PUBLIC INFORMATION

ITEM NO. 4.

DATE OF MEETING: July 7, 2014

REQUESTED BY: Carolyn Moser, Health and Human Services Director

SHORT TITLE: Carolyn Moser, Health and Human Services Director: "Most Improved Local Health Department" CD award.

BACKGROUND: The Pender County Health Department was recognized as the "Most Improved Local Health Department in the State" on May 20, 2014 at the 5th Annual NC Communicable Disease Skills Development Conference in Wrightsville Beach, N.C.

For Immediate Release

Contact: Elisabeth Weaver, RN

Date: May 30, 2014

910-259-1371

Pender County Awarded "Most Improved Local Health Department" by the NC Department of Health and Human Services

Take a walk around the Pender County Health Department these days, and it's obvious that the building has had major renovations to improve esthetics and patient flow. Ask around and patients will tell you that their wait time for services is less. Behind the scenes, a new electronic medical record system has been put into place, and quality improvement teams meet monthly to evaluate and improve programs to benefit the citizens of Pender County.

All of these efforts to improve the Pender County Health Department have not gone unnoticed. On May 20, 2014, at the 5th Annual NC Communicable Disease Skills Development Conference, the Pender County Health Department was recognized as the "Most Improved Local Health Department in the state.

"I am really proud of our health department staff. We have a great team of employees who provide quality service to the community and our residents. It is nice to know others have observed the efforts put forth and have recognized us with this award," said Carolyn Moser, health director.

The Pender County Health Department was nominated for the award by Vivian Mears, RN, BSN, with the NC Department of Health and Human Services. "Having been Pender County Health Department's Technical Assistance and Training Program Nurse Consultant for 3 years, I have observed wonderful changes in PCHD's Communicable Disease Program," said Mears.

Mears points to improvements in the timeliness of disease investigation and reporting at the county level, policy and procedure development and revisions since their original publication in 2011, regularly scheduled Epidemiology Team meetings, and the creation of a nurse supervisor position to work with the Director of Nursing and communicable disease nurse to create a more productive program, as some of the reasons why she nominated Pender County Health Department.

"Pender County Health Department has executed a quality improvement project which has resulted in a reduction in wait time by 20 minutes for all clinic patients. They have done major renovations and adopted a new clinical staffing model, as well as integrated a new electronic medical record system," said Mears. "All of this equates to an improved experience for the patients."

The Pender County Health Department is open Monday through Friday from 8:00 am until 5:00 pm. Call the Pender County Health Department at (910)259-1230 for more information.

By Elisabeth Weaver, RN Pender County Health Department