

Family Health Division

# Annual Report 2023

Healthy Choices. Healthy People. Healthy Communities.

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## Mission

Promote and protect the health and well-being  
of the Davis County community.

## Vision

Healthy Choices. Healthy People. Healthy Communities.

## Values

Quality Service.  
Knowledgeable, Professional & Friendly Employees.  
Public Health Excellence.  
Communication.  
Collaboration & Partnerships.  
Health Equity.

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# Acknowledgements

Prepared by the Family Health Division  
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# Director's Message

I am honored to present the 2023 Family Health annual report, providing an overview of the remarkable work, accomplishments, and milestones achieved by the Family Health Division over the past year. As we reflect on our collective efforts, it is evident that the commitment of our staff, the collaboration with our community partners, and the support of other Davis County Health Department divisions has helped us promote the well-being of the Davis County community.

Throughout the year, our dedicated staff have worked tirelessly to address the evolving health needs of our community. From maintaining and updating systems put in place during the COVID-19 pandemic and collaborating with our community partners, our multifaceted approach has yielded tangible results. Whether it was enhancing vaccination outreach, addressing the immediate needs of those we visited in their homes, extending services to those previously not served with new programs, or providing nutrition education to parents and children, our team demonstrated resilience, innovation and a steadfast commitment to the Health Department's Mission, Vision and Values.

In the spirit of continuous improvement, I am confident that our collaborative efforts will lead to even greater achievements in the upcoming year. Together, we will navigate the challenges that lie ahead and continue to be at the forefront of public health innovation. Our commitment to the well-being of the community remains steadfast, and I am excited about the positive impact we will collectively make in the coming year.

I extend my appreciation to the entire Family Health Division and the rest of the Davis County Health Department staff that have been instrumental in helping us accomplish this great work. It is with great optimism and enthusiasm that we look forward to the opportunities and accomplishments that await us this upcoming year.



In Health,

A handwritten signature in black ink that reads "Sabrina Harman".

**Sabrina Harman, MSN, APRN, FNP-BC**  
Family Health Division Director, Nursing Director

# Executive Summary

The Family Health Division of the Davis County Health Department has demonstrated significant impacts in increasing performance and quality improvement, enhancing efficiency and effectiveness across its operations, and aligning its priorities with the broader strategic goals of the Davis County Health Department (DCHD). Through updated operating procedures, streamlined processes have led to increased productivity and reduced errors, ensuring a higher standard of service delivery.

By incorporating customer satisfaction outcomes through a focus on performance metrics, the division has effectively responded to the needs of the community. Enhanced communication and collaboration with other DCHD divisions have facilitated improved synergies in service delivery and resource utilization, fostering a more cohesive approach to public health initiatives.

## **Immunizations:**

The Immunizations Bureau administered 15,225 vaccines, conducted 128 outreaches, and served 128 homebound individuals to ensure vaccination needs were met. Additionally, the division initiated the Adult High Risk Vaccine Initiative (AHB) program and completed two Project Management/Quality Improvement (PM/QI) projects, earning the department QI award for their work on vaccine inventory and management.

## **Maternal & Child Health (MCH):**

The bureau launched the Preschool Development Grant (PDG) program to serve individuals in the county not eligible for Targeted Case Management (TCM) services. Nursing staff administered 1,509 developmental screenings, educated 455 families about Adverse Childhood Experiences (ACEs), and screened 660 women for postpartum depression. Most notably MCH staff helped facilitate 2,278 different resources and referrals to clients through program visits.

## **Women, Infants & Children (WIC):**

The WIC Bureau experienced growth, serving 3,692 participants in 2023. WIC achieved significant success in promoting breastfeeding, with an increase from 57% to 65% of infants breastfeeding at six months and from 59% to 66% at one year. WIC also expanded its reach by partnering with Head Start and a Davis School District (DSD) school in Centerville and serving 281 families in that location.

Additionally, the division distributed 43,849 diapers to families in need through its programs. Overall, the Family Health Division's concerted efforts to align its goals and objectives with the department's strategic plan, Community Health Improvement Plan (CHIP)/Community Health Assessment (CHA), and performance management/quality improvement initiatives have resulted in tangible successes in serving the residents of Davis County.

# At-A-Glance

## INDEXING & BILLING



**18,669** Client Records  
were Individually Indexed



**9,870** Insurance Claims  
were Processed

## IMMUNIZATIONS



**15,225**  
Vaccines  
Administered

**Homebound Vaccinations**  
**128** Individuals Served/  
**173** Vaccines Administered



**1,234**  
Travelers  
Consulted



**128**  
Outreaches  
Conducted



**5**  
New Vaccines  
Incorporated



## MATERNAL & CHILD HEALTH



**Ages & Stages  
Questionnaires**

Nurses Performed  
**1,509** ASQ  
Developmental  
Assessments

Nurses  
Provided  
**2,278**  
Resources &  
Referrals



Nurses  
Educated **455**  
Families  
About ACEs  
(Adverse Childhood  
Experiences & Trauma)

Perinatal  
Mental Health  
**660**  
Postpartum  
Depression  
Screenings  
were  
Performed



## WOMEN, INFANTS & CHILDREN

**23**

Local Grocery Stores Accept  
WIC Food Benefit Cards

**\$2,428,838.10**

Spent Through the WIC  
Food Benefits Program



**43,849**

Diapers were Distributed Through  
Utah Diaper Bank Partnership

Online Appointment Requests

2022 **1,278** 29%  
2023 **1,649**



**26** WIC Outreaches  
were Conducted

# Introduction

## Family Health Division:

The Family Health Division stands as a dedicated force in the pursuit of enhancing the health and well-being of Davis County residents. Operating with the collective commitment to community wellness, the division administers an array of programs designed not only to benefit individuals but also to enrich the lives of their families and the broader community. From developmental and postpartum screenings to nutrition counseling, breastfeeding support, administration of vaccines, impactful nurse home visits, and other vital initiatives, our programs encompass a comprehensive spectrum of services tailored to meet the diverse needs of our community.

The division is organized into four areas: Immunizations, Maternal & Child Health (MCH), Women, Infants, & Children (WIC) and Support Services (medical billing and indexing).

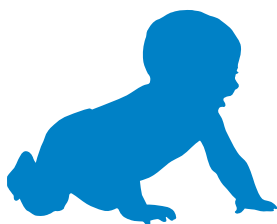
As we venture into 2024, the Family Health Division remains steadfast in its quest to foster a healthier, more resilient community, embracing an up-stream approach that emphasizes performance management, quality improvement, and the integration of health equity into every facet of our operations.



