

The Mission Statement of the Department of Health:

...promotes optimal health for people who live, work, or visit the County

...monitoring and assessing the public health status of the County

...programs and/or policies that prevent illness or injury

Saint Louis COUNTY HEALTH



Contents:

- Vision and Mission Statements 2
- Director's Message 2
- Executive Administration 3
- Health Services 4, 5
- Public Health (Ancillary) Services . 6, 7
- Environmental Health Services 8-11
- Research 12, 13
- Medical Examiner, Personnel 14
- Fiscal Services 15
- Directory 16

Annual Report 2002

A message from the Director

This past year, 2002, has been a period of challenges and changes that have made the Department advance in many ways. For the first time in several years, two critical positions were filled - Division Director for Fiscal and Division Director for Research. Of a physical nature, the construction of the new North Central Community Health Center began in earnest after many years of planning and preparation. Also in terms of critical infrastructure, plans progressed to implement a very much needed Health Information System.

Like the rest of the Nation, we were challenged in 2002 to become better prepared for an emergency event and the Department as a whole began to think in terms of incident command and necessary training across all divisions. We've worked hand in hand with the State and local jurisdictions to move into the era of heightened awareness. Although all were learning new terminology and practicing/planning for an emergency event, the day to day operations continued as we served Saint Louis County residents and visitors - often in an invisible manner.

The leadership and staff help to make a difficult fiscal transition in 2003 manageable. The Health fund decreased sharply during the budget process in the second half of 2002, however we will enter 2003 hopeful, and prepared to meet the continued demands for clinical and preventive care, environmental health obligations, health promotion opportunities, and a continued improvement of our systems.

The DOH Vision:

We will be a progressive public health department providing a full array of services which includes assessment, policy development and assurances for health information, disease and injury prevention, and environmental health.

Mission Statement:

Saint Louis County Department of Health promotes optimal health for people who live, work, or visit the County.

This is accomplished by monitoring and assessing the public health status of the County, and developing programs and/or policies that prevent illness or injury.

Executive Administration

A major part of the mission of the Department is the assurance of quality health care delivery for those who have no or only minimal health insurance. To that end, the Department Director is a member of the Regional Health Commission, an agency charged with the responsibility of coordinating the delivery of health care to the medically un- or under-insured throughout the metropolitan Saint Louis area. During 2002, in addition to making a sizeable financial contribution to the Commission from the Department, the Director gathered and supplied a considerable quantity of information required by the Commission and its ad hoc subcommittees. The Director was a presenter at the Call to Action, a gathering in February of health care beneficiaries and providers. Other members of the division provided logistical support to this two day meeting.

While the Department has continuously participated in county-wide emergency planning over the years, the events of September 11, 2001, gave new direction to these efforts. In 2002, the Department coordinated a variety of meetings which enhanced communication, agreements and planning efforts between and among health, law enforcement and academic agencies and institutions within the Saint Louis metropolitan region. Further, the Department applied for and was granted significant funding from the State to establish a Bioterrorism / Emergency Preparedness program.

A particularly noteworthy activity was participating with the Missouri Department of Health and Senior Services in their pilot of the Accreditation Program for Local Public Health Agencies. The thrust of the accreditation program is to determine and enhance the capabilities of the local agencies. The results of the preparation, site visit, and post-process analysis during this pilot proved to be quite valuable, both to our Department and the State Coordinator. The State established a contractual relationship with an agency to hone, and later conduct, the Accreditation Program. Ideas and suggestions submitted by our staff during the post-process review and analysis have proved extremely helpful to that agency.

Through the Public Health Coordinator, the Department has maintained liaison with approximately 30 community agencies, coalitions and grassroots organizations which foster improved healthy lifestyles for county residents. The highest priorities of these agencies include improved immunization, diabetes, asthma, childhood lead poisoning programs and outreach to those who are not proficient in the English language. In addition to involvement by the Coordinator, the Department provided 6 letters of support to these agencies and academic institutions as they created major grant applications for funding to enhance such programs.

The DOH website continues to be well-used by County citizens and recognized by CDC/Atlanta.

Division of Health Services

It is the primary responsibility of the Health Services Division to assure the residents of Saint Louis County have access to primary and preventive health care. In order to assure access, we must assess the communities we serve and develop the appropriate policies to regulate public health activities.

