2011 HEALTH DEPARTMENT AND FALLS COMMUNITY HEALTH BOARD MEMBERS

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OUR MISSION

To improve the quality of life for the citizens of Sioux Falls by preventing or controlling disease, mitigating adverse health conditions and threats, and by providing an open door to primary health services.

OUR VISION

To understand and influence the health and well-being of the citizens of Sioux Falls.

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MESSAGE FROM THE PUBLIC HEALTH DIRECTOR

The mission of the Sioux Falls Health Department is to improve the quality of life for the Sioux Falls community by preventing or controlling disease, mitigating adverse health conditions and threats, and by providing an open door to primary health services. Over 130 full-time, part-time, and contracted health professionals and staff serve our great community to: assure the delivery of affordable primary healthcare; that our community is a healthy place to live, work, and play; and that we are prepared to provide emergency medical services when the need arises.

The following are our team’s most significant achievements of 2011:

- **Community Transformation Funding**
  Health promotion strategic planning and multisector community coalition with disease prevention focus.

- **Community Health Report**
  To understand the health and well-being of the citizens of Sioux Falls by monitoring community trends.

- **Hayward School-Based Clinic Capital Funding**
  Secured capital funding for third school-based clinic to further increase access to care to school children and families in medically isolated area.

- **Day Care Website Enhancements**
  Increased access to information for parents and care givers.

- **Interdepartmental Collaborations**
  Maximize opportunity to create efficiency, eliminate redundancy, and utilize expertise across City departments related to public health services.

- **Increased Access for Health Care for Schoolchildren**
  By removing barriers to Medicaid referral for children served in school based clinics.

- **Community Readiness Initiative (CRI)–96 Out of A 100 Score**
  Measure of the City’s exceptional preparedness to respond to large-scale health events.

- **Clinical Laboratory Survey and Inspection (CLIA) 99% Compliance**
  Demonstrates excellence in laboratory practices.

- **Achieved Improvement in 3 out of the 4 Clinical Quality of Care Measures**
  Dashboard trending indicates improvement in blood pressure control, diabetes blood sugar control, and cervical cancer screening for patients of Falls Community Health.

- **Maximize Workforce**
  Realign clinic positions to capitalize on revenue enhancement in an electronic medical record environment.

In addition to the accomplishments listed above, you will see throughout this annual report the many and varied services provided each day to keep Sioux Falls healthy. I am very proud of the accomplishments of the Health Department team in 2011 and I look forward to an even better 2012.

Jill Franken, RN, MS
Director of Public Health
The Sioux Falls Health Department is located at 521 North Main Avenue in downtown Sioux Falls, South Dakota. Within the Health Department, there are two divisions—the Public Health/Environmental Division and a community health center, Falls Community Health.

The Health Department Environmental Division is responsible for areas relating to sanitation/inspection, licensing, and environmental nuisance abatement through a code enforcement program, public health preparedness, community programs, and vector control.

Falls Community Health is a community health medical and dental clinic located in high-need areas of the city to reduce or eliminate health disparities. The clinics serve patients at three sites; the main site located at 521 North Main Avenue, and two school-based sites located at Hawthorne Elementary and Terry Redlin Elementary. The sites are funded by the Bureau of Primary Health Care and all services are available to residents regardless of their ability to pay. The clinics provide comprehensive medical and dental health care services and have community governance.
Sanitation and Inspection

The Sioux Falls Health Department is committed to serving the people of Sioux Falls by providing high-quality health inspections and environmental sanitation. The areas that are addressed include food service inspection, lodging and sanitation inspection, tattoo parlor inspection, and swimming pool inspection.

Food Service Inspection

Environmental Health Specialists inspect and monitor all Sioux Falls food service establishments to protect the public’s safety by establishing sanitary standards and controlling the possibility of food-borne illnesses.

The City of Sioux Falls Health Department maintains a website, www.siouxfalls.org/health/inspections, that allows access to health inspection scores. The site includes reports for every restaurant, cafeteria, convenience store, grocery store, or any other retail food establishment within the Sioux Falls city limits. The inspection scores provide a “snapshot” of the overall condition at the time of inspection.

