

**Board of Commissioners**

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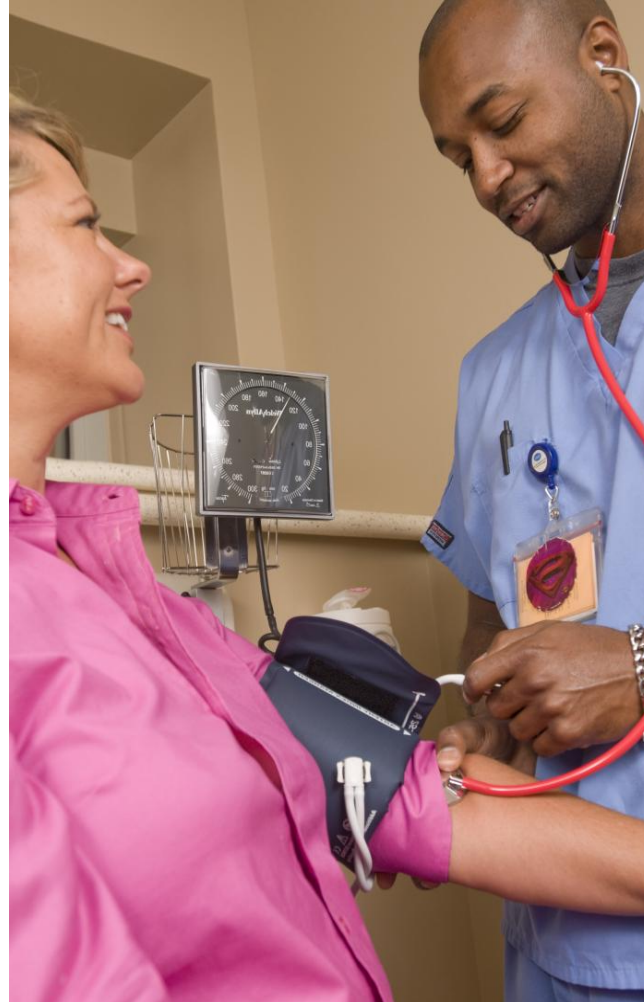
Charlotte J. Nash, Chairman  
Jace W. Brooks, District 1  
Lynette Howard, District 2  
Tommy Hunter, District 3  
John Heard, District 4



**Informal Briefing Minutes  
Tuesday, March 17, 2015 - 10:30 AM**

**Present: Charlotte J. Nash, Jace Brooks, Lynette Howard, Tommy Hunter, John Heard**

- I. County Administration**  
Board of Health Presentation  
Dr. Lloyd Hofer, Health Director/Chief Executive Officer of the Gwinnett County Board of Health provided an overview of services and programs offered. No Official Action Taken.



# Gwinnett County Health Department

2570 Riverside Parkway | Lawrenceville, GA 30046 | Phone: 770-339-4260 | [www.gnrhealth.com](http://www.gnrhealth.com)

**Lloyd M. Hofer, M.D., M.P.H.**  
*Health Director and CEO*



# Gwinnett County Board of Health

**Louise Radloff**  
*Board Chair*

**Mike Mason**  
*Mayor, Peachtree Corners*  
*Vice Chairman*

**Charlotte J. Nash**  
*Commission Chairman*

**Libby Anderson**  
*Consumer Representative*

**Dr. Earl Grubbs, M.D.**  
*Emergency Room Physician*

**Dr. Alan Bier, M.D.**  
*Chief Medical Officer*  
*Gwinnett Medical Center*

**J. Alvin Wilbanks**  
*Superintendent*  
*Gwinnett Co. Public Schools*

## OUR MISSION

To protect and improve the health of our community by monitoring and preventing disease; promoting health and well being; and preparing for disasters.

# Department of Clinical Services Gwinnett County Health Department

**Lloyd M. Hofer, M.D., M.P.H.**  
*Health Director and CEO*

**Linda L. Davis, R. N., B.S.N.**  
Director of Nursing and Clinic Operations

Department of Clinical Services  
Gwinnett County Health Department  
2570 Riverside Parkway  
Lawrenceville, GA 30046  
Phone: 770-339-4260  
Online: [www.gnrhealth.com](http://www.gnrhealth.com)





# Clinic Locations

**1 Buford Health Center**  
2755 Sawnee Ave.  
Buford, GA 30518  
Phone: 770-614-2401  
Hours:  
Mon, Thurs 8am – 7pm  
Tues, Wed, Fri 8am – 5pm

