Family Health Division

Annual Report

2022

Healthy Choices. Healthy People. Healthy Communities.



Davis COUNTY HEALTH DEPARTMENT

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. Commitments to Community. Health Equity.

2022 Annual Report: Family Health Division
Davis County Health Department
Published January 2023

Davis COUNTY HEALTH DEPARTMENT

Table of Contents

1 Acknowledgements

2 Director's Message

3 Introduction

5 Division Organization

7 Community Partners

8 At-A-Glance

9 Immunizations

14 Maternal Child Health

17 Women, Infants & Children

22 Medical Billing & Indexing



Acknowledgements

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Davis COUNTY HEALTH DEPARTMENT

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Director's Message

I am proud to present the 2022 Family Health Division Annual report. A lot of work has gone into this report and I would like to give a special thank you to Austin Andrews, Camille Taylor, Mindy Box and Yolanda Cabrera for their contributions. This report represents the meaningful and hard work the Family Health Division does everyday to improve the lives of those that live in Davis County. It is the employees that make this work impactful and I am proud to be a part of this great work. 2022 brought a number of changes to the Family Health Division, here are some of the highlights:

- New Family Health Division Director (Sabrina Harman)
- Closure of the COVID-19 mass vaccination clinic with a transition to a clinic environment for the first time
- Closure of our Bountiful Clinic location
- WIC classroom remodel
- Baby formula shortages
- Hiring of new staff and current staff moving to new positions
- New Family Health Office Manager (Camille Taylor)
- MCH/TCM resumed visiting clients in their homes
- Clearfield Immunizations clinical area remodel
- Outreach clinics used the mobile clinic for WIC and immunizations efforts
- Change in COVID-19 response to normal everyday operations in all areas of Family Health
- Integrated Family Health services with other DCHD Divisions and Bureaus

This has all been possible because of our incredible and dedicated staff. Thank you! And while there have been many ups and downs, I truly believe that 2022 will be the springboard that moves Family Health in a new and exciting direction.



In Health,

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

Introduction

Family Health Division:

The Family Health Division works collectively to improve the health and quality of life for Davis County residents. Family Health brings together a variety of programs that not only benefit the individual, but also their family and the community. Services provided range from health education and disease prevention to screenings, nutrition counseling, administration of vaccines and nurse home visits.

Community Health Improvement Plan:

The Family Health Division is dedicated to creating programs and developing materials that align with the current community health priorities. The Family Health Division promotes these priorities through family support, postpartum depression screenings, substance abuse referrals and supplemental food programs, etc. We work closely with other internal divisions and bureaus, and with community partners to ensure that efforts are targeted to those needing services that will improve health outcomes and increase community wellness.

SUICIDE

ADVERSE CHILDHOOD EXPERIENCES & TRAUMA (ACEs)

OPIOIDS

2022 Division Impacts:

1. Promoted the importance of healthy living across the lifespan
2. Consistent communication with community partners to improve access to services
3. Utilized customer/ satisfaction survey results to improve and guide program activities
4. Coordinated a continued timely response to the COVID-19 pandemic
5. Improved division processes to streamline workplace productivity

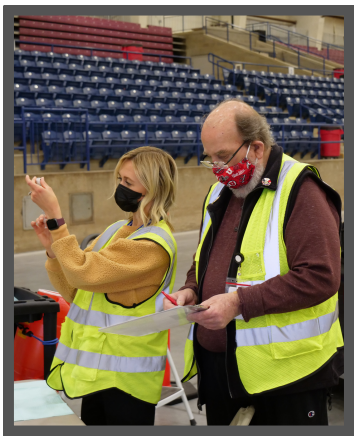
Introduction

2022 Division Goals:

1. Emphasized a division wide focus on performance management and quality improvement in all aspects of Family Health's operations
2. Prioritized the review of all operating procedures and updating them as needed
3. Used data to facilitate a more equitable decision making process
4. Integrated health equity into day-to-day operations, long-term plans, and office culture
5. Supported all priorities outlined in the Davis County Health Department's Strategic Plan
6. Worked to integrate Family Health services with other DCHD operations







Family Health Bureaus/Support Services:

Immunizations

Women, Infants & Children

Maternal Child Health

Support Services

Division Organization

Family Health Division

Family Health Clinical Support

- Archiving
- Indexing
- Medical Billing
- Office Specialists

Immunizations

- Routine vaccines
- Seasonal vaccines
- Travel vaccines
- TB Skin Test

Women, Infant & Children

- Breastfeeding Program
- Diaper Assistance
- Healthy Foods Program
- Nutrition Programs
- Peer Mentoring
- Referral Program

