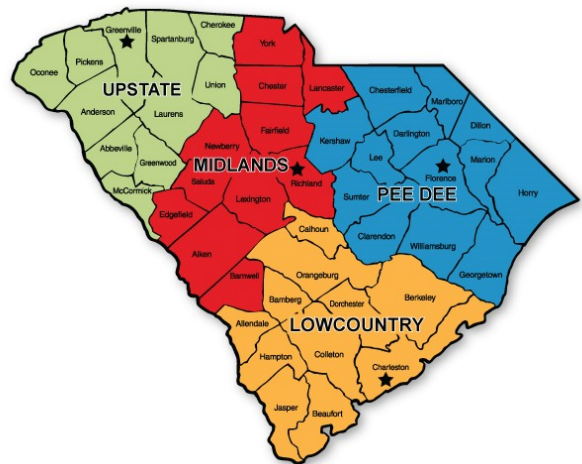


Health Services Client Services

Director: Nick Davidson; staff: 7 in the central office, as well as the Director of the Bureau of Labs and the Director of each of the four health regions. Approximately 1400 staff.

Client Services is responsible for the areas of the Department in which we provide clinical services to our clients.

The Public Health Regions - The health departments are geographically configured into four public health regions (Upstate, Midlands, Pee Dee and Lowcountry). The local health departments are organized around public health practice areas to include: clinic-based services, community-based services, and home-based services. The local public health regions serve the public by providing public health services in the areas of: tuberculosis control, immunizations, HIV/AIDS, sexually transmitted diseases, chronic diseases, Women, Infants and Children (WIC) Services, family planning, newborn home visits and Children with Special Healthcare Needs.



The Office of Nursing: The office provides leadership, oversight and expertise for public health nursing. The office is responsible for assuring that safe and evidence-based nursing services are rendered in accordance with the laws governing nursing in South Carolina. The State Director of Public Health Nursing provides guidance to all levels of the agency regarding nursing practice. The Office provides leadership and practice oversight in public health practice through policy development and adoption of standing orders and operating procedures.

The Office of Primary Care: The role of the Primary Care Office (PCO) is to seek to improve access to primary health care services, dental care services, and behavioral health services for all South Carolinians by providing assistance in the development of comprehensive health care services in areas that lack adequate numbers of health professionals or have populations lacking access to services. The PCO directly administers three programs. One is assistance in the designation of Medically Underserved Areas (MUA) and Health Professional Shortage Areas (HPSA). Secondly, the Office assists in the administration of National Health Service Corps (NHSC) programs for South Carolina. The PCO also administers the J-1 Visa Waiver Program for South Carolina. The PCO also serves as the agency liaison to the Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) in the state.

The Bureau of Laboratories provides essential state public health laboratory functions to include disease prevention, surveillance, food safety and specialized testing. The Microbiology Division provides testing and support services for public health programs of state and national importance such as tuberculosis control, influenza surveillance, West Nile Virus, rabies control, Ebola testing, malaria testing and outbreak investigations. The Chemistry Division includes newborn screening, hepatitis and tuberculosis testing among many other things.

Public Health Regions

Directors:

Lowcountry: Taylor Lee, 302 staff, 22 sites
Midlands: Gayle Jones, 330 staff, 17 sites
Pee Dee: Linda Johnson, 346 staff, 17 sites
Upstate: Matt Petrofes, 368 staff, 22 sites

Region overview:

The Director of Client Services is responsible for the oversight of the four regions. Staff within central office Client Services provides guidance and support to the regions on the goals and objectives of the agency, such that they can successfully deliver a consistent set of services to their local communities. Each Region Health Director has a Region Leadership Team of seven staff who provide management and supervision for Health Services staff in the region. The Region Administrator and staff, as well as the Public Health Preparedness Director and staff, do not report to the Region Health Director, but through separate supervisors in the central office.

Region Leadership Team (RLT):

Region Health Director
Operations Directors (3): Daily clinic operations
Region Medical Director: Disease surveillance, lab, pharmacy, physician consultation
Program Directors: Implementation of programmatic objectives; assurance of standards of care
Community Systems Director: Work with community partners to find ways to improve community health and reduce the impact of chronic diseases
Compliance Monitoring Director: Quality improvement, HIPAA/privacy compliance

The RLT meets weekly and is responsible for setting direction for the region, ensuring policy implementation, problem-solving and the assurance of safe and effective operations for all services (clinic, home or field-based) within the region.