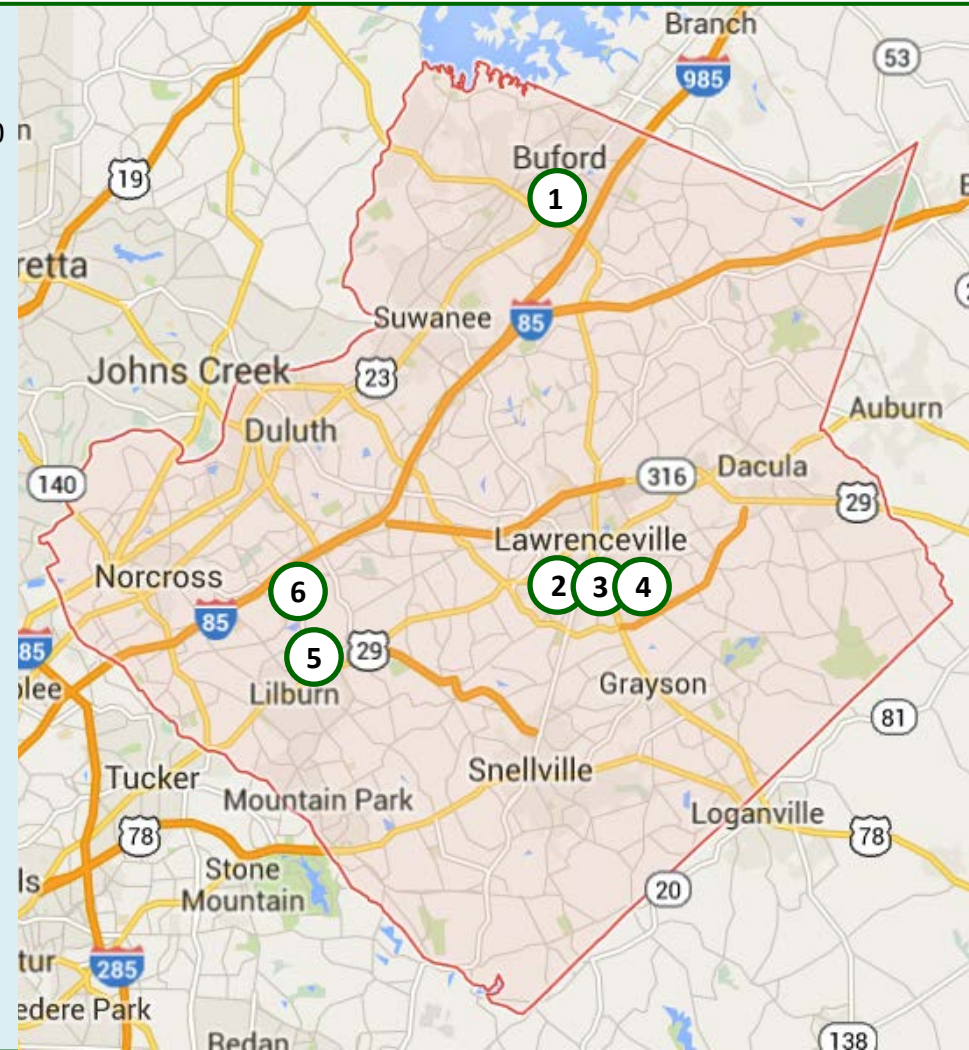
**2 Children's Medical Services**  
455 Grayson Hwy., Suite 500  
Lawrenceville, GA 30046  
Phone: 770-339-4270  
Hours: Mon – Fri 8am – 5pm

**3 Lawrenceville Health Center**  
455 Grayson Hwy., Suite 300  
Lawrenceville, GA 30046  
Phone: 770-339-4283  
Hours:  
Mon, Thurs, Fri 8AM – 5PM  
Tues, Wed 8am – 7pm

**4 TB and Preventive Health**  
455 Grayson Hwy., Suite 400 n  
Lawrenceville, GA 30046  
Phone: 678-442-6880  
Hours:  
Mon – Fri 8am – 5pm

**5 Lilburn WIC Clinic**  
5342 Lawrenceville Hwy.  
Lilburn, GA 30047  
Phone: 678-924-1546  
Hours:  
Mon – Fri 7am – 5pm