Maternal Child Health

- Baby Your Baby
- Prenatal to 5
- Postpartum Depression Screenings
- Targeted Case Management
- Developmental Screenings
- Referral Program



Division Organization



Not Pictured: Shailee Charlesworth

WIC Bureau:

Top (Left to Right):
Sabrina Harman, Amanda Rissi-Gatt, Sarah Gillins, Debbie Gotchy-Steed, Emily Batronis, Michelle Bell

Bottom (Left to Right):
Silvia Bustamante, Stephanie Ensign Mindy Box, Martha Pastrana, Sheryl Chee



MCH Bureau:

Left to Right:
Sabrina Harman, Daniela Macias, Jan Roane, Clarece Glanville, Sara Hall, Haley Bemis, Carlie Richards, Camille Taylor



Not Pictured: Linda Green (Indexing)

Immunizations Bureau:

Top (Left to Right):
Jason Villapando, Aileen Palma, Stefani Zink, Erin Olpin, Michelle Kendell, David Stephenson, Mardee Merrill

Bottom (Left to Right):
Camille Taylor, Jamie Bone, Ana Campbell, Yolanda Cabrera, Sabrina Harman

Community Partners

Benchmark Behavioral

Bountiful Food Pantry

Canyon Heights Adult Learning

Church of Jesus Christ of Latter Day Saints

Clearfield Aquatic Center

Clearfield Job Corps

Davis Behavioral Health

Davis Conference Center

Davis County Commission

Davis County Extension

Davis County Jail

Davis County Library System

Davis County Senior Services

Davis County Sheriff's Office

Davis Links

Davis School District

Davis Technical College

Davis4Health

Department of Workforce Services

Division of Child and Family Services

Domestic Violence Coalition

Early Intervention

Farmington City & Fire

Head Start

HEAT Program

Help Me Grow

Hill Air Force Base

Journey Clinic

Journey House

Lakeview Hospital

Layton City

Legacy Events Center

Legacy Prep Academy

Mercy Housing

Midtown Community Health Clinic

Nations for Christ

Northern Utah Immunizations Coalition

NUAMES

Open Doors

P.A.R.C

Rocky Mountain Care Facility

Safe Harbor

Syracuse Arts Academy

Syracuse City

Utah Breastfeeding and Tongue Tie Center

Utah Department of Health and Human Services

Utah Diaper Bank

Utah National Guard

Utah Pacific Islander Health Coalition

University Of Utah Pediatric Developmental Services

Weber Basin Job Corps

Weber State University

West Bountiful City

Woods Cross City

At-A-Glance

Indexing & Billing

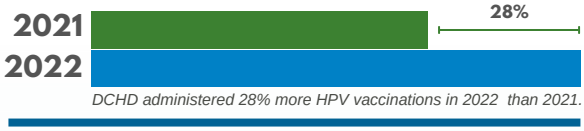
35,392 Client Records were Individually Indexed

17,595 Insurance Claims were Processed

IMMUNIZATIONS

11,193 Vaccines Administered

28% Increase of HPV Vaccinations



DCHD administered 28% more HPV vaccinations in 2022 than 2021.

1,129 Travelers Consulted

288 Outreaches Conducted

21,545 COVID-19 Vaccines Given

MATERNAL CHILD HEALTH

ASQ® Ages & Stages Questionnaires®

Nurses Performed **1,023** ASQ Developmental Assessments

Nurses Provided **2,248** Resources & Referrals

Nurses Educated **801** Families About ACEs (Adverse Childhood Experiences & Trauma)

Perinatal Mental Health **457** Postpartum Depression Screenings were Performed

WOMEN, INFANTS & CHILDREN

23 Local Grocery Stores Accepts WIC Food Benefit Cards

$2,392,408.76 Spent Through the WIC Food Benefits Program

53,836 Diapers were Distributed Through Utah Diaper Bank Partnership

24 WIC Outreaches were Conducted

Immunizations

Who we are:

The Immunizations bureau aims to improve equity and access in immunization rates across Davis County populations. Through partnerships with community organizations we work to increase immunizations rates across all age groups. Our goal is to improve immunization coverage and protect the Davis County community from vaccine-preventable diseases by administering vaccines, sharing accurate and timely information, managing data, providing education, and advocacy.

