The Washoe County Health District has jurisdiction over all public health matters in Reno, Sparks, and Washoe County through the policy-making District Board of Health.

**The Washoe County Health District consists of the following offices and divisions:**

**Administrative Health Services Office (AHS)**
Administrative Health Services Office provides administrative guidance and oversight for financial activities, human resources, and information technology for the District.

**Air Quality Management Division (AQM)**
AQM is responsible for controlling sources of air pollution and assuring compliance with local, state and federal environmental laws governing air quality.

**Community & Clinical Health Services Division (CCHS)**
CCHS focuses on disease prevention, community and individual education and wellness.

**Environmental Health Services Division (EHS)**
EHS ensures compliance with local, state and federal laws regulating food, waste, water, vector and other areas of public health. While many programs require enforcement, strong education components promoting a collaborative approach to meet public health standards at the local and national levels are also emphasized.

**Epidemiology & Public Health Preparedness Division (EPHP)**
EPHP conducts disease surveillance and outbreak investigations, coordinates public health response to disaster with partner agencies, and provides training on topics related to public health emergencies, such as bioterrorism and natural disasters. EPHP also provides oversight of Emergency Medical Services (EMS) and Vital Statistics.

**Office of the District Health Officer (ODHO)**
The ODHO provides leadership and direction for the entire Health District by working with and through the District Board of Health. The ODHO is responsible for overall District management and community-wide health improvement initiatives, and serves as the central control point for public information.
I am proud to present the 2017 Washoe County Health District Annual Report. Highlighted within the report are just a few of the many achievements realized over the past year in our efforts to enhance quality of life in Washoe County. The hard work of Health District staff to fulfill the vision and direction of the Washoe County District Board of Health and protect the health of our community is manifest in these many successes.

Some accomplishments coordinated through my Office of the District Health Officer include:

In 2017 the Health District formally applied for national accreditation through the Public Health Accreditation Board (PHAB). Documentation for the twelve accreditation domains are being compiled and submitted to PHAB in preparation for a site visit.

An updated 2018-2020 Community Health Needs Assessment was prepared in collaboration with Renown Health and Truckee Meadows Healthy Communities. The assessment provides a compilation of quantitative data on over 250 health indicators and community input from over 1,400 surveys.

Through a Community Health Improvement Plan the Health District continued to coordinate and support the work of over 40 community partners to address needs in the priority areas of Access to Healthcare, Behavioral Health, Education, and Food Security.

The Health District made substantial progress in implementing the Strategic Plan and held a retreat with the District Board of Health in November to refresh the plan. The strategic priorities addressed by the plan are: Healthy People, Healthy Environment, Local Culture of Health, Impactful Partnerships, Financial Stability, and Organizational Capacity.

The Health District played a leadership role in Truckee Meadows Healthy Communities (TMHC), a cross-sectoral coalition to improve the health of the community. TMHC received recognition as a 501(c)(3) not-for-profit entity from the IRS. TMHC formed a partnership with the Truckee Meadows Regional Planning Agency Governing Board, and Enterprise Community Partners to develop a Regional Housing Roadmap designed to meet the region’s housing needs. TMHC also provided quarterly Family Health Festivals and organized and hosted a Remote Area Medical (RAM) event to provide medical, dental, and vision care to underserved members of the community.

Please take the opportunity to review the public health achievements compiled in this annual report. The pursuit by the District’s dedicated health professionals of our vision, mission, values, and strategic direction, made these accomplishments possible, and have made Washoe County an even better place to live.
Charting a path to success...

As Chair of the Washoe County District Board of Health, I am excited about the productive year the Board and staff have completed as we chart a path to success with our numerous endeavors.

Of particular note are accomplishments that have been several years in the works that are now beginning to impact the everyday health and well-being of our citizens and visitors to Washoe County.

The Health District and the EMS Oversight Program are leading the charge in implementing new response plans that will save time, money and resources in responding to emergencies. The plans include new response time maps, new dispatch criteria, and the future use of automatic vehicle locators (AVLs) to get first responders to emergency scene locations in the shortest time possible.

Strong partnerships with healthcare providers and other cross-sectoral stakeholders in public health are getting even stronger through work with Truckee Meadows Healthy Communities on collaborations such as the Community Health Needs Assessment, the Community Health Improvement Plan, and Family Health Festivals.

Project ONE, a single on-line portal now enables citizens to do business and permitting regardless of where they are building or conducting commerce in Washoe County. Staff has worked tirelessly in improving the system known as ONE which provides one-stop shop business licensing and permitting for each of our local jurisdictions. The program will make it easier to do business in the region, ultimately enhancing economic development efforts.

Years of planning, exercises, and drills readied the Health District for response to the 2017 floods that inundated several residential and business areas due to the series of atmospheric rivers that hit Washoe County. Every division within the Health District was actively involved with response to our citizenry during the emergency and recovery periods.

