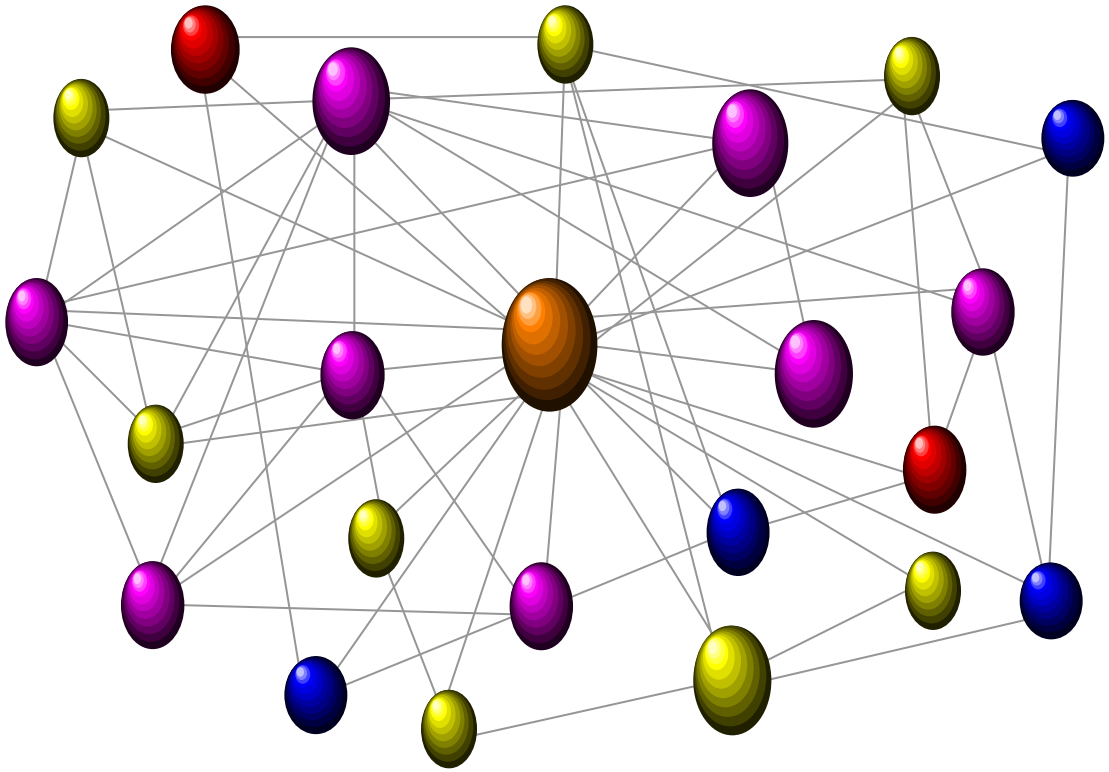
Strengthening our Local Public Health System to Improve the Health & Well-Being of Monterey County Residents

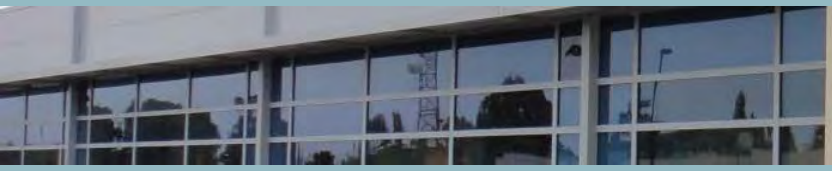
March 28, 2013

Welcome!