1,314
Eligible clients

2,772
Vaccines Administered

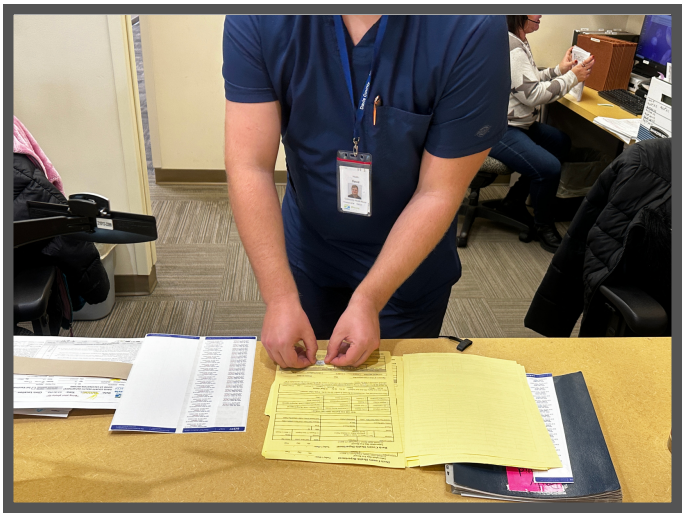
Vaccines For Children (VFC) Program:

The federal Vaccines for Children (VFC) program provides vaccines to eligible children at little to no cost. Through the DCHD Immunization bureau children through 18 years of age who meet eligibility requirements can receive VFC vaccines. Since its inception, the VFC program has improved vaccine availability, increased immunization coverage, and reduced disparities by improving access to healthcare.

VFC Eligibility Criteria:

- Children through 18 years of age
- Medicaid and CHIP eligible
- American Indian or Alaska Native
- Underinsured through a Federally Qualified Health Center (FQHC), or Rural Health Clinic (RHC)
- Uninsured





Immunizations

Infants and Children:

The Centers for Disease Control and Prevention (CDC) recommends routine childhood vaccines to protect against 14 diseases. COVID-19 disrupted routine well-child visits, causing many children to fall behind on recommended vaccines. The Immunizations bureau is working to increase childhood vaccination rates to pre-pandemic levels though access and education. Additionally, the bureau worked towards decreasing the percentage of personal vaccine exemptions in child care facilities, Head Start centers, and schools by 2% in 2022.

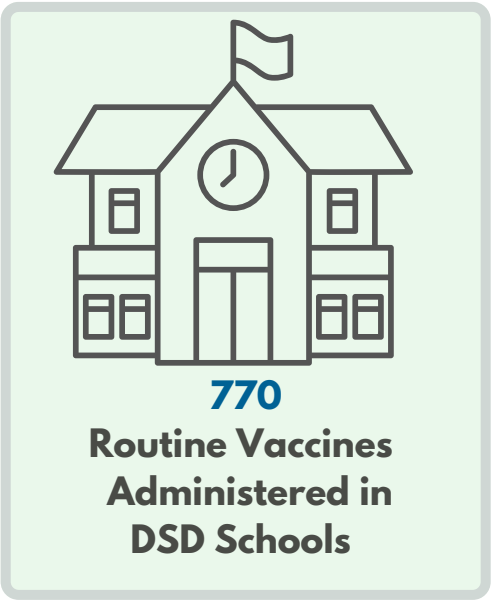
Adolescents and Teens:

The State of Utah requires that all students advancing to the 7th grade have a Tdap and meningococcal vaccination. Vaccines that are recommended for 11-12 year old's but not required for school entry in Utah are HPV, Influenza, and COVID-19 vaccines. The Immunizations bureau is working on increasing 7th grade vaccination rates for both required and recommended vaccines through education campaigns and outreach clinics. In 2022, 460 students received required and recommended vaccinations through our outreach clinics.

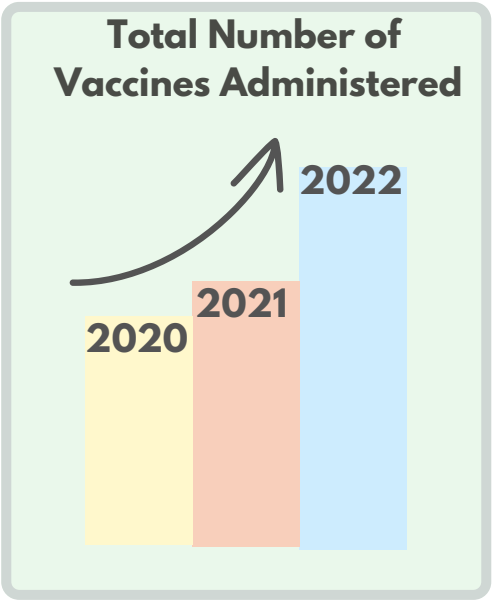
Adults and Seniors:

Vaccination of adults and seniors is an essential part of keeping communities healthy. Updated vaccination status reduces the risk of illness, disability, and death due to vaccine-preventable diseases. Vaccines are available for adults and seniors to prevent diseases such as influenza, pneumonia, tetanus, pertussis (whooping cough), herpes zoster (shingles), and hepatitis A and B. The Immunizations bureau administered 6,623 vaccines to adults and seniors in 2022.