Healthcare services are offered through our three health centers, our family mental health sites, Corrections Medicine, Juvenile Detention and Lakeside Center. During 2002 we maintained a full pharmacy to provide medications to the un/under issued patients that we served. Medical and pediatric Social Workers were onsite at the three health centers to provide short-term crisis intervention, support and counseling to those in need. The Public Health Nursing Program engaged in various community functions to help improve the health of our citizens, made home visits to a high risk vulnerable population to provide support and education on health/home/social issues, participated in the bike helmet program and in providing car seats/cribs. They collaborated with two of the five Homeless Shelters within Saint Louis County to provide healthcare on site. Family Mental Health provided care at the three satellite government facilities with Licensed Clinical Social Workers, Psychologists and Psychiatrists. They engaged with several of the school districts to provide on site training to teachers and counselors on how to handle children with problems, provided short-term counseling to the students and presented presentations. Medical Records provides the backbone for maintaining all the files on patients in a confidential manner. We provide preventive dental services at all three health centers and at Corrections Medicine.

The Division has continued to strengthen its partnerships with various agencies and organizations within the community. We were able to provide on site mammography examinations at the three health centers through the Missouri Baptist Mammography Van. Patients in need of specialty and sub-specialty care are referred to St. Louis ConnectCare. The Division continues to provide health services off site at the John C. Murphy Clinic at DePaul Hospital. Podiatry and Sports Medicine were added as specialty clinics offered at the three health centers. We have continued to provide pharmacology education to our patients through the St. Louis School of Pharmacy PharmD Program. Public Health experience is received by various students that cross our doors on a yearly basis. The South County Health Center initiated a Hepatitis C program to provide support and education to this quiet but potentially fatal disease. Our goal is to improve the quality of life for County citizens through disease prevention and education.

Service Indicator	People Served
Health Centers	
Primary/Preventive Healthcare Services	62,785
Travel Immunization	3,245
Walk-In Services	49,200
Dental	
Three health centers	16,376
Correction Medicine	1,600
Family Mental Health	
HIV Testing	312
Social Services/Family Mental Health	7,676
Pharmacy Filled Prescriptions	Over 140,00
Public Health Nursing	
PHN Home Visits	9,479
Newborn Assessments	1,071
Homeless Shelter Visits	1,163
Car Seats/Cribs/Helmets	850
Community Health Education	
Teen Clinic Counseling	1,503
Family Planning Education	939
STD Counseling – Teen	130
Community Health Education Programs	291
Corrections Medicine	
Nurses sick call	120,000
Medical Provider visits	18,000
New patient interviews	15,000
Medications given	30,000
Treatments	80,000
Intake assessments	38,000
Juvenile sick call	2,500

Public Health (Ancillary) Services

WIC/Nutrition

Service Indicators	People Served
Children:	1,686
Adults:	4,092
Patients educated:	22,697
Nutrition Class attendance:	30,824
WIC Food Checks issued:.....	94,024
Community encounters:	1,530
St. Louis County WIC Food Check redemption dollars:	\$5,535,929.31

Due to reductions in State funding for 2002, Saint Louis County DOH consolidated service at the South County Health Center WIC office.

The South County WIC Office added services on Friday to adjust for the additional case-load. Nutrition service was again selected for dietetic intern training for St. Louis University. DOH's WIC program was selected by the Missouri Department of Health as part of a study to streamline WIC operations and find more efficient ways of providing WIC at a local level.

During the summer months, registered dieticians from DOH's Nutrition and WIC program participated in the YMCA's camp for diabetic children. Nutrition classes and educational material were presented to help better control diabetes. The Nutrition/WIC program participated with the Des Peres Park Department to develop the nutritional component of the "Hearts and Parks" program. Staff presented an overview of the American WIC Program to Dr. Park from Korea.

Communicable Disease Control

Service Indicators

Cases of West Nile Virus:	62
Cases of Salmonella:	147
Hyperthermia	90
Cases of Tuberculosis	28
STD Control	
Case Reports Received	5,589
Positive Tests Investigated	1,071
Immunizations:	
Hepatitis A	3,973
Employees	306
WIC	208
Influenza.....	2,191

Bioterrorism preparation, vaccine reportable diseases, and West Nile Virus disease occupied significant amounts of time in addressing internal operation needs and collaborating with other agencies and professions in order to meet these challenges. Representatives from Saint Louis and St. Charles Counties and the City of St. Louis completed the Regional West Nile Virus Response Plan in February 2002 to prepare for the area's first human case.