Local Public Health System Assessment



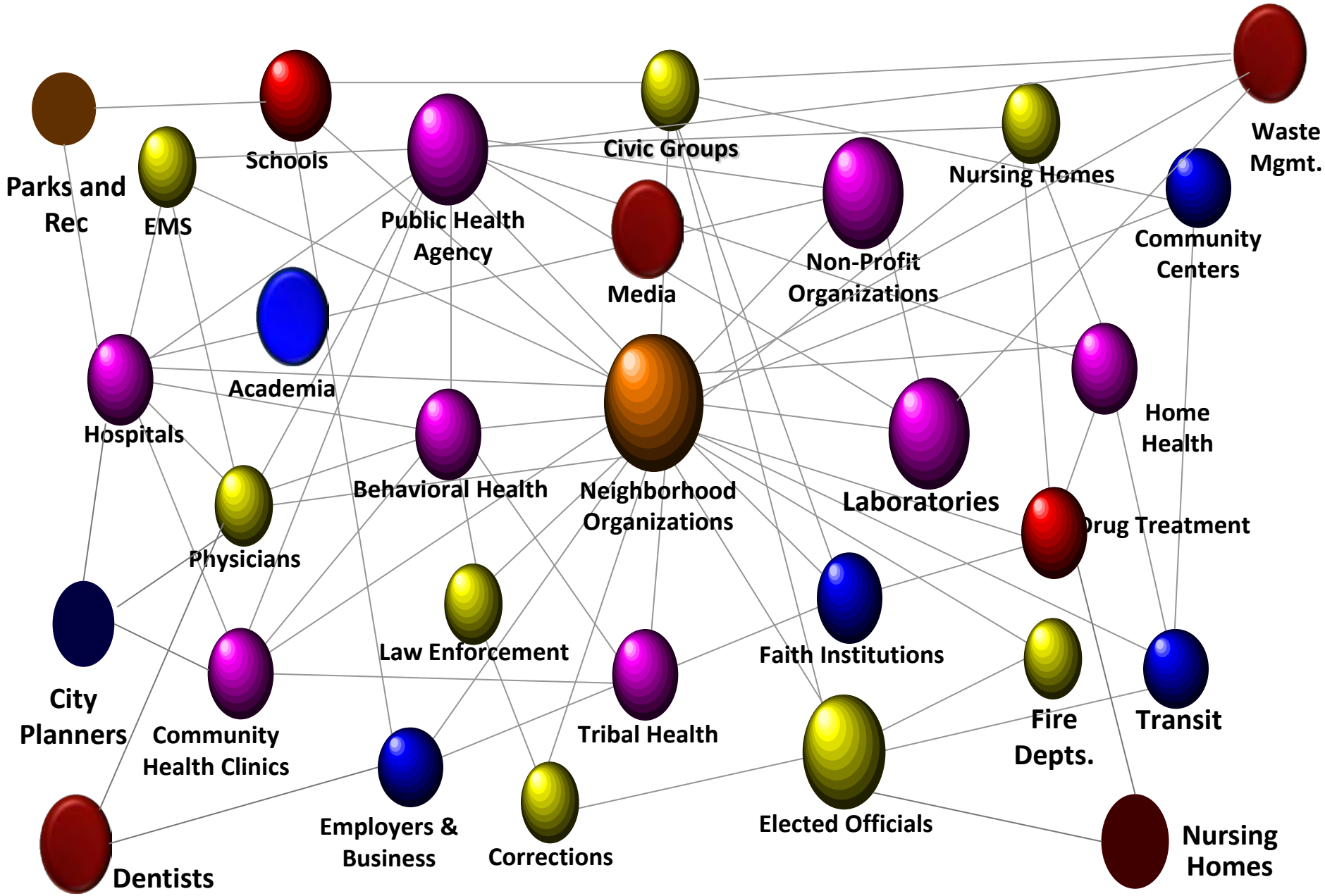
10 Essential Public Health Services



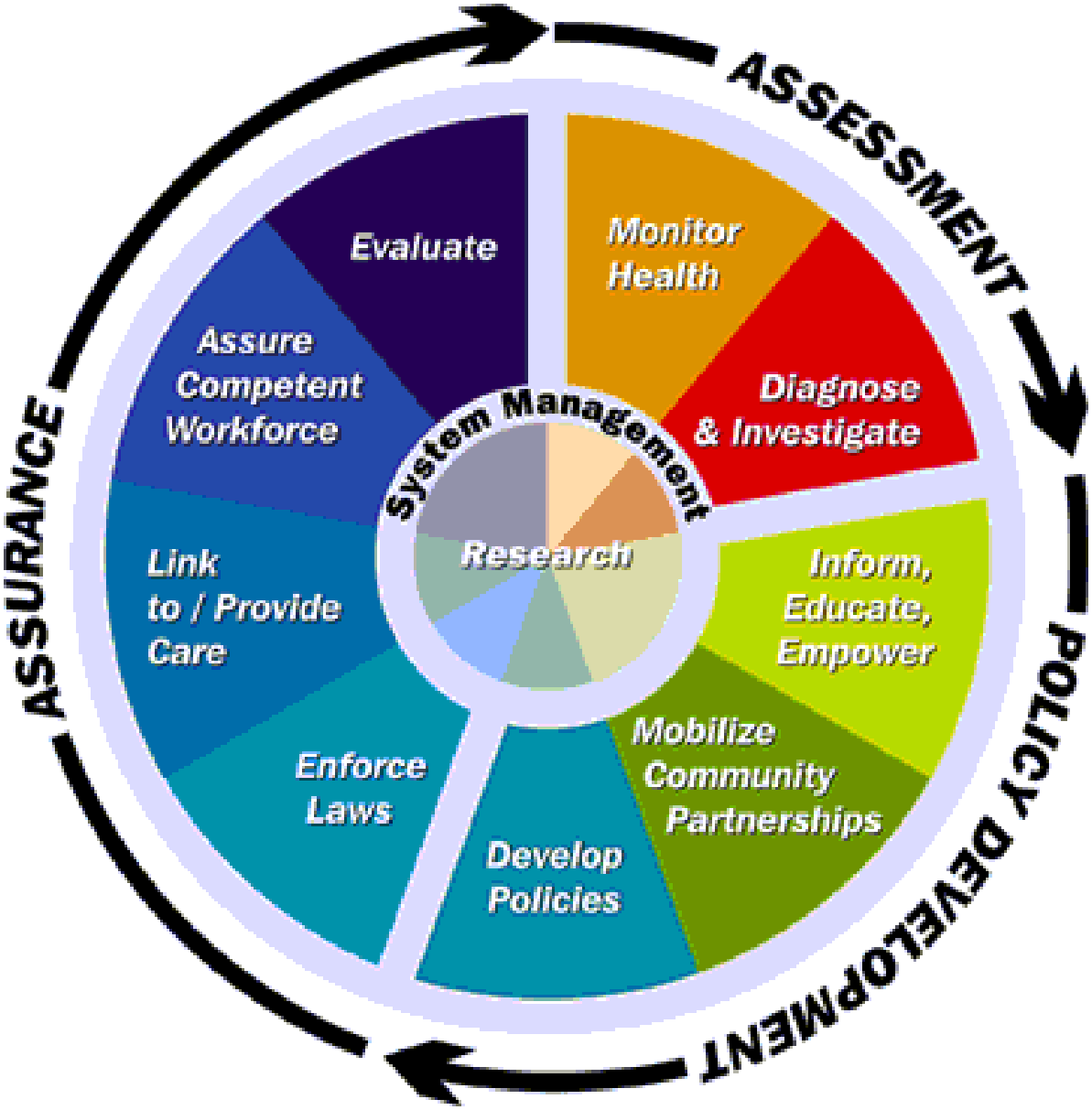
Welcome

Ray Bullick
Director

Local Public Health System Partners



Ten Essential Public Health Services



California State University Monterey Bay

Today's Facilitator: Kim Judson, Dr.PH, M.P.A.

Education

Dr.PH, UC Berkeley, School of Public Health

MPA, Harvard University, John F. Kennedy School of Government

Academic Experience

- Professor, Public Health & Public Policy
- Director, Institute for Community Collaborative Studies
- Faculty, Collaborative Health & Human Services Undergraduate Program

Research & Planning

- Primary Health Care and Public Health Policy and Programs
- Academic Program Planning: Public Health, Public Admin., Public Policy & Social Work
- Certified Nurse Midwifery Practice in California

Leadership

Program Officer, Santa Barbara Health Department

Executive Director, Isla Vista Health Projects, Inc. and Community Health Clinic

CSUMB University Center

- University Center facilities & exits
- Breakfast, lunch, and dessert breaks
- Agencies & organizations here today
- Table facilitators and our student assistants

California State University
Monterey Bay

Today's Agenda

8:00	Check in and Continental Breakfast
8:30	Welcome, Introductions, Purpose, Background, Instructions
10:00	Quick Break
10:15	Essential Services #1-4: Review, Discuss, Share, VOTE!
12:00	Deli Buffet Luncheon
12:45	Keynote Speaker: Jennifer Jimenez, MPH *Accreditation Specialist, National Public Health Accreditation Board*
1:00	Essential Services #5-8: Review, Discuss, Share, VOTE!
2:20	Dessert Break
2:40	Essential Services #9-10: Review, Discuss, Share, VOTE!
3:30	Perceptions of our Local Public Health System Performance
4:00	Next Steps Toward Developing our Local Public Health System

California State University Monterey Bay

Institute for Community Collaborative Studies

- Formed in 1995 by public health, social services, public safety, and education leadership to train 21st century professionals.
- Promote cross-sector, interdisciplinary, and collaborative approaches to research and training in “best practices.”
- Provide a collaborative neutral space for community professionals & faculty to engage in productive dialogue.
- Develop relationships with community organizations to enhance educational opportunities for our students.