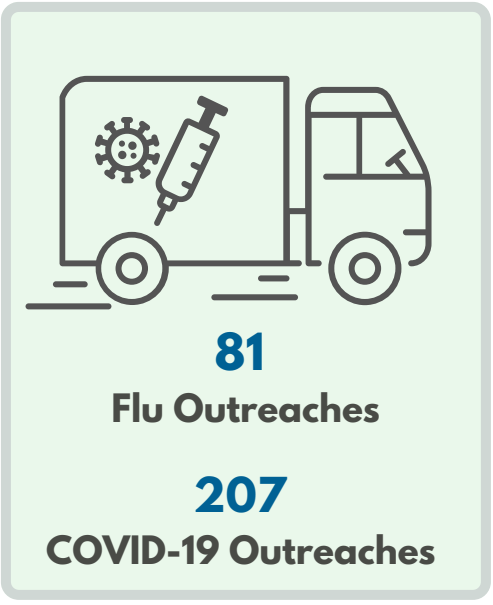
Vaccine Program Highlights:



Data is excluding Flu or COVID-19 vaccinations.



Data is complied from VFC and private vaccines.



All Flu outreaches offered COVID-19 vaccines.

Immunizations

International Travel Clinic:

The CDC recommends all international travelers be up-to-date on vaccinations before travel. When traveling internationally, routine and travel vaccines are especially important because international travel increases the chances of both contracting and spreading diseases that aren't common in the United States such as Yellow Fever, Typhoid Fever and Japanese encephalitis. During travel consultations, a nurse assesses the travel destinations and activities to make a recommendation on appropriate vaccines the traveler should receive, based on a risk-benefit-ratio. The travel nurse analyzes disease trends in the area of travel and provides a travel plan that includes; education, vaccines, and prescriptions needed for safe travel. In 2022, 1,129 travelers were seen in our International Travel Clinic.



Where we saw the most travel:

Brazil
Peru
South Africa
China
Qatar

Thailand
Philippines
India
Ecuador
Chile

Bolivia
Paraguay
Argentina
Uruguay
Kenya

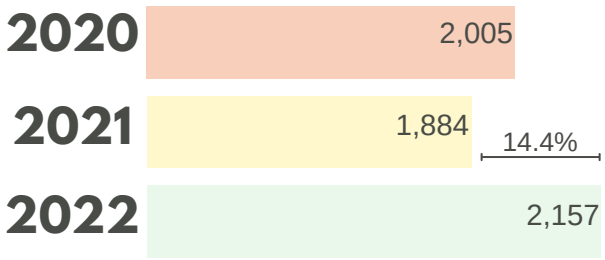
Flu & COVID-19

Flu Clinics:

The Immunizations bureau conducted 81 flu clinics to residents in Davis County. The flu clinics were started with a goal of ensuring that all of the Davis County residents, regardless of age, sex, or socioeconomic status, were able to receive their seasonal flu vaccines. We offered COVID-19, Tdap, pneumonia and shingles vaccines at our outreach clinics in an effort to help people stay up-to-date with a single visit. The Immunizations bureau partnered with local community organizations such as fire stations, senior centers, schools, healthcare facilities, local cities, and Hill Air Force Base to host outreach clinics throughout the county. In 2022, 3,387 people were vaccinated at flu clinics.

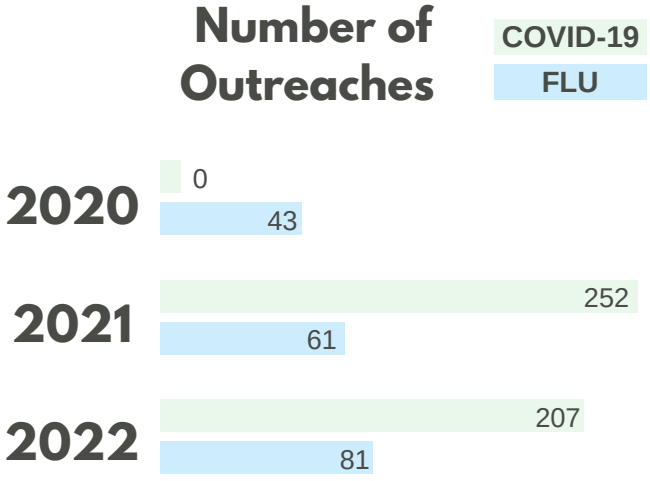


Number of Vaccines Administered at HAFB



DCHD saw a 14.4% increase in the number of clients vaccinated at Hill Air Force Base from the year prior.

