



Health and Social Services

Adult Services

Enhanced Community Integration Skills

A new approach to preparing persons with developmental disabilities for community life provides training in a variety of community integration skills and allows for individual preferences in the selection of training programs. As individuals move from the institutional setting to the community they are better prepared for their new environment and lifestyle. For more information, please contact Dennis Nourse at (239) 694-2151 ext. 113 or Dennis_Nourse@dcf.state.fl.us. 2007 APD-001

Improved Eligibility Determination

Issues concerning eligibility determination for cash, food stamps and Medicaid are easier to handle via a web page that organizes multiple data sources and provides links for staff to find information needed to process their work. An Excel workbook provides a format for supervisors to collect monthly production data by processor and automatically tally percentages and year-to-date figures. Annual time savings: Approximately \$360,000. For more information, please contact Dale Guyre at (941) 741-3205 or Dale_Guyre@dcf.state.fl.us. 2007 DCF-017

Improved Service Delivery to Nursing Homes

An improved service delivery system for 96 nursing homes with 7,500 medicaid recipients in Pinellas and Pasco Counties resulted in annual state salary savings of \$256,000 while improving quality and customer satisfaction. For more information, please contact Suzi Jackson at (727) 588-7027 or Suzi_Jackson@dcf.state.fl.us. 2007 DCF-019

Improved Relative Caregiver Processes

Reducing the time (by an average of 6.1 months) to determine relative caregiver eligibility relating to placement of at-risk children saves more than \$100,000 in the Suncoast Region. These results stem from a more cohesive network of personnel to obtain documentation, securing exceptions to policies and procedures, reducing paper use, and improved tracking and reporting of benefits delivery. For more information, please contact Vivian Padron at (813) 558-5689 or vivian_padron@dcf.state.fl.us. 2007 DCF-022

Reduced Processing Time for Medically Needy Benefits

Redesign of a system reduced the time to determine eligibility for "share of cost" pharmacy and medical services approval for the needy. Average time to process eligibility was reduced from four to two days for pharmacy bills, and from fourteen to four days for other medical bills. Medical providers have reduced operating costs because timely services reduce costly follow up and duplication of work. For more information, please contact Frances Baylies at (813) 558-5686 or frances_baylies@dcf.state.fl.us. 2007 DCF-023



Automated Review and Reporting of Quality Assurance

Automated instruments for conducting quality assurance of adult services provide detailed case review information, automated compilation and analysis of review data, and a uniform reporting structure, thereby increasing accuracy and uniformity and saving more than 600 hours annually in the Department of Children and Families Northeast Zone. For more information, please contact Lynne Powell at (904) 723-2191 or Lynne.Powell@dcf.state.fl.us. 2007 DCF-046

Adult Respite Service

A mental health model, implemented in Nassau County, helps people with acute symptoms of mental illness avoid involuntary commitment/examination and related trauma. The long-term impact is expected to be reduced use of inpatient crisis stabilization care, as well as cost offsets to law enforcement. For more information, please contact Gene Costlow at (904) 723-2014 or Gene.Costlow@dcf.state.fl.us. 2007 DCF-061

Reduction of Self-Injury

Evaluation tools identifying variables relating to self-injury may decrease occurrences in a hospital setting. Northeast Florida State Hospital achieved a 36% reduction of self-injury incidents in the most seriously impacted area, and an overall 40% decrease in the number of individuals engaging in self-injury. As a result, the number of one to one staff supervision hours decreased for annual savings of approximately \$56,000. There are unquantified additional savings related to the cost of medical intervention/treatment and quality of life issues resulting from reduction of self-injury. For more information, please contact Henry Benson at (904) 259-6211 ext. 1678 or Henry.Benson@dcf.state.fl.us. 2007 DCF-070

Reduced Hospital Admissions through Forensic Competency Restoration

Working closely with a circuit court judge and forensic attorney, Department of Children and Families staff in Gainesville developed a competency restoration program to divert forensic clients found incompetent to stand trial according to Chapter 916, Florida Statutes, to the community in lieu of referring them to a state treatment facility. This program saved \$1.8 million and reduced the wait list by 30 people in 2005-06. For more information, please contact Lisa Cue at (352) 955-5045 or Lisa.Cue@dcf.state.fl.us. 2007 DCF-074