California State University Monterey Bay

Dialogue

- Imagination
- Connections
- Deep thinking
- Openness to different ideas and approaches
- Sharing contributions and perceptions

California State University Monterey Bay

Introduction to a Shared Dialogue

- Partner with someone at your table
- Introduce yourself…name, agency…
- Share one fear that ACA may hold for your agency.
- Share one desire for what ACA may bring for our communities.

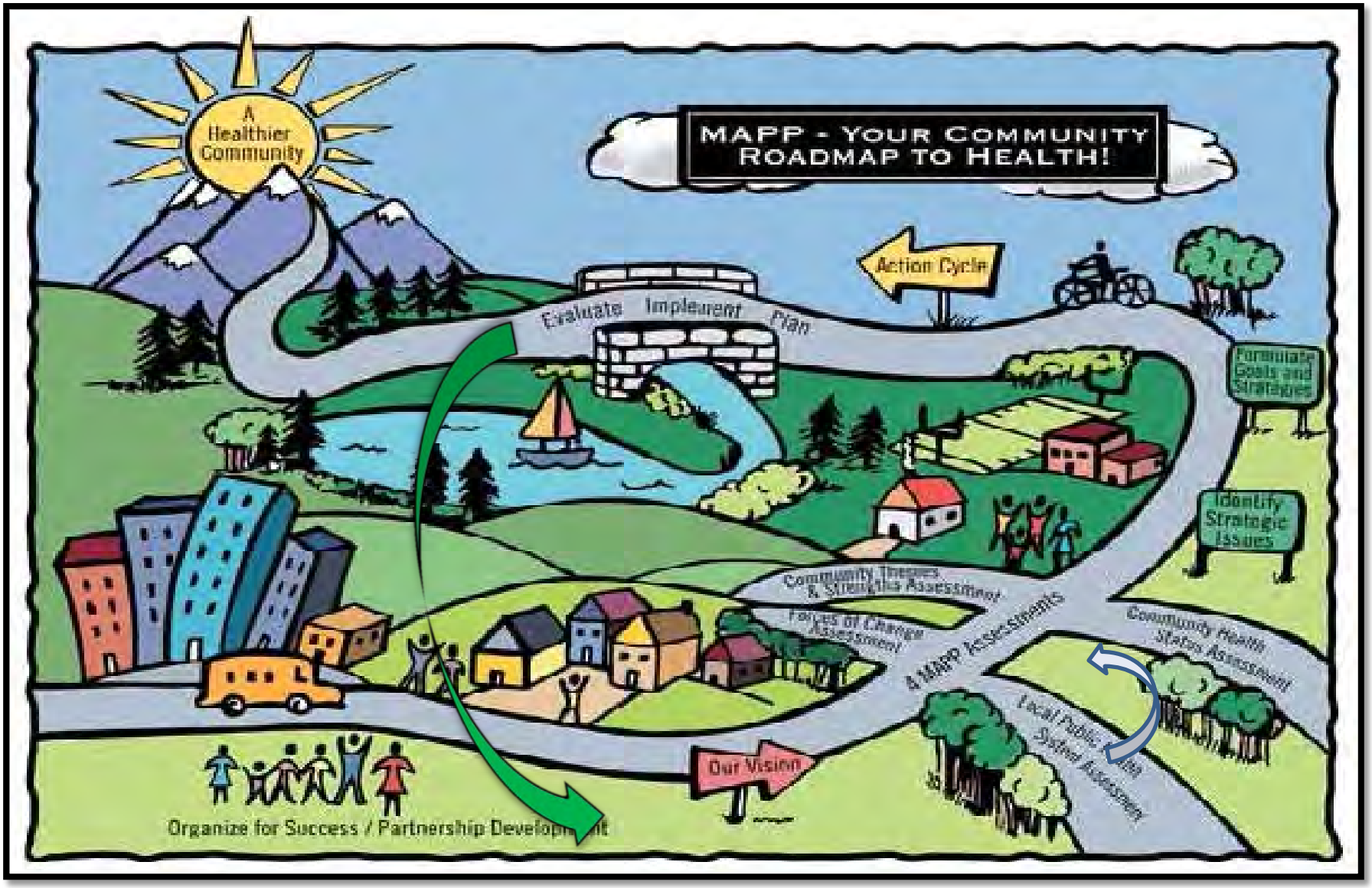
Event Purpose & Objectives

- Information sharing
  →What are the ten essential public health services?
  →What is the local public health system assessment?
  →What is health department accreditation?
- Relationship building and making connections
  →Who are our partners in our local public health system?
  →What do our agencies and organizations contribute?
- Collecting information for an initial assessment
  →Create a snapshot of our local public health system partners.
  →Describe our partners' contributions to our LPH System.
  →Identify initial perceptions: "how well are we performing?"
- Laying the groundwork and imagining the future...

Future Opportunities From Today's Work

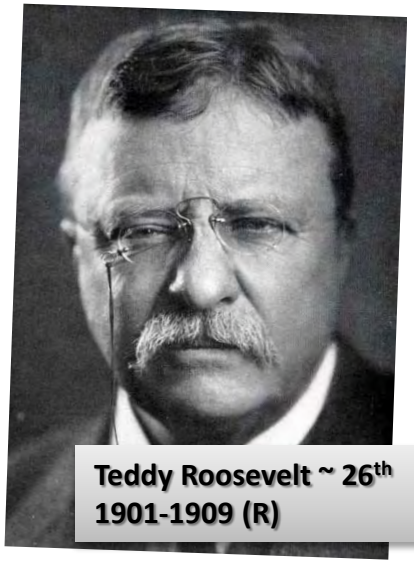
1. Identify system strengths for future expansion
2. Identify system challenges for improvements
3. Build capacity for new programs and services
4. Develop opportunities for increased resources
5. Create a process for long-term system planning
6. Develop a shared vision of our community's health into the future…

Assessing our Local Public Health System for Improvement in our Community's Health

