



CARTER COUNTY

HEALTH CENTER

IMPORTANT DATES

06/12-CPR class 9am at CCHC
06/19-Juneteenth cchc closed
06/20- First day of summer
06/22-Food truck festival 3-8pm
Historic courthouse square



*Keep Reading to meet
our new
Environmental Health
Specialist*

OUR SERVICES

Pregnancy testing/counseling
STD/STI testing and treatment
WIC services
Health education
Covid testing
Immunizations (including covid+flu)
Food Service Inspections
Vital Records
Health Education/Promotion

*Don't forget to use
sunscreen this
summer*



*Ensure your family's safety on your summer
roadtrips with free car seat Installation
Inspections at CCHC*





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

Strategic Plan

The creation of the Carter County Health Center Strategic Plan 2024-2028 was a comprehensive and collaborative effort.

We engaged various stakeholders, including staff, board members, and community representatives, through surveys and focus groups to gather diverse insights.



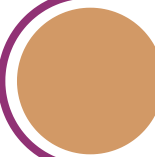
Top 3 Priorities

An environmental scan was conducted to analyze internal and external factors, followed by a SWOC analysis to identify our strengths, weaknesses, opportunities, and challenges.

Click [here](#) for our full strategic plan



Operational Excellence



Workforce Development



Community Engagement

Responsibilities were assigned, timelines set, and Key Performance Indicators (KPIs) established to measure progress. Our rigorous monitoring and evaluation process, along with continuous community feedback, ensures that our strategic plan remains dynamic and aligned with the needs of Carter County.



CARTER COUNTY

HEALTH CENTER

Alpha-Gal Syndrome



What is Alpha-gal Syndrome?

Alpha-gal syndrome is a recently identified type of food allergy to mammalian meat and by-products.



What causes Alpha-gal Syndrome?

The condition often begins when a Lone Star tick bite transmits a sugar molecule called alpha-gal into the body.



It triggers an immune system reaction that later on produces mild to severe allergic reactions when they eat or come in contact with any mammalian meat, milk and by products.

How long does a tick have to be attached for someone to develop Alpha-gal Syndrome?

A lone star tick doesn't have to be attached to a human host for any certain amount of time because alpha-gal is present in the ticks saliva. That means that an immune response can happen as soon as the tick bite happens.

Where is the Lone Star tick found?

The Lone Star tick is found predominantly in the southeastern United States, and most cases of alpha-gal syndrome occur in this region.



What are the signs and symptoms of Alpha-gal Syndrome?

- Hives/itchy rash
- Nausea/vomiting
- Heartburn/indigestion
- Diarrhea
- Severe stomach pain
- Dizziness or faintness
- Cough/difficulty breathing/shortness of breath
- Drop in blood pressure
- Swelling of lips, tongue, throat, eye lids



How can you prevent Alpha-gal Syndrome?

- Avoid heavy grassy/bushy areas
- Check for ticks immediately after being outside
- Shower and change clothes after being outside
- Use EPA registered repellants on exposed skin



CCHC has seen an increase in Tick-Borne Illnesses earlier in the year compared to last year's communicable disease data





CARTER COUNTY

HEALTH CENTER

NEW EMPLOYEE SPOTLIGHT

Please welcome our new Environmental Health Specialist, Olivia Price. She will be serving the Carter and Reynolds County areas completing food Service, lodging, and childcare inspections

Olivia has previous experience with Environmental Public Health and has a bachelor degree in Animal Science from MSU. She is excited to return to the public health field and give back to the community



If you have a food service or lodging complaint, please click [here](#)