Number of Outreaches



All Flu outreaches offered COVID-19 vaccines.
All COVID outreaches only offered COVID-19 vaccines.

COVID-19 Clinics:

In 2022, the Legacy Center drive-thru clinic closed and COVID-19 immunizations efforts moved to our Bountiful clinic location. In an effort to maintain community trust and presence, we began to expand our outreach services. Utilizing our state-of-the-art mobile clinic, vaccination teams of nurses, office specialists, health response workers and community health workers were equipped to conduct outreach clinics in the county. A total of 207 COVID-19 specific outreaches were conducted in 2022.

21,545 COVID-19 Vaccines Given

Immunizations

2022 Impacts:

1. In 2022, 9,035 individual clients were seen in our clinics. 11,193 vaccines were administered to theses individuals. (Counts not including COVID-19 vaccine)

2. In 2022, outreach clinics for 7th grade and flu increased by 58%. (Counts not including COVID-19 outreaches)

3. In 2022, the International Travel Clinic saw 1,129 travelers, a 33% increase since 2021.

4. In September of 2022, the Immunizations bureau shifted it's clinical model from two physical locations to one centralized location in Clearfield.

5. During the transition from mass-clinic operations, evolving CDC vaccine recommendations, and the demobilization of COVID-19 emergency statues, the Immunizations bureau ensured all recommendations were kept current. Though challenging, the Immunization staff rose to the occasion to ensure that our clients were receiving quality care.
6. A new travel clinic model was developed to be adopted in 2023, optimizing current processes and creating new services.

2023 Goals:

1. Implement the new travel clinic model with new services and improved processes to make the International Travel Clinic more efficient.

2. Use data driven decisions to better facilitate outreach efforts. Additionally utilized data to identify disparities, monitor progress, and improve immunization rates.

3. Increase primary and booster vaccination rates for HPV and meningococcal by 10%. Focus efforts on identifying opportunities to educate and implement evidence-based interventions.

4. Reduce personal vaccine exemption rates in Davis School District (DSD) by 2% and increase vaccination uptake among DSD students from kindergarten through 12th grade (K- 12). A focus on schools that have low compliance rates and high exemption rates will be made to ensure our resources are efficiently and equitably used.

5. Develop and implement quality improvement projects to address health inequities, health priorities, and improve the efficiency and effectiveness of the Immunization and International Travel Clinics.

Maternal Child Health

Who we are:

The Davis County Health Department Maternal Child Health (MCH) bureau consists of a group of programs for Medicaid recipients and low-income families in the county. These programs promote and improve the physical and mental health, safety, and well-being of families. Services are dedicated for infant/children birth to four years old and pregnant/postpartum women. Nursing staff conducts developmental assessments, identify risks/needs of families, provide referral services and serve as a liaison between the client and community resources.



1,136
Initial (first) Visits were Conducted

170
Follow-up Visits were Conducted



801
Clients were Educated About ACEs
(Adverse Childhood Events & Trauma)



457
Clients were Screened for Postpartum Depression



2,246
Referrals were made for Clients

Maternal Child Health

Prenatal to Five:

The Prenatal to Five program provides a nurse visit and developmental assessment for high-risk and pre-term infants/children who are referred to MCH by hospitals, physicians or other community agencies. Referrals are made when there is a concern that places the infant/child at risk such as prematurity, birth defects, failure to thrive, and home stability. Education and needed resources and referrals are provided to the families. Through this program, referring agencies and parents are reassured and have a resource to connect with for questions/concerns.



53

Infants were Referred, Evaluated, and Linked to Needed Services



131

Pregnant Clients were Served Through BYB

Baby Your Baby (BYB):

Baby Your Baby is a short-term prenatal Medicaid program for pregnant women that meet eligibility criteria. If requirements are met, temporary prenatal Medicaid coverage is provided for outpatient prenatal medical services, while the mother is applying for continuing coverage through Medicaid. The BYB program encourages expectant mothers to see their healthcare provider before the 13th week of pregnancy. Going to a healthcare provider early and often will help ensure a healthier pregnancy and newborn.