The first human case of West Nile Virus (WNV) in a St. Louis County resident was confirmed on July 31, 2002. We documented a total of 62 cases of WNV in 2002 with two deaths resulting from complications of the disease. Sixty-one of the cases involved Saint Louis County residents and 1 involved a Massachusetts resident who visited relatives in St. Louis County. Mike Williams, PhD, Program Manager for CDC accepted the 2002 Synergy Award for the St. Louis Regional West Nile Task Force at the Bi-State Infectious Disease Conference for the leadership the task force has provided in addressing the disease in the regional area.

Work begun in 2001 on bioterrorism preparation continued in 2002 with the drafts of plans for smallpox, mass prophylaxis, and local distribution of the National Pharmaceutical Stockpile. The first Memorandum of Understanding (MOU) to share information collected during a bioterrorism event was developed between the FBI and St. Louis County Department of Health. Policies and procedures were developed for the Mark 1 poison antidote kits, and over 1,200 of these kits were place with local EMS providers and Hospital Emergency Services.

A large Salmonella outbreak occurred in February associated with a North County restaurant. Fifty-four confirmed and an additional 50 suspect cases were investigated involving residents of Illinois, St. Louis City, and St. Charles, Phelps and Jefferson Counties in addition to St. Louis County.

In July, heat related surveillance reported over 65 cases of hyperthermia with follow-up to provide preventive intervention on all cases under the age of 5 and over the age of 60.

Home Health	
Home Health Visits:	11,386
On-call Responses:	429
New Cases Opened:	426
Community Programs:	91

Alice Mitchell, Program Manager was appointed to the National Association of Home Care's Annual Meeting Committee. Home Health Staff worked with Operation Weather Survival during the heat wave in July to refer individual in need of air conditioning and energy assistance funding. Home Health provided in-services for new recruits at the St. Louis County Police Academy on dealing with the elderly. Home Health also provided community leadership for the annual flu program partnering with the St. Louis Metropolitan Influenza Immunization Task Force.

Environmental Health Services

The Environmental Protection Division is responsible for the planning, direction and coordination of activities for comprehensive environmental public health programs. The division has seven main branches: Food and Environmental, Vector/Veterinary Services, Air Pollution, Solid Waste, Lead Poisoning and Prevention, Neighborhood Preservation and a fully accredited environmental laboratory.

FOOD AND ENVIRONMENTAL

The Food and Environmental Branch performs enforcement inspections, compliance audits, plan review, and training on safe food handling practices for a variety of environmental health programs in Saint Louis County. These programs include: food service including temporary food establishments, public swimming pools and spas, on-site sewage disposal systems, tobacco and tattoo inspections. As a contract agency with the State of Missouri annual inspections of childcare and lodging facilities located in the County are conducted.

The goal of the tobacco program is to reduce the accessibility of tobacco products to our youth through active enforcement of the tobacco ordinance. Underage youths assist in compliance audits while helping them fulfill their community service requirements for graduation. Staff conducts enforcement and compliance inspections.

In an effort to maintain program effectiveness, review of current ordinances was conducted. As a result, the 2001 FDA Food Code has been recommended for adoption. Ordinance revisions for the current pool code have been made in collaboration with the newly established Aquatic Advisory Committee with project completion and code revisions expected in 2004.

In collaboration with community partners, promotional activities for National Food Safety Education Month in September were undertaken. In our first year to recognize and participate in this event, we reached over 2,400 citizens with education on safe food practices.

DAIRY PROGRAM

Housed within the Food and Environmental Branch is the Dairy Program. The Dairy Program under contract with the State of Missouri inspects 2/3 of the state's dairy producers. Staff coordinates activities whereby the milk and dairy products entering into and manufactured within the state are handled and processed at the highest possible standards to assure the consumer a safe and wholesome milk supply. Staff ensures compliance through the federally mandated Pasteurized Milk Ordinance, via inspections, consultations,

Food & Environmental Program 2002 Statistical Snapshot

Restaurant inspections	12,944
Day care inspections	956
Sewage activities	518
Swimming pool and spa inspections	8,536
Tobacco compliance activities	470
Plan review activities	370

Milk Control Program 2002 Statistical Snapshot

Dairy farm inspections	3,876
Consultations	276
Samples Collected	
Raw milk samples	9,506
Finished product samples	860
Bulk haulers	180
Transport tanks	268
Farms degraded	80

routine sampling of raw milk and finished products. Pesticides, drug, and antibiotic use at the farm are also monitored.

