

Roane County Health Department



Mission: To protect, promote and improve the health and prosperity of people in Tennessee

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Mission, Vision and Values

- **Mission:** To protect, promote and improve the health and prosperity of people in Tennessee
- **Vision:** A recognized and trusted leader, partnering and engaging to accelerate Tennessee to one of the nation's ten healthiest states
- **Values:**
 - **Teamwork:** Passionate people innovating together
 - **Integrity:** Honesty and accountability in all that we do
 - **Mutual Respect:** Appreciation of one another's perspectives and our diversity
 - **Excellence:** Deliver superior quality services
 - **Compassion:** Demonstrate caring in daily operations and throughout public health crises
 - **Servant leadership:** Combine humility with will to steward/serve the public's resources and trust

Core Competencies

- **Health protection and promotion**
 - Goals: leverage evidence-based strategies to conduct value-added outreach and service in communities; foster relationships and accelerate strategic collaboration with communities and other stakeholders; and assess and measure community health improvement as the respected primary voice for the public's health
- **Protection through policy and regulation**
 - Goals: Promote responsible public policies that encourage healthy choices in all policies; provide effective regulatory oversight; initiate and foster strategic collaboration with public and private partners

Core Competencies

- Patient and customer focused service
 - Goals: Receive and respond to customer needs and concerns courteously and in a timely manner; promote population health and market public health services; improve processes that foster teamwork to maximize customer satisfaction
- Workforce excellence and development
 - Goals: Recruit, retain, engage and recognize a competent and high performing workforce; sustain the workforce through mentoring and succession planning; support continuing education and professional development
- Leading with population, community and public health expertise
 - Goals: Collect, analyze and share data to support health improvement in Tennessee communities; create or advise evidence-based interventions to support improvement interventions; continue engaging communities in assessment, planning, conducting and evaluating efforts for improvement

Roane County Health Department

- Funded with local, state, and federal dollars.
- Roane County Board of Health serves as an Advisory Board to the Health Department.
- A wide array of both clinical and population based preventive services are offered.



2014 Tennessee Center for Performance Excellence Level 1 Baldrige Award



Child Health Services

- Healthy children are a major priority of the health department.
- Well child exams and EPSDT screenings are offered and include physical exams, laboratory testing, developmental screening, hearing and vision screening and immunizations.



Immunizations

- Childhood and adult immunizations are available to protect against many diseases.
- Costs vary from no charge to sliding scale fee to full pay depending on the vaccine and insurance status.



Women, Infants, and Children (WIC)

- WIC is a supplemental nutrition program for women, infants and children.
- Food instruments to purchase nutritious foods are issued to women who are pregnant or breastfeeding and to children under 5 years old who are at risk of poor growth.
- Income guidelines apply for program eligibility.
- All participants receive nutrition education.
- Breastfeeding education and support is also provided.



Prenatal Services

- Urine pregnancy testing is available.
- Presumptive eligibility screening for TennCare is completed.
- Referrals for prenatal care are made.



Nutrition Education and Counseling

- Nutrition education and counseling are available to individuals or groups to teach proper nutrition for everyday living.
- Special attention is given to those with special dietary needs due to disease processes such as diabetes, hypertension, and obesity.



Family Planning and Breast and Cervical Cancer Screening

- Patients receive a complete physical exam with appropriate lab testing. Patients may be supplied with a birth control method. Reproductive health education is also provided. Emergency Contraception (ECP) is also available.
- Screening for Breast and Cervical Cancer is offered.
- Presumptive TennCare eligibility is offered for those with Breast or Cervical Cancer.
- Referrals for vasectomies are provided for men.



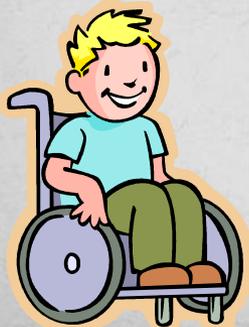
Communicable Disease Control

- The health department maintains and monitors epidemiological information to investigate disease outbreaks and other reportable diseases.
- Free and confidential testing, treatment, and partner notification for sexually transmitted diseases is offered.
- Diagnosis, treatment, and follow-up for TB are provided.