Targeted Case Management:

Targeted Case Management is a visitation program that provides specialized visits by a registered nurse to children on Medicaid from birth through four years of age. Nurses assist families in gaining access to medical, social and other services, as well as provide education on a variety of health topics. Through face-to-face or telephone contact, nurses provide services by obtaining a medical history, conducting a developmental assessment, creating a care plan, and assisting families in accessing services. Follow-up contacts are made as often as needed to ensure the care plan is meeting the needs of the families.

ASQ®

Ages & Stages Questionnaires®

801

ASQ Assessments were Administered

Maternal Child Health

2022 Impacts:

1. In 2022, MCH nurses resumed visiting clients in their homes as pandemic restrictions were lifted. MCH staff worked on maintaining and building community presence and rapport. From March through December of 2022, MCH nurses conducted 1,306 home visits.

2. The COVID-19 Pandemic has, according to the CDC, "highly impacted early identification of developmental delays". MCH nursing staff conducted 801 developmental screens and referred 329 children to additional resources regarding their development.

3. According to National Institutes of Health (NIH), 10-15% of expectant/new mothers experience postpartum depression. Increasing attention has been focused on paternal depressive symptoms, but littlie is known about the prevalence of paternal pre and postpartum depression. In 2022, we emphasized the importance of postpartum screenings in mothers and fathers. We conducted a total of 457 depression screens in 2022. As result of our screening efforts, 304 individuals were referred to mental health resources.

2023 Goals:

1. By December 2023, decrease the gap in accessible resources for pregnant women. Through working with our Community Health Workers (CHW) and Planners, our nurses will identify pregnant women who are eligible for MCH and WIC benefits and connect them to needed resources.

2. In conjunction with Davis County's bureau of Health Strategies, all MCH programs will be evaluated with an equity lens to ensure all services are equitable amongst participants.

3. The MCH bureau will begin utilizing a myriad of data collection tools to make data-driven decisions regarding future programming. Through the utilization of tools such as customer feedback surveys, ASQs, and IBIS, MCH can improve the quality of services offered to our participants.

4. MCH will aim to work within the department to find new opportunities to collaborate in order to provided a more comprehensive database of resources to our clients.

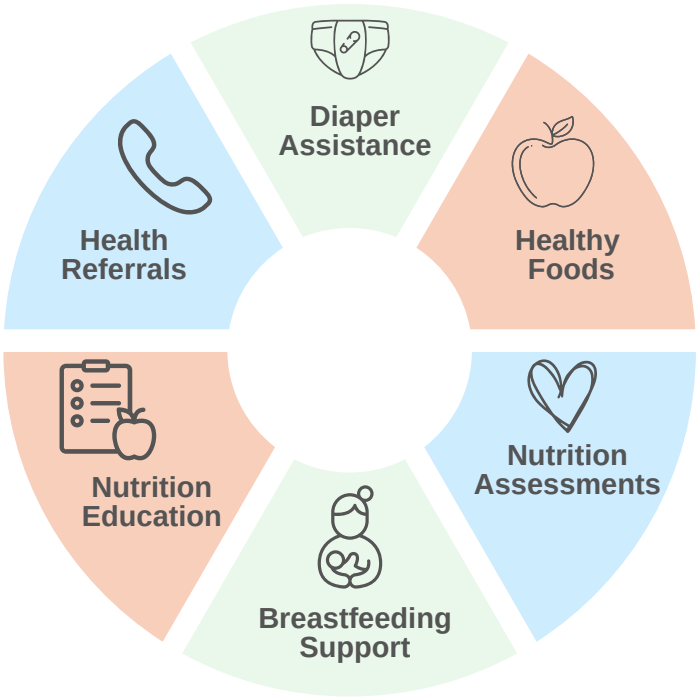
5. The MCH team will review and revise all polices and procedures to ensure they are aligned with our current priorities.

6. The MCH team will develop a plan and create a Medicaid training program for CHWs. This program would allow CHWs and non-licensed persons to assist families with their service plans.

Women, Infants & Children

Who We Are:

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a federal nutrition assistance program that helps lower-income pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. The WIC program is one of the nation's most successful and cost-effective public health nutrition intervention programs. WIC has been proven to improve birth outcomes, ensure the health of children and to reduce healthcare costs. Davis County WIC works to improve the lifelong health of the families we serve.