ENVIRONMENTAL HEALTH LABORATORIES BRANCH

The Environmental Health Laboratories Branch performs certified regulatory analytical measurements for regulations having analytical compliance limits in support of a variety of environmental health programs in Saint Louis County. These programs include: Air Pollution Control, Industrial Hygiene, Environmental Sanitation, and Lead Poisoning Prevention. Also, under contract with the state we perform Dairy Control and public drinking water analyses.

We maintain various accreditations and enroll in analyst proficiency studies for each respective analytical procedure as required to litigate regulatory noncompliance. To enhance our analytical program, we conduct an ongoing program of quality improvement.

Environmental Health Laboratories 2002 Statistical Snapshot

Radiochemical analyses	4,000
Air pollution/industrial hygiene/blood lead analyses	11,000
Dairy product and farm water analyses	69,700

We also provide the daily pollen grain and mold spore counts to the public, test the drinking water of home owners having private wells, test for West Nile virus antigen in mosquitoes and offer our analytical services to walk-in customers.

VETERINARY SERVICES

The Veterinary Services Program is responsible for the prevention of the introduction or transmission of rabies and other zoonotic diseases in St. Louis County and the protection and enhancement of the health and safety of humans by regulating animals whose conduct is generally harmful. The Veterinary Services Program is administered in all of St. Louis County by routine patrols and by responding to complaints and request for service to control incidence of rabies in humans, dogs, cats and other animals, and to investigate all animal bites to humans.

Veterinary and Vector Control 2002 Statistical Snapshot

Rabies vaccination and registration certificates issued:	148,822
Animal bites investigated	1,601
Pets reunited with owners	2,064
Pets adopted by new owners	1,572
Mosquito larva breeding sites treated every 10 days	5,500
Responses to rodent complaints	1,770

VECTOR CONTROL

The Vector Control Program is responsible for minimizing the potential for vector-borne disease and improving the quality of life by controlling mosquito populations and treating to control rat infestations. During 2002 there was a major effort to control mosquito transmission of West Nile Virus in St. Louis County by treating for mosquito larva in over 5,500 potential breeding sites on a 10-day cycle during the mosquito-breeding season. The Vector Control Program also treated for adult mosquitoes by using truck-mounted sprayers throughout unincorporated St. Louis County and the municipalities that contract with the Department of Health.

Environmental Health Services continued

CHILDHOOD LEAD POISONING AND PREVENTION

The Childhood Lead Poisoning Prevention Program strives to eliminate lead poisoning and lead hazards from the bodies and environment of children and pregnant females. Children ages six months through six years are screened and tested for lead poisoning. Routine medical and environmental case management is conducted as well as education and in-service training for medical professionals and the public.

NEIGHBORHOOD PRESERVATION

The Neighborhood Preservation Program works to enforce the County's property maintenance and nuisance code in unincorporated St. Louis County. We work closely with neighborhood associations, community groups, owners, landlords, neighborhood policing, and citizens to address problem properties.

We strive to work with various existing programs offered by local not-for-profit agencies to better serve the elderly, homebound and low-income homeowner in abating code violations.

To date more than 26,000 inspections have been conducted resulting in 13,000 notices of violations being issued, 600 vacant lots with high grass cut, 50 neighborhood meetings attended and 2,600 cases sent to municipal court.

SOLID WASTE

The Solid Waste program provides education, technical assistance, enforcement activity and funding through incentive tools for citizens, municipalities and other organizations, for the purpose of implementing waste reduction programs aimed towards achieving state mandated goal of 40% reduction. In addition staff enforce the waste management code, potable water hauler and nuisance ordinance. Programs administered regulate the handling, storage, transportation and disposal of all solid waste, special waste, demolition and medical waste in Saint Louis County. Enforcement is achieved via the issuance of licenses, registrations, permits, citations and notices of violations.