A score of 100 indicates the facility met compliance standards. A facility scoring below an 80 as a result of the Health Department’s unannounced visit/inspection will have a full follow-up inspection within 30 days to determine if the necessary corrections identified have been satisfactorily addressed. All critical violations are verified corrected either at the time of the inspection or at a follow-up inspection within ten days.

In 2011, the Sioux Falls Health Department conducted 2,417 initial routine facility inspections, a 12 percent increase from 2007. There were 125 critical item follow-up inspections, a decrease of 52 percent from 2007.

Individuals and facilities also drive the inspection process. In 2011, there were an additional 136 inspections due to food service complaint investigations, a 22 percent increase from 2007.
The Health Department also licenses and inspects temporary food stands across Sioux Falls and issued 219 permits in 2011.

**Licensing/Permits/Registrations**

Aside from sanitation/inspections, the Sioux Falls Health Department Environmental Division licenses and regulates establishments such as food service, lodging, grocery stores, mobile home parks, swimming pools and spas, family day cares, tattoo parlors, and events that will produce excessive sound to surrounding areas.

**Family Day Care**

The City of Sioux Falls requires the registration of in-home day cares. This registration is for anyone caring for more than one family of children other than their own and applies to anyone caring for up to 12 children. In 2011, there were 428 in-home family day cares registered with the Health Department. For more information, see our website at www.siouxfalls.org/business/daycare.

**Environmental Nuisance Abatement**

The Environmental Division is responsible for environmental nuisance abatement through a code enforcement program that includes garbage, rubbish, waste material, abandoned vehicles on private property, and noise abatement. Of the 3,271 inspections conducted related to nuisance complaint code enforcement in 2011, 1,522 were compliance re-inspections and 214 were attorney-requested re-inspections.

![Garbage/Property Cleanups](chart)

**Resources**

- Home (6 or less)
- Family (7-12)
- Child Care (13+)
- Family Child Care
- Licensing/Permits/Registrations
- Health Department

**Related Resources**

- Sioux Falls Code
- Sioux Falls Ordinance
- Sioux Falls Environmental Division
- Sioux Falls Business Services
- Sioux Falls Day Care Providers
The Health Department issued 156 letters for noncompliance to code in regard to garbage, with 23 of the cases resulting in property cleanups.

Community Environmental Programs

Each year the Environmental section of the Sioux Falls Health Department receives approximately 1,500 complaints and referrals from citizens concerned about neighborhood environmental nuisance items in various parts of the city.

The City developed a project called N.I.C.E. (Neighborhood Improvement Complaint Easement) that would identify specific neighborhoods that were having environmental nuisance concerns and assist the neighborhoods to address those concerns. A few years later, the City developed a similar project called K.E.E.P. (Keep Environmental Enhancement Permanent) to work in conjunction with the N.I.C.E. program.

Each year two neighborhoods, designated as the N.I.C.E. and K.E.E.P. areas, get a helping hand in the form of a cleanup, using City volunteers. In addition, these neighborhoods receive educational materials about the City and its services. Through the implementation of these projects, the City has been able to keep the number of neighborhood nuisance complaints static despite a greater than 33 percent increase in the city’s population since its inception.

The cleanup was offered to these neighborhoods in April 2011. Three ground crews removed 444 loads (466.77 tons) of rubble, 4 loads (7.63 tons) of tires and 3 loads (4.08 tons) of appliances for a total of 451 truckloads (478.48 tons) of waste removed from two neighborhoods in our city.
Health Promotion and Disease Prevention*

The Health Department is also responsible for educating the public and promoting the health of the community. Activities that are included in these efforts include the Annual Community Health Report that is compiled by the Health Department, the community health assessment process, as well as the Community Transformation Initiative. Aims for health promotion and chronic disease prevention include reduction of death and disability by reducing tobacco use, reducing the rate of obesity, and reducing the incidence of heart disease and stroke in the community.