**6 Norcross Health Center**  
5030 Georgia Belle Court  
Norcross, GA 30093  
Phone: 770-638-5700  
Hours:  
Mon, Wed, Fri 8am – 5pm  
Tues, Thurs 8am – 7pm





# Clinical Services

*Over 171,000 health services provided in 2014*

## Community Health Services

Dental  
Lab Testing  
Immunizations  
International Travel  
Refugee Health  
Screening  
STD Clinic  
TB and Communicable  
Disease Clinic

## Children's Health Services

Children First  
Children Medical  
Services  
Universal Newborn  
Hearing, Screening and  
Intervention  
Well Child Exams  
School Scoliosis  
Screening

## Women's Health Services

Breast and Cervical  
Cancer Program  
Family Planning  
Pregnancy Case  
Management

# Clinical Services

## Immunizations

- CY2014 - 30,238 patient visits

## International Travel Clinic

- CY2014 - 1,560 patient visits
- Vaccines and medications for adults and children
- Licensed yellow fever vaccine clinic

## Walk-in Labs, DNA services, HIV testing

- CY2014 - 1,713 patient visits



# Adult Health Services

## Family Planning

- CY 2014 - 6,592 patient visits
- Pap smears, STD testing, contraceptive choices for family planning

## Breast & Cervical Cancer Screening

- CY2014 - 1,248 patient visits
- Breast and cervical screening/case management for women 40-65
- 18 cancer patients identified

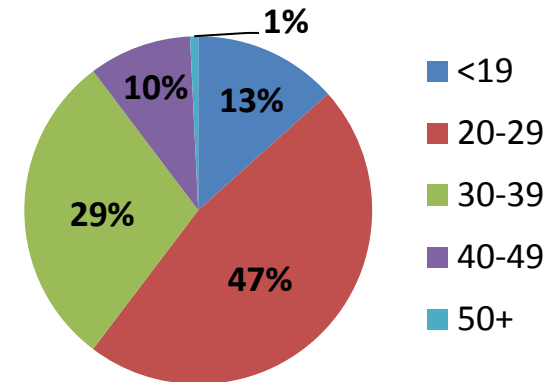
## Sexually Transmitted Disease Screening & Treatment

- CY2014 – 678 patient visits
- Screening and treatment for females and males

## Pregnancy Case Management

- CY2014 - 999 patient visits
- Education, community resources information and medical referrals

Percent of clients by age group,  
Women's Health Services, CY 2014





# Child Health

## Children First

- CY2014 - 1,288 patients
- Identify, screen and link children birth to age 5 who are at-risk of poor health/and or developmental outcomes to appropriate public health or community services.

## Universal Newborn Hearing Screening & Intervention

- CY 2014 - 127 patient visits

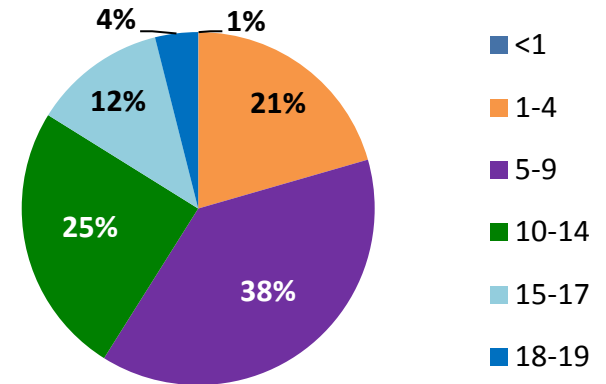
## Vision, Hearing, Dental and Nutrition Screenings

- CY2014 – 30,238 patient visits
- Required for school entrance

## WIC (Women, Infants and Children)

- Provides food and nutrition counseling for low income pregnant, breastfeeding and postpartum women & children through the age of 4
- 39,000 received nutrition counseling & vouchers last year in Gwinnett County

Percent of patients by age group, Child Health Services, 2014



# Disease Outbreak & Response

## Disease Outbreak & Response

- Gwinnett ranks in top three counties for Tuberculosis in GA
- Gwinnett Tuberculosis rate is higher than National and GA rate
- Outbreak control through contact investigations and medications

## Emergency Preparedness & Response

- Trained public health emergency response
- Point of Distribution (POD) in Emergencies
- Ebola Screening



# Case Management Programs

## Adult Health and Youth Development

- **Personal Responsibility Education Program (PREP):** 250 – 350 youth, teen pregnancy prevention classes
- **Young parents:** 15 – 20 youth, mothers and fathers
- **Public awareness events:** 300 – 400 youth, adolescent health-related topics
- **Case Management:** 75 – 100 youth



## Children's Medical Services

Provide care coordination to assure access to necessary comprehensive community based specialty health care and transition services for children and youth with special health care needs and their families.