Daily Therapeutic Activities Program

A therapeutic activities program at the North Florida Evaluation and Treatment Center in Gainesville schedules residents in eight treatment buildings into eleven rehabilitation activities six hours a day, Monday through Thursday. For more information, please contact Robin Strickland at (352) 264-8179 or robin_strickland@dcf.state.fl.us. 2007 DCF-076

Web-based Training for Nursing

Web-based training for nursing staff addresses challenges related to completion of new hire training and annual core training. The web-based training allows nursing staff to complete required training at their convenience, complete courses for CEU credits, and enhance competency in areas such as workplace safety, CPR, First Aid, and MANDT. For more information, please contact Grady Carthon at (352) 375-8484 or grady_carthon@dcf.state.fl.us. 2007 DCF-078

After adapting and implementing one of the achievements above, please submit a nomination for a Prudential Financial - Davis Productivity Award of up to \$2,500. Instructions and forms are available at www.floridatxwatch.org. The full list of adaptable achievements is on the website, as well. For further information, please contact your agency awards coordinator or Ms. Clarissa Dunlap, Executive Director of the Prudential Financial - Davis Productivity Awards, cdunlap@floridatxwatch.org or (850) 222-5052.



Tracking System for Social Security Reimbursements

A system that sets up a multi-level file to track all elements needed for Social Security Administration reimbursements for vocational rehabilitation services makes finding more claims faster and more efficient. The new system increased reimbursements by 9% during the first six months. For more information, please contact Carol Bierkamp at (239) 278-7317 or carol.bierkamp@vr.fldoe.org. 2007 DOE-002

Reduced Laboratory Costs

A screening process for reviewing laboratory vendors' invoices identifies and tracks pending and subsequently approved Medicaid applications through the FLORIDA computer system. Thousands of dollars in lab costs are saved. For more information, please contact Lisa Corey at (386) 437-7350 or Lisa_Corey@doh.state.fl.us. 2007 DOH-021

Emergency Vaccine Preservation Kit and DVD

To avoid the loss of vaccine doses during emergency events, a contact and instruction kit for providers attaches to their refrigeration units for easy access. Transparent plastic sleeves with magnetic strips facilitate use of critical information. A training DVD in English and Spanish accompanies the kit. This initiative is applicable to medication requiring refrigeration in all providers' offices, not just vaccine doses. For more information, please contact Rick Barrett at (850) 245-4444 or rick_barrett@doh.state.fl.us. 2007 DOH-025

Personal Protection Training for First Responders

An emergency medical services curriculum trained first responders in a consistent, standardized way, saving \$140,000 and redistributing ill-fitting equipment that was going to waste. For more information, please contact Jack Pittman at (850) 487-3146 or jack_pittman@doh.state.fl.us. 2007 DOH-028

Fast Track STD Treatment

A methodology that ensures positive sexually transmitted disease (STD) cases receive expeditious treatment reduces disease burden, complications, emergency room costs, repeat treatment, and long term complications. For more information, please contact Bruce Pierce at (321) 454-7155 or bruce_pierce@doh.state.fl.us. 2007 DOH-032

Community-based Lactation Support and Education Program

Indian River County Health Department staff secured a grant for staff training and lactation certification, and developed breastfeeding resources and literature for hospital nurses and the community. Breastfeeding rates increased by 13% for estimated value of \$31,570, excluding long-term benefits of reduced chronic diseases (diabetes, chrons disease, ulcerative colitis and certain lymphomas), plus reduced risk of mothers' breast and uterine cancer, and diabetes. For more information, please contact Linda Roberts at (772) 794-7484 or Linda_roberts2@doh.state.fl.us. 2007 DOH-038



Community Cardiovascular Health Program

A diabetes education program targeted 14 zip codes in Duval County where residents have a higher than average risk for heart disease, particularly those who are overweight, smoke, are physically inactive, and have diabetes. For more information, please contact Irmatine Bealyer at (904) 665-2351 or Irmatine_Bealyer@doh.state.fl.us. 2007 DOH-057