Vector Control

The mission of the Vector Control program is to reduce the risk of West Nile virus and other mosquito-borne illnesses in Sioux Falls. Listed below are the number of sites and treatments the department applied in 2011.

- Bike paths were sprayed 24 times for a total of 471 treated miles.
- 11,557 storm sewer inlets and catch basins had 2 targeted chemical applications for a total of 23,114 treatments in 2011.
- 310 catch basin sites, 150 drainageway sites and 67 detention/retention pond sites, were treated.
- In addition to 25 targeted spray treatments of high-risk areas of the city, 4 citywide adult mosquito spray treatments were conducted.

Public Health Preparedness

Planning, coordination, and response to public health threats are managed through the Health Department. Mass dispensing of medications for this community is the responsibility of this department in the event of a public health emergency, as well as regional preparedness response planning for the 13-county area within southeast South Dakota.

The Health Department chairs the planning for regional preparedness and serves as part of the decision-making group in the Mobile Medical Assets Agreement. Community planning to educate the public and mitigate against the effects of disease outbreak is the responsibility of the Public Health Division, as well as collaboration with state, county, and local responders to intervene in emergencies with public health significance.

In 2011, an audit to measure the City’s preparedness—Community Readiness Initiative (CRI)—scored a 96 out of a 100 score. Nationally this score recognizes exceptional preparedness to respond to large scale health events.

Emergency Medical Services (EMS) Oversight*

Emergency medical dispatch is provided by Metro Communications, an independent 911 center that serves the city of Sioux Falls and Minnehaha County. Basic life support first response including Automated External Defibrillation (AED) is provided by Sioux Falls Fire Rescue. The Sioux Falls Police Department provides first aid and AED.
Police Officers were the first responders on scene on 32 cardiac arrests in 2011 and delivered shocks with the AED three times.

Sioux Falls Fire Rescue responded to 5,314 emergency medical calls in Sioux Falls in 2011.

Ambulance service in Sioux Falls is provided by Rural/Metro Ambulance under a contract with the City. Rural/Metro Ambulance responded to 13,723 calls for service from their Sioux Falls location in 2011. 55.5 percent of those calls for service resulted in transport to a hospital. Several local hospitals accept and provide emergency care to patients transported to their emergency departments.

Over 500 professionals employed by these various agencies provide emergency medical services. The Regional Emergency Medical Services Authority’s (REMSA) role is to meld these individuals into a system which provides the highest quality pre-hospital care possible. REMSA is governed by a board that meets regularly to address administrative and system issues. These meetings are scheduled in advance and are open to the public. The REMSA board members are: Dr. Mary Helen Harris (Chair), Dr. Garrett Taylor (Vice Chair), Dr. David Strand, Dr. Doug Geise, Dr. Marc McSherry, Dr. Arliss Thompson, and Janet Kittams-Lalley.

REMSA is involved in the Cardiac Arrest Registry to Enhance Survival (CARES), a nationwide study of cardiac arrest outcomes. Survival rates from cardiac arrests are significantly higher in Sioux Falls than the national averages, including overall survival at almost twice the national CARES rate. This is a credit to every agency that teaches CPR in the community and to the trained responders that serve the public.

EMS agency accreditations include:
- Rural Metro is accredited by the Commission on Accreditation of Ambulance Services (CAAS).
- Sioux Falls Fire Rescue is accredited by the Commission on Fire Accreditation International.
- Metro Communications is a Center for Excellence in Emergency Medical Dispatch.

REMSA also has appointed a Medical Board which addresses quality of care, protocol, provider certification, and patient care issues. The REMSA Medical Board members are: Dr. Mary Helen Harris (Chair), Dr. Garrett Taylor (Vice Chair), Dr. David Strand, Dr. Doug Geise, Dr. Marc McSherry, Dr. Arliss Thompson, and Janet Kittams-Lalley.
Falls Community Health

Falls Community Health is a community medical and dental clinic located in high-need areas of the city to reduce or eliminate health disparities. Falls Community Health serves patients at three sites; the main site located at 521 North Main Avenue and two school-based sites located at Hawthorne Elementary and Terry Redlin Elementary. The sites are funded by the Bureau of Primary Health Care and all services are available to residents regardless of their ability to pay. The clinics provide comprehensive medical and dental health care services and have community governance.