Region Management Team (RMT):

RLT
Site Supervisors
Lead Site Admin
Program Managers

The individual members of the RMT are each responsible for the day-to-day operation of health departments. The Program Managers are primarily responsible for assuring that the services are delivered in accordance with approved policies. Some program managers also have responsibility for the daily operation of various home visiting (e.g. Nurse Family Partnership) or field-based (TB) programs. RMT meets monthly and is an opportunity for the sites to share challenges and best practices as well as an opportunity for programs and sites to exchange information and to interact with the RLT members.

Services provided in the regions:

WIC

Certification, nutrition education, breastfeeding peer counseling and Registered Dietician services.

Preventive Health

Family planning information, pregnancy testing, counseling and birth control as well as STD testing, treatment and partner service investigations.

TB

Contact investigation, treatment and case management.

Children with Special Healthcare Needs

Case management for children with chronic illnesses, disabling conditions or developmental delays.

Community Health and Chronic Disease Prevention

Coordination with local communities to promote positive public health policies and environmental changes to help prevent heart disease, stroke, cancer, diabetes and obesity.

Immunizations

Child and adult vaccines, school-based influenza and tdap clinics.

Postpartum Newborn Home Visits

One to two newborn home visits for Medicaid-eligible mothers. First time, Medicaid eligible moms may also be eligible for the two-year Nurse Family Partnership program.

Budget:**Lowcountry (\$24,285,216):**

Federal - \$12,824,863

State - \$6,081,824

Other (including billing revenue) – \$5,378,528

Midlands (\$24,567,283)

Federal – \$13,703,449

State – \$5,494,020

Other (including billing revenue) – \$5,369,815

Pee Dee (\$28,775,784)

Federal - \$12,734,709

State - \$5,203,305

Other (including billing revenue) - \$10,837,770

Upstate (\$26,747,545)

Federal - \$13,310,646

State - \$6,331,396

Other (including billing revenue) – \$7,105,503

Primary Care Office**Director: Mark Jordan**

The PCO directly administers three programs. One is assistance in the designation of Medically Underserved Areas (MUA) and Health Professional Shortage Areas (HPSA). The PCO determines service areas and develops designation requests from South Carolina. Over fifty federal and state programs use one or both of these designations as eligibility criteria. Every county in South Carolina contains one or more of these designations, which allow them to access state and federal resources. For example, MUA designation is necessary for a community health center grant; HPSA designation is necessary for National Health Service Corps placements; either MUA or HPSA is necessary for Rural Health Clinic certification; and Medicare providers in a geographic HPSA are eligible for a 10% bonus on Medicare reimbursement.

The PCO assists HRSA in the administration of National Health Service Corps (NHSC) programs for South Carolina. During the current PCO Project Period (2014-19), the NHSC, in partnership with the PCO, has placed 106 providers in rural and underserved parts of South Carolina. The PCO encourages practice sites to seek recruitment assistance through the NHSC and provides assurance to the NHSC that the practice sites meet the necessary eligibility criteria.

The PCO administers the J-1 Visa Waiver Program for South Carolina. Through this program, the PCO recommends immigration waivers allowing foreign physicians to stay in the United States for a three-year service obligation in an MUA or HPSA. During the current PCO Project Period (2014-19), 80 physicians have been placed in South

Carolina through this program.

The PCO has three principal partners who share its mission, the South Carolina Primary Health Care Association, the South Carolina Office of Rural Health, and the South Carolina Area Health Education Consortium. The PCO supports each of these partners contractually and thereby contributes to their goals and objectives.

The PCO also serves the State as an information clearinghouse on health care workforce issues and on resources available to communities and organizations seeking to provide care to the underserved. Professional trade organizations in the State, including the Medical, Dental, and Hospital Associations regularly request assistance from the PCO on relevant constituent matters.

PCO Budget – \$206,211

Federal HRSA Grant - \$206,211

Bureau of Laboratories

Director: S. I. Shahied, PhD., HCLD, 85 staff

Program overview: The Bureau of Laboratories (BOL) provides diagnostic and analytical services for the assessment and surveillance of infectious/communicable diseases, foodborne outbreaks, biological and chemical analyses. The BOL provides services to the county health departments, physicians, hospitals, and private laboratories. The annual workload for fiscal year 2015 was approximately 223,000 specimens and approximately 999,000 tests (reportable laboratory reports). The BOL is comprised of 10 specialty laboratories and 6 support sections:

