

# 2017 Annual Report

## COMMUNITY SATISFACTION

31 community members responded to the 2017 survey

- 77% had used TPH services in the past
- 61% anticipated using services in the next year
- 80% were likely to receive immunizations
- 23% were likely to use women’s health services
- 10% were likely to use environmental health services

97% said the hours of operation were convenient

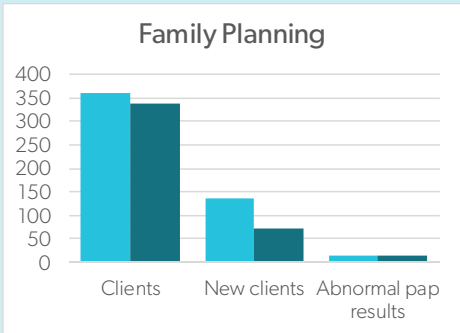
3 individuals suggested improvements to the waiting room and more promotion of available services

## CLIENT SATISFACTION

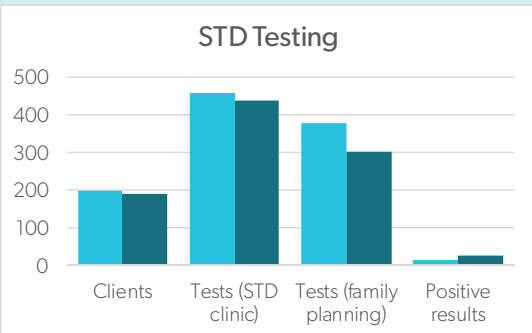
29 clients completed a satisfaction survey

- 93% said the hours of operation were convenient
- 6 clients suggested improvements such as shorter waiting times and longer hours of operation

## PERSONAL HEALTH



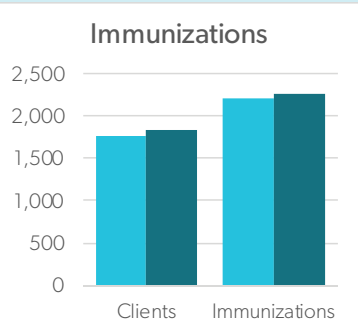
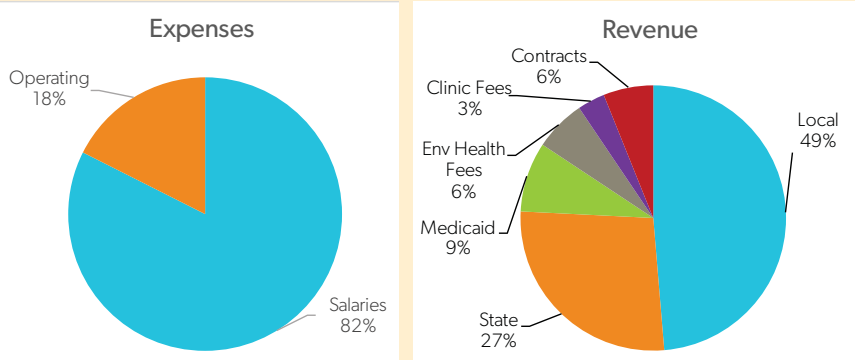
Confidential family planning and sexual health services play an important role in our community. TPH has a reputation of offering caring providers, clean facilities, trusted advice, and essential access to contraception.



**100%** of clients received education on preventing future STDs

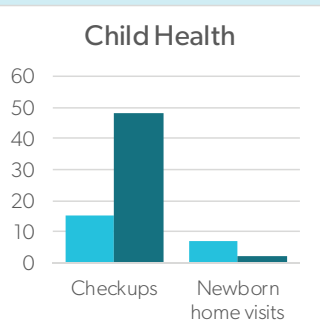
**100%** of clients who tested positive for an STD completed treatment