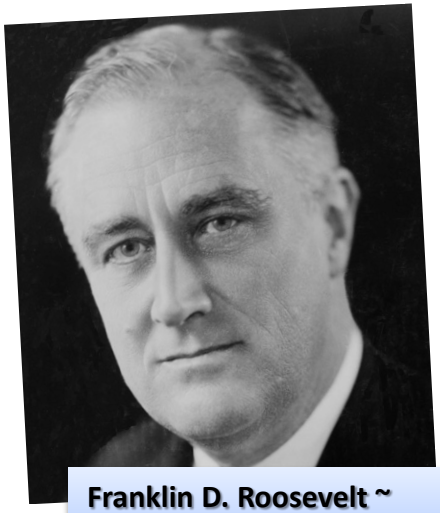


Significant System Changes are Underway

Health Care Reform…long and difficult path



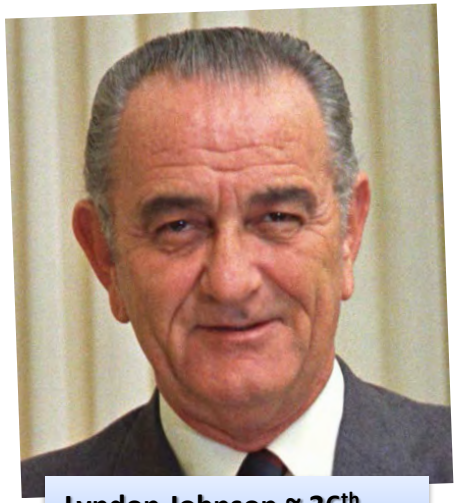
Teddy Roosevelt ~ 26th 1901-1909 (R)



Franklin D. Roosevelt ~ 32nd 1933-1945 (D)

Harry Truman ~ 33rd 1945-1953 (D)

Richard Nixon ~ 37th 1969 – 1974 (R)



Lyndon Johnson ~ 36th 1963-1969 (D)

Bill Clinton ~ 42nd 1993 – 2001 (D)

Hillary (Rodham) Clinton
First Lady & Health Czar
1993 – 2001 (D)

Barack Obama ~ 44th
2008 – 2015 (D)

US Health Care Reform 2010-2016

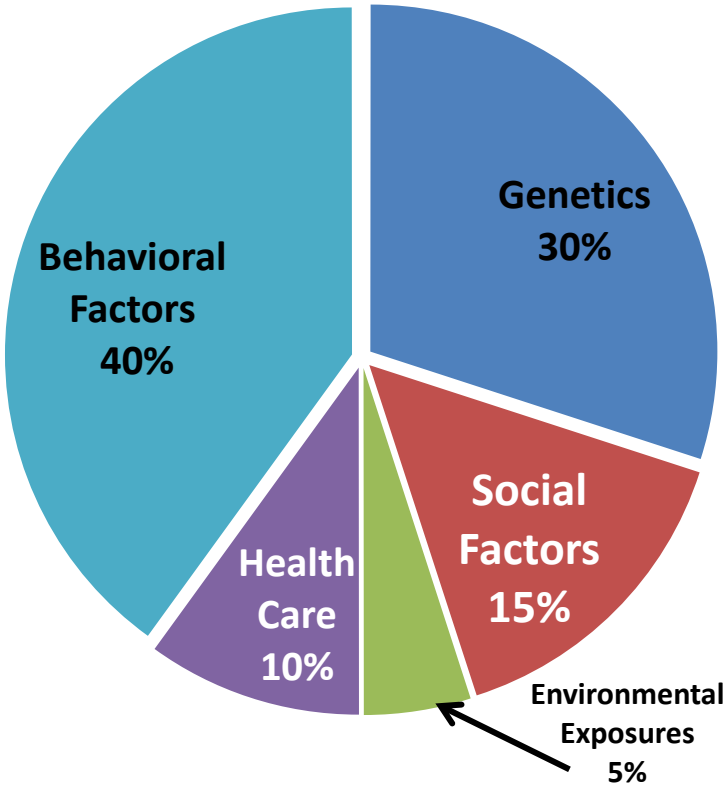
1. New consumer protections
2. Improving quality/outcomes and lowering costs
3. Focus on free preventive care
4. New prevention and public health funding
5. Increasing access to affordable medical care

National Public Health Accreditation

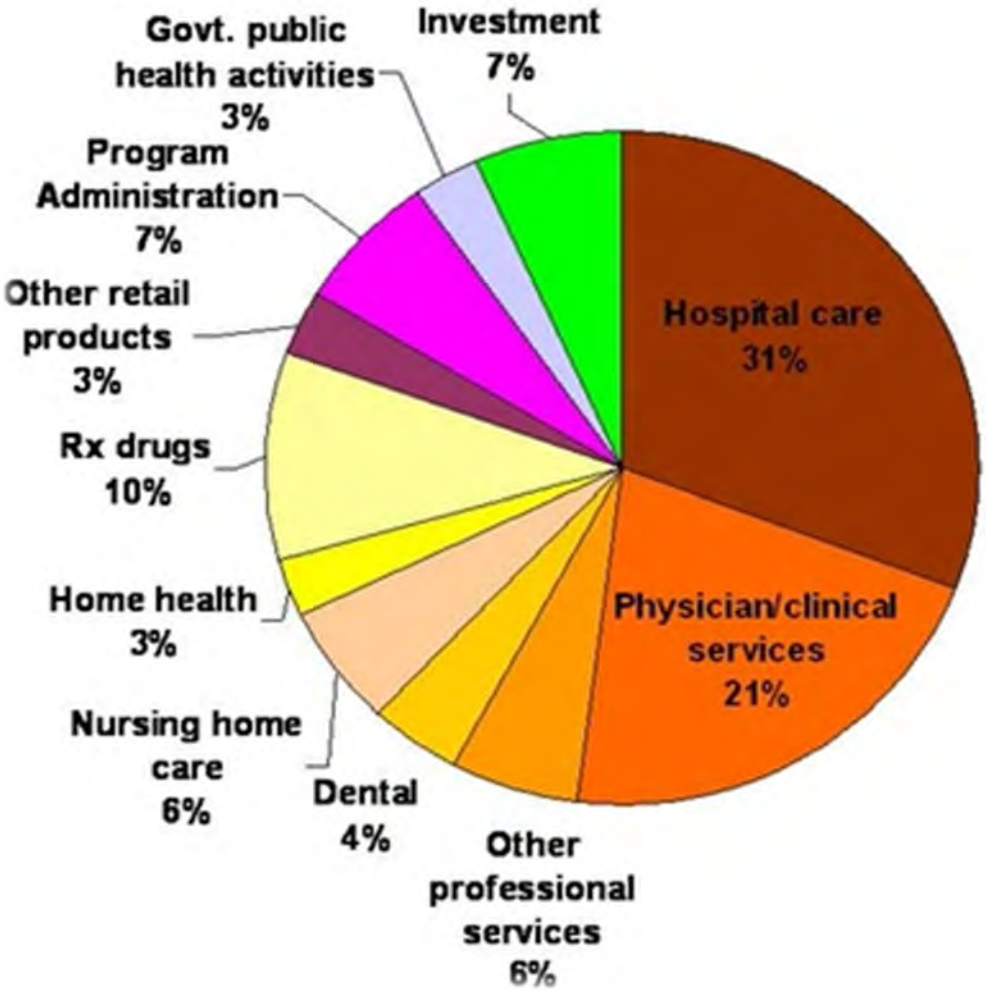
- To improve and protect the public's health by advancing the **quality and performance** of state, local, territorial and tribal health departments and systems.
- To drive public health departments to **continuously improve the quality of the services** they deliver to the community.
  - To **implement performance standards** for accreditation: Launched Sept 2011 ~ 5-year initial designation process ~ Reaccreditation every 5 years