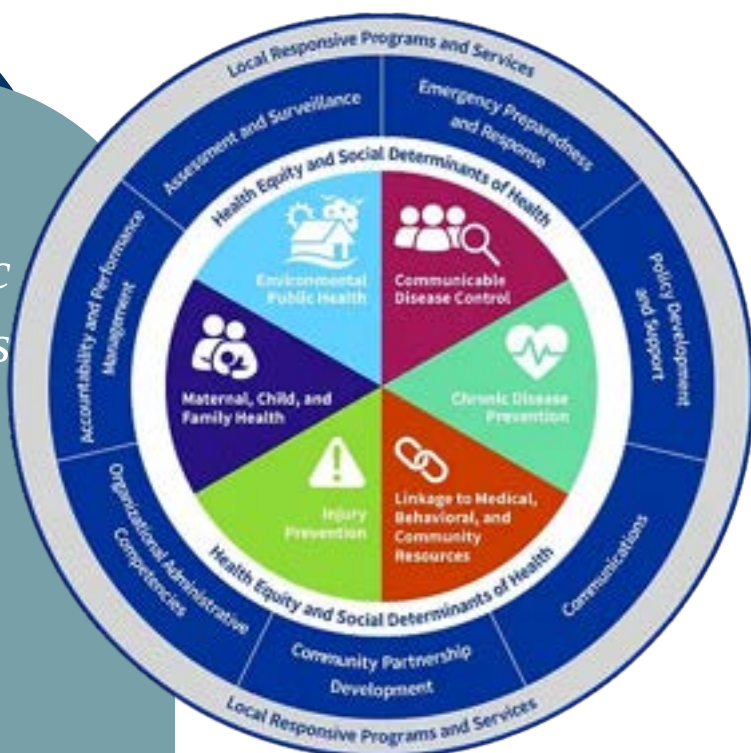
CARTER COUNTY

HEALTH CENTER

FPHS MODEL SPOTLIGHT

Organizational Administrative Competencies

In order to deliver foundational public health services, public health agencies should achieve competency in cross cutting organizational administrative skills such as leadership and governance, information technology, human resource services, legal services, financial management, contract and procurement services, and facilities and operational management



For more information from HealthierMO, click [here](#)

Missouri's Foundational Public Health Services (FPHS) model describes a minimum set of fundamental services and capabilities that must be available in every community in order to ensure Missouri's public health system delivers equitable opportunities for good health to all Missourians.



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

Missouri Department of Health and Senior Services Leads Public Health Transformation Initiatives



The Missouri Department of Health and Senior Services (DHSS), in collaboration with the Public Health Accreditation Board (PHAB), is spearheading groundbreaking public health transformation initiatives in Missouri. This partnership aims to enhance the quality and performance of public health services across the state. These efforts are crucial in addressing emerging health challenges and ensuring that Missouri's public health system remains robust and responsive. By focusing on innovation and continuous improvement, DHSS and PHAB are committed to safeguarding the health and well-being of all Missourians.



[Read the full
press release](#)



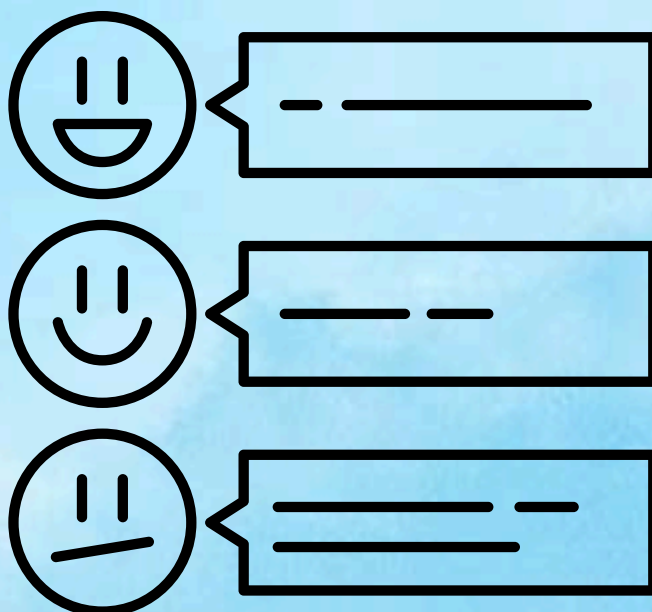
[See CCHC Accreditation
Progress Here](#)



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

Have You Visited Us Recently?


We value your feedback so we can improve our community's experience when utilizing our services: Please fill out our customer satisfaction survey by copy and pasting the website [below](#) into your browser or click [here](#)







OUR RECENT QUALITY IMPROVEMENT EFFORTS

The Story Board below and the one on the following page depicts our most recent quality improvement projects: Improving workflow in the lab and enhancing ADA accessibility and overall cleanliness at CCHC



Lab Workflow

Background



Lab workflow was not optimized for staff to provide the variety of services across the Health Center in the same designated area.