Appointments Efficiencies

Increased Number of Dental Appointments

Following a 10-step process, a team at Northeast Florida State Hospital increased the average of dental appointments seen as scheduled from 45% to 82% through phone reminders, a list of expectations and feedback, thereby resulting in improved oral hygiene for clients and helping reduce costs and pain in the future. For more information, please contact Jeff Aboumrad at (904) 259-6211 or jeff_aboumrad@dcf.state.fl.us. 2007 DCF-066

Fast Track Clinical Processes

A streamlined customer oriented process decreases wait and processing time. For more information, please contact Sara Warren at (407) 665-3383 or Sara_Warren@doh.state.fl.us. 2007 DOH-0043

Case Management

Template to Record Case Activity Information

A template that modifies the FLORIDA computer system's comment record screen prompts staff to enter areas of eligibility as required. Upon completion, the template copies and pastes information to the screen, thereby reducing a 15-minute per application eligibility determination process to about five minutes. This template can be used in Department of Children and Families call centers and case maintenance units. For more information, please contact Reginald Altazan at (850) 833-3713 or reginald_altazan@dcf.state.fl.us. 2007 DCF-050

Child Delivery and Pregnancy

Improving Pregnancy Outcomes

Providing one-on-one services to women who previously had poor pregnancy outcomes helps to develop a plan of care that contributes to better health behaviors and delivery of healthy infants. Preventing a high risk infant who may be a neonatal intensive care patient at \$250,000 to \$500,000 adds inestimable value to the program. For more information, please contact Janet Hamilton at (239) 530-6218 or Janet_Hamilton@doh.state.fl.us. 2007 DOH-010

Shaken Baby Syndrome

A dramatic educational skit that makes a lasting, realistic impression shows pregnant women and their significant others what happens to an infant's brain when shaken. For more information, please contact Bonnie Timmis at (352) 629-0137 or bonnie_timmis@doh.state.fl.us. 2007 DOH-012

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Centering Group Prenatal Care

A centering group prenatal care model for maternity clients with the highest rates of limited or no prenatal care and the highest rates of poor birth outcomes increased client participation by 7% and decreased low birth weights (compared to the traditional model of prenatal care) by 5.5%, saving an estimated \$300,000 in medical care costs. This program received national attention at the City Match Conference in September 2005 in Fort Worth, Texas. For more information, please contact Cheryl Taglia at (407) 836-2605 or Cheryl_Taglia@doh.state.fl.us. 2007 DOH-039

Improved Quality of Lactation Services for Breastfeeding Mothers

First-time mothers, mothers who work and/or go to school, stay-at-home mothers who have other children to care for, mothers who are separated from their babies due to medical or other issues, and mothers who speak languages other than English can benefit from a program that increased breastfeeding initiation rates 14% and duration 11%. For more information, please contact Rebecca Hacker at (954) 762-3911 or Rebecca_Hacker@doh.state.fl.us. 2007 DOH-054

Children's Services

Child Care Licensing Fine Tracking System

A child care licensing fine system that tracks civil penalties resulting from administrative fines increased collections by more than \$13,000 in the first year. For more information, please contact Suzette Frazier at (305) 377-5499 or suzette_frazier@dcf.state.fl.us. 2007 DCF-010

Phoenix Application for Florida Abuse Hotline

An application that centralizes the Department of Children and Families' Crime Intelligence Unit enables it to provide field staff immediate access to criminal history information for investigations and placement. For more information, please contact Cindy Kirkland at (850) 487-6114 or cindy_kirkland@dcf.state.fl.us. 2007 DCF-011

Improved Relative Caregiver Processes

Reducing the time (by an average of 6.1 months) to determine relative caregiver eligibility determination relating to placement of at-risk children saves more than \$100,000 in the Suncoast Region. These results stem from a more cohesive network of personnel to obtain documentation, secure exceptions to policies and procedures, reduce paper use, and improve tracking and reporting of benefits delivery. For more information, please contact Vivian Padron at (813) 558-5689 or vivian_padron@dcf.state.fl.us. 2007 DCF-022