AIR POLLUTION

Like fish in a bowl, we are immersed in the atmosphere in which we live. We could live several weeks without food and several days without water, but, without air, survival is a matter of minutes. For this reason, air is a most precious commodity and its quality must be carefully guarded. When we pollute the air, we make living and breathing more difficult, contributing to a reduction in the overall public health of the community and a corresponding decline in our quality of life. The Department of Health's Air Pollution Control Program exists to protect the public's health by controlling the amount of pollution that is emitted into our air.

The Air Pollution Control Program provides the tools necessary to control air pollution in Saint Louis County. Requirements are enforced and progress in achieving and maintaining ambient air quality is ensured. The program structure includes:

- Permitting, which ensures that source emissions are controlled and assesses the

- overall improvement and problems related to ambient air quality;
- Enforcement, which carries out legal mandates by continuous field surveillance of air pollution sources;
- Monitoring, which provides the air quality data from samples collected around the County.

The asbestos group (a part of enforcement) continues to operate the most comprehensive asbestos control and enforcement program in the State of Missouri.

Currently over 300 companies in Saint Louis County have Air Pollution control permits for over 10,000 pieces of equipment. There are also more than 400 gasoline service stations with permits for vapor recovery equipment. Staff also analyzes production data from over 200 sources to determine if the emissions of each source are in compliance.

The Enforcement staff inspects the permitted equipment on a periodic basis to ensure that it is operating properly and that it has not been modified. In addition to scheduled inspections, enforcement staff investigate citizen complaints, monitor stack testing for performance of control equipment, oversee asbestos removal projects and open burning permits, and issue notices of violation for noncompliance with County, State and Federal Air Pollution Control requirements.

The Monitoring staff operates and maintains the air-monitoring network of five telemetered sampling stations throughout Saint Louis County. Six pollutants (ozone, sulfur dioxide, carbon dioxide, nitrogen dioxide, lead, and particulate matter) and three weather parameters (wind direction, wind speed, and temperature) are monitored continuously. The daily Air Quality Index, reported in the various media along with the weather reports, is derived from data gathered by monitoring equipment in the County and the surrounding metropolitan area.

Listed below are some of the statistical data for the Air Pollution Control Program for 2002. In 2002, asbestos abatement projects continued to increase due to an increase in demolition of buildings for land use changes and building renovation projects. General Construction Permits increased due primarily to new regulations affecting gasoline service stations.

Air Pollution Control Program: 2002 Statistical Snapshot	
Air Pollution Complaints Received	71
Notices of Violation	181
Plant Emission Inventories Processed	370
Investigations and Source Inspections	2,645
Air Pollution Samples Obtained.....	754
Construction Permits Issued	140
Operating Permits Issued	206
Open Burning Permits Issued	90
Asbestos Abatement Projects	89

Research

In 2002 the Division of Research included the program areas of Health Education, Information Technology and Continuous Quality Improvement. It is the mission of this Division to strengthen service, education and research to understand and advance public health practice that can prevent disease and promote health for Saint Louis County. We strive to meet this by building the capacity to conduct epidemiological, behavioral and evaluative studies, enhancing the use of information technologies to drive evidence-based decision making and utilizing theory-based interventions to enhance health behavior change.

Division of Research 2002 Overview

- Development and utilization of an audit tool to abstract and analyze health center data.
- Development and utilization of an external and internal research review board.
- Data collection and analysis of County-wide data.
- Compilation of various data elements to generate a clinic evaluation report including pharmacy utilization, provider productivity, descriptive analysis of patient population.
- Reorganization of Health Education including strategic planning and building of core competencies.
- Delivery of education through classes, seminars, health fairs, brochures on various topics including abstinence, child care, child safety, tobacco, conflict management, STD's, elderly safety and weather survival.
- Compiled and analyzed data on county-wide immunization compliance for children.
- Cleaned and analyzed vital record data.
- Verified Missouri registry data.

Information Technology Highlights:

- Captured and scanned all forms in Animal Control; mapped fields on forms to Entities worksheet, and diagrammed work flow of forms used in the field by Animal Control. This work and Animal Control business analysis will be used by 3rd party vendor to move data and workflow to new Environmental Protection Information System.
- Geocoded resident deaths 1999 and 2000 and resident births 2001. Annual geocoding will be used in future to establish health status trends in small geographic areas below county level.
- Data design for Maternal Child Health Grant. Outcome was data, which complied with data elements for grant reporting.

