

JACKSON COUNTY DEPARTMENT OF PUBLIC HEALTH

538 Scotts Creek Road Suite 100
Sylva, NC 28779
828-586-8994
<http://health.jacksonnc.org/>



The mission of the Jackson County Department of Public Health is to enhance, promote, and protect the health of all Jackson County residents with an overall effort to enhance their health status through prevention and education.

The Health Department offers an array of services to the residents of Jackson County and surrounding areas. These services include, but are not limited to:

- Adult Health Clinic
- Women's Preventative Health
- Prenatal/Perinatal
- Family Planning
- Immunizations & Vaccinations
- Communicable Disease
- Employee Health Clinic
- Laboratory Services
- Outreach Services
- Worksite Wellness
- WIC Services
- Breastfeeding Services
- Nutrition Services
- Inspection Services
- Onsite Waste Water, Wells, & Water Testing
- Animal Control/Shelter
- Emergency Preparedness
- Health Education
- Safe Kids Coalition
- Healthy Carolinians of Jackson County
- Cullowhee Community Garden
- Vital Records

Programs are supported through local, state, and federal funds as well as grants and third party reimbursements (Medicaid, Medicare, other private insurance).

2017-18 Department Goals

1. Regain a 100% inspection rate of Food and Lodging establishments since fully staffed again
 - a. Focus on completing Program Standard 9
2. Maintain or increase participation in the following services on an annual basis:
 - a. WIC
 - b. Employee Health Clinic
 - c. Family Planning
 - d. Immunizations & Vaccinations
 - e. Laboratory Services
 - f. Prenatal/Perinatal Health
3. Promote Staff Development through:
 - a. Offering an annual Staff Development Day
 - b. Implementing an annual Employee Satisfaction Survey through the Quality Improvement (QI) Team
 - c. Support continuing education with staff as required and as available
4. Enhance all hazards planning and public health preparedness by:

- a. Coordinating with the Western Regional Public Health Preparedness and Response, American Red Cross, Jackson County Emergency Management, and other partners to attend and/or offer trainings
 - b. Holding at least one Local Emergency Planning Committee (LEPC) meeting annually
 - c. Completing the Multi-Year Training and Exercise Plan annually
 - d. Convening the Epidemiology Team on a monthly basis or as needed
5. Solicit customer and community feedback on an annual basis through the Customer Satisfaction Survey
- a. Ensure that 85% of survey participants mark “Great” or “Good” when asked if they were treated with dignity by Staff
 - b. Ensure that 75% of survey participants indicate that they had all of their questions answered by Staff
 - c. Ensure that 75% of survey participants indicate that Staff explained things in a way that was easy to understand
 - d. Ensure that 85% of survey participants mark “Great” or “Good” when asked to describe their overall service