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Legal Case Management

A case management tracking system utilized by the Attorney General's Office to help manage child welfare legal cases was adapted and implemented statewide by Department of Children and Families staff. For more information, please contact Peggy Sanford at (850) 487-9986 or peggy_sanford@dcf.state.fl.us. 2007 DCF-027

Reducing Domestic Violence

Guidelines that are specific to assaulting the high percentage of domestic violence recidivism relating to child abuse include community and professional involvement of outside agencies. Success is measurable. For more information, please contact Marlene St. Germain at (561) 837-5406 or marlene_st_germain@dcf.state.fl.us. 2007 DCF-030

Quality Assurance Review System

A three-tier review system for state and private child welfare programs integrates several monitoring requirements and preparation for federal audits, thereby reducing disruption of local operations. Although developed for child welfare services, the process can be replicated with minor adjustment for a range of service delivery systems. For more information, please contact Court Lilly at (850) 413-7479 or court_lilly@dcf.state.fl.us. 2007 DCF-032

Child Care Injury Prevention

Federal child care development funding was used by a partnership between the Duval County Health Department and the Department of Children and Families to provide an injury prevention training program for 365 staff in 64 child care centers with more than 2,000 children. The program focuses on safety procedures to help reduce disabilities and death. For more information, please contact Andrea Trzcinski at (904) 727-3417 or andrea_trzcinski@dcf.state.fl.us. 2007 DCF-033

Foster Care Children's Medical Screening

More than 90% of children entering foster care obtain an initial health assessment by a licensed health care provider within 72 hours after placement in out-of-home care. For more information, please contact Paul Kellam at (904) 359-2567 or paul_kellam@dcf.state.fl.us. 2007 DCF-036

Interstate Compact Improvement

A database assists the Department of Children and Families and contracted community based care agencies with tracking the status of homestudies for interstate placement of foster children. For more information, please contact Susan Bell at (904) 723-2199 or Susan_Bell@dcf.state.fl.us. 2007 DCF-039

"Child In Care" Reviews

A spreadsheet that incorporates data from three separate systems helps to ensure that child welfare clients with open Medicaid cases have their benefits reviewed by the required due date. This proactive approach to Medicaid redeterminations contrasts with a previous approach of utilizing "past due" notices. For more information, please contact Vickie Abrams at (904) 723-5448 or vickie_abrams@dcf.state.fl.us. 2007 DCF-040

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Monitoring for Community Based Care Reviews

A seamless approach to monitoring community based care lead agencies, which includes core monitoring elements related to regulatory functions, contract requirements, and child welfare practices, saves \$75,000 over a previous approach. For more information, please contact Diane Seymore at (904) 723-2021 or diane_seymore@dcf.state.fl.us. 2007 DCF-041

Interagency Protocols Supporting Foster Student Success

Department of Children and Families staff, contract providers, and the Orange County School Board established foster care designees in each school and created a technical assistance manual concerning foster children. The team provided joint training to all designees and created a full time school court liaison position, housed in the juvenile courthouse, as a support to the school district, DCF and the judiciary. For more information, please contact Barbara Dirienzo at (407) 245-0530 or barbara_dirienzo@dcf.state.fl.us. 2007 DCF-051

Summer Program for Visually and Multiple Impaired Children.

A four-week summer program for ten visually impaired students ages 13 to 19 tapped into St. Petersburg community resources, saving the state approximately \$67,000 and enhancing the lives of the children who participated as no other program was available to them. For more information, please contact Lynn Ritter at (727) 893-2341 or lynn.ritter@dbf.fldoe.org. 2007 DOE-023

School Health Record Management System

A computer program maintains records on all students seen daily by school health nurses. It keeps track of medical conditions and treatment, maintains health records, health outcomes, and referrals. It also processes data on diseases such as asthma among students that is used to prepare an annual report. For more information, please contact Kerry Hunt at (850) 872-4455 ext. 1191 or Kerry_Hunt@doh.state.fl.us. 2007 DOH-019