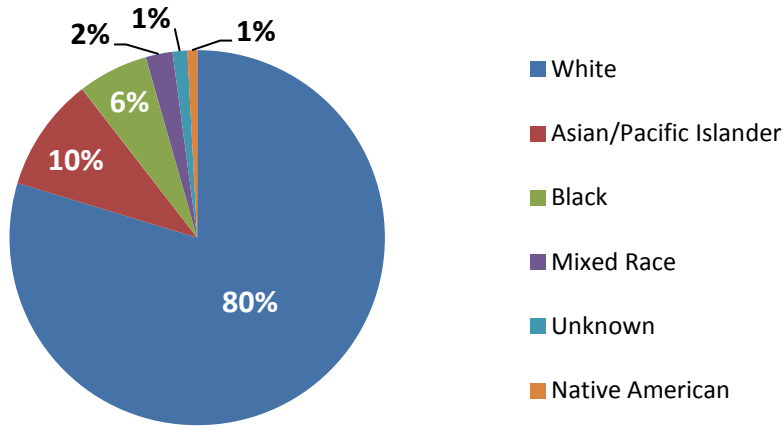
**Average Active Caseload:** 210

**Average Enrollment Increase:** 61

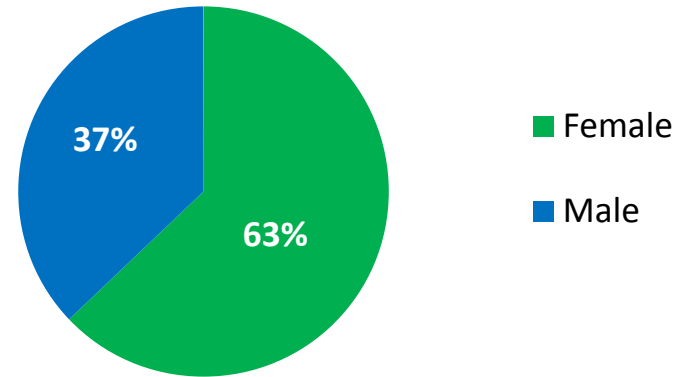


# Who We Serve

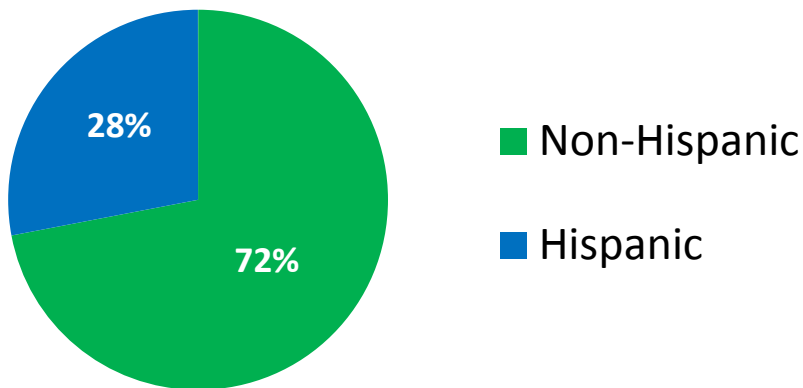
Percent of clients served by race,  
All clinics, CY 2014



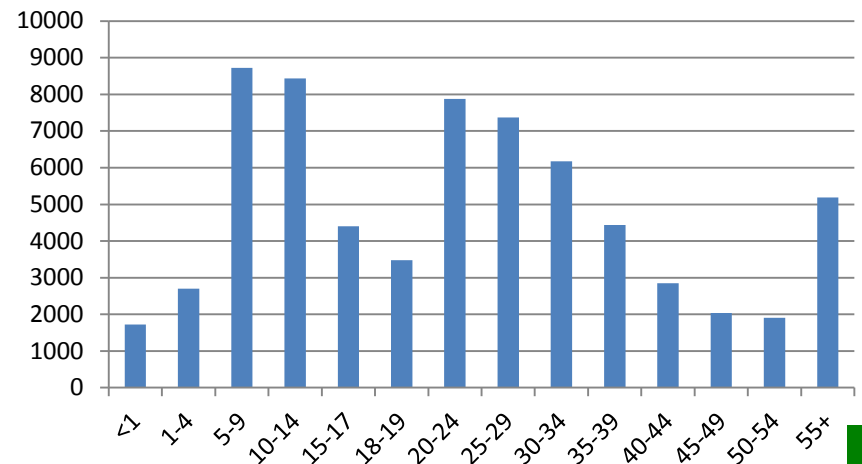
Percent of clients served by gender,  
All clinics, CY 2014