- **Chemistry Division - Director: Nancy Giurato, PhD, 23 staff** - The Chemistry Division is comprised of two sections: Clinical Chemistry and Newborn Screening Laboratory & Analytical Chemistry Laboratory. The Division provides testing for viral hepatitis and tuberculosis in adults, newborn screening for 57,000 babies born in South Carolina, as well as hemoglobin and blood lead levels. The Division is one of the 10 nationwide Level 1 laboratories that are members of the Laboratory Response Network (LRN) and it maintains chemical terrorism capabilities in the event of a state and/or national emergency. The Clinical Chemistry and Newborn Screening Laboratory provides screening for hormone, metabolic and enzymatic congenital disorders and hemoglobinopathies for babies born in the State. A new condition, Severe Combined Immunodeficiency (SCID), was added to the testing panel of Newborn Screening on April 1, 2015. Our Newborn Screening Laboratories operates 6 days a week including Saturdays and holidays. The Analytical Chemistry Section provides analytical testing for samples collected by the Department of Labor Licensing and Regulation's Industrial Hygiene program and blood lead testing for the Childhood Blood Lead Prevention Program.
- **Logistics Division - Director: David Rivers, 12 staff** - The Logistics Division's role is to provide the high quality, reliable and cost effective logistical solutions necessary to effect the day-to-day operations of the Bureau of Laboratories within the Hayne Laboratory as well as support the region laboratories and health departments located throughout the State. The operational nature of the Division requires it to supply a wide range of products and services to a broad range of clients inside and outside of the agency. The Division ensures capital assets are procured appropriately, correctly accounted for, safeguarded, and maintained. It is responsible for capital asset programs including major or minor construction and non-recurring maintenance. The Instrument Services Section performs maintenance that certifies the equipment meets national standards and makes certain that they are ready to perform as designed. The staff provides advisory services in acquisition planning as well. Our Supply Section's goal is to have the correct items in the right quantities at the appropriate place and time. They make certain that supplies and equipment are procured appropriately, economically and in a timely manner. This section also properly receives, stores and

distributes laboratory supplies. The receiving, sorting, distribution and shipping of mail and parcels are skillfully carried out by the Supply Section staff. The Supply Section staff also provide the necessary necropsy service for the rabies testing process as mandated by law.

- **Microbiology Division - Director: Megan Davis, MS, 32 staff** - The Microbiology Division has eight individual laboratories and is capable of screening, isolating and identifying a variety of infectious agents of public health importance. The Division utilizes an array of testing methodologies including gold standard culture techniques and the newest molecular technologies available. The eight laboratories in the Microbiology Division are:
 - 1) Clinical Microbiology
 - 2) Diagnostic Serology
 - 3) Food Microbiology
 - 4) Medical Entomology
 - 5) Molecular Epidemiology
 - 6) Mycobacteriology
 - 7) Special Pathogens
 - 8) Virology/Rabies
- **Support Division - Director: Evelyn Edwards, MPH, 13 staff** - The Support Division consists of specimen management, media, reagents and glassware as well as administrative services. The Division supports BOL testing, Environmental Quality Control Laboratories and the Health Services region laboratories. Specimen management staff are responsible for specimen accessioning and all related test order data entry activities. Media, reagents and glassware maintains a quality control program for chemical reagents and diagnostic media. Administrative Services provides general administrative support to the Bureau of Laboratories' Divisions and Sections by mailing reports, managing access to Result Point, assigning sender/billing numbers to new clients, requesting travel reimbursement for BOL staff and performing BOL billing activities.
- **Office of Quality Assurance - Manager: Roberta Bartholdi, MS, BSMT (ASCP), CLS (NCA), 2 staff** - The QA Office monitors and evaluates the ongoing overall quality of the total testing process and assists all section laboratories in meeting CLIA (Clinical Laboratory Improvement Amendments) and all other regulatory standards. This is accomplished by evaluating the effectiveness of policies and procedures by continuous review with each section in the laboratory. The review evaluates quality control data, QA monitors, ensures regulatory compliance and ensures procedure manuals and QA manuals are current. The QA Office is also responsible for training of other state health care professionals in specimen collections and test methods. The QA Office also audits and educates all regions in CLIA requirements for laboratory documentation.
- **Office of Safety - Manager: Brian Gootee, MS, 2 staff** - The Office of Safety is responsible for the administration of the safety program for the BOL. The safety officer continuously works to provide a safe working environment by maintaining compliance with all regulations. The safety officer consults with the entire agency on safety matters, serves on the agency Infection Control Committee and attends agency Safety Committee meetings.

BOL Budget - \$14,768,463

State Funds - \$1,394,668

Federal Grants - \$4,436,440

Earned Funds – Newborn Screening - \$4,989,153

Allocation to DHEC programs - \$3,948,202