**Immunizations**



**Women, Infants & Children**

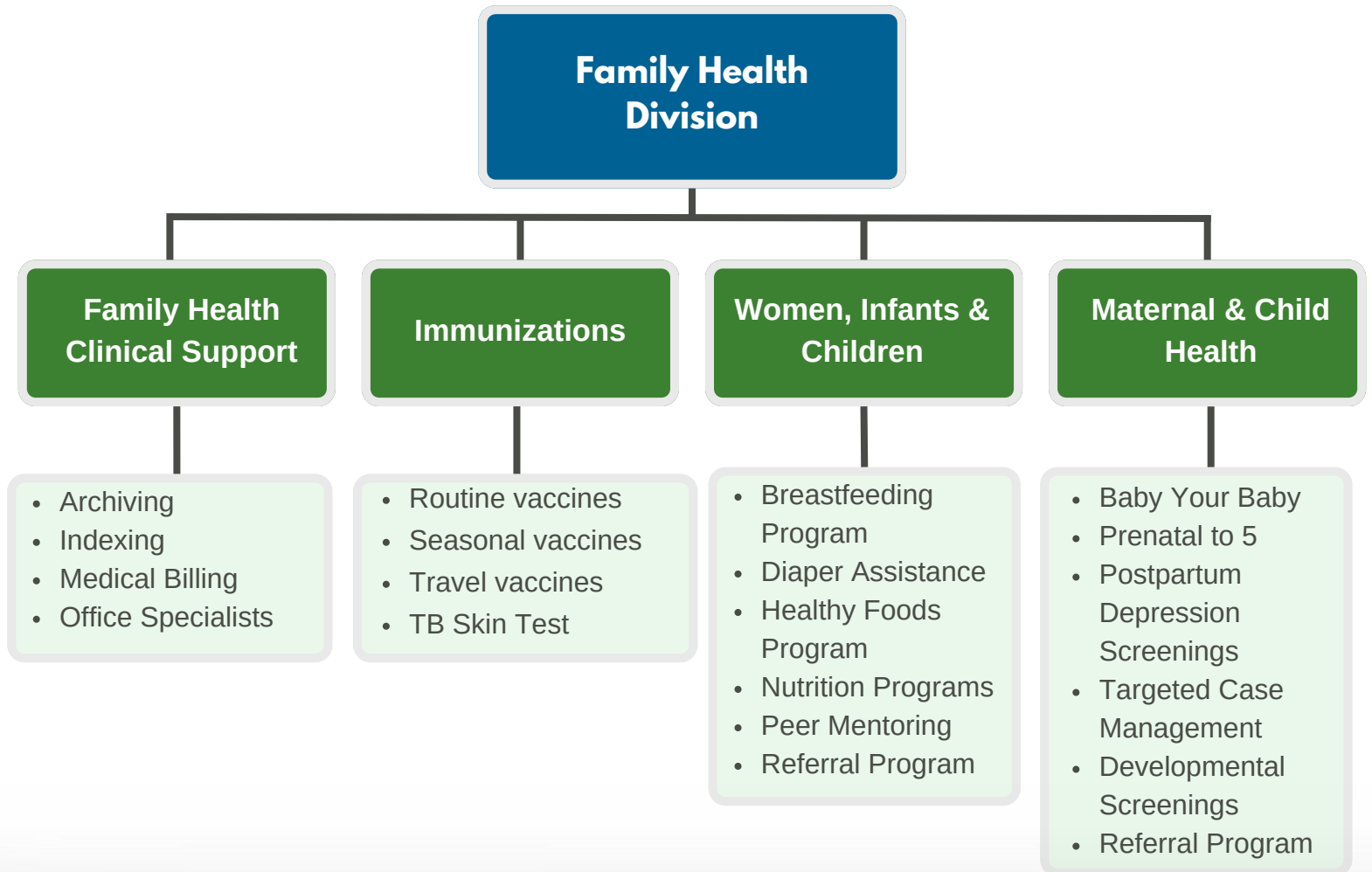


**Maternal Child Health**



**Support Services**

# Division Organization



# Division Organization



From Left to Right:

Bottom Row: David Stephenson, Martha Cortes, Silvia Bustamonte, Mindy Box, Sheryl Chee, Emily Chowen, Aileen Palma, Karla De Galvez

Middle Row Lower: Shirlee Kirkman, Tauna Wall, Emily Batronis, Michelle Bell, Michelle Kendall, Clarece Glanville, Carlie Richards, Linda Green, Stefani Zink, Debby Steed

Middle Row Upper: Camille Taylor, Sayonara Barker, Stephanie Ensign, Craig Ferguson, Debbie Ferguson, Gloria Lozano

Top Row: Haley Bemis, Sabrina Harman, Amanda Rissi-Gatt, Jan Roane

Not Pictured: Daniela Macias

## **Family Health Leadership:**

Sabrina Harman, MSN, APRN, FNP-BC, Family Health Division Director, Nursing Director

Camille Taylor, Clinical Operations Bureau Manager

Haley Bemis, BSN, RN, Clinical Services Bureau Manager

Mindy Box, RD, CD, WIC Bureau Manager

Michelle Bell, MDA, RD, CD, WIC Clinic Supervisor

## **Immunizations Staff:**

David Stephenson, BSN, RN

Sayonara Barker, RN

Tauna Wall, BSN, RN

Aileen Palma, Office Specialist

Daniela Macias, Office Specialist

Gloria Lozano, Office Specialist

Linda Green, Indexing

Stefani Zink, Office Specialist

Michelle Kendall, Medical Billing Specialist

## **MCH Staff:**

Clarece Glanville, RN

Jan Roane, BSN, RN

Carlie Richards, Office Specialist

## **WIC Staff:**

Stephanie Ensign, RD, IBCLC

Emily Batronis, Nutrition Assistant

Emily Chowen, Nutrition Assistant

Martha Cortes, Nutrition Assistant

Sheryl Chee, Nutrition Assistant

Silvia Bustamante, Nutrition Assistant

Debbie Steed, Peer Counselor

Amanda Rissi-Gatt, Office Specialist

Karla De Galvez, Office Specialist

# Impacts & Goals

## 2023 Division Impacts:

### 1. Improved performance and quality improvement:

- a. Enhanced efficiency and effectiveness across Family Health operations
- b. Focused on incorporating customer satisfaction outcomes through a focus on performance metrics

### 2. Updated Operating Procedures:

- a. Streamlined processes leading to increased productivity
- b. Reduced errors and bottlenecks through implementation of updated procedures

### 3. Alignment with Strategic Plan:

- a. Ensured that divisional priorities are in harmony with the broader strategic goals of the Davis County Health Department (DCHD)

### 1. Integration with other DCHD Divisions:

- a. Improved communication and collaboration across different departments within DCHD
- b. Enhanced synergies in service delivery and resource utilization