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 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

WIC INCOME GUIDELINES

Effective July 1, 2022 - June 30, 2023

Household Size	Annual	Monthly	Twice Monthly	Bi-Weekly	Weekly
1	$25,142	$2,096	$1,048	$967	$484
2	33,874	2,823	1,412	1,303	652
3	42,606	3,551	1,776	1,639	820
4	51,338	4,279	2,140	1,975	988
5	60,070	5,006	2,503	2,311	1,156
6	68,802	5,734	2,867	2,647	1,324

Women, Infants & Children

Nutrition Program:

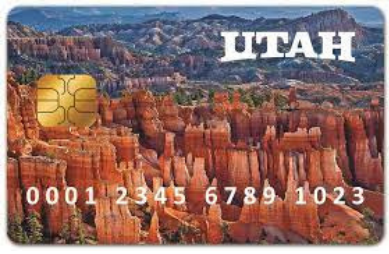
Since 2007, the WIC cash-value benefit (CVB) has provided families with money to purchase fresh fruits and vegetables as part of their WIC food package. This year (2022) the CVB amounts now include frozen fruits and vegetables in additional to fresh produce. The amounts were adjusted due to inflation and were increased to the following: children increased from $9 per child to $25, pregnant and postpartum women increased from $11 to $44, breastfeeding women increased from $11 to $49. This adjustment was effective October 1, 2022 to September 30, 2023, until otherwise specified by the United States Department of Agriculture (USDA).

WIC Food Benefits:



23

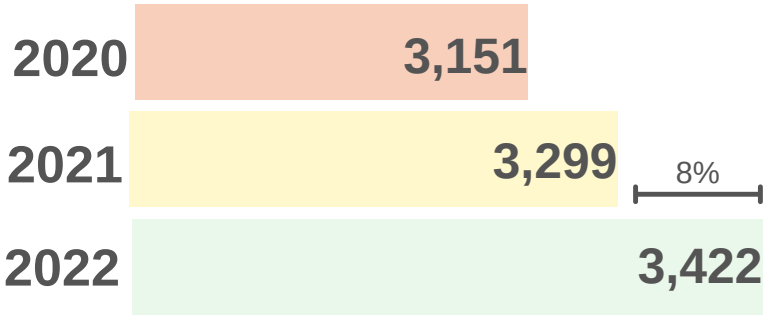
Local Grocery Stores Accepts WIC Food Benefits



$2,392,408.76

Spent Through the WIC Food Benefit Program

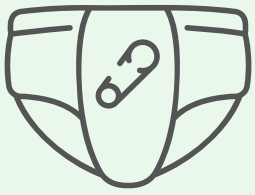
WIC Participants



DCHD had an 8% increase in the number of participants in 2022 from 2021.

Utah Diaper Bank:

A partnership with the Utah Diaper Bank has made it possible to provide diapers to Davis County WIC families. Over 1.3 million diapers were distributed in Utah in 2022. Of those diapers, 53,836 were given to Davis County WIC participants throughout the year.

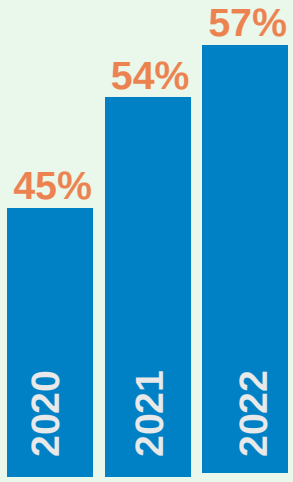


53,836 Diapers were distributed through the Utah Diaper Bank

Women, Infants & Children

Breastfeeding In Davis County:

To help support and promote breastfeeding goals, the Davis County WIC Program now has Designated Breastfeeding Experts (DBE). These experts are WIC nutritionists or nutritionist supervisors who are either International Board-Certified Lactation Counselors (IBCLC) or Lactation Educators. DBEs have an advanced skill set in providing breastfeeding education and support for WIC participants with complex breastfeeding problems. Throughout 2022, all Davis County WIC staff have been working tirelessly to implement and complete a new WIC breastfeeding curriculum required by the USDA. Breastfeeding trainings and knowledge gained will continue to result in improvements to help increase breastfeeding initiation and duration rates in Davis County WIC participants.



Increased number of WIC babies who were breastfed for six months



8
Lactation Educators



2
Designated Breastfeeding Experts



1
International Board Certified of Lactation Consultant

Peer Counseling:

Breastfeeding Peer Counselors provide personalized breastfeeding support to WIC mothers. Their goal is to assist pregnant women and new moms in their choice to breastfeed their babies and to give practical help to mothers who may need additional support to continue breastfeeding their babies.