- Captured document types in Asbestos program and diagrammed workflow of these forms from creation through storage at St. Louis County Records management. Concurrently we evaluated imaging options and long term storage to replace existing process.
- Wrote specifications for HIMS: network and business analysis diagrams, bid proposal, and conversion of 400+ forms to portable document format
- Implemented Podiatry Encounter on existing system.

Sampling of major accomplishments of Health Education Program 2002

- August: partnered with Des Peres Parks and Recreation Department to offer Hearts N' Parks.
- September: submitted "Community-based diabetes care" proposal to Robert Wood Johnson. Was not funded (notified November)
- November: revised and resubmitted above proposal to Missouri Foundation For Health. Anticipated to be funded in 2003.
- November: developed Strategic Plan for 2003-2006
- November: Susan Lukwago, PhD, (with colleagues from the Health Communication Research Lab - SLU) presented at the American Public Health Association meeting (Philadelphia) on "Using formative research to develop community interventions," and co-presented on "Determinants of physical activity in 22 Missouri Communities."
- November: Viviane McKay (with a colleague from the School of Public Health – SLU) attended the 2002 National Conference on Smoking or Health (in San Francisco) and had a poster presentation on "Beat the Smokin' Rap," a 6th grade smoking prevention program at Cardinal Glennon Children's Hospital and St. Louis Children's Hospital.
- Fall 2002: 264 sessions conducted by Teenage Health Consultants, reaching 5,553 students in elementary, middle and high school.
- ABC presented in Jennings, Normandy, Riverview Gardens and Pattonville. Conversations with University City initiated. Appreciation dinner held in May 2002.
- An average of 1 health fair – opportunity for health promotion and DOH public relations – staffed each week.
- November: coordinated Flu Clinic at Corpus Christi Church in Jennings at which 296 individuals received the shot.
- Several issues of the Grapevine featured articles submitted by health educators.

Personnel

DOH Personnel continues to assist, assess and monitor staffing requirements for the Department of Health. During 2002 the Department of Health Personnel Department assisted in coordinating and participating in the following special projects:

- (4) Red Cross Blood Drives
- Volunteer Program Coordination
- CPR Training for Medical Personnel
- Professional/Managerial Job Study
- Office Administration Study
- Union Meetings
- All-Staff Meeting
- Performance Management Class for Supervisors
- Bioterrorism Exercise

Office of the Medical Examiner

The Medical Examiner's Office is responsible for investigating all sudden, suspicious and violent deaths in St. Louis County. These include all accidental deaths, homicides, suicides, alcohol and drug related deaths, all child deaths, consumer product deaths, deaths related to health hazards in the community, infectious disease deaths, vehicular and workplace deaths.

The Medical Examiner's Office is committed to providing forensic education to public agencies, healthcare facilities, other forensic professionals, and law enforcement agencies. This division also has a close association with St. Louis University's Division of Forensic Pathology. A number of the Medical Examiner's staff are involved with the Medico-legal Death Investigator's Training Course that is held three times a year and a Master's Course that is held every two years at St. Louis University. These courses are attended by death investigators from throughout the Country.

Additionally, several staff members are involved with national organizations that deal with forensic pathology. In 2002, the staff provided 101 lectures/presentations to various agencies on a wide variety of forensic issues.

Also in 2002, there were at least ten court appearances or depositions provided.

In May of 2002, our office participated in a full scale disaster preparedness drill that emphasized training in response to weapons of mass destruction.

Office of the Medical Examiner 2002 Statistical Snapshot

Cases investigated by the Medical Examiner's Office	4,705
Accidental deaths	308
Suicides	106
Homicides	48
Undetermined	36
Stillborn deaths	66
Natural deaths	4,141
Total cases	4,705

Fiscal Services

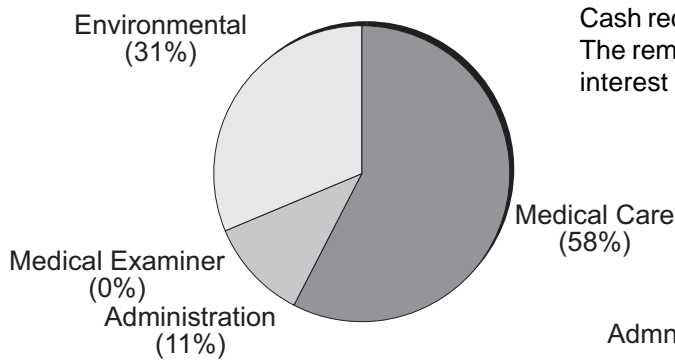
The Fiscal Services Division is a comprehensive and cost-conscious fiscal operation that supports all divisions within the Saint Louis County Health Department.