## Alignment with DCHD Plans & Priorities:

### Strategic Plan Team Participation:

- Strategic Plan Team
- Wellness Team
- PM/QI Team
- Preparedness Team
- Equity Team
- Community and Partner Engagement Team
- Workforce Development Team

### PM/QI:

- All staff trained on PM/QI
- Detailed performance measures in each bureau
- 3 PM/QI projects completed in 2023
- DCHD PM/QI Awardee for 2023
- Use of QI tools in projects and ideas to improve division

### CHIP/CHA Alignment:

- Educated participants in MCH on ACEs
- Screened eligible participants for postpartum depression
- Staff trained on Naloxone
- CHA committee Family Health representation

# Impacts & Goals

## 2024 Division Goals:

### 1. Continuous Performance Enhancement:

- Sustain and deepen the division-wide focus on performance management and quality improvement (PM/QI), leveraging data-driven insights to enhance operational effectiveness and efficiency.
- Implement feedback loops that are facilitated by the department's new electronic health record (EHR) system, allowing for real-time assessment and improvement of services.
- Incorporate feedback from client surveys to improve services provided to the community.

### 2. Dynamic Operating Procedures:

- Further refine and optimize operating procedures, embracing the flexibility afforded by the new EHR system to adapt swiftly to evolving healthcare dynamics.
- Leverage the EHR system's capabilities to streamline processes and enhance the overall efficiency of service delivery.

### 3. Innovative Data Utilization and EHR Implementation:

- Expand the use of data analytics to drive informed decision-making, capitalizing on the capabilities of the new EHR system for comprehensive data integration.
- Implement the new EHR system to modernize data management, ensuring seamless accessibility and utilization of health records for improved patient care.

### 4. Strategic Alignment with DCHD Priorities:

- Continue unwavering support for all priorities outlined in the Davis County Health Department's Strategic Plan, aligning Family Health's goals with the broader organizational mission.
- Integrate the new EHR system with the broader DCHD framework to enhance collaboration and information-sharing across divisions.

### 5. Expansion and Innovation in Services with EHR Integration:

- Explore opportunities for new and robust outreach services that address needs of those in the south of the county and for those with difficulty accessing services in the community, supported by the capabilities of the EHR system.
- Enhance integration with other DCHD operations, using the EHR system as a foundation for developing comprehensive, community-centered health solutions.

# Community Partners

American Legion	Head Start	Safe Harbor
Bountiful Food Pantry	Help Me Grow	Salt Lake City Cable & Harness
Clearfield Job Corps	Hill Air Force Base	South Davis Fire
Clinton City	Lakeview Hospital	Syracuse Arts Academy
Davis Behavioral Health	Layton City	Syracuse City
Davis Community Re-Entry Coalition	Legacy Prep Academy	Utah Adult Immunization Coalition
Davis County Senior Services	Malnove	Utah Breastfeeding & Tongue Tie Center
Davis County Sheriff's Office	Midtown Community Health Clinic	Utah Department of Health & Human Services
Davis Links	Mountain West HPV Immunization Coalition	Utah Diaper Bank
Davis School District	Nations for Christ	Utah Local Governments Trust
Davis Technical College	New Hope Church	Utah Pacific Islander Coalition
Davis4Health	North Davis Fire	Utah State University
Department of Workforce Services	Northern Utah Immunization Coalition	Wasatch Peak Charter School
Division of Child and Family Services	North Salt Lake City	Vista Education
Domestic Violence Coalition	Open Doors	Weber Basin Job Corps
Early Intervention	Performance Ford	Weber State University
Fairfield Village	Red Barn Academy	West Bountiful City
Farmington City & Fire	Rocky Mountain Care Facility	Woods Cross City

# Immunizations

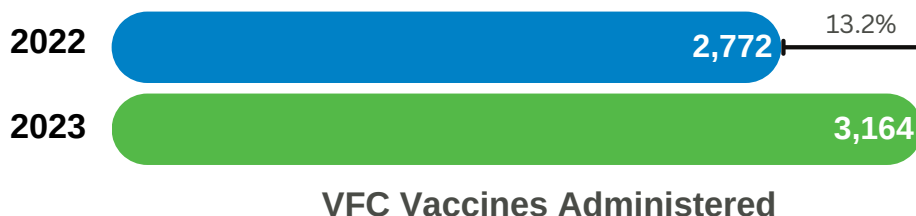
## Who We Are:

The Immunizations Bureau is dedicated to advancing accessibility to vaccines and increasing immunization rates across populations in Davis County. Collaborating closely with community organizations and internal divisions, we strive to elevate immunization rates across all age groups. Our overarching objective is to enhance immunization coverage and safeguard the health of the Davis County community against vaccine-preventable diseases. To achieve this, we not only administer vaccines but also prioritize the dissemination of accurate and timely information, robust data management, educational initiatives, and advocacy efforts. The heart of our goal in the Immunizations Clinic is ensuring that vaccinations are readily available for everyone in the community. In addition, we emphasize community outreach and actively cultivate strong partnerships to foster a united front in promoting community health and well-being. By combining these elements, our bureau is dedicated to creating a resilient and protected Davis County through comprehensive immunization initiatives.

## Vaccines For Children (VFC) Program:

The federal Vaccines for Children (VFC) program is a critical initiative ensuring access to vaccines at minimal or no cost for eligible children, aged 18 and under. In collaboration with the Utah Department of Health and Human Services, we proudly support and administer the VFC program. Within the DCHD Immunization Bureau, we extend this vital service to eligible children, contributing to improved vaccine availability, increased immunization coverage, and reduced healthcare disparities. Notably, in response to the shortage of infant RSV vaccines this year, we facilitated the seamless transfer of vaccines to the appropriate clinics.

In 2023, our commitment to community health through the VFC program resulted in the administration of **3,164** vaccines to eligible children. This significant effort exemplifies our dedication to ensuring that all eligible children have access to essential vaccinations, fostering a healthier and more resilient community.



# Immunizations

## Adult High Risk Vaccine Initiative (AHB):

The DCHD Immunizations Bureau was proud to implement a new program in 2023 to better serve the adults in our community that do not have health insurance and would not become vaccinated due to high costs of vaccines. The Adult High Risk Vaccine Initiative (AHB) was added to services provided in July 2023. The AHB program was specifically designed to enhance the provision of viral hepatitis prevention services in healthcare facilities and public health programs catering to adults at risk for viral hepatitis. The AHB Initiative embodies a comprehensive approach with three primary objectives:

- First, it aims to augment the procurement of doses of hepatitis B-containing vaccine by immunization program grantees.
- Second, it seeks to mitigate the incidence of acute hepatitis B among adults in the United States.
- Lastly, the initiative strives to elevate vaccination coverage among adults, contributing to the overall public health landscape.