4,063 Peer Contacts were Made

Women, Infants & Children

Community Outreach:

Davis County WIC continually conducts outreach through distribution of materials, attending health and wellness fairs, back-to-school events and participating in virtual or in-person 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, DSD, Bountiful Food Pantry, Open Doors Program, Hope Center, Circles Program and Create Better Health.







Where we go:

The Davis County Health Department purchased a mobile unit to share amongst the Family Health Division. With the use of this unit, a partnership with the **Bountiful Food Pantry** allowed WIC services to be conducted in the south end of the county and also bolstered partnerships with other providers. During this time, the **Davis Head Start program** and WIC were able to come together and facilitate coordination of a shared space at **Reading Elementary** in the southern part of the County. The Davis County Health Department mobile van will continue to be utilized as outreaches are planned and scheduled throughout the 2023 year.

Women, Infants & Children

2022 Impacts:

1. Providing modern options in both clinic services and the shopping experience has made a huge impact on WIC clients. In Davis County WIC, a majority of appointments have been completed virtually/remotely since the onset of the pandemic with families still having the option for in-person appointments.
2. Online Scheduling- Since 2019, a statewide client appointment request portal was implemented. In Davis County, information about the portal has been shared more frequently at outreach events, with community partners, and whomever else can promote and refer WIC eligible clients directly to the online portal, or help them apply for WIC on the spot through this tool.
3. The Nutrition Experts: Davis County WIC has four Registered Dietitians and five Nutrition Assistants on staff. Nutrition education is available to all WIC participants. The goal of nutrition education is to achieve a positive change in the food consumption habits related to the WIC participant's nutrition risk.
4. For parents who can't or chose not to breastfeed, WIC provides formula assistance. In March 2022 there was crisis when the Abbott Nutrition manufacturing plant in Sturgis, Michigan, had to close due to a formula recall. This closure caused increased obstacles to the formula supply chain. In Utah, many concerned parents from across the state were calling their local WIC clinics. With that responsibility and without hesitation, WIC took on a statewide response to the formula shortage crisis. Davis County WIC staff worked tirelessly with the State WIC team, healthcare providers, and local grocery stores in efforts to help WIC families in whatever ways possible.

2023 Goals:

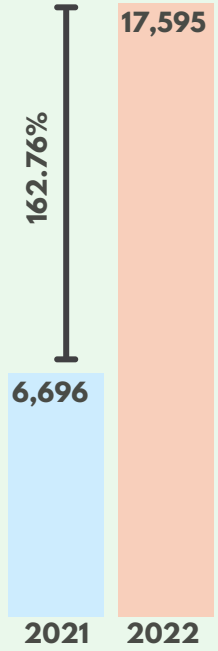
1. By December 2023, reduce or maintain the percent of women and children in the Davis County WIC program who have obesity, are overweight or are at risk of becoming overweight as compared to 2022 VISION reports.
2. Throughout 2023, the percent of women and children who have low hematocrit/hemoglobin will be maintained or decreased
3. In 2023, the Davis County WIC program will work with staff and community members to promote breastfeeding in effort to maintain or increase the number of babies who breastfed for six months.
4. Aim to boost WIC participation through improved technology, strengthen coordination with partnerships, and enhance certification, eligibility and outreach practices.

Medical Billing & Indexing

Medical Billing:

A vital part of Family Health is billing for the services we provide. Family Health works closely with Medicare, Medicaid, and commercial health insurance companies to stay current and up-to-date with provider credentialing. Health insurance companies develop fee schedules and contract that determines the amount we are paid for each service. With the constant changing of vaccine costs, we monitor each fee schedule to ensure reimbursement rates equal vaccine costs.

We bill for many different services such as vaccines, vaccine administration fees, TB skin tests, initial and follow-up home visits with our nurses, and postpartum visits. Each claim submitted to the health insurance company must be billed to match the companies requirements in order to avoid rejected or denied claims. Once claims are submitted to insurance companies, the claim is processed and paid and then each fee charged must be reconciled. We also work with adult clients who have no insurance or are underinsured to provide vaccines at an affordable cost.



Number of Insurance Claims Processed

Indexing:

Another aspect of Family Health is indexing all of the encounter forms and documentation for each individual service provided. When clients receive a service, it is documented by our staff, then scanned and indexed into an electronic database called OnBase. Prior to digital indexing, all records are thoroughly audited for accuracy. The indexing program follows a strict records retention schedule that is compliant with Davis County and HIPAA retention regulations.



35,392

Clients were Individually Indexed

Davis COUNTY
HEALTH DEPARTMENT

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