



BOARD REPORT

Friday, November 27, 2015

Program Report NOVEMBER 2015



101 17th Street East, Owen Sound, ON N4K 0A5
519-376-9420 1-800-263-3456

WEBSITE: www.publichealthgreybruce.on.ca

We work with the Grey Bruce community to protect and promote health.

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Flu Shot Offers the Best Protection

The Universal Influenza Immunization Program (UIIP) increases over-all immunity in the general population and reduces the amount of circulating influenza, thereby protecting those most vulnerable. Over 52,000 doses of influenza vaccine are distributed to physicians, hospitals, long-term care facilities, workplaces and pharmacists across Grey Bruce. We monitor the use, wastage and support inventory best practice for facilities to maintain an 'as needed' supply.

A new quadrivalent vaccine, protecting against four strains of virus, is available for children this season. Children are at higher risk of complications from the flu. The quadrivalent is available in an injectable vaccine for children aged six months to 17 years and a nasal spray for those two years to 17 years.

The types of virus protection in the flu vaccine change year-to-year based on recommendations from World Health Organization forecasts of the strains most likely to circulate. This year, the vaccine protects against H3N2, H1N1 and B/Phuket. The quadrivalent vaccine includes protection against B/Brisbane.



Enhancing Client Satisfaction

Enhancing client satisfaction aligns with the client-centered approach to service delivery. Providing clients with the opportunity to comment on the services they receive, and having the organization respond in a positive manner, will result in services that are sensitive to individual needs and preferences.

The Accreditation Canada onsite survey in 2013 identified a gap in the Public Health Services Standard. Section 1.6 requires an organization to assess community satisfaction with available health resources and assets. While noting client satisfaction surveys in some programs, it was recommended this expand across the organization.

Current initiatives aim to have the oral health, vaccine and inspection programs incorporate client satisfaction on a consistent and ongoing basis. Using Accreditation Canada standards, the team will develop a tool to address common dimensions of client satisfaction. Client feedback will be summarized and shared with staff to improve service delivery and ensure services are meeting needs. The goal is to incorporate lessons learned into the development of an organization-wide system of soliciting client satisfaction.



Preventive Oral Health Services

A preventive oral health service is one of the protocols under the Ontario Public Health Standards to achieve the goal of increasing the proportion of children who have optimal oral health care. Public Health is required to provide preventive oral services to *eligible* children through either paying for the services by community dental providers or providing services through the health unit. These services include topical fluoride, pit and fissure sealants, and scaling.



Some clients are unable to access services based on availability of a provider or because the provider does not accept publically administered programs, i.e. CINOT, Healthy Smiles Ontario. The same is true of clients with coverage through Ontario Works and the Ontario Disability Support Program. As a result, Public Health established preventive clinics to ensure the provision of services.

Four Public Health preventive clinics operate across Grey Bruce to support access for families while ensuring effective and efficient service delivery. Clinic locations were based on oral health assessment and surveillance data as well as community partnerships.

While a revised Health Smiles Ontario program is rolling out in 2016, the Ministry has stated that Boards of Health will still be involved in the provision of preventive oral health services.

Clinic Report January-August 2015

Area	Location	Frequency and Hours	Number of Clinics	Children Receiving Preventive Services	Requested Screenings
North West	Warton; Salvation Army Building	Every other Wednesday 10:00 am - 6:30 pm	15	102	7
North East	Owen Sound; Health Unit Office	Every Tuesday (plus some Saturdays) 9:00 am - 7:00 pm	34	472	112
South West	Walkerton; South Bruce Grey Health Services	Every Thursday 9:30 am - 4:00 pm	34	326	67
South East	Markdale; South East Grey Community Health Centre	Every Monday 10:00 am - 5:30 pm	33	306	64
Total			116	1206	250

Municipal Alcohol Policy Template

Recognizing the need to mitigate potential liability and to address how and where alcohol can be safely served in their facilities, all municipalities in Grey Bruce have adopted Municipal Alcohol Policies (MAP). However, the scope and the content of the policies vary from municipality to municipality.

Beginning in 2012, a collaborative effort was undertaken to develop a common MAP template. In October 2013, the final version of an “evergreen” template was released to the municipalities and counties. In January 2015, an evaluation was undertaken to determine the uptake by local municipalities for the common template.

The MAP template was well received with almost all respondents either adopting it outright or indicating plans to move to it, or include components from it, during their review process. It is felt the collaborative approach to its development contributed to its utility. Challenges experienced by those who revised their policies included questions of enforcement of the policy and the burden of additional requirements for users. Benefits cited included increased awareness and understanding by users; improved compliance; municipal staff is better able to provide answers to the public; and, increased protection against liability.



Work related to reviewing, enhancing, and enforcing MAPs in Grey Bruce is ongoing. The role of the Grey Bruce Health Unit includes:

- Maintaining liaison with municipal/county partners and encouraging them to use Public Health as a key resource related to Municipal Alcohol Policies.
- Facilitating education and the dissemination of information.
- Supporting the evolution of the Municipal Alcohol Policies template and assisting municipalities as they review and revise their policies.
- Working with municipalities to ensure that the language, content, interpretation and enforcement of the various policies are as consistent as possible.

Last month, the findings of the MAP template evaluation were presented in a Public Health Ontario webinar with over 30 different online sites participating in this discussion.