Vaccines are provided free of charge to the client, however it is important to note that there is an administration fee associated with their delivery. The AHB program stands as a testament to the commitment of the DCHD Immunizations Bureau to enhance measures to safeguard community well-being. In 2023, the Immunizations Bureau administered **391** vaccines through this program. Of note, there was much more demand for this program, but vaccines are limited in quantity allotted to each participating provider in the program.

### Vaccines Offered through AHB:

- Hepatitis B
- Adacel (Tdap)
- Havrix (Hepatitis A)
- Heplisav-B (Hep. B)
- Gardasil (HPV)
- Prevnar 20 (PCV)
- Shingrix (Shingles)
- Flu
- COVID-19

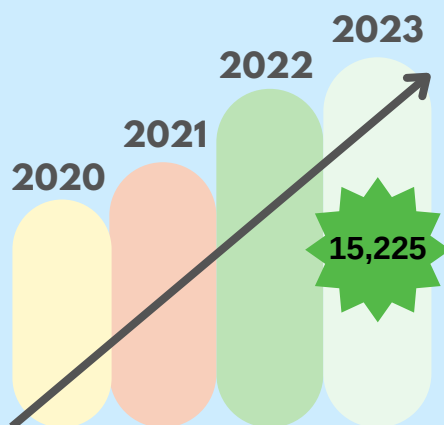
## Vaccine Program Highlights:



**848**

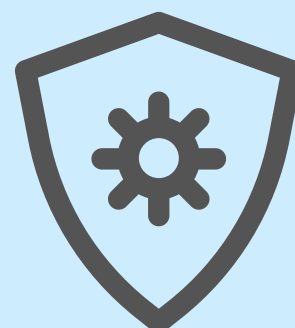
**Vaccines  
Administered in  
DSD Schools**

### Total Number of Vaccines Administered



**391**

**AHB Vaccines  
Administered**



# Immunizations

## International Travel Clinic:

The CDC advises that all international travelers should ensure they are up-to-date on vaccinations before embarking on their journeys. This precaution becomes particularly crucial during international travel, as exposure to diseases uncommon in the United States, such as Yellow Fever, Typhoid Fever, and Japanese Encephalitis, increases. Our International Travel Clinic, seamlessly integrated into DCHD operations, plays a pivotal role in promoting traveler health. During travel consultations, our dedicated nurses meticulously assess destinations and activities, offering personalized recommendations for vaccines based on a thorough risk-benefit analysis. The travel nurse considers disease trends in the travel area, providing a comprehensive travel plan encompassing education, necessary vaccines, and prescriptions for safe travel.

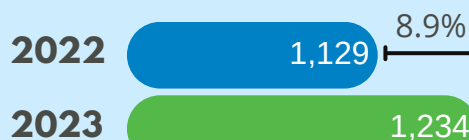
In 2022, our International Travel Clinic attended to 1,129 travelers, marking a successful integration into DCHD operations. As we progressed into 2023, the clinic experienced further growth, with **1,234** travelers benefitting from our travel consultations. This increase reflects our ongoing commitment to ensuring the health and safety of international travelers through expert guidance and comprehensive preventive measures.

## Types of Travelers we Serve:




Missionaries  
Safaris  
Cruises  
Humanitarian  
Leisure  
Work

## Travel Consultations



## Where We Saw The Most Travel:



Brazil  
Peru  
South Africa  
Costa Rica  
United Arab Emirates

Bolivia  
Paraguay  
Argentina  
Uruguay  
Kenya

Thailand  
Philippines  
India  
Ecuador  
Chile

# Outreach

## Immunizations Outreach:

Through dedicated outreach efforts, the Davis County Health Department has significantly expanded its reach to serve the diverse needs of residents across the county. A key initiative involved establishing a regular location for our mobile clinic, parked weekly in North Salt Lake, to provide accessible healthcare services to residents in the southern part of the county.

Additionally, we conducted 128 flu outreaches at local businesses, Hill Air Force Base (HAFB), and county employees at multiple facilities, ensuring widespread access to essential vaccinations. We collaborated closely with the Davis School District (DSD), where we facilitated kindergarten and 7th-grade vaccinations at registration and back-to-school nights, enhancing convenience for families.

Other highlights include, partnerships with fire departments enabled us to provide vaccines to their employees and families during training events. Our outreach efforts extended to wellness fairs across the county, including events such as the Davis Technical College wellness fair, Night Out Against Crime with two different police jurisdictions, and the Safe Kids Fair that is hosted by the Community Health Division of the Davis County Health Department.

Additionally, we partnered with the Seniors Services Division of the health department to attend their wellness fairs, collaborated on a grant to increase vaccination rates in the older adult population, and provided homebound individuals with vaccines in their home.

We also provided healthcare services during group travel conducted at the Weber State-Davis Campus for a large group of students traveling for a humanitarian trip. Through these initiatives, we remain committed to ensuring equitable access to healthcare services and fostering a healthier community for all residents of Davis County.



# Immunizations

## 2023 Impacts:

- 1. Expanded Vaccine Offerings:**
  - Successfully introduced 5 new vaccines, broadening the range of immunization options available to the community.
- 2. Performance Management/Quality Improvement Initiatives:**
  - Initiated and completed 2 performance management and quality improvement projects focused on optimizing vaccine ordering and inventory processes, enhancing operational efficiency.
  - High focus placed on meeting the re-accreditation requirement of client surveys and incorporating client feedback to improve clinic operations.
  - Achieved the milestone of not turning away any clients due to insufficient inventory, a result of the improved ordering and inventory management. This success led to the Immunizations Clinic receiving the PM/QI Project Award from the Department.
- 3. Mobile Outreach to the South of the County:**
  - Established and maintained consistent mobile outreach initiatives, extending vaccine accessibility to the southern regions of the county.
- 4. Cross-Division Collaboration:**
  - Collaborated effectively with other DCHD divisions to increase vaccine opportunities across diverse populations within the county, fostering a more inclusive and comprehensive vaccination strategy.
- 5. AHB Program Implementation:**
  - Successfully implemented the AHB program within the clinic, providing vaccines to uninsured adults and addressing a critical healthcare need in the community.