Percent of clients served by ethnicity,  
All clinics, CY 2014



Number of clients served by age group,  
All clinics, CY 2014







# Buford Health Center

2755 Sawnee Avenue | Buford, GA 30518 | Phone: 770-614-2401

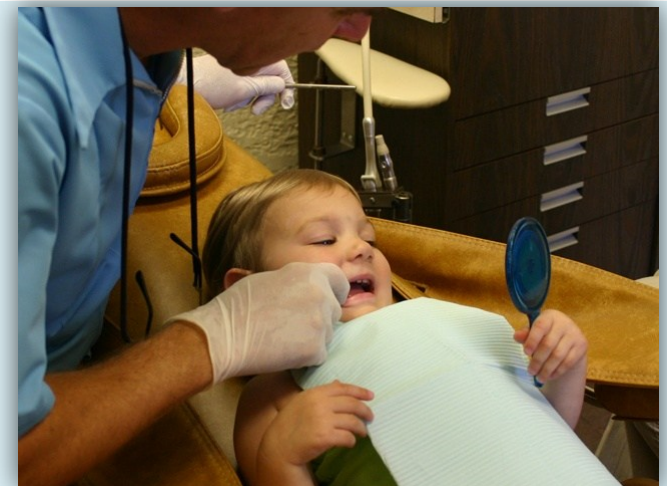
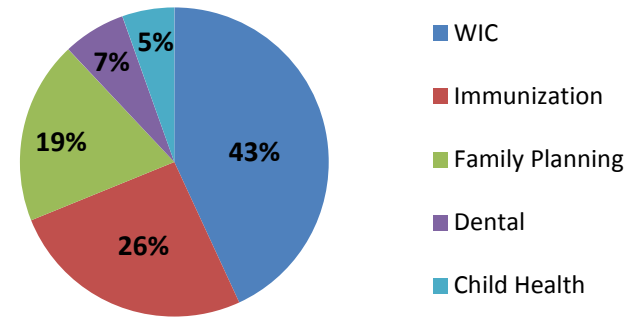
**Ann Trump, R.N.**  
Clinic Administrator

## Overview

- CY2014 - 30,607 total patient visits
- Current location since 1996

Staff	
Nurse Practitioner	2
Registered Nurse	4
Licensed Practical Nurse	3
Nutritionist	3
Administrative	12
Total Staff	23

**Percentage of Patient Visits by Health Service, Buford Health Center, 2010 - 2014**







# Norcross Health Center

5030 Georgia Belle Court | Norcross, GA 30093 | Phone: 770-638-5700

**Natasha Kimsey, R.D.L.D.**  
Clinic Administrator

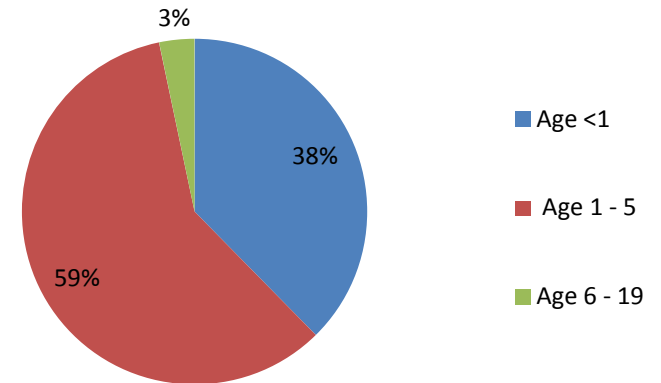
## Overview

- CY2014 - 38,804 total patient visits
- Moved to current location in 1998
- Located on Gwinnett County Transit Bus Line Route 20

## Staff

Nurse Practitioner	2
Registered Nurse	3
Licensed Practical Nurse	5
Nutritionist	4
Administrative	18
Total Staff	33