Population Health Problems and Approaches

Determinants of Health & Premature Mortality



National Health Expenditures



Source: McGinnis JM, Russo PG, Knickman, JR. Health Affairs, April 2002.

US Population Health Status

US ranks in the bottom 25% of developed countries* in life expectancy and has seen the smallest improvement over the past 20 years.

* Organization for Economic Co-operation and Development 2008 health data

Leading Causes of Death, US, 2010

1. Heart disease
2. Malignant tumors/cancer
3. Lung disease
4. Brain disease (stroke)
5. Unintentional injuries
6. Alzheimers' disease
7. Diabetes
8. Flu and pneumonia
9. Kidney disease
10. Suicide

Source: CDC, 2009-2011

Monterey County Areas of Concern

Overweight/obese students ~ 4th highest in CA *** Seaside – 45.6% * Salinas – 46.7% * Soledad – 48.5%**	44.6%
Overweight/Obese Adults 2009 (CHIS)	35.4%/25.6% (Total - 63.8%)
Birth to teens (15-19 years old): **3rd highest birth rate and 6th highest teen birth rate in CA**	49.8
Prenatal Care – late or none (post 1st trimester)	26.8%
Violence: Injuries due to domestic violence (crimes/10,000pop)	50.8
Violence: Homicide rates (2010 – highest in California)	10/100,000
Lack of health care insurance/Uninsured rates	21.3%

Sources: CHIS, 2009, CDPH & CCLHO, County Health Status Profiles, 2012; CA Healthcare Foundation , 2011; kidsdata.org. 2010, Healthy People 2020
*Current US rate and (HP2020 target - to reduce % of population unable to obtain medical/dental care and medicines)

Estimated Monterey County residents who are uninsured and covered by Medi-Cal, 2010

ICCS zone	Total Population	Uninsured	%	Covered by MediCal	%
North Monterey	49,287	**12,755**	25.88	9,985	20.26
Salinas	143,754	**33,639**	23.40	36,816	25.61
Monterey Peninsula and Big Sur	123,927	**20,136**	16.25	14,045	11.33
South Monterey	98,089	**23,597**	24.06	18,473	18.83
Total	415,057	**90,126**	21.71	79,319	19.11

Estimated residents who are not covered by ACA, due to their immigration status

ICCSzone	Undocumented (Income<138%)*	Undocumented (income<400%)*	Total	% of total # of uninsured who will remain uninsured due to immigration status
North Monterey	1,584	1,743	3,326	**26%**
Salinas	6,616	4,999	11,615	**35%**
Monterey Peninsula & Big Sur	2,209	2,796	5,005	**25%**
South Monterey	2,930	3,224	6,154	**26%**
Total	13,338	12,762	**26,100**	**29%**

Public Health Responses

Healthy People 2020

Vision: A society in which all people live long, healthy lives.

Overarching Goals

- Attain high-quality, longer lives free of preventable disease, disability, injury, and premature death.
- Achieve health equity, eliminate disparities, and improve the health of all groups.
- Create social and physical environments that promote good health for all.
- Promote quality of life, healthy development, and healthy behaviors across all life stages.

Healthy People 2020: Physical Determinants

- Natural environment (plants, weather, climate change)
- Built environment (buildings, transportation)
- Worksites, schools, recreational settings
- Housing, homes, neighborhoods
- Exposure to toxic substances and other physical hazards
- Physical barriers, especially for people with disabilities
- Aesthetic elements, (good lighting, trees, benches)

Healthy People 2020: Access to Medical Care

Access to health care impacts:

Overall physical, social, and mental health status
Prevention of disease and disability
Detection and treatment of health conditions
Quality of life
Preventable death
Life expectancy

Barriers to access…

- Lack of availability
- High cost
- Lack of insurance coverage
- Limited language access

Lead to…

- Unmet health needs
- Delay in receiving care
- Inability to get preventive services
- Hospitalizations that could have been prevented

Healthy People 2020: Social Determinants of Health

- Availability of resources to meet daily needs (quality schools, job opportunities, living wages, or healthful foods)
- Socioeconomic conditions, such as concentrated poverty
- Social norms and attitudes, such as discrimination, residential segregation
- Social support and social interactions
- Public safety, exposure to crime and violence
- Exposure to mass media and emerging technologies, such as the Internet or cell phones
- Transportation options

OECD* Better Life Index

- Housing
- Income
- Jobs
- Community
- Education
- Environment
- Civic engagement
- Health
- Life satisfaction
- Work-life balance

WHAT IS OUR RECIPE FOR A BETTER LIFE?