Our mission of protecting and enhancing the quality of life for all in Washoe County has indeed been embraced by the Board and Health District staff. Please join me in reviewing other key accomplishments throughout this annual report.
The Washoe County Health District ended FY 2017 with $21.2 million in expenditures and an ending fund balance of $4.2 million. AHS administered over $22.4 million in resources including $5.8 million in federal grants, $267,781 in state grants, and $10 million from the Washoe County General Fund.

AHS supported payroll and other human resource needs for over 180 employees representing 151.4 full-time equivalents. AHS processed 19 new hires, 14 position reassignments, 8 promotions, 6 position re-classifications and 24 resignations and retirements. AHS also monitors and implements the requirements of the Washoe County Code for Human Resources and the negotiated agreements for four bargaining units – the Washoe County Employees Association Supervisory and Non-Supervisory Units, and the Washoe County Nurses Association Supervisory and Non-Supervisory Units.

The technology team has worked hard at getting over the obstacles faced with implementing the two largest software packages for the Health District, Regional Permitting and the Clinic’s Customer Medical Records software, from implementation in late 2016 to maintenance mode in 2017. The team ended 2017 prepared to replace over 180 computers to meet current computer requirements. The team also moved the Health District intranet website to a new platform that will make intranet work more efficient and user friendly.

Washoe County Health District continues to invest in added security measures for customer and employee safety in the workplace. New measures included restricting access to only those authorized in many areas of the Health District, and providing an emergency alert system for when customers and staff feel threatened in the work environment.

Staff worked many hours to accomplish the Strategic Plan Goal of continued workforce development. They have trained to increase their knowledge to maintain status as Web Professionals, and Certified Grants Management Specialists. Staff have also been certified to use CPR and AED equipment in times of an emergency. Staff continued to assist the County with the County Leadership Program Events Committee and were part of the Regional Permitting Team that was nominated for a Washoe Impacts Award.
Ozone Advance Program Path Forward
Following last year’s acceptance into the EPA Ozone Advance Program, AQM staff prepared the required Path Forward documentation outlining goals to reduce emissions from on- and off-road motor vehicles, reduce impacts from heat islands, increase the efficiency of buildings, and expand air quality education and outreach. The voluntary implementation of ozone control measures through the regional planning process will provide the tools necessary to enable long term health benefits from ozone reduction in the community.

EPA Concurrence on Exceptional Events Demonstrations
As a result of pollution in Washoe County due to California and Pacific Northwest Wildfires in 2015 and 2016, AQM submitted demonstrations to EPA for the exclusion of ozone data affected by heavy smoke in our area. On May 30, 2017, EPA concurred with the request to exclude six 8-hour ozone exceedances. This was the first EPA concurrence in the country for a wildfire ozone demonstration under the new Exceptional Events Rule and Guidance. EPA cited these demonstrations should serve as great examples of solid technical work for other air agencies to follow.

Keep it Clean – Be Smoke Smart
The Be Smoke Smart outreach campaign once again proved to be a vital tool in the protection of public health as a result of smoke from wildfires. In order to provide up-to-date public information through the website and social media platforms, AQM obtained a one-time grant funding from EPA to purchase two portable neighborhood particulate monitors. Staff is now able to quickly deploy these monitors when needed to measure smoke impacts and provide health advisories to citizens so they can protect themselves from the effects of smoke.
COMMUNITY AND CLINICAL HEALTH SERVICES (CCHS)

Steve Kutz, R.N., M.P.H., Division Director

Finances
CCHS continued work on improving revenue and reimbursement by contracting with third-party payers, and by refining and enhancing billing efforts. Total record-breaking revenue in the last fiscal year was $425,000, an 80% increase over FY16 revenue of $236,407.

Smoke-Free Housing
Smoke-Free Multi-Unit Housing increased in FY 17 with 2,899 certified units now available for Washoe County residents who desire smoke-free housing.

Media Outreach
During FY17 CCHS documented over 14.6 million hits, views, likes, and impressions through the Washoe County website; through advertising placements on radio, television and print; and, through digital placements on social media sites.

Clinic Services
CCHS provided clinic services for 14,378 clients in the STD/HIV, TB, Immunization, Maternal Child, and Family Planning programs.

WIC
Through CCHS, the federally-funded Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provided over 4,000 Washoe County participants with supplemental foods, breastfeeding support, and nutrition education. The Washoe County Health District is the largest WIC provider in northern Nevada.

Offsite services
CCHS delivered offsite services 221 times in FY 17, providing needed and valuable clinical services to Washoe County citizens, including services for WIC, Immunizations, STD and HIV, Maternal Child, and Family Planning programs.

Volunteer hours
CCHS received a total of 6,851 hours of volunteer work from generous individuals to various programs. This represents the work of between three and four full-time employees and well over $150,000 in cost savings to programs and the community.

Clinic Site Host
In 2017 CCHS became a clinical site host for a new community residency program in collaboration with Dr. Steve Zell and the University of Nevada School of Medicine. In the new partnership, medical residents will rotate through the STD clinic over a period of three years, rather than the usual course of two weeks, allowing for a much richer understanding of STDs and their impact on clients and communities.