Increased WIC Participation

A team of state, county, and school board employees located a Women Infants and Children office on the grounds of an elementary school that helped increase Women, Infants and Children (WIC) participation by 25% in seven months for estimated savings of \$159,642. For more information, please contact Susan Kistler at (863) 519-7900 or skistler@doh.state.fl.us. 2007 DOH-023

Dental Services

Increased Number of Dental Appointments

Following a 10-step process, a team at Northeast Florida State Hospital increased the average of dental appointments seen as scheduled from 45% to 82% through phone reminders, a list of expectations and feedback, resulting in improved oral hygiene for clients and helping reduce costs and pain in the future. For more information, please contact Jeff Aboumrad, (904) 259-6211 or jeff_aboumrad@dcf.state.fl.us. 2007 DCF-066



Disaster Preparation

Portal Tracking Health Care Facilities During Emergencies

An emergency status system (EES) that tracks residential and inpatient health care facilities during emergencies, including evacuations, power outages, and structural damage to facilities affected by hurricanes, can be used by other state agencies and entities interested in monitoring storm-affected areas. An ESS web portal allows health care providers and authorized representatives to enter facility information. For more information, please contact Molly Mckinsty at (850) 414-9796 or mckinstm@ahca.myflorida.com. 2007 AHCA-002

Special Needs Shelter Client Discharge

A needs assessment tool developed by the Departments of Elder Affairs and Health helps emergency managers, program staff and community outreach volunteers to rapidly determine the needs of vulnerable populations in community shelters and disaster recovery centers regarding housing, medical, nutrition, clothing, transportation, food stamps and services. The tool has become a national best practice for use in discharge planning for special needs shelters and community outreach and disaster recovery centers. For more information, please contact Fran Brooks at (850) 414-2046 or brooksfr@elderaffairs.org. 2007 DEA-002

Avian Influenza Continuity of Operations Plan

An Avian Influenza Continuity of Operations Plan developed by Department of Environmental Protection staff is intended to promote uninterrupted delivery of life-sustaining services to Florida citizens and visitors -- such as ensuring a continuous supply of clean drinking water -- even in the face of a pandemic. For more information, please contact Melinda Moody at (850) 245-2006 or melinda.moody@dep.state.fl.us. 2007 DEP-024

Dispensing Medications and Information during Disasters

A Residential Enclave Dispensing Plan (RED Plan) enhances the operational readiness of 22 residential enclaves in Collier County to handle health-related emergency incidents, and to mitigate demands on medical services and roadways caused by disasters. The plan provides a framework for governing bodies to design, develop and staff a dispensing/vaccination center, and to collaborate in planning, information sharing and coordination before, during and after a biological emergency. For more information, please contact Harper Simpson at (239) 732-2631 or Harper_Simpson@doh.state.fl.us. 2007 DOH-006

Emergency Vaccine Preservation Kit and DVD

To avoid the loss of vaccine doses during emergency events, a contact and instruction kit for providers attaches to their refrigeration units for easy access. Transparent plastic sleeves with magnetic strips facilitate access to and use of critical information. A training DVD in English and Spanish accompanies the kit. This initiative is applicable to medication requiring refrigeration in all providers' offices, not just vaccine doses. For more information, please contact Rick Barrett at (850) 245-4444 or rick_barrett@doh.state.fl.us. 2007 DOH-025



Epidemiology Hurricane Response Toolkit

The Epidemiology Hurricane Toolkit is a set of guidelines and analysis tools primarily for county health departments to conceptualize and implement enhanced disease monitoring activities, outbreak investigation and management, and other aspects of the epidemiologic response to natural disasters such as hurricanes. The toolkit dramatically decreases field staffing. For more information, please contact Janet Hamilton at (850) 245-4444 ext. 2403 or Janet_J_Hamilton@doh.state.fl.us. 2007 DOH-042

