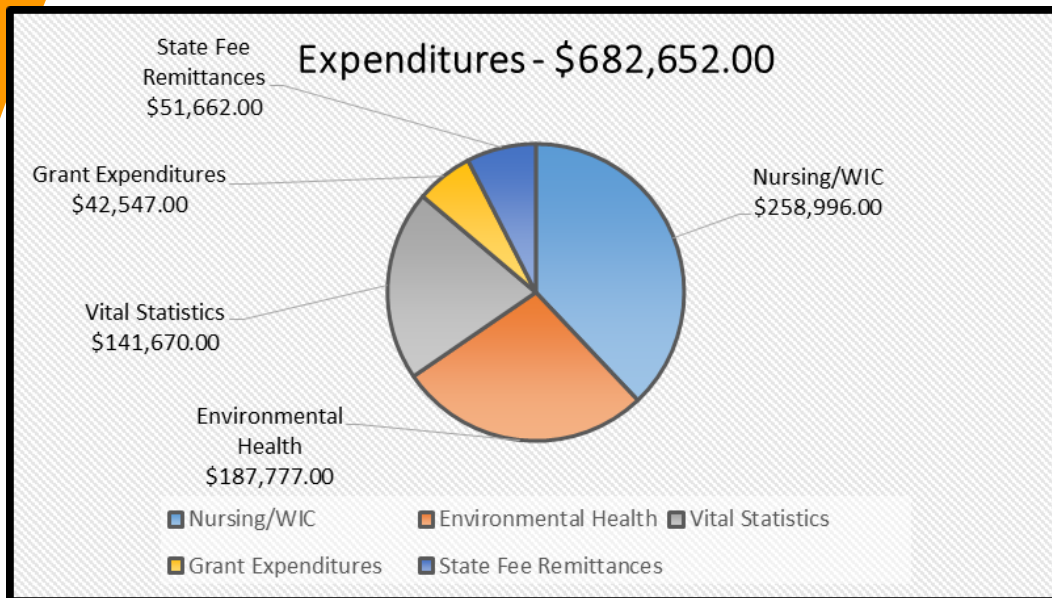


The Massillon City Health Department investigated five smoking complaints in 2018 and two in 2019. The number of smoking investigations increased in 2020 to nine investigations. Three violations were noted in 2018, one violation was noted in 2019, and two violations were observed in 2020. As 2018 had five investigations, 2019 had only two investigations, and 2020 had nine investigations, it is suggesting that the smoking investigations may be trending up for 2021.

Based on these findings, the Massillon City Health Department will continue to utilize the Enforcement Committee that was formed in 2020. Frequent and valid complaints received on any one particular location will continue to be forwarded to the Enforcement Committee. We will continue to provide education and maintain open contact with all of our foodservice and swimming pool operators. The Massillon City Health Department is also committed to watching for complaint patterns in the future.



# Financial Report



# Quality Improvement Projects 2020

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.

Based on Customer Service Feedback the first Quality Improvement Project chosen was “Improve Customer Service Results on Ease of Finding Building Location”

## PLAN

### **Aim Statement**

By April 1, 2020 the baseline customer service survey satisfaction results on the ease of finding the location will be 4.75 or above.

### **Examine the current approach**

The Health Department has poor signage with another entity’s name and logo on the building the Health Department is housed in. This often causes confusion for new customers and clients. The Health Department are tenants of the building and have minimal opportunities to increase or change signage.

This project will examine how increased public awareness via flyers, poster, social media posts, and building signage with Health Department name and logo, will increase the baseline customer service survey satisfaction results.

### **Collect baseline data**

Baseline data was collected to assess the customer service survey satisfaction results on ease of finding the location. Data was collected and available to assess pre and post trends of interventions. See table to the right reflecting customer survey satisfaction results.

### **Identify Potential solutions**

Increasing public awareness via flyers, poster, social media posts and potential building signage will increase ability for customers to find the location of the Health Department.

### **Develop an Improvement Theory**

By the Health Department increasing their media presence via social media, website, print publications, and building signage this will increase overall customer service satisfaction results on the ease of finding the location of the building.