Project Objective

Ensure a friendly and productive public health lab environment for patients and staff to improve appointment times and flow



Challenges

Temporary relocation of services for remodel completion
Obtaining height measurements during construction

Plan

Collect bids and complete lab renovations to improve layout (with lab duties relocated to exam room during construction), optimize space for community members and staff. QI team utilized priority matrix for planning

Actions Taken

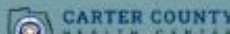



Vaccine fridge relocation, cabinet repair and additions for storage in garage to free up lab space, updated paint, counter additions

Implementation

Received bids for lab remodel
Utilized feedback from customers and staff, Relocated essential services temporarily for seamless transition

Use the QR code to complete our customer satisfaction survey



Next Steps

Improving IT capabilities in lab to further enhance workflow and time management
relocating lab chair to more usable space



OUR RECENT QUALITY IMPROVEMENT EFFORTS



ADA Accessibility

Background

Customer reports regarding Health Center's opportunities to improve cleanliness and accessibility via survey or conversation with staff

Implementation

Local graphics business coordinated with Assistant Administrator for correct signage placement needs

Project Objective

Increase adherence to hygiene protocols and enhance sanitary conditions to reduce the risk of communicable disease spread by updating CCHC facilities and public areas over the next 12 months, utilizing customer feedback data



Plan

Assistant Administrator to review and ensure new signage and other updates meet ADA compliance



Use the QR code to complete our customer satisfaction survey

Next Steps



Front Main Entrance Door to be replaced with automatic door
Repair/Replace Parking Barriers, cover plumbing in public restrooms to meet requirements

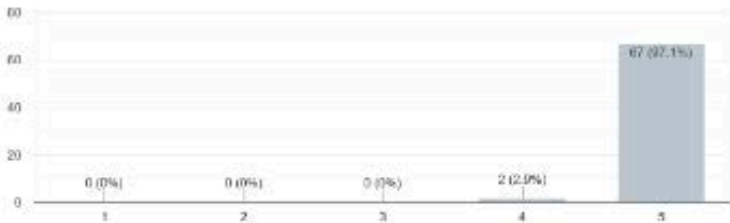
Challenges

Securing someone to complete parking barrier repair, Timeline coordination for door installation

Actions Taken



How would you rate the Carter County Health Center facility? Was the facility clean and welcoming?
Was everything in working order? Were the restrooms clean?
All responses



ADA compliant signage installed throughout facility. We replaced our diaper changing stations in both public bathrooms. Refreshed paint, repaired damages, updated trim
Above are survey results taken after project completion

If you have visited CCHC recently and have a quality improvement concern: please call 573-323-4413 and ask to speak with Tracy our Quality Improvement Coordinator



CARTER COUNTY

HEALTH CENTER

RECIPE OF THE MONTH

Air Fryer Chicken Parmesan

Ingredients

- *1/2 c. all-purpose flour*
- *2 large eggs*
- *1 tsp. granulated garlic*
- *Kosher salt and pepper*
- *2 c. panko*
- *1/3 c. plus 2 tablespoons grated Parmesan cheese, divided*
- *3 Tbsp. olive oil, plus more for brushing*
- *2 8-ounce boneless, skinless chicken breasts, trimmed and halved laterally into cutlets*
- *2 Tbsp. fresh lemon juice*
- *1 c. marinara sauce, divided*
- *1/4 c. basil leaves, roughly chopped, divided, plus more for topping*
- *6 oz. low-moisture mozzarella cheese (do not use fresh), coarsely grated*



NUTRITIONAL INFORMATION (per serving):
About 690 calories, 32 g fat (11 g saturated),
45 g protein, 1,240 mg sodium, 52 g
carbohydrates, 3 g fiber

Directions

1. Place flour in shallow bowl. In second shallow bowl, beat eggs, garlic, 2 tablespoons water and 3/4 teaspoon salt. In third shallow bowl, combine panko with 1/3 cup Parmesan and toss with oil.
2. Pound each cutlet to even thickness. In large bowl, toss with lemon juice to coat. Dip each cutlet in flour, then in eggs (letting excess drip off), then in panko mixture, patting to adhere. Transfer to parchment-lined plate.
3. Heat air fryer to 360°F. Brush air fryer basket liberally with oil and add 2 cutlets. Air-fry until beginning to turn golden brown, 6 minutes. Using tongs, flip and air-fry until golden brown and cooked through (165°F on instant-read thermometer), 7 to 9 minutes more. Transfer to another plate. Repeat with remaining cutlets.
4. Return 2 cooked cutlets to basket and top each with 4 tablespoons marinara, 1 tablespoon basil, then with mozzarella and Parmesan. Heat air fryer to 400°F. Air-fry until cheese begins to brown, 2 to 3 minutes. Repeat with remaining cutlets, marinara, basil, mozzarella, and Parmesan. Sprinkle with additional basil if desired.