## 2024 Goals:

- 1. Implementation of a New EHR System:**
  - Successfully integrate a new Electronic Health Record (EHR) system into clinic operations to streamline data management, enhance patient care coordination, and improve overall efficiency.
- 2. Increase HPV and Meningococcal Vaccines Rates by 1%:**
  - Develop targeted outreach campaigns and educational initiatives to raise awareness about the importance of HPV and meningococcal vaccinations.
  - Collaborate with community partners and schools to increase vaccination rates by 1% for both HPV and meningococcal vaccines among eligible populations.
- 3. Utilize Data-Driven Decisions for Outreach Efforts:**
  - Continue leveraging data analytics to inform outreach strategies and target underserved populations.
  - Analyze vaccination trends and community demographics to tailor outreach efforts for maximum effectiveness.
- 4. Build Awareness of Mobile Outreach to the South of the County:**
  - Expand efforts to promote and raise awareness about mobile outreach clinics, particularly in the southern regions of the county.
  - Enhance communication channels and community engagement initiatives to ensure residents are informed about mobile clinic locations and services offered.
- 5. Work with DSD Schools to Reduce Exemptions and Contingent Enrollments:**
  - Collaborate with local schools in the DSD (Davis School District) to educate parents and guardians about the importance of vaccination and address concerns related to exemptions and contingent enrollments.
  - Provide resources and support to schools to facilitate compliance with vaccination requirements and reduce exemptions, ultimately promoting community immunity and protecting public health.

# Maternal & Child Health

## Who We Are:

The Davis County Health Department Maternal & Child Health (MCH) Bureau comprises a suite of programs specifically tailored to support families within the county. These initiatives are dedicated to promoting and enhancing the physical and mental health, safety, and overall well-being of families in our community. Our services are centered around infants and children from birth to eight years old, as well as pregnant and postpartum women.

Our dedicated nursing staff conducts thorough developmental assessments, identifying any risks or needs within families and providing essential referral services. They also serve as a vital liaison between clients and the myriad community resources available. Notably, we have introduced a groundbreaking program, the Preschool Development Grant (PDG), expanding our capacity to serve any family in Davis County, irrespective of their health insurance status or income level.

One cornerstone of MCH is referral and resource sharing, and in 2023, we provided over **2,200** referrals and resources to families in need. Notably, over 400 of these were mental health referrals, highlighting the pressing need for mental health support among the clients we serve. This area remains a significant concern, as there are limited resources and supports available for families facing mental health challenges. Despite these challenges, we are committed to addressing this critical need and continue to prioritize mental health support within our programs.



**766**  
**Initial (first) Visits**  
**were Conducted**

**231**  
**Follow-up**  
**Visits were Conducted**



**455**  
**Clients were Educated**  
**About ACEs**  
(Adverse Childhood Events & Trauma)



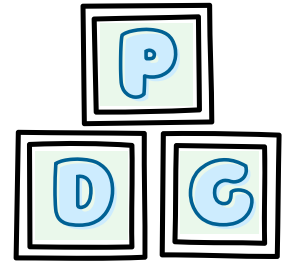
**660**  
**Clients were Screened**  
**for Postpartum**  
**Depression**



**2,278**  
**Referrals were Made**  
**for Clients**

## Preschool Development Grant (PDG):

The Preschool Development Grant (PDG) program represents a pivotal initiative aimed at expanding the scope of support available to families in Davis County. Implemented in October 2023, this program has rapidly gained momentum, serving **128** participants in just three months. With a primary objective of broadening the reach of services, the PDG program seeks to increase the number of families served within the county. Central to its mission are several key goals, including enhancing home visitation services to encompass all families in Davis County with children from birth through age 8. Additionally, the program strives to bolster care coordination efforts with state programs, fostering stronger partnerships to ensure families receive comprehensive support tailored to their needs. Through the PDG program, a core emphasis is placed on providing personalized, one-on-one support to families facing immediate challenges or struggling to navigate the complexities of accessing essential services. Importantly, this program is available to all families in Davis County, regardless of health insurance coverage or income, ensuring equitable access to vital resources and support. By offering tailored assistance and guidance, the PDG program endeavors to empower families, strengthen community connections, and ultimately foster a more supportive and resilient environment for all residents of Davis County.



**128**

**Infants were Referred,  
Evaluated, and Linked  
to Needed Services**

## Targeted Case Management (TCM):

The TCM program provides specialized visits by registered nurses to Medicaid recipients in Davis County. The program primarily focused on children from birth through four years old until July of 2023 when the program extended its services up to the age of 8. Nurses play a vital role in assisting families in accessing medical, social, and other necessary services while offering education on various health topics. Through either face-to-face or telephone interactions, nurses conduct initial assessments, gather medical history, and develop personalized care plans.

In 2023, nurses conducted a total of 869 initial and follow-up appointments through this program. Follow-up contacts are made as frequently as needed to ensure that the care plan effectively meets the evolving needs of the families we serve.

## Maternal & Child Health Block Grant:

The Maternal & Child Health (MCH) Block Grant stands as a cornerstone in the Davis County Health Department's ongoing endeavors to strengthen public health systems for mothers, children, and families. Currently this grant is in its third year of a five-year cycle. This grant is pivotal in advancing the well-being of vulnerable populations. With a primary focus on enhancing overall maternal and child health outcomes, the department strategically prioritizes two key areas:

- increasing developmental screenings
- expanding postpartum depression screenings

The department utilizes the Ages & Stages Questionnaires (ASQ) screening tool and saw a remarkable **61.3%** increase in screenings in 2023. Additionally, **660** parents were screened for postpartum depression using the Edinburgh Postnatal Depression Scale (EPDS) up from 457 in 2022. These efforts underscore the department's commitment to early intervention, timely access to essential services, and holistic family well-being. Guided by the MCH Block Grant, the Davis County Health Department continues its dedicated pursuit of creating a healthier, more resilient community for generations to come.

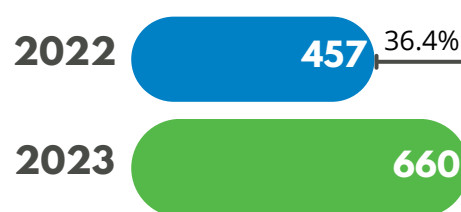


## Ages & Stages Questionnaires<sup>®</sup>

### ASQ Assessments



### Postpartum Depression Screenings



# Maternal & Child Health

## 2023 Impacts:

- 1. Increase in Developmental Screenings:**
  - Utilization of the Ages and Stages Questionnaire (ASQ) screening tool resulted in a remarkable 61.3% increase in developmental screenings for children in 2023.
  - Early identification of developmental concerns enables timely access to essential services and support for families.
- 2. Successful Implementation of PDG Grant:**
  - The Preschool Development Grant (PDG) grants were effectively implemented, significantly expanding the department's capacity to serve families across Davis County.
  - The PDG program ensures support for families regardless of their health insurance coverage or income level.
- 3. Focus on Maternal Mental Health:**
  - Screening of 660 parents for postpartum depression demonstrates the department's commitment to addressing maternal mental health.
  - Prioritizing holistic family well-being fosters stronger parent-child relationships and contributes to overall community resilience.
- 4. Alignment with Department Priorities:**
  - Initiatives align with the department's Community Health Improvement Plan (CHIP) priorities, ensuring strategic focus and coordination.
  - Education provided to 457 families about Adverse Childhood Experiences (ACEs).