Reduced Administrative Costs of Disaster Reimbursement

A disaster time keeping system increases efficiency and reduces costs associated with documentation required for Federal Emergency Management Agency reimbursement of labor costs for disaster response and recovery efforts. This system can track events of any type or size, whether local or statewide. For more information, please contact Roger Twitchell at (850) 245-4444 ext. 3028 or Roger_Twitchell@doh.state.fl.us. 2007 DOH-048

Emergency Medical Services

Personal Protection Training for First Responders

An emergency medical services curriculum trained first responders in a consistent, standardized way, saving \$140,000 and redistributing ill-fitting equipment that was going to waste. For more information, please contact Jack Pittman at (850) 487-3146 or jack_pittman@doh.state.fl.us. 2007 DOH-028

Inoculation

Reimbursement for Rabies Vaccine

Rabies is a fatal disease for which there is no treatment, only prophylaxis. Most insurance programs do not cover the cost of rabies vaccine. By tracking patients who undergo rabies prophylaxis and aggressively following-up with private insurance companies, Medicare, Medicaid, and individual payment plans, the Lee County Health Department increased reimbursement for the state pharmacy rabies vaccine program by \$37,263 and helped insure that individuals exposed to rabies receive the vaccine if they do not have the ability to pay. For more information, please contact Robert South at (239) 332-9580 or Robert_south@doh.state.fl.us. 2007 DOH-018

Laboratory Costs

Screening Process Reduces Laboratory Costs

A screening process for reviewing laboratory vendors' invoices identifies and tracks pending and subsequently approved Medicaid applications through the FLORIDA computer system. Thousands of dollars in lab costs are saved. For more information, please contact Lisa Corey at (386) 437-7350 or Lisa_Corey@doh.state.fl.us. 2007 DOH-021



Permits

Online Permit Status Report

An online permit application status report aids the department, as well as the general public and contractors. Use of this report reduced daily phone calls by almost 40%, allowing staff to focus on processing permits rather than answering the phone. For more information, please contact David Conrad at (352) 527-5281 or David_Conrad@doh.state.fl.us. 2007 DOH-056

State Institutions

Reduced Patient Seclusion and Restraint

Identification of causes for the high use of patient seclusion and restraint at Florida State Hospital pointed to the need to reduce psychiatric crises. Reducing the average monthly number of seclusion and restraint interventions by 54% produced a \$2.8 million cost avoidance, and additional savings of \$24,000 from reduced workers' compensation claims. For more information, please contact Donna Coley at (850) 663-7768 or donna_coley@dcf.state.fl.us. 2007 DCF-002

Improved Resident Attendance in Recovery Classes

Measures taken to improve resident attendance in recovery classes at Florida State Hospital reduced the average time to restore competency by 18 days, for projected savings of \$974,160 in 2006-07. For more information, please contact Tom Davis (850) 663-7490 or tom_davis@dcf.state.fl.us. 2007 DCF-013

Reduced Employee Overtime

A scheduling procedure reduced paid overtime by \$192,015 at Florida State Hospital. For more information, please contact Tom Davis at (850) 663-7286 or tom_davis@dcf.state.fl.us. 2007 DCF-015

Improved Service Delivery to Nursing Homes

An improved service delivery system for the 96 nursing homes with 7,500 Medicaid recipients in Pinellas and Pasco Counties resulted in annual state salary savings of \$256,000 while improving quality and customer satisfaction. For more information, please contact Suzi Jackson at (727) 588-7027 or Suzi_Jackson@dcf.state.fl.us. 2007 DCF-019

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Teen Services

Teen Health Center

A Teen Health Center in Hendry County offers a safe haven for teens who need medical services or who just want to hang out. Sexual abstinence is one of the surest ways to reduce teen risk of being infected with HIV or other STDs. A three-year federal grant funds an abstinence program called "I'm N Charge." For more information, please contact Antonio Peters at (863) 674-4056 ext. 175 or Antonio_Peters@doh.state.fl.us. 2007 DOH-008

Abstinence Education

An informative, scientifically accurate, and entertaining abstinence education program has reduced health care and welfare costs in Marion County. For more information, please contact Herman Hale at (352) 629-0137 or herman_hale@doh.state.fl.us. 2007 DOH-017