Our goal is to continually streamline department functions by creating a more educated and competent workforce through cross training and centralization. Physical reorganization of the fiscal department was recently completed resulting in improved communication, enhanced workflow and increased productivity.

Internal controls have been perfected and Health Department billing and invoicing functions are being incrementally transferred to the fiscal department in order to create continuity and better revenue tracking and reporting.

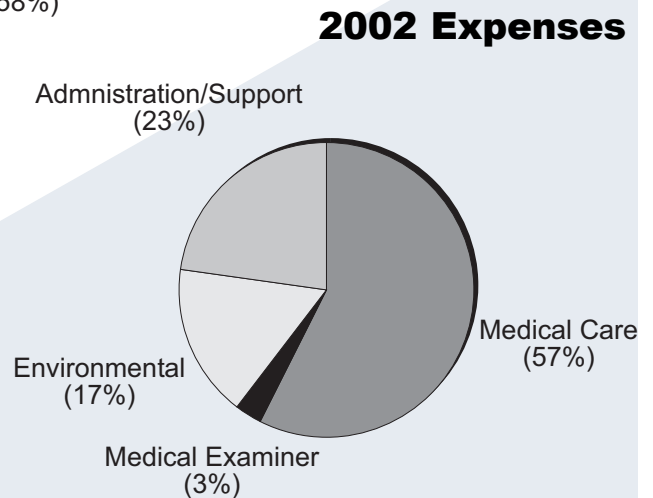
On our horizon looms a state of the art health information practice management system scheduled to be completely implemented and functional January 2004. This system will allow advanced claims management, managed care referral tracking and analysis, co-pay application, patient billing flexibility and conclusive reporting. The fiscal department expects a significant improvement in collection activity with this system as it offers a claims scrubbing feature that will immediately identify potential patient and payer problems resulting in less rebilling of claims and quicker payments from insurance plans.

HIPAA compliance in the fiscal department has been completed and an appointed Compliance Officer is responsible for monitoring compliance and ensuring that it remains at a maximum level by constant department review, education, compliance meetings and training of staff.



Cash receipts made up 25% of DOH revenues in 2002. The remainder was made up of tax receipts (74%) and interest (1%).

2002 Revenues



Saint Louis County Department of Health 2002

Administration Offices

111 South Meramec
Clayton, MO 63105

Administration: 615-0600

Communicable Disease Ctrl: 615-1630
Environmental Protection: 615-1698
Health Data: 615-1688
Health Education: 615-1670
Family Mental Health: 615-1760
Vital Records: 615-0376
(birth and death records)
WIC Services: 615-0685

TTY for hearing-impaired: 615-8428
Fax: 615-6435

South County Health Center

4580 South Lindbergh Blvd.
Saint Louis County, MO 63127
842-1300

John C. Murphy Family Health Center

6065 Helen Avenue
(near Hanley & Airport Road)
Berkeley, MO 63134
522-6410

North Central County Health Center

6150 Natural Bridge Road
Pine Lawn, MO 63120
389-4700

Medical Examiner's Office

George Gantner Building
6039 Helen Avenue
Saint Louis, Missouri 63134

Family Mental Health Centers

North Area Center

North County Government Center
21 Village Square
Hazelwood, MO 63042
615-7471 TTY: 615-7457