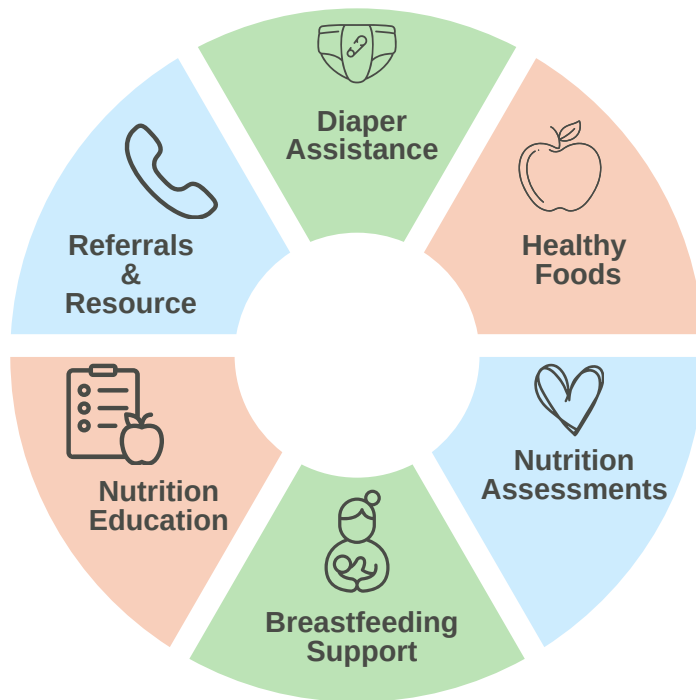
## 2024 Goals:

- 1. Implementation of a New EHR System:**
  - Successfully integrate a new Electronic Health Record (EHR) system into clinic operations to streamline data management, enhance patient care coordination, and improve overall efficiency.
- 2. Expand Accessibility of Immunizations:**
  - Take immunizations to home visits when requested or identified as a need by the home visiting nurse to help eliminate barriers to care.
  - Ensure that immunization services are readily available and accessible to all families in the community.
- 3. Enhance Customer Feedback Surveys:**
  - Focus on increasing customer feedback surveys to improve services and ensure that services provided are meeting the needs of the community.
  - Actively solicit feedback from clients to identify areas for improvement and to tailor services to better meet their needs.
- 4. Increase Appointment Assistance:**
  - Increase visiting numbers by having office staff assist in making appointments for nursing staff.
  - Streamline appointment scheduling processes to optimize the efficiency of home visitation services.
- 5. Promote Cultural Competence and Outreach:**
  - Work with Community Health Worker (CHW) staff to find ways to work with diverse families and ensure the community is aware of home visitation services.
  - Promote cultural competence within the department to better serve diverse populations and ensure that all families receive culturally sensitive and responsive care.

# Women, Infants & Children

## Who We Are:

The Women, Infants & Children (WIC) program provides more than just education and food provision – It's an entire program dedicated to making sure family needs are addressed and that they have what they need to live a healthy life. WIC provides enrolled families access to healthy food, referrals to health and social services, promotion and support of breast/chestfeeding, and provides nutrition counseling. Besides lower-income pregnant women, new mothers, and young children, fathers, grandparents, foster parents or other legal guardians of children under five are eligible for WIC services.



## All Services:

- Nutritious foods to supplement diets
- Individualized nutrition assessment for each qualifying member of the family
- Personalized nutrition counseling and information on healthy eating with Registered Dietitians and Nutrition Specialists
- Breastfeeding/chestfeeding support, access to breast pumps and other breastfeeding aides
- Assistance with diapers
- Referrals to other healthcare agencies and social services

## Who We Serve:

- Women who are pregnant, breastfeeding or just had a baby
- Infants or children under five years of age
- Those who meet income guidelines or are receiving Medicaid or Food Stamps
- Foster children under the age of five
- Single fathers, grandparents and other legal guardians of children under five may receive benefits for the child

Household Size	Monthly Income	Yearly Income
1	\$2,248	\$26,973
2	\$3,041	\$36,482
3	\$3,833	\$45,991
4	\$4,625	\$55,500
5	\$5,418	\$65,009
6	\$6,210	\$74,518

# Women, Infants & Children

## Nutrition Program:

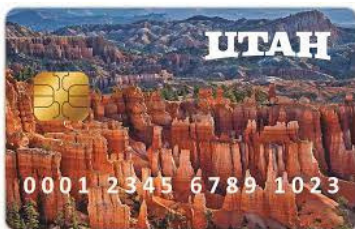
Since 2007, the WIC cash-value benefit (CVB) has empowered families to purchase fresh fruits and vegetables as part of their WIC food package. Notably, in 2023, Congress introduced significant enhancements to the benefit, aiming to bolster fruit and vegetable consumption among WIC participants. The inflation-adjusted CVB amounts took effect on October 1, 2022, increasing to \$25 for child participants, \$44 for pregnant and postpartum participants, and \$49 for fully and partially breastfeeding participants. Subsequently, in the following year, CVB amounts further escalated to \$26 for children, \$47 for pregnant and postpartum women, and \$52 for fully and partially breastfeeding women, effective from October 1, 2023, to September 30, 2024. These adjustments aim to promote the consumption of fresh and frozen fruits and vegetables, aligning with the ongoing efforts to support healthier dietary choices among WIC families. Notably, in fiscal year 2023, Davis County WIC observed the highest redemption rates for CVB, underscoring the impactful utilization of this benefit by participants.

### WIC Food Benefits:



**23**

**Local Grocery Stores  
Accept WIC Food Benefits**

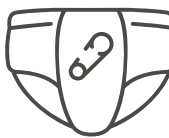


**\$2,428,838.10**

**Spent Through the WIC  
Food Benefit Program**

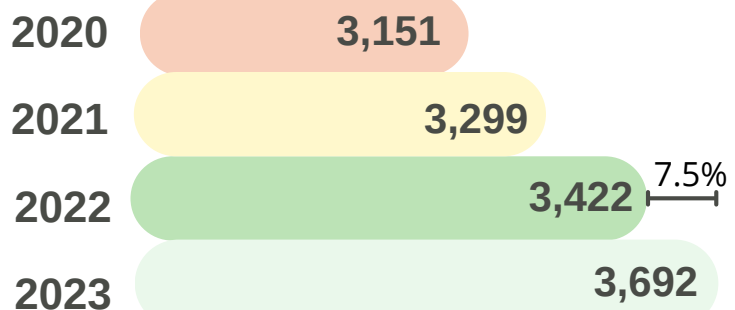
## Utah Diaper Bank:

A partnership with the Utah Diaper Bank has made it possible to provide diapers to Davis County WIC families. In 2023, 1.6 million diapers were distributed in Utah, with 43,849 provided to Davis County WIC participants throughout the year. This partnership exemplifies a community collaboration that benefits community members and demonstrates our commitment to supporting families' needs beyond nutrition.