Communicable Disease Prevention
CCHS continues to partner with the Epidemiology and Public Health Preparedness Division in Communicable Disease investigations by providing specimen collections for testing, and post-exposure prophylaxis or immunizations when needed.
ENVIRONMENTAL HEALTH SERVICES (EHS)

Chad Warren Westom, REHS, Division Director

Complaint Reduction
EHS worked to reduce the number of complaints regarding animals in food establishments through the production and distribution of a window cling poster to educate the public on service animals. This was achieved through collaboration with members of the Nevada Disability Advocacy and Law Center, Canine Companions for Independence, the Retail Association of Nevada, and the Nevada Restaurant Association.

Food Establishment Risk Factor Study
This past year, staff conducted data collections at food establishments as part of a risk factor study. The study is designed to assess food preparation procedures, practices, and employee behaviors most commonly reported to the Centers for Disease Control and Prevention (CDC) as contributing factors to foodborne illness outbreaks at the retail level. The WCHD will use the data to provide guidance to food safety professionals to assist in addressing food safety issues most significantly impacting public health.

Community Development
EHS is continuing to partner with Reno, Sparks, and Washoe County to help meet the increasing needs of developers in the community. Staff is continuing to improve efficiencies with the plan review process and attend regular meetings to provide initial feedback on proposed developments. This type of community involvement helps developers understand specific agency requirements and provides understanding of what is necessary to speed up the review process. EHS ended 2017 with the average turnaround time for health plan review at two weeks or less.

Flood Response
EHS responded during the 2017 flooding events by providing health and safety information to first responders and residents during the emergencies. Staff investigated areas subjected to flooding and aided residents in understanding how flood waters affected wells and septic systems. Staff also conducted mass water samplings to determine what potential effect the flood waters would have on responders and residents who were in the flood areas.
Scientific Engagement
In January 2017, an article regarding a resident who was diagnosed with and died from a bacterial infection resistant to all antibiotics available for treatment was published in the Centers for Disease Control and Prevention’s (CDC) Morbidity and Mortality Weekly Report (MMWR). Authors included Epidemiology Supervisor Dr. Lei Chen (lead) and Division Director Dr. Randall Todd. The article which identified the superbug, New Delhi Metallo-Beta-Lactamase-Producing Klebsiella pneumoniae, ranked 1st in the top 10 MMWR reports and ranked 2nd for all CDC-authored publications as measured by Altmetric in 2017. Altmetric is a tool used by journals, to gather data on content re-publication in social, mainstream and science-specific media, and from online reference managers.

Public Health Preparedness (PHP)
PHP continued providing influenza vaccinations free to the public and partnering agencies through Point of Dispensing (POD) exercises to demonstrate the ability to distribute medicine quickly in the event of an emergency. PODs included: Saint Mary’s Medical Center, Reno Sparks Indian Colony, the Pyramid Lake Tribal Health Clinic, Northern Nevada Adult Mental Health Services, the City of Reno staff, and, the National Guard.
Washoe County, in partnership with the Assistant Secretary for Preparedness and Response, identified two locations for Federal Medical Stations (FMS). An FMS could be set up during a natural disaster to care for displaced people with special health needs not met in a general population shelter. An FMS can accommodate up to 250 people for three days without resupply.

**Emergency Medical Services (EMS)**

The EMS Oversight Program began work on the approved 5-year strategic plan for Washoe County. Among the objectives completed was the approval of regional protocols for pre-hospital care. These protocols will be utilized by eight EMS agencies within Washoe County.

The program also produced an Annual Report highlighting regional accomplishments and pertinent EMS data from a citizen’s perspective. EMS Oversight also produced the first annual Washoe County Trauma Data Report, utilizing hospital-based local trauma data. Both reports serve to provide regional information to make data-driven decisions.

**Inter-Hospital Coordinating Council (IHCC)**

The Inter-Hospital Coordinating Council, a diverse group of professionals that work to enhance healthcare system preparedness, expanded its disaster planning role by conducting a healthcare system gap analysis and a coalition hazard vulnerability assessment.

**Vital Statistics**

The Vital Statistics Office is the registrar for all births and deaths occurring in Washoe County. Birth and death certificates are confidential in the State of Nevada and are released to qualified applicants in person, through the mail, or online. In FY 2017 staff processed 6,072 births and 4,931 deaths, and issued 7,043 birth certificates and 22,476 death certificates.

**OUR WEBSITES**

www.WashoeCounty.us/health
www.OurCleanAir.com
www.GetHealthyWashoe.com
www.WashoeHealth.org
VISION
A healthy community

MISSION
To protect and enhance the well-being and quality of life for all in Washoe County

VALUES
Trustworthiness
Professionalism
Partnership
Collaboration

STRATEGIC DIRECTION
Leaders in a unified community making measurable improvements in the health of its people and environment