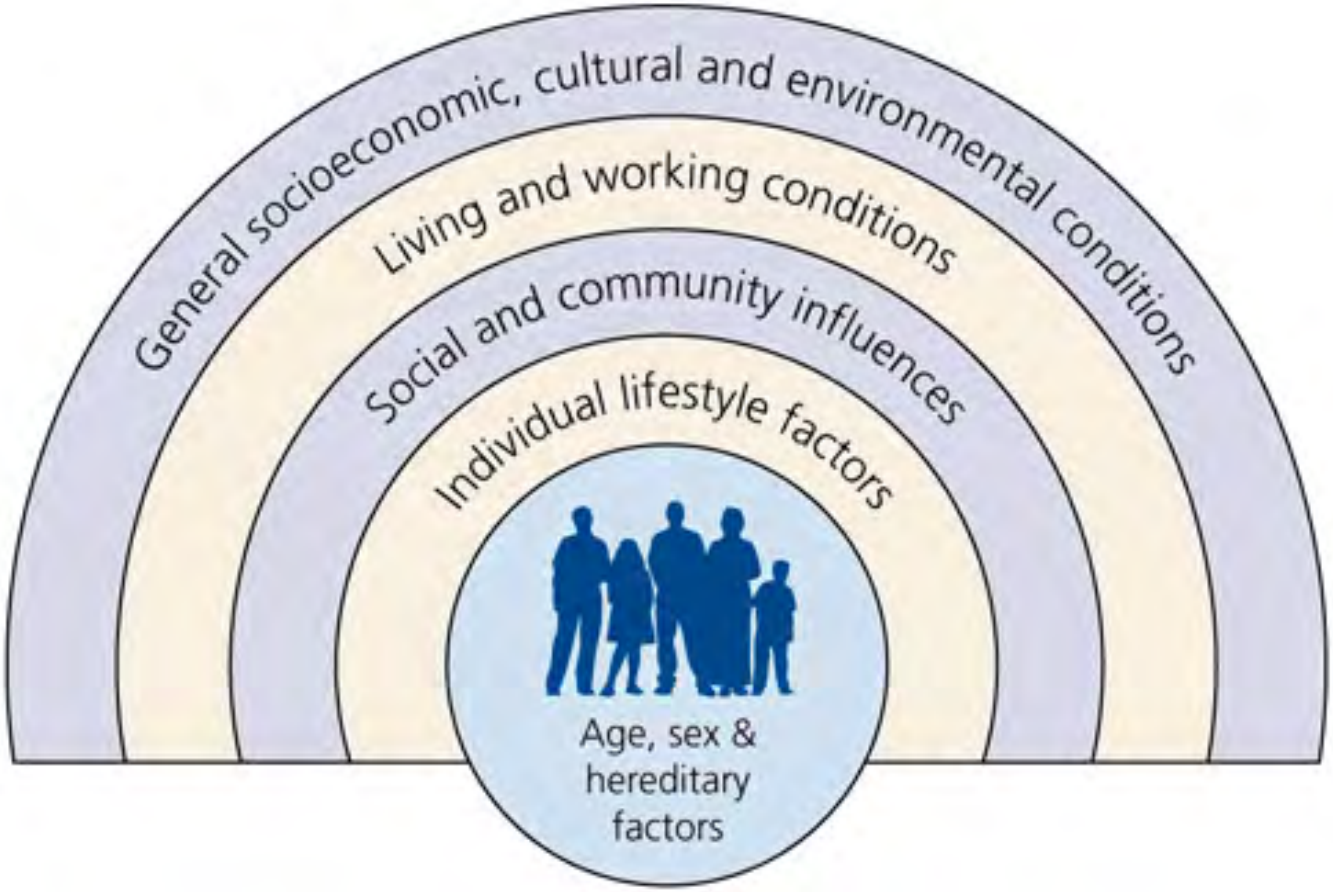
March 19, 2013
World's First "International Happiness Day" declared by the United Nations… signaling the importance of going beyond "GDP" as a measure of progress…need for better measures of real well-being, including happiness.

OECD: Organisation for Economic Co-operation and Development

An Ecological Model of Health

Multiple determinants of health

Linkages and relationships among determinants



What does the System Do?

- Prevents epidemics and the spread of disease
- Protects against environmental hazards
- Prevents injuries
- Promotes and encourages healthy behaviors
- Responds to disasters and assists communities in recovery
- Assures the quality and accessibility of health services

Public Health Accomplishments

1. Anti-Smoking Policies & Efforts

   Restrict sale and use

2. Food and Drug Act

   Assure safe and effective prescription drugs

   Assure safe and nutrition foods

3. Clean Air and Water Acts

   reduce particulate matter & contamination

4. New prevention and public health funding

5. Increasing access to affordable medical care

Public Health Accomplishments

Healthy mothers & babies

Violence prevention

Care seatbelt and traffic safety

Occupational safety

Child abuse prevention

Medical care by safety net providers

Local Public Health System Assessment Process

Accreditation of Local Health Departments involves 4 assessments:

1. Community Strengths Assessment – Completed 2011
2. Local Public Health System Assessment – March 2013
3. Forces of Change – Early summer 2013
4. Community Health Status Assessment – Summer 2013