**43,849 Diapers  
Were Distributed  
to Family Health  
Clients**

## WIC Participation:



## Nutrition Education and Evaluation Plan (NEP):

Davis County WIC completes a Nutrition Education and Evaluation Plan (NEP) annually. This plan is federally required and must encompass two broad nutrition-related goals, with one specifically focused on breastfeeding promotion and support. Davis County WIC has directed nutrition related goals towards addressing iron deficiency, aiming to decrease the prevalence of low hematocrit/hemoglobin levels among participating women and children. Additionally, Davis County WIC has chosen to work to reduce the proportion of children and adolescents affected by obesity, in alignment with the national health improvement initiative, Healthy People 2030. The breastfeeding promotion and support goal is centered around increasing duration of breastfeeding amongst WIC participants. The next three sections highlight these goals and WIC's progress in these areas.

### Iron Deficiency:

Davis County WIC has long focused on reducing iron deficiency among participants, targeting low hematocrit/hemoglobin levels. In 2023, 5.1% of pregnant women and 10.63% of children showed this risk, compared to 5.3% and 11.2% in 2022. Despite the utilization of physical presence waivers under the American Rescue Plan Act until September 30, 2026, allowing remote client certification appointments, efforts persisted in data collection and participant screening. Follow-ups were conducted for those at high risk, complemented by educational classes on blood level testing, causes of low hemoglobin, and iron-rich food sources. Staff received HemoCue training, ensuring proficiency in blood sampling techniques. With ongoing efforts, 2023 saw success in this goal, with further improvements anticipated in 2024 through enhanced collection and processing policies.

### Obesity:

In 2023, Davis County WIC saw an uptick in childhood obesity, with 5.2% of enrolled children aged 2-5 classified as obese, up from 4.2% in 2022. Among pregnant women, over 66.9% were overweight, with around 42.5% experiencing high maternal weight gain, indicating a rise compared to 2022. Changes in methodology for collecting pre-pregnancy weight in 2023 contributed to these variations. Despite challenges, Davis County WIC remains committed to obesity prevention by supporting breastfeeding, promoting healthy lifestyles, and offering diverse nutrition education. The program actively encourages the consumption of fresh and frozen fruits and vegetables through the Cash Value Benefit (CVB), with high redemption rates observed. Referrals to community resources, like Head Start and Create Better Health, play a key role in supporting families. These efforts align with national health goals to reduce obesity rates in children and adolescents, ensuring community well-being.

# Women, Infants & Children

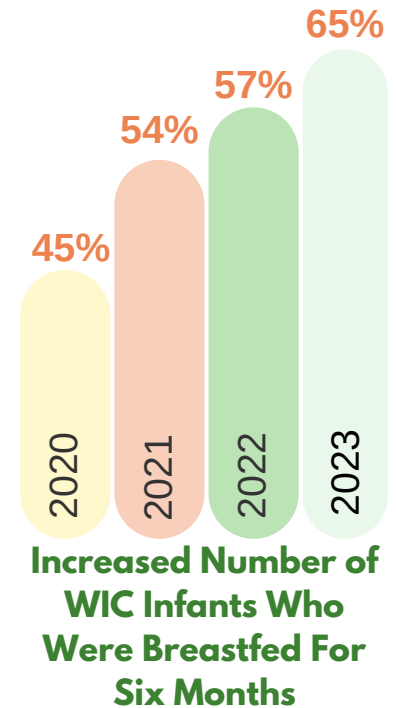
## Breastfeeding In Davis County:

The ongoing mission of Davis County WIC is to extend the duration of breastfeeding among its participants. In 2022, 57% of infants enrolled in WIC in Davis County were breastfeeding at 6 months, and 59% at a year. By 2023, reports indicated significant progress, with 65% of babies breastfeeding for 6 months and 66% for a year.

During the pandemic, breastfeeding classes were made accessible via recorded videos, enhancing flexibility for mothers. Classes resumed in-person in April 2023, facilitated by Breastfeeding Peer Counselors or Designated Breastfeeding Experts (DBEs), fostering mutual learning among mothers. The Breastfeeding Peer Counselors intensified their outreach, initiating contact earlier in pregnancies, contributing to increased comfort levels and prolonged breastfeeding. Additionally, the acquisition of an International Board Certified Lactation Consultant (IBCLC) at the end of 2022 further supported breastfeeding continuation.

Collaborating with the DCHD Community Health Division, WIC initiated a quality improvement project in 2023 to address breastfeeding cessation upon return to work. This project, aligned with a specific HEAL Grant objective, aims to identify barriers faced by mothers in continuing breastfeeding post-return to work, with ongoing efforts to engage local businesses in offering lactation accommodations and resources.

During National Breastfeeding Month/World Breastfeeding Week in 2023, Davis County WIC promoted themes emphasizing breastfeeding and work compatibility, offering education and support to mitigate challenges faced by breastfeeding individuals, especially in the workplace. The dedication to education and ongoing improvements underscores the commitment of the Davis County WIC team to enhancing breastfeeding rates and supporting the mothers they serve.



**8**  
**Lactation**  
**Educators**



**138**  
**Breast Pumps Loaned**  
**or Issued to Clients**



**36**  
**IBCLC**  
**Consultations**



**4,973**  
**Peer Counselor**  
**Contacts Were Made**

# Outreach

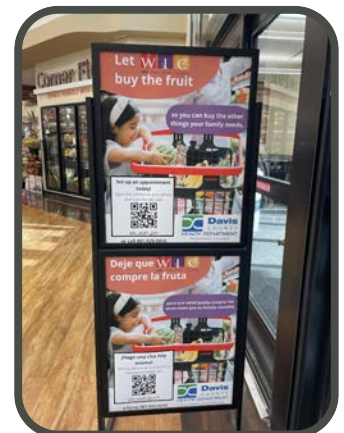
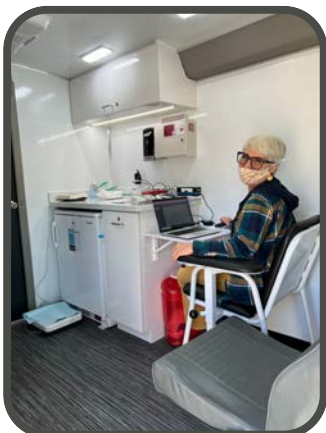
## WIC Outreach:

Outreach within Davis County WIC has been conducted through distribution of materials, attending health and wellness fairs, back-to-school events, tabling at local vendor grocery stores, participating in in-person and/or virtual presentations with community partners, as well as through emailing and social media. Efforts to increase participation and enrollment have included local community partners such as:

- Head Start
- Davis School District
- Bountiful Food Pantry
- Open Doors Program
- Hope Center
- Create Better Health

WIC is always looking for ways to better serve our clients and community with the tools we have been given and with new and innovative practices. We strive to work alongside our partners to address concerns and conditions as they arise. We review, assess, and modify the delivery of services as circumstances and conditions warrant. It has been a goal to make our services more accessible which is what allows us to have the biggest impact on our clients and community. To us, this means meeting people where they are and as they are. It's why we continue to conduct WIC services at a Title I school in Centerville and utilize a shared mobile unit as often as possible.

WIC has also established a flourishing partnership with our Department's Community Health Workers (CHWs). This year, the CHW team visited eight Davis County WIC authorized vendors, specifically those located in the lowest average income per capita regions. A mixture of outreach at these locations were conducted from flier distribution/placement at customer service tables, bulletin boards, cash registers etc. The manager at Lee's Marketplace requested a poster that their marketing team could blow up and put at the front of the store. The help of the CHWs has been vital in outreach efforts and in helping navigate the needs of our community. The collaboration and combined outreach efforts will be a continued practice into 2024 as we expand existing partnerships and start new ones in an effort to better help our WIC clients live longer, healthier and happier lives.



# Women, Infants & Children

## 2023 Impacts:

### 1. WIC Food Package Updates:

- Over the years, Utah WIC has been working on proposals and processes to update the WIC food packages to better support the diverse needs of participants.
- Starting October 1, 2023, tofu was added as a WIC allowed food option, providing more variety and additional milk alternatives for participants.
- These changes aim to address the growing popularity of plant-based diets and provide culturally appropriate food options to fill nutritional gaps.

### 2. Boost in Fruit and Vegetable Benefits:

- Congress implemented significant revisions to support fruit and vegetable consumption among WIC participants, increasing the cash value benefit (CVB) for purchasing fruits and vegetables.
- Effective from October 1, 2023, to September 30, 2024, the CVB amounts were increased to \$26 for children, \$47 for pregnant and postpartum women, and \$52 for fully and partially breastfeeding women.
- This initiative continues to actively promote the consumption of fresh and frozen fruits and vegetables, with Davis WIC showing high redemption rates in fiscal year 2023.

### 3. Medicaid and WIC Special Formula Policy:

- In July 2023, a new policy was implemented between Medicaid and WIC participants receiving pharmaceutical formulas, establishing Medicaid as the primary provider for formula.
- Davis County staff worked closely with healthcare providers and clients to facilitate the transition and ensure proper understanding and assistance.

### 4. Online Scheduling and Appointment Requests:

- Since 2019, a statewide client appointment request portal has been in use, with increased promotion and utilization in Davis County.
- 1,649 appointments were scheduled through the online portal in 2023, compared to 1,278 in 2022.
- These initiatives aim to enhance WIC participation and program retention, offering convenient scheduling options online, by phone, or by text.

## 2024 Goals:

### 1. Expand Outreach and Participation:

- Increase outreach efforts to inform eligible families about the WIC program and encourage participation.
- Collaborate with community organizations and healthcare providers to reach underserved populations and increase enrollment.

### 2. Enhance Nutritional Education:

- Provide comprehensive nutritional education to WIC participants, focusing on healthy eating habits, breastfeeding support, and proper infant feeding practices.
- Offer culturally sensitive and tailored educational materials to meet the diverse needs of participants.

### 3. Optimize Service Delivery:

- Streamline WIC clinic operations to reduce wait times and enhance the overall participant experience.
- Implement innovative technologies, such as online appointment scheduling and electronic benefits transfer (EBT), to improve service delivery and accessibility.

### 4. Strengthen Community Partnerships:

- Foster collaborations with local businesses, farmers markets, and food banks to expand access to nutritious foods for WIC participants.
- Establish partnerships with healthcare providers to facilitate referrals and seamless coordination of care for WIC participants.

### 5. Monitor and Evaluate Program Effectiveness:

- Implement regular monitoring and evaluation processes to assess the effectiveness of WIC services and identify areas for improvement.
- Collect feedback from participants to inform program enhancements and ensure that services align with their needs and preferences.

# Medical Billing & Indexing

## Medical Billing:

A critical component of Family Health's operations revolves around billing for the comprehensive range of services we provide. We maintain close collaboration with Medicare, Medicaid, and commercial health insurance companies to ensure ongoing compliance with provider credentialing standards. Health insurance companies establish fee schedules and contracts that dictate the reimbursement rates for each service rendered. Given the dynamic nature of vaccine costs, we monitor fee schedules to ensure that reimbursement rates align with vaccine expenses.

Our billing encompasses a diverse array of services, including vaccines, vaccine administration fees, TB skin tests, initial and follow-up home visits, and postpartum visits. Each claim submitted to insurance companies must adhere to their specific requirements to mitigate the risk of claim rejection or denial. Following submission, claims are processed and paid, requiring meticulous reconciliation of each fee charged.

This year, Utah State Medicaid implemented a new system, creating a learning curve, but has proven invaluable in ensuring timely payment of Medicaid claims. Looking ahead, with the implementation of the new Electronic Health Record (EHR) next year, claim submissions will improve, facilitating a more streamlined and efficient process.

## Indexing:

Another crucial aspect of Family Health's operations involves indexing all encounter forms and documentation for each individual service provided. Whenever clients receive a service, our staff meticulously document it, after which the records are scanned and indexed into an electronic database called OnBase. Prior to digital indexing, all records undergo thorough auditing for accuracy. In 2023 alone, more than **18,000** records between Family Health and Communicable Disease/Epidemiology were individually audited and indexed, highlighting our commitment to meticulous record-keeping and data management.

Additionally, despite the conclusion of COVID-19 mass vaccination efforts, Family Health remains actively engaged in organizing and indexing the more than **300,000** records from the mass vaccination clinic held by DCHD. This ongoing effort is essential to maintain compliance with records retention policies mandated by Davis County. Indexing each form serves to document the extensive work carried out during the mass vaccination campaign, providing valuable reference for potential future vaccination initiatives. Notably, we have made significant progress and are currently approximately **80%** through the process of indexing the 300,000+ records.



110 out of 143 boxes indexed



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