

Carter County Health Center



ANNUAL REPORT 2023

Prepared by
Heaven Gordon



CARTER COUNTY
HEALTH CENTER

ABOUT CARTER COUNTY HEALTH CENTER

Mission Statement: Our mission is to promote and protect the health and safety of the people within Carter County through the development and implementation of public health services based on assessed needs.

Vision: Our vision is for Carter County citizens to thrive in a safe and healthy community where the health department actively engages with residents, collaboratively coordinates resources, and creates optimal opportunities for well-being. We aspire to be known for open communication, transparency, and partnerships that empower residents to lead healthier lives.

Value Statement: We are invested, dedicated professionals who believe in an adaptable approach in delivering services in an ethical and nondiscriminatory manner. Our care is characterized by the honesty, quality, dependability, trust and confidentiality that each citizen deserves.



CARTER COUNTY
HEALTH CENTER

ADMINISTRATOR MESSAGE MICHELLE WALKER



As the Administrator of the Carter County Health Center (CCHC), it is with great pride that I present our 2023 Annual Report. This year has been a transformative one for us, marking a pivotal shift from our intense COVID-19 response to a focused journey towards Public Health Accreditation Board (PHAB) accreditation and the implementation of the Missouri Foundation for Public Health Services (FPHS) model.

The pandemic was a crucible that tested our resilience and adaptability. Emerging from this, we have redirected our energies toward enhancing our public health standards and practices. The pursuit of PHAB accreditation is not just a goal but a commitment to excellence in public health. Similarly, adopting the Missouri FPHS model is a significant step in aligning our services with proven public health frameworks, ensuring that we deliver the highest quality of care to our community.

A highlight of this year has been the utilization of the Carter County Health Center/EMA Emergency Response Trailer. This state-of-the-art facility, funded by the Missouri Department of Health and Senior Services Health Disparity Grant, has already proved invaluable. It played a critical role in supporting the Carter County Emergency Management Agency and the National Park Service during search and rescue activities. This investment symbolizes our dedication to emergency preparedness and our ability to respond effectively to any public health emergency. The ongoing funding ensures that this resource will continue to serve our community's emergency management needs for years to come.

I would like to extend my heartfelt thanks to key partners who have been instrumental in our journey. Our County Emergency Manager, Curt Majors, has been a pillar of support, working closely with us to enhance our emergency response capabilities. The unwavering support of the CCHC Board of Trustees and the Carter County Commission has been fundamental in our strides toward public health service excellence. Their commitment has been a driving force behind our achievements.

As we look ahead, we are excited about the opportunities and challenges that come with our pursuit of accreditation and the implementation of the FPHS model. These initiatives will undoubtedly elevate the quality of our services and strengthen our capacity to meet the evolving health needs of Carter County.

Thank you for your continued trust and support in our mission to provide exceptional public health services. Together, we are making Carter County a healthier place for all

**Sincerely,
Michelle Walker RN, BSN Administrator, Carter County Health Center**

2023 CHANGE MANAGER AWARD



CCHC is proud to announce that our Administrator was presented with the Change Manager award from The Missouri Center for Public Health Excellence (MOCEPHE). This award is given to an individual who is leading their department and community through significant changes with high quality leadership characteristics

One nomination for Michelle said the following: “There is no stone in her department that she has left unturned or unexamined for whether it needs to be improved.” and “she is ambitious and determined to lead Carter County into being a strong department, a good regional partner, and a statewide example that shows the power of what a small LPHA with a small staff and limited resources can do.