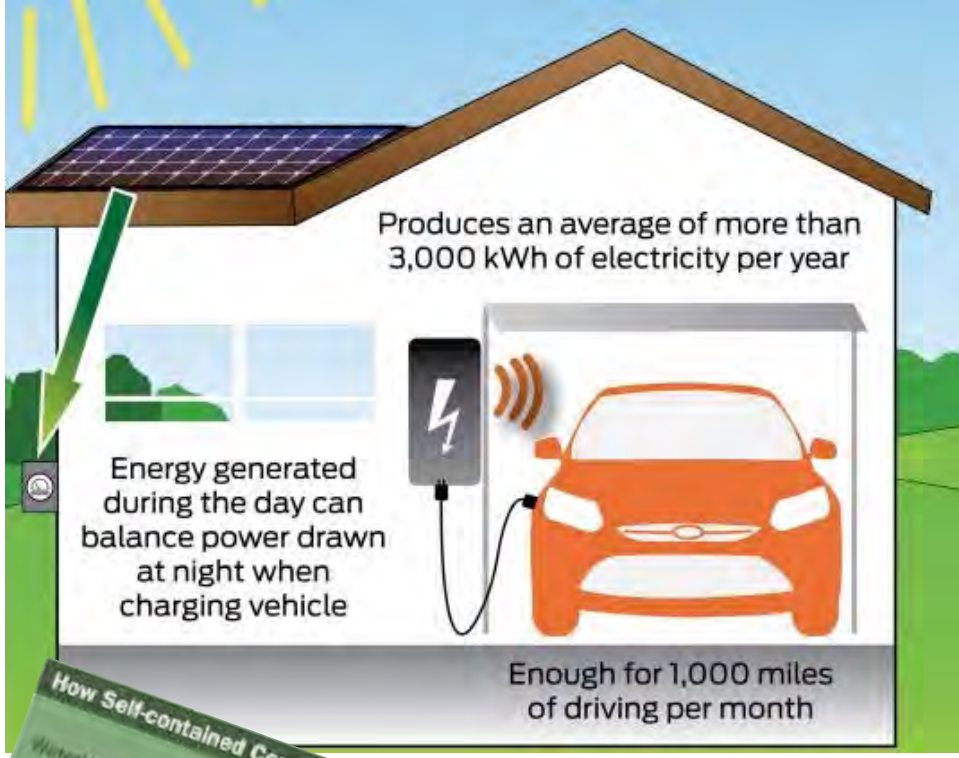
Focus on Tomorrow

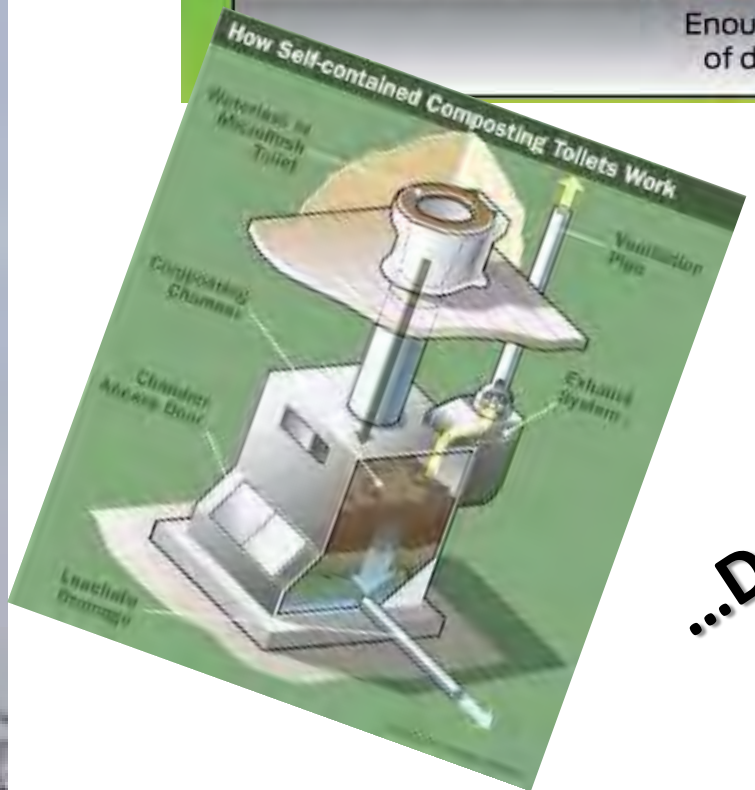
Think Critically & Plan Today

- Imagine future risks
- Identify opportunities
- Make connections
- Strategically plan together