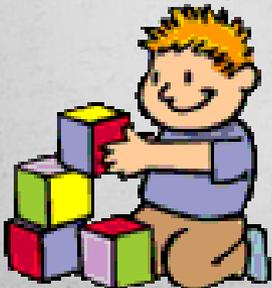
Home Visiting Services

- Children's Special Services (CSS) provides case management and clinical services for children with special health care needs from birth through 21 years of age. In some cases, financial assistance may be available for diagnostically related medical care, equipment and services.
- Eligibility guidelines do apply.



Home Visiting Services

- Child Health and Development (CHAD) and Help Us Grow Successfully (HUGS) programs provide ongoing home visits and support for either prenatal clients, infants or children under six years of age who are at risk for medical problems or developmental delays. Services include parenting skills education, preventive health teaching, early childhood education, medical care coordination, prenatal education, and resource linkage.



Health Education

- A Health Educator is available to work with individuals and groups to provide educational services on a wide variety of topics related to adopting and maintaining a healthy lifestyle
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- TennCare Kids Outreach works to assure babies, children, teens and young adults receive medical, dental and behavioral health services entitled to them as TennCare recipients. TennCare Kids workers participate in a variety of community outreach events.



Tobacco Education

- Patients presenting for services may receive tobacco education within the course of their visit.
 - Any person presenting for clinical services who is 13 years old or older is asked about tobacco use. If they use, they are asked to complete a survey about their use. They are counseled and assessed of their readiness to quit.
 - The Tennessee Tobacco Quit-Line is available to anyone. Callers are teamed with a smoking cessation coach provided at no cost. 1-800-QUIT-NOW
 - Through Tobacco Settlement Funds, a variety of tobacco prevention programs are offered focusing on 3 areas: tobacco use during pregnancy, child and adolescent tobacco use prevention, and reducing second-hand smoke exposure.



General Environmental Health

- Environmental Specialists conduct inspections for food service establishments, hotels, motels, public swimming pools, child care facilities, schools, camps, tattoo/piercing parlors, and bed and breakfast establishments. Inspectors monitor safety and sanitation standards, as well as compliance for the Tennessee Non-Smoker Protection Act. They also coordinate rabies control activities and West Nile Virus investigations.



Vital Records

- Certified copies of birth certificates can be printed daily for those born in Tennessee from 1949 to present at a cost of \$15.00.
- Certified copies of death certificates are also available. Death certificates are kept on hand for a period of six years. The cost is \$15.00.
- Voluntary Acknowledgement of Paternity may also be completed.



Dental Services

- General dentistry services are focused primarily on children and include preventive services, such as cleanings and sealants, and restorative services, such as fillings and extractions. Referrals for other services are made.
- Limited services are available for adults 21 years of age and older on an emergency basis. There is a minimum fee of \$5. Other charges will be assessed based on a sliding fee scale.



Primary Care Services

- Primary care services are available to adults 18-64 years of age who are uninsured. Physicians and Nurse Practitioners provide traditional primary care services including care for acute illnesses and chronic disease management.
- Minimum fee for services is \$5. All other charges will be assessed on a sliding fee scale based on family size and income.
- Limited pharmacy support is available. No narcotics are prescribed or kept on site.
- Laboratory testing is available.



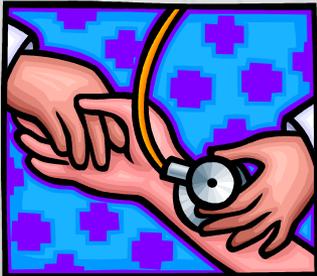
Primary Prevention Initiative (PPI)

- Primary prevention is defined as an intervention implemented before there is evidence of a disease or injury. The goal is to reduce or eliminate risk factors before they become problematic.
- PPI activities are community-based and primarily focus on one of the following topics: tobacco, obesity, teen pregnancy, infant mortality, substance use and abuse, immunizations, suicide prevention, occupational safety and healthcare associated infections. Others may be approved.
- All staff are involved in projects surrounding these topics.



Roane County Health Department

- Some services are provided on a walk-in basis, others are available by appointment.
- Fees for most services will slide according to an established sliding fee scale based on family size and income.



Contact Information

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