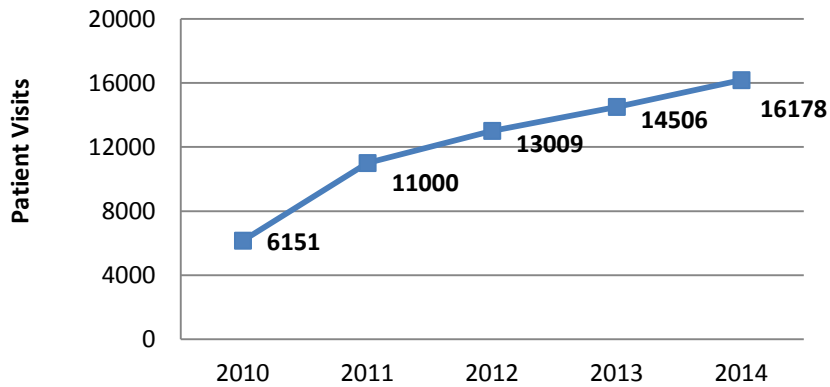
**Percentage of WIC Patient by Age,**  
Norcross Health Center, 2014



# Norcross Health Center

5030 Georgia Belle Court | Norcross, GA 30093 | Phone:770638-5700

**Number of WIC Patient Visits by Year,  
Norcross Health Center, 2010 - 2014**



# Lilburn WIC Clinic

5342 Lawrenceville Highway | Lawrenceville, GA 30047 | Phone: 678-924-1546

**Julie Alvarez**  
*Clinic Administrator*

## Overview

- CY2014 - 39,855 total patient visits
- Current location since 2006
- Located on Gwinnett County Transit Bus Line Route 30

## Staff

Licensed Practical Nurse	1
Nutritionist	8
Administrative	14
Total Staff	23





# Lawrenceville Health Center

455 Grayson Hwy., Suite 300 | Lawrenceville, GA 30046 | Phone: 770-339-4260

**Ella Thompson**  
*Clinic Administrator*

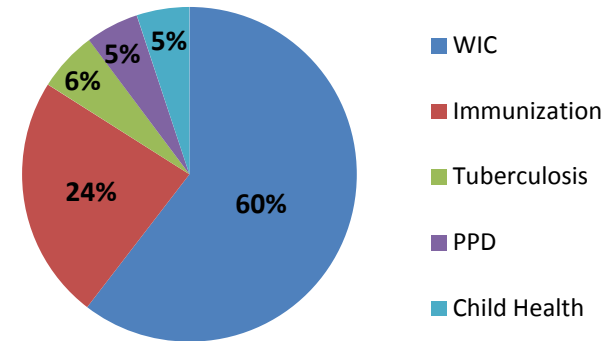
## Overview

- CY2014 - 64,653 total patient visits
- Current location since 2007
- Located on Gwinnett County Transit Bus Line Route 40

## Staff

Nurse Practitioner	2
Registered Nurse	1
Licensed Practical Nurse	5
Licensed Practical Nurse – WIC Certifier	3
Nutritionist	4
Administrative	20
Total Staff	35

**Percentage of Patient Visits by Health Service, Lawrenceville Health Center, 2010 - 2014**





# Client Satisfaction Survey

# Client Surveys

Today is M Tu W Th F

Thank you for filling out our survey. Your input is very important to us. Please rate the your experience today using a scale of 1 – 4.

1= Not Satisfied at all 2=Needs Improvement  
3= Satisfied 4= Very Satisfied N/A = Not Applicable

	1	2	3	4	N/A
The clerks were nice and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making an appointment was quick and easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the information given to me today and was offered an interpreter if needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate your overall experience today.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If we offered reduced rate dental services, would you use them?	For adults: <input type="radio"/> Y <input type="radio"/> N				
	For children: <input type="radio"/> Y <input type="radio"/> N				

How can we serve you better? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