SERVICES



CCHC is proud to offer the 10 essential services for public health utilizing Missouri's Foundational Public Health Service Model



Information on the Missouri Foundational Public Health Service Model can be found [here](#)



CARTER COUNTY
HEALTH CENTER

OUR TEAM



TRACY WINCHESTER
Assistant Administrator



MICHELLE WALKER
Administrator



DAKOTA TOWNSLEY
Nutritionist



KAYLEE SWYRES
WIC Coordinator



CARTER COUNTY
HEALTH CENTER



HEAVEN GORDON
Clinical Nursing Supervisor



ERICA DEWOLF
Accounts Payable



HEATHER WALLACE
Office Assistant/VFC Coordinator



VIRGINIA BUFFINGTON
Public Health Nurse

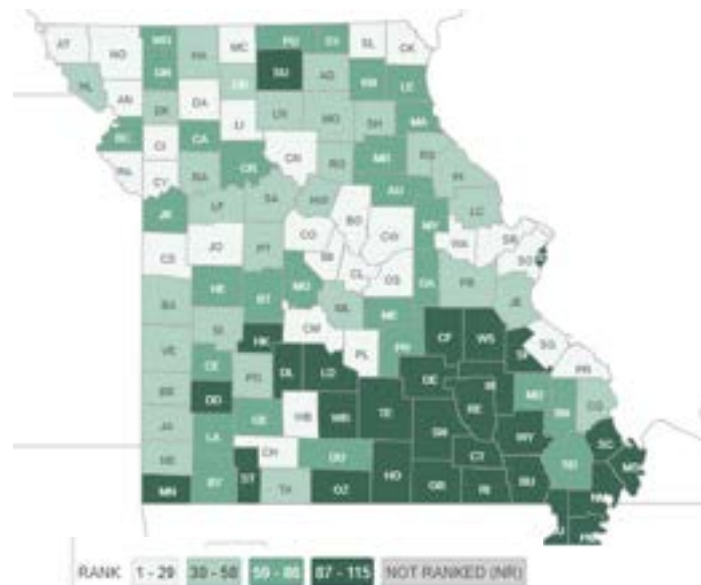
HIGHLIGHTS



Health Highlights for Carter County

- Carter County is ranked as #100 out of the 115 counties in Missouri
- Premature Death data: 12,600 lives lost under age 75 per 100,000 people (USA average is 7,300)
- Carter County Citizens on average report a lower quality of life compared to the national average
- Carter County ranks higher than the national average in the following (not an all inclusive list):
 - Smoking
 - Obesity
 - Physical Inactivity
 - Alcohol Impaired Driving Deaths
 - Teen Births

Carter County has a higher provider to patient ratio compared to Missouri as a whole and the national average



HIGHLIGHTS



Vital Records



The Carter County Health Center provides certified copies of Birth and Death Certificates. Birth Certificates are \$15, Death Certificates are \$14. CCHC fulfilled 267 death certificate requests and 222 birth certificate requests

Emergency Response

Our Mobile Command Center was utilized in coordination with the Emergency Response Team, National Park Service, and volunteers on three occasions involving missing persons in addition to health outreach events



HIGHLIGHTS



Health Education Services



Carter County Health Center is proud to offer a variety of health education programs including group and individual diabetes education (provided by Delta grant with Missouri Highlands), early childhood health education (Childcare Health Consultation Program), and participating in the Maternal Child Health Grant (MCH)

Vaccine Preventable Disease

A total of 569 immunizations were administered in 2023, utilizing various programs such as VFC and the federal 317 program that provides vaccine at no cost



HIGHLIGHTS



Vaccines for Children Program

The Vaccines for Children Program (VFC) is funded by the CDC and provides free vaccines to children who qualify such as those that are medicaid eligible, uninsured, underinsured or are American Indian or Alaskan Native

Heather is our VFC program coordinator and has 29 years experience with VFC



Environmental Public Health



MICHAEL OSBORN



GRANT HARGROVE

Collectively, Michael and Grant bring over 25 years of experience to our team

CCHC works with the Butler County Health Department to provide all essential Environmental Public Health Services utilizing their trained Environmental Public Health Specialists.