Today's Approaches: Centralized, Expensive, & Inefficient

Tomorrow's Approaches



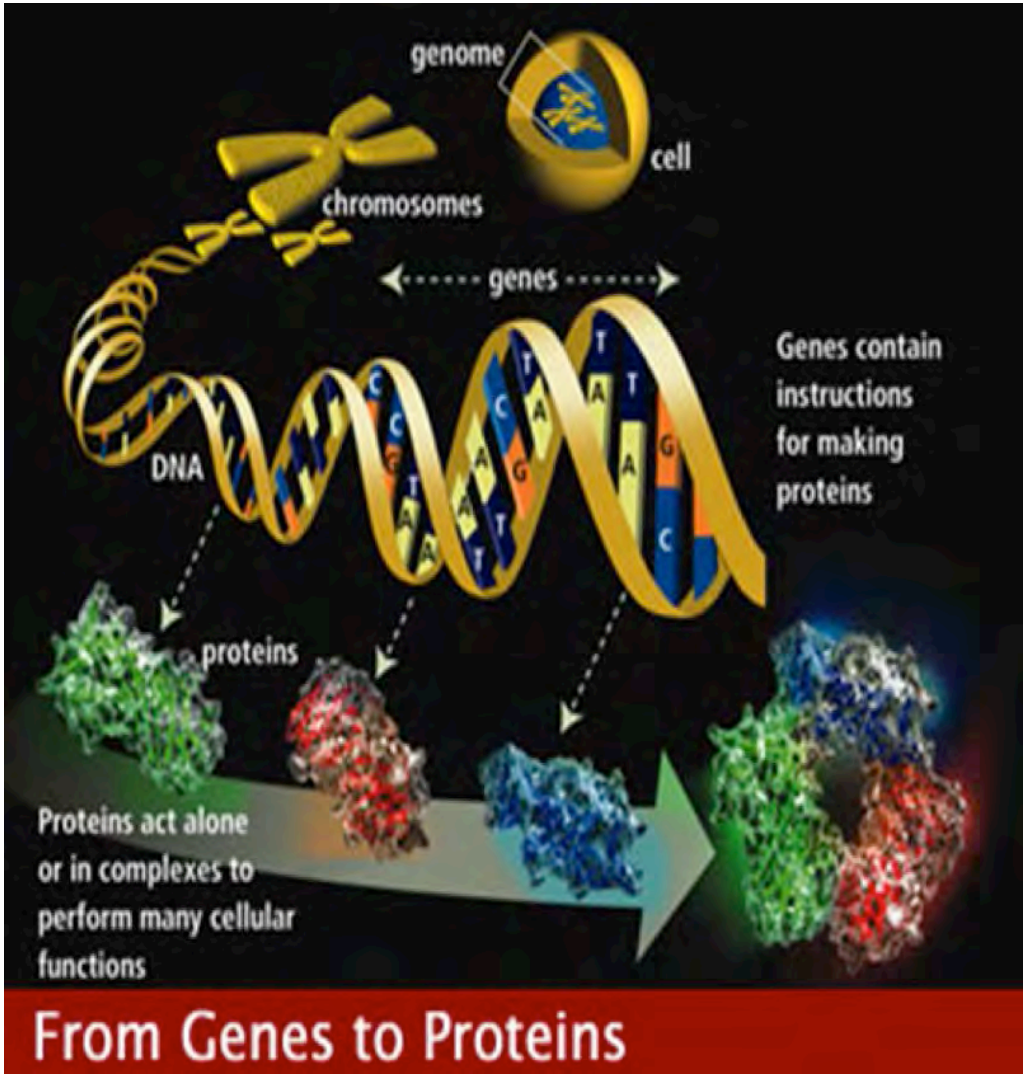


...Decentralized

Individualized

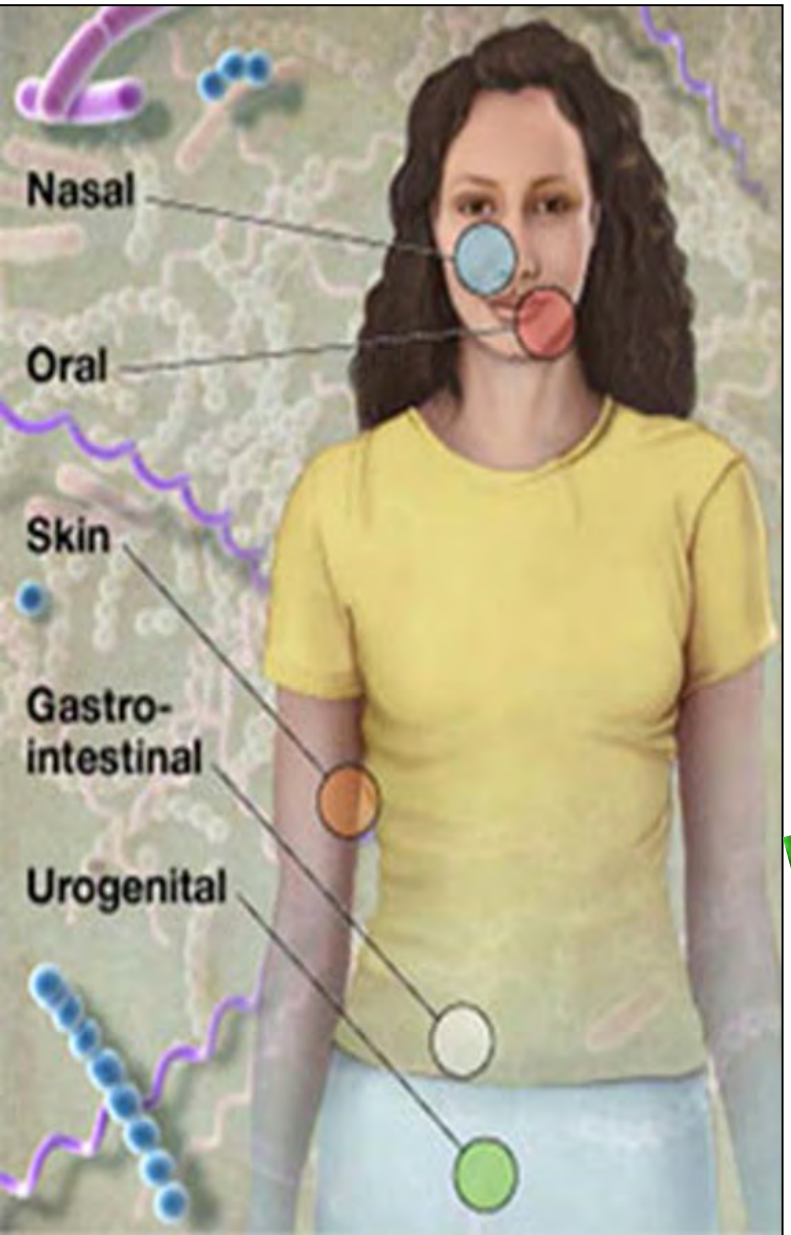
Where is the internet?

Scientific & Technological Advancements

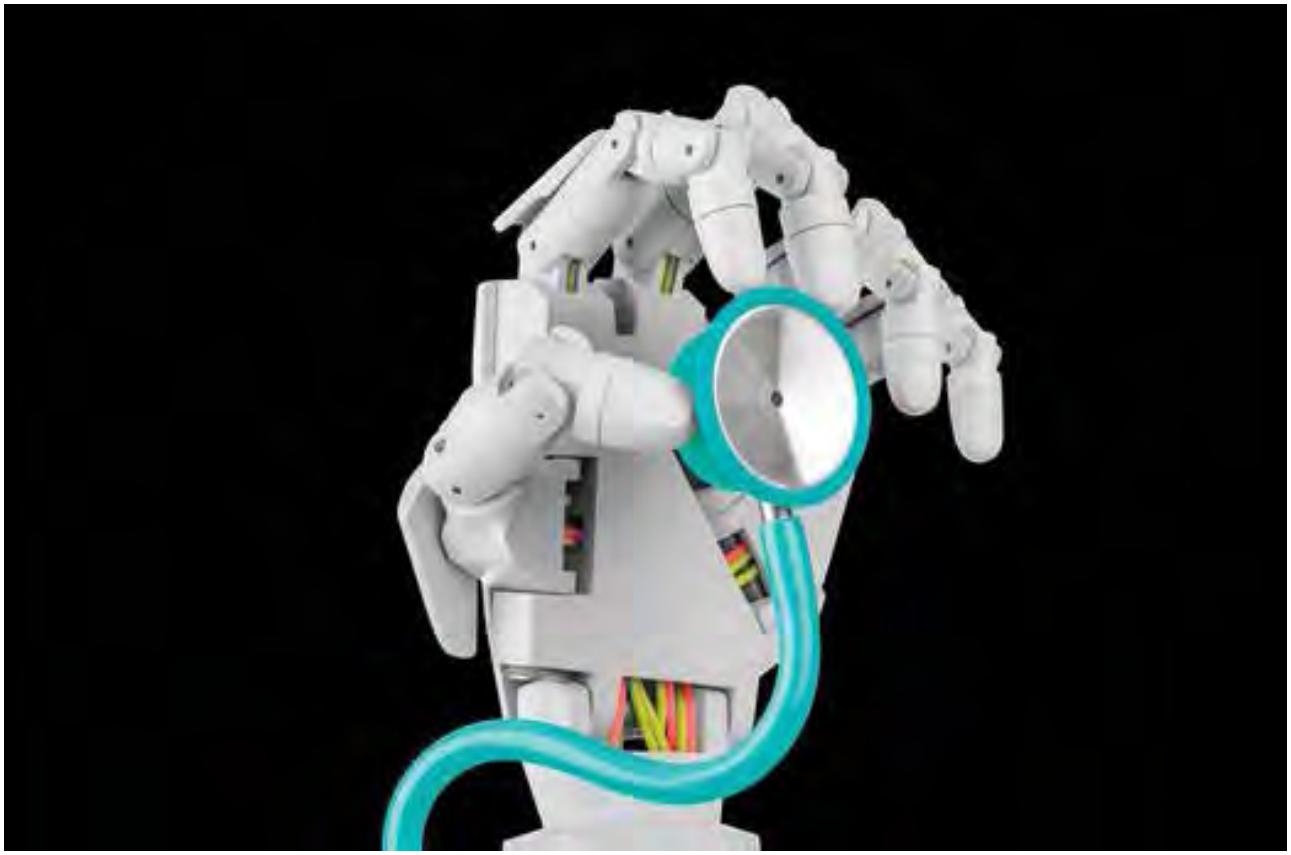


Human Genome Project:
Building Blocks of Life

Human Microbiome Project: *Germs R' Us*



BAM – Brain Activity Mapping Project



Technology in Medicine to Increase Efficiency & Effectiveness & Expand Access to All