## FINANCE & ADMINISTRATION

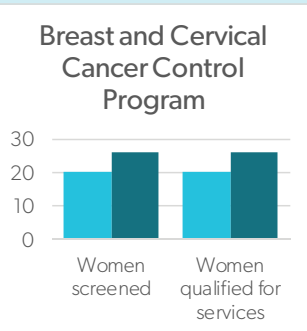


**75%** of county children up-to-date on vaccines by age 2

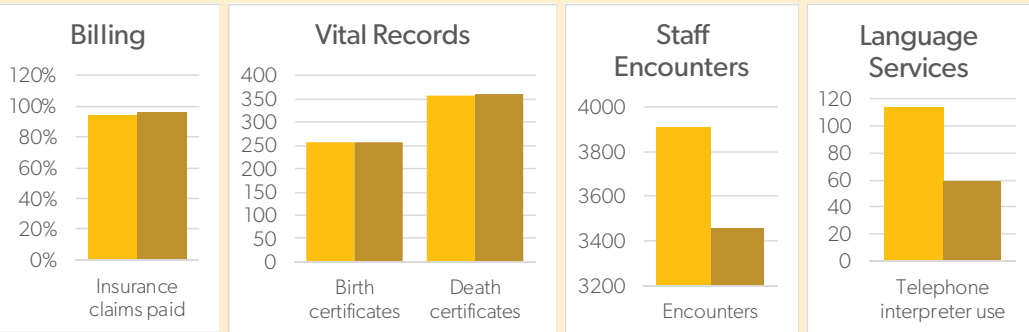
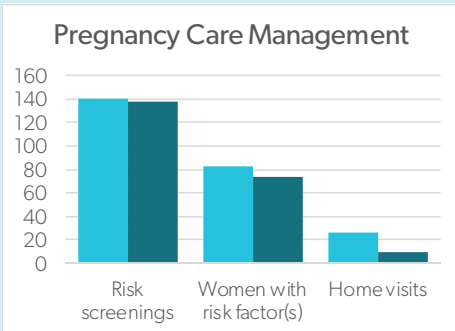
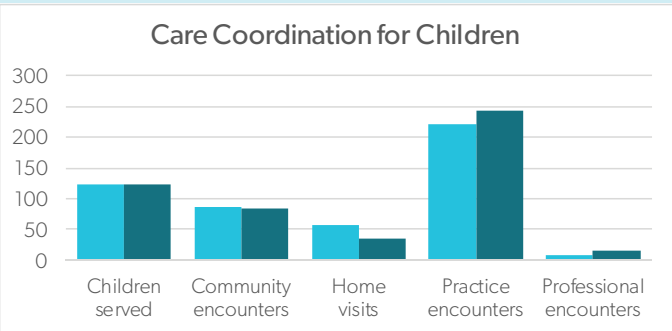
**79%** up-to-date by age 6



TPH provides access to free screenings for breast and cervical cancer, plus referrals to treatment. More importantly, staff offer personalized service and treat patients with kindness and compassion as they navigate difficult or frightening situations.



Transylvania County is a member of a regional collaborative through RTI funded by NIH to address hepatitis C infection. This grant provides resources for building capacity, training for physicians, and a regional “bridge counselor” to assist with getting treatment.



**“The nursing staff makes you feel comfortable.”**  
- FAMILY PLANNING CLIENT

**“Quick service, nice staff.”**  
- IMMUNIZATION CLIENT

**“Any questions I’ve had have been answered.”**  
- FAMILY PLANNING CLIENT

## ENVIRONMENTAL HEALTH

TPH staff worked with community partners, schools, and university faculty to continue mosquito surveillance efforts in 2017.

TPH contracted with a professional PR firm to develop a community health promotion campaign (including print, TV, radio, billboards, social media, and incentive items) to raise awareness and encourage behaviors that protect against tick and mosquito bites.

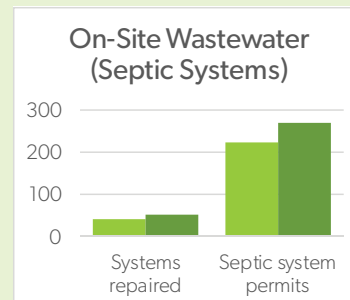
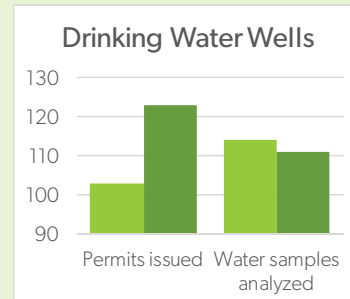
Campaign materials were then formatted into a toolkit for use by other local health departments in North Carolina.

### Food, Lodging & Institutions

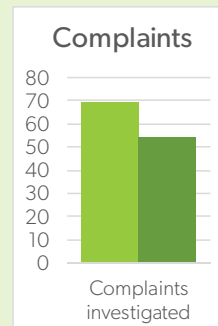


Environmental health inspections of child care centers help reduce preventable illness. Inspections are also an opportunity for the center to demonstrate improved compliance and receive help with specific issues or concerns.