South Area Center

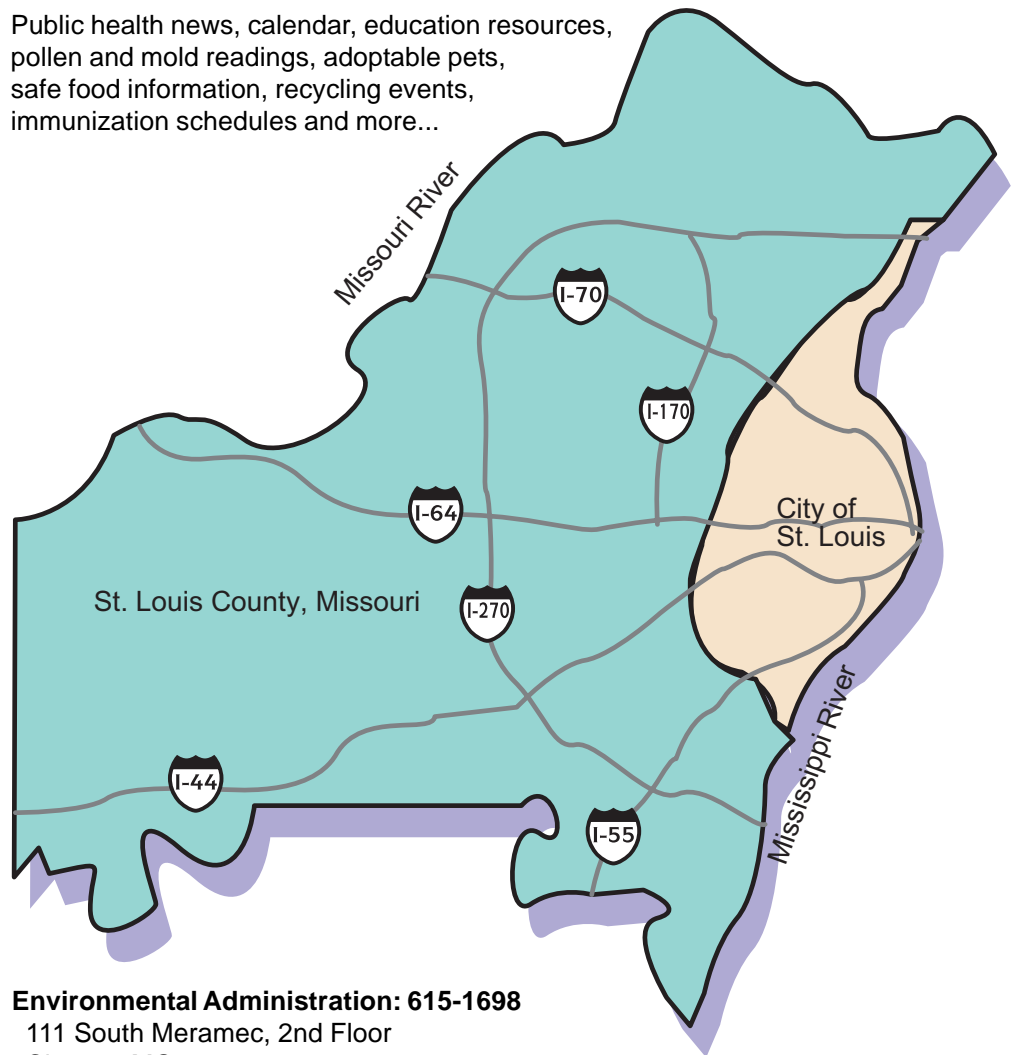
South County Government Center
4548 Lemay Ferry (Keller Plaza)
Saint Louis County, MO 63129
615-4072 TTY: 615-4001

West Area Center

West County Government Center
78 Clarkson Wilson Centre
Chesterfield, MO 63017
615-0950 TTY: 615-0998

Visit us on the web at: <http://www.stlouisco.com/doh/>

Public health news, calendar, education resources,
pollen and mold readings, adoptable pets,
safe food information, recycling events,
immunization schedules and more...



Environmental Administration: 615-1698

111 South Meramec, 2nd Floor
Clayton, MO 63105

Air Pollution Control: 615-8924
Public Health Sanitation: 615-8900
Waste Management: 615-8958
Lead Poisoning Prevention/Industrial Hygiene: 615-5323
Neighborhood Preservation
North of Highway 40/64: 615-7333
South of Highway 40/64: 615-4151
Environmental Health Laboratories: 615-8324

Community offices

North County Government Center

21 Village Square
Hazelwood, MO 63042
615-7469 TTY: 615-7457

South County Government Center

Keller Plaza, 4556 Lemay Ferry Road
Saint Louis County, MO 63129
615-4027 TTY: 615-4001

West County Government Center

78 Clarkson Wilson Centre
Chesterfield, MO 63017
615-0929 TTY: 615-0998

North Animal Shelter

4100 Seven Hills Drive
Saint Louis County, MO 63033
831-6500

South Animal Shelter

77 Hunter Road
Ladue, MO 63124
726-6655