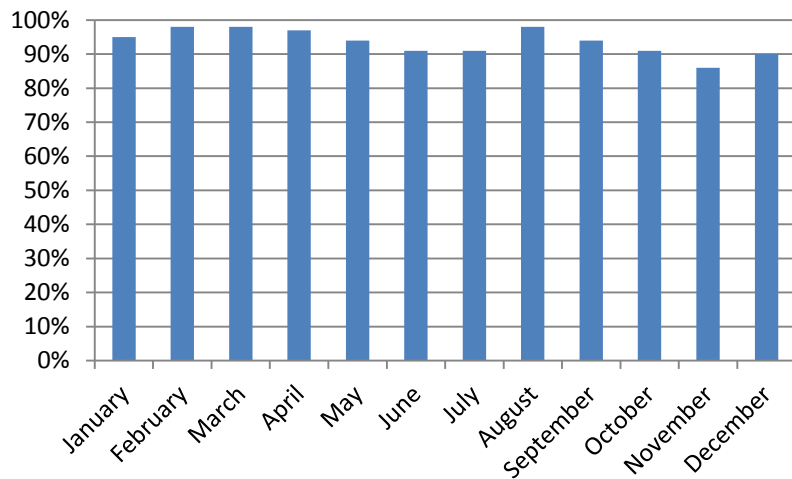
- Offered at all clinic locations
- Response Rate: 31% (CY2014)
- Reporting
  - Clinic Administrators
  - Health Department Leadership
  - Boards of Health
- Analysis: Remark Office Scanning Software
- Variables Considered:
  - Customer Service
  - Access to Care
  - Quality of Care



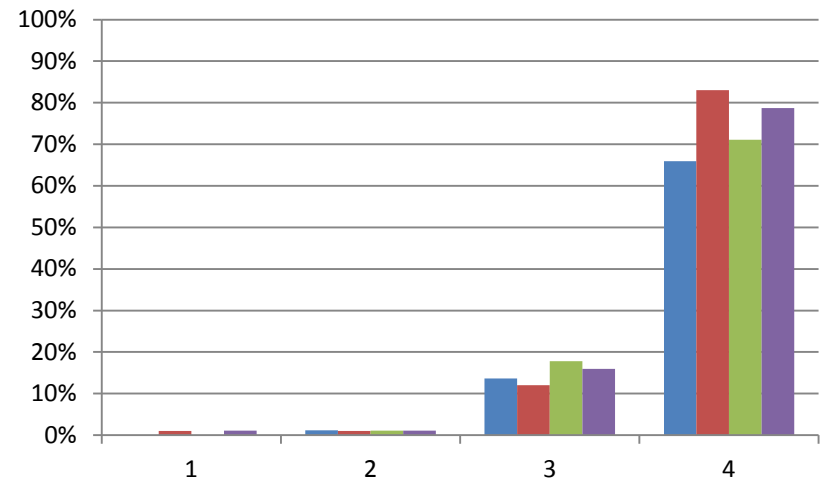
<b>MONTH</b>	<b>CUSTOMER SERVICE</b>	<b>ACCESS TO CARE</b>	<b>QUALITY OF CARE</b>
<b>January</b>	The facility was neat and clean.	I was given information about other services the health department provides during my visit today.	Health information was available to me during my visit.
<b>February</b>	A health center staff member called me by name during my visit today.	I was offered an appointment to return if services were not available here today.	I understand how to take the medication I was given.
<b>March</b>	Health center clerks took time to answer my questions.	This health center provides the services I need for myself and my family.	My nurse/nutritionist provided good care today.
<b>April</b>	Accepted methods of payment are clearly displayed in the health center.	I feel safe in this facility.	I will recommend this health center to my friends and family.
<b>May</b>	The clerks were nice and professional.	Making an appointment was quick and easy.	I understand the information given to me today and was offered an interpreter if needed.
<b>June</b>	The nurses were nice and professional.	The office hours were convenient for me.	I am happy with the care I received.
<b>July</b>	The nutritionists were nice and professional.	Extended clinic hours are helpful to me.	I was given privacy when I received care.
<b>August</b>	I was given privacy when financial information was discussed.	The clinic is easy to find.	I received the services I requested on this visit.
<b>September</b>	When calling the health center I am satisfied with the length of time it takes for my call to be answered.	I was able to get an appointment at a convenient time.	I understand how to get lab results after my visit.
<b>October</b>	The health center employees were helpful to me during my visit.	My wait time in the office was reasonable.	My nurse/nutritionist listened to my concerns during my visit.
<b>November</b>	When I leave a message on the health center phone, my call is returned by the end of that business day.	I was given a list of community resources that I can access as needed.	My nurse/nutritionist took time to answer my questions.
<b>December</b>	I was given privacy for my entire visit.	The Health Department website is easy to find.	I was offered immunizations at this visit.

# Client Survey Results

Percent of Clients Reporting Satisfied and Very Satisfied with Overall Experience, Gwinnett County Health Centers, CY2014



Client Satisfaction Survey, Gwinnett County, English, January 2015



**SCALE**

1 = Not Satisfied 2 = Needs Improvement  
 3 = Satisfied 4 = Very Satisfied

**Questions asked:**

1. The facility was neat and clean.
2. I was given information about other services the health department provides during my visit today.
3. Health information was available to me during my visit.
4. Please rate your overall experience today.