**"Excellent, responsive services."**  
- ENVIRONMENTAL HEALTH CLIENT

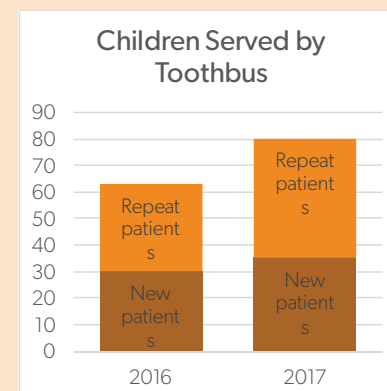
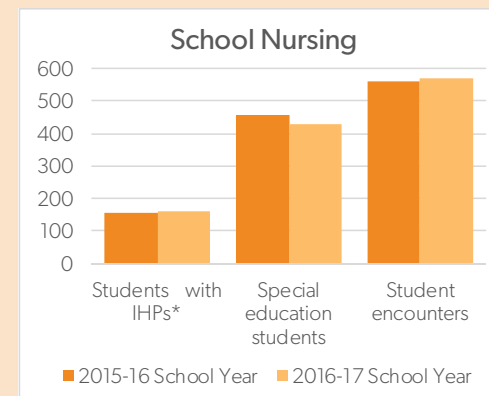


**46%**  
inspection compliance rate for food, lodging & institutions



## COMMUNITY HEALTH

The C.A.R.E. Coalition hosted a successful federal site visit and joined a regional collaboration coordinated by RHA to enhance existing efforts around opiate misuse. The coalition launched a new "Transylvania CARES" media campaign; to date, more than 70 businesses, organizations, and individuals have pledged to show that they value young people, encourage healthy risk-taking, and support lives that are free from drugs and alcohol.

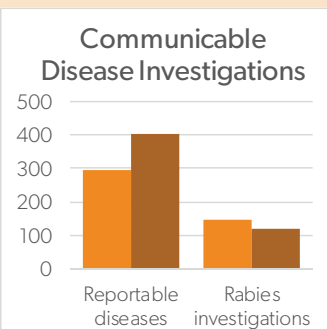


**77%** of 1st-5th graders participating in weekly fluoride mouthrinse

**47** dental education visits to schools and preschools

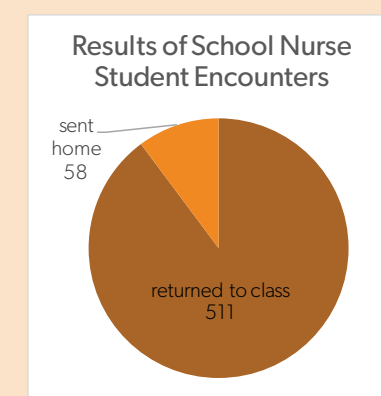
**77%** of children brushing daily in child care centers

**"Thank you for giving your time and knowledge."**  
- COMMUNITY PARTNER



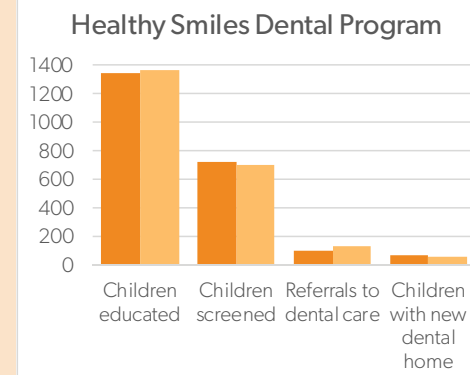
Healthy communities staff focused on worksite wellness initiatives at 3 employers, assisting with tobacco free policy implementation, and developing a worksite wellness committee for Transylvania County.

One health educator was trained as a certified blood pressure coach to be able to offer screenings and advice at resource fairs and other events.



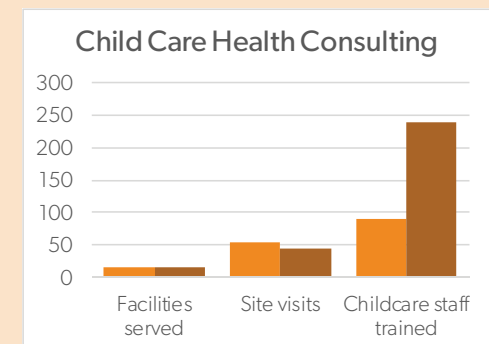
**2969** students served by school nurses

**80** school staff newly trained to provide care during the school day for conditions including diabetes, seizures, feeding tubes, anaphylaxis, asthma, and more.

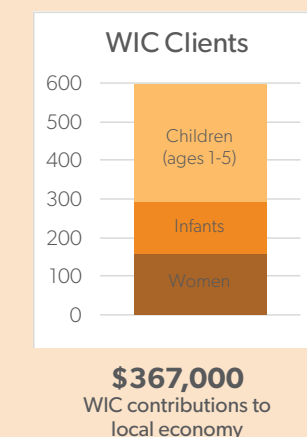


Staff assisted 2 local small retail stores in earning the North Carolina Healthy Food Retail Designation to increase access to and promote consumption of nutritious foods in remote areas of the county.

TPH staff worked with MountainWise and community agencies to install bike repair stations at the Transylvania County Library and the City of Brevard's bike path to encourage active lifestyles.



**All 15** county child care centers completed health and safety pre and post assessments



**1028** contacts by breastfeeding peer counselor