Care for chronic diseases such as diabetes, cardiovascular disease, HIV/AIDS, depression, chronic pain, and other mental illnesses continues to be a high need. Affordable, accessible preventive health care also remains a persistent need within the target population.

In 2011, Falls Community Health served 13,028 patients with a total of 44,121 visits. This is an increase of 44 percent in patient volume and 62 percent increase in visits to Falls Community Health since 2007.

Falls Community Health accepts all patients regardless of their insurance or financial status. Our federally funded health care program allows us to offer a wide range of services to patients through a sliding fee scale. The sliding fee schedule is based on the federal government’s poverty guidelines and is based on household size and income. Falls Community Health also accepts insurance, Medicare, and Medicaid.
Of those patients served in 2011:

- 42 percent live at 100 percent of poverty or below.
- Family of four annual income would be less than $22,350.
- Single individual annual income would be less than $10,890.
- 49 percent are uninsured.
- 51 percent carry Medicare, Medicaid, or private insurance.

School-Based Health Services

The Sioux Falls Health Department and Falls Community Health partnered with the Sioux Falls School District in 2009 to improve the health and well-being of children in school. As shown in the bottom chart on the left, Hawthorne Elementary and Terry Redlin Elementary served 2,062 patients for 3,706 visits in 2011.

Refugee Preventive Health Services

Lutheran Social Services (LSS) of South Dakota and Falls Community Health have been in partnership to provide refugee medical services for more than 15 years. Over the past 8 years, with funding through the Refugee Preventive Health Discretionary Program, these services have been greatly enhanced.

Falls Community Health employs Outreach Workers and a RN Case Manager through this program. Every new refugee arrival receives a comprehensive health exam, RN case management, transportation assistance, and health and safety class orientation. These services are implemented within 30 days of arrival to Sioux Falls.

In 2011, there were 327 new refugees patients at Falls Community Health.

HIV Prevention Program

Through a grant with the South Dakota Department of Health, Falls Community Health is able to provide comprehensive HIV prevention to persons at risk in the Sioux Falls area. Many individuals in need of prevention education and outreach within this target population are least likely to obtain services due to issues surrounding race/ethnicity, language barriers, poverty, isolation, cultural beliefs, and social stigmatization of HIV disease. This outreach and education is conducted by a HIV/AIDS prevention-trained Registered Nurse Case Manager.
Ryan White Part C Early Intervention Program

The Ryan White CARE Act is a federally funded program that consists of many different programs. The Part C Program is an Early Intervention Services program designed to help improve the quality and availability of primary health care with respect to HIV/AIDS disease.

Federal guidelines and a planning committee that is made up of representatives from health care, members of support groups, people living with HIV/AIDS disease, and members of various state agencies determine the benefits of this program. This grant was designed with the goal of helping people with HIV disease that are accessing their health care in eastern South Dakota.

All patients who apply for the Part C Program will have access to case management services. In 2011, there were 194 clients enrolled in the program. Of those, 24 were new to the Part C Program.

Homeless Program

In 2011, 1,304 homeless or threatened homeless persons were provided primary care and case management services through the Healthcare for the Homeless Program at Falls Community Health. This program, in response to the growing need for homeless patients to have access to primary health care, is funded through federal funding received on an annual basis.

Many homeless clients presenting to Falls Community Health have not had access to primary care. The consequences of undiagnosed and untreated health issues require a multidisciplinary approach for health management. The most significant health disparities and major health problems among the target population include mental illness, substance abuse, chronic conditions, respiratory issues, preventive health services, chronic pain, and infectious diseases.

For further information on the Sioux Falls Health Department, visit our website at www.siouxfalls.org/health.