HIGHLIGHTS



Communicable Diseases

Shown here is a snapshot of our Communicable Disease dashboard for 2023

Total Cases by Disease

Category	Jan 8 - Jul 9, 2023	Jul 9, 2023 - Jan 8, 2024	Percent Change
> Animal Bites	1	0	-100%
> Bioerrorism	0	0	-
> Hepatitis	1	1	-
> HIV	0	0	-
> Intestinal Infectious Diseases	3	0	-100%
> Other Bacterial Diseases	0	0	-
> Other Reportable Diseases	1	1	-
> Parasitic Diseases	0	0	-
> Respiratory Diseases	106	137	+29%
> Sexually Transmitted Diseases	11	1	-91%
> Tuberculosis	0	0	-
> Vector Borne Diseases	1	0	-100%
> Viral Infections of the Skin	0	0	-
> Zoonotic Diseases	0	0	-
All Diseases and Events Total	124	140	+13%



Virginia is our public health nurse with 14 years experience in communicable disease investigations

[Click here](#) for our communicable disease dashboard

Mass Vaccinations

Multiple Mass Vaccination Clinics are held each year at CCHC to provide convenience to the community with no need for an appointment

HIGHLIGHTS



Breastfeeding Peer Counselor Program

WIC peer counselors give breastfeeding information and support like this to other moms
In 2023, Our Breastfeeding Peer Counselor helped over 150 mothers in our community



Car Seat/Occupant Safety Program



Kaylee and Heaven are our Child Passenger Safety Technicians



Made possible by MODOT funding and initiatives, our CPS certified technicians are available to complete car seat safety checks and provide education for free here at CCHC



HIGHLIGHTS



Lead Assessment/Testing

Missouri's children are at risk for lead poisoning, a preventable health problem which affects the brain and physical growth. This testing is done via finger stick to check for exposure. If a child has elevated levels, our public health nurse follows the case until the level returns to normal range.



Women, Infants, and Children (WIC) Program



Koty is our WIC nutritionist with 10+ years experience with WIC



WIC is a supplemental nutrition education program that helps mothers and young children eat well and stay healthy. Women, Infants, and Children who meet income guidelines may go to any WIC provider in Missouri to apply for WIC benefits. CCHC provided WIC for 2,138 clients in 2023



HIGHLIGHTS



Safe Cribs for Missouri



CCHC participates in The Safe Cribs for Missouri program provides portable cribs and safe sleep education to families who have no other resources for obtaining a crib. The program is administered by the Department of Elementary and Secondary Education with a goal of reducing sleep related infant deaths

Pathway to Accreditation

This year CCHC has focused efforts on obtaining National Accreditation through the Public Health Accreditation Board (PHAB) and completed our Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP)

Click [here](#) to view our CHA and [here](#) for our CHIP which was completed with our partnership with the Missouri Center for Public Health Excellence (MOCEPHE)



**CARTER COUNTY
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HIGHLIGHTS

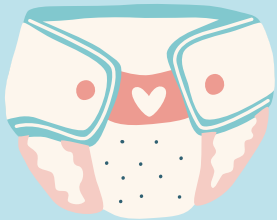


Back to School Fair

Over 75 students age 4-18 attended our first ever Back to School Fair in 2023, receiving free sports physicals, haircuts, and school supplies as well as health education, vaccines, and resources from various vendors.



Diaper Bank of the Ozarks



CCHC partners with Diaper Bank of the Ozarks whose generosity keeps babies healthy and happy by distributing diapers - disposable and cloth - through partner agencies and to families in need throughout the Ozarks.



FINANCE REPORT

SHOWN BELOW ARE CCHC'S EXPENSES AND GROSS PROFIT FOR 2023



Tracy and Erica manage the finances for CCHC



BOARD OF TRUSTEES

- Jane Dougherty- Board Chair
- Sara Cooper- Vice Chair
- Kelly Jenkins- Secretary
- Debbie Turley- Treasurer
- Robin Murphy-Trustee

COUNTY COMMISSIONERS

- Ron Keeney-Presiding Commissioner
- Lynn Murdick-Western Commissioner
- Tom Wilder-Eastern Commissioner



CARTER COUNTY
HEALTH CENTER



THANK YOU

We extend our heartfelt gratitude to the citizens of Carter County for allowing us to provide public healthcare, promote wellness, education, and other health initiatives in an effort to positively impact the wellness of the community



CARTER COUNTY
H E A L T H C E N T E R