## DO

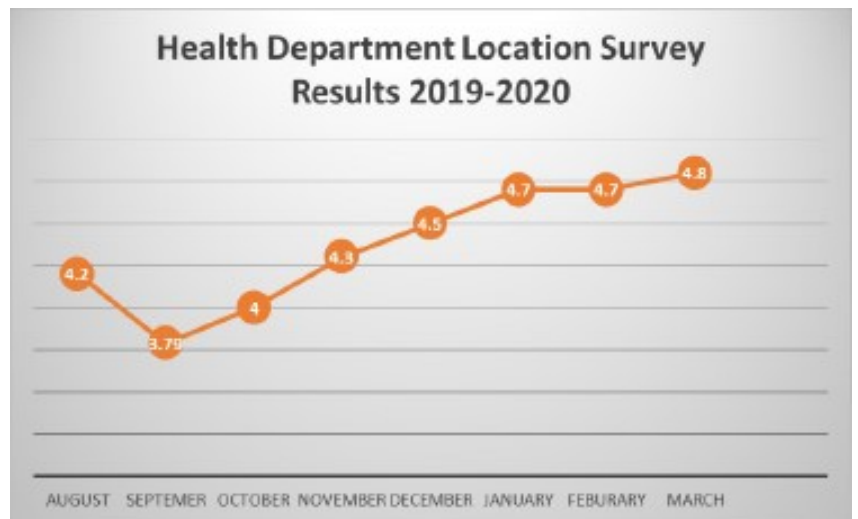
### **Test the Theory**

Beginning November 1, 2019, the Health Department will distribute information to targeted audiences via social media, website, and print publications that contain a map, written directions, and a photo of the Health Department building. By February 1st, 2020, one additional sign with Health department name and logo will be added to the outside of the building.

### **Collect and Document Data**

Customer Service Survey Results on ease of finding building location were gathered from August 1st, 2019 to March 1, 2020 and are shown in attached table 1. Result revealed an increase in ease of finding the building

## STUDY



## ACT

### **Establish Future Plans**

MCHD plans to adopt monitoring awareness of services based on this project success. Quarterly, the Health Department will continuously increase information distribution to current and new locations including schools, charities, government entities as well as increased social media posts.

# Quality Improvement Projects 2020

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.

Based on analysis resource the second Quality Improvement Project chosen was “Eliminating FSO/RFE Inspection Administration Time”

## PLAN

### **Aim Statement**

By March 1st, 2020, FSO/RFE inspection administration time will be eliminated from the inspection process.

### **Examine the current approach**

Currently the Registered Sanitarian completes a paper inspection report that is then entered into Health District Information System (HDIS) by clerical staff. This process is a duplication of the Registered Sanitarian’s work, which is inefficient use of clerical staff time decreasing overall productivity. This project will examine how the implementation of a new database, HealthSpace, will eliminate duplication of work thus increasing productivity and decreasing overall administrative time and cost to the Health Department. The administration time will be monitored pre and post HealthSpace initiation.

### **Collect Baseline Data**

Baseline data was collected to assess the average administration time each inspection report required to be entered into HDIS. Data was collected and available to assess pre/post trends. See data in Table 1 reflecting data administration time pre and post.

### **Identify potential solutions**

By implementing a new database, inspection administration time will be eliminated from the overall inspection process.

### **Develop an Improvement Theory**

If HDIS was a more up to date, efficient database for FSO/RFE inspection reports, the Health Department would not have implemented a new database.

## DO

### **Test the theory**

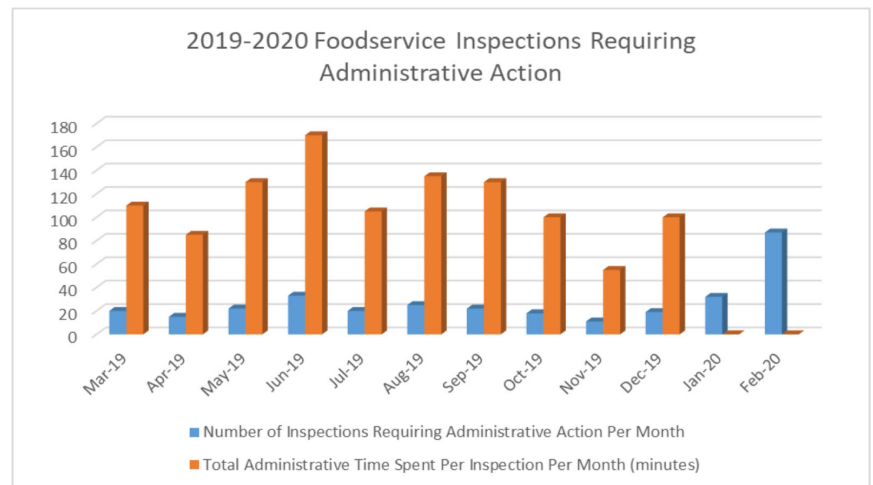
Inspection administration time will be eliminated once HealthSpace is initiated.

### **Collect and Document Data**

Average inspection administration time from March 1, 2019 to March 1, 2020 were gathered and are shown in attached Table 1.

## STUDY

The new database initiated on January 1st, 2020, has eliminated inspection administration time, which has helped increase clerical staff productivity



## ACT

### **Establish Future Plans**

HealthSpace will be utilized for other Environmental Programs including tattoos/body arts, nuisances, pools, and rabies. This will allow the Environmental Division to have electronic records for all programs.



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