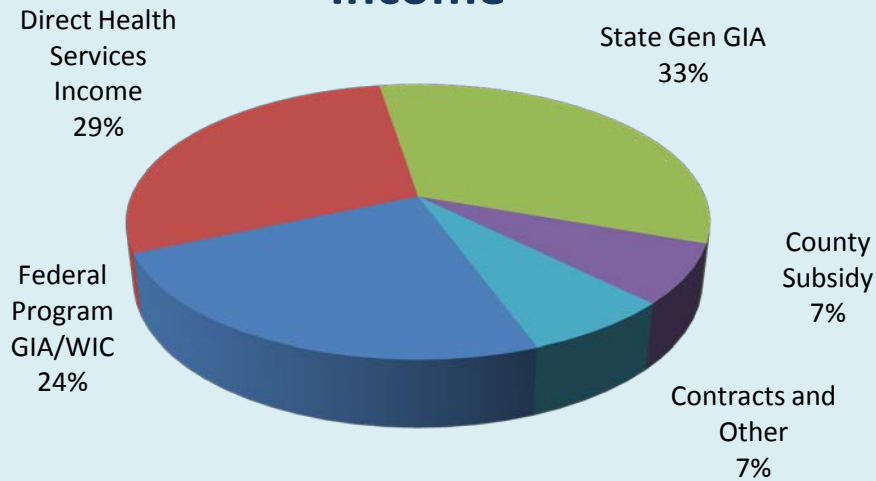
# Gwinnett County Health Department Challenges

- Growing WIC Program
- Personnel – attract and retain Nurses, Nutritionists, Nurse Practitioners, and other technical staff
- Dependence on generating income

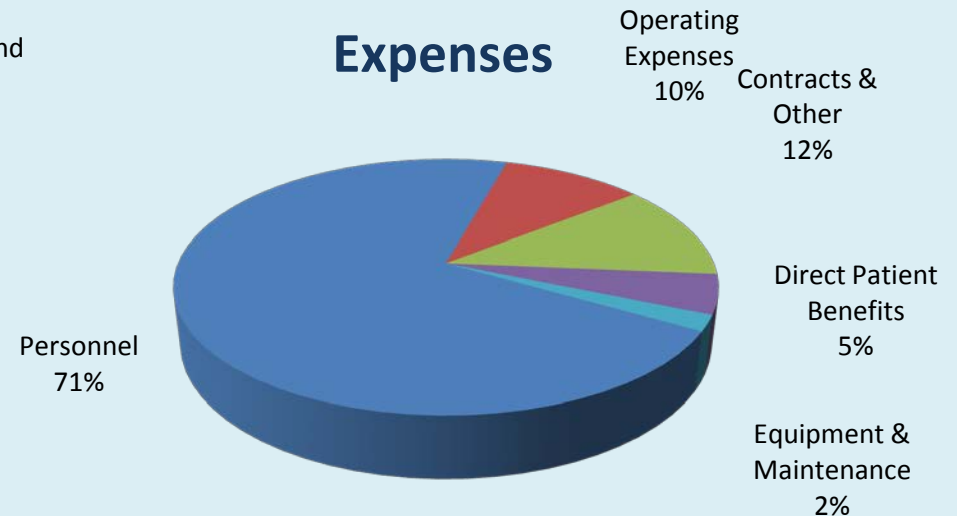


# Gwinnett County Health Department Budget and Finances

## Income



## Expenses



# Gwinnett County Health Department Strengths

- Board of Health leadership
- Support of the Gwinnett County Commissioners
- Excellent staff
- Quality services
- Excellent customer service





# PLEASE CONTACT US!

**Phone:** 770-339-4260

**Email:** [info@gnrhealth.com](mailto:info@gnrhealth.com)

**Online:** [www.gnrhealth.com](http://www.gnrhealth.com)



For more information on the services provided by the Gwinnett County Health Department, please contact us!

## Contact Us



Phone: 770-339-4260

Online: [www.gnrhealth.com](http://www.gnrhealth.com)

Facebook: [www.facebook.com/GNRHD](http://www.facebook.com/GNRHD)

Twitter: [www.twitter.com/GNRHealth](http://www.twitter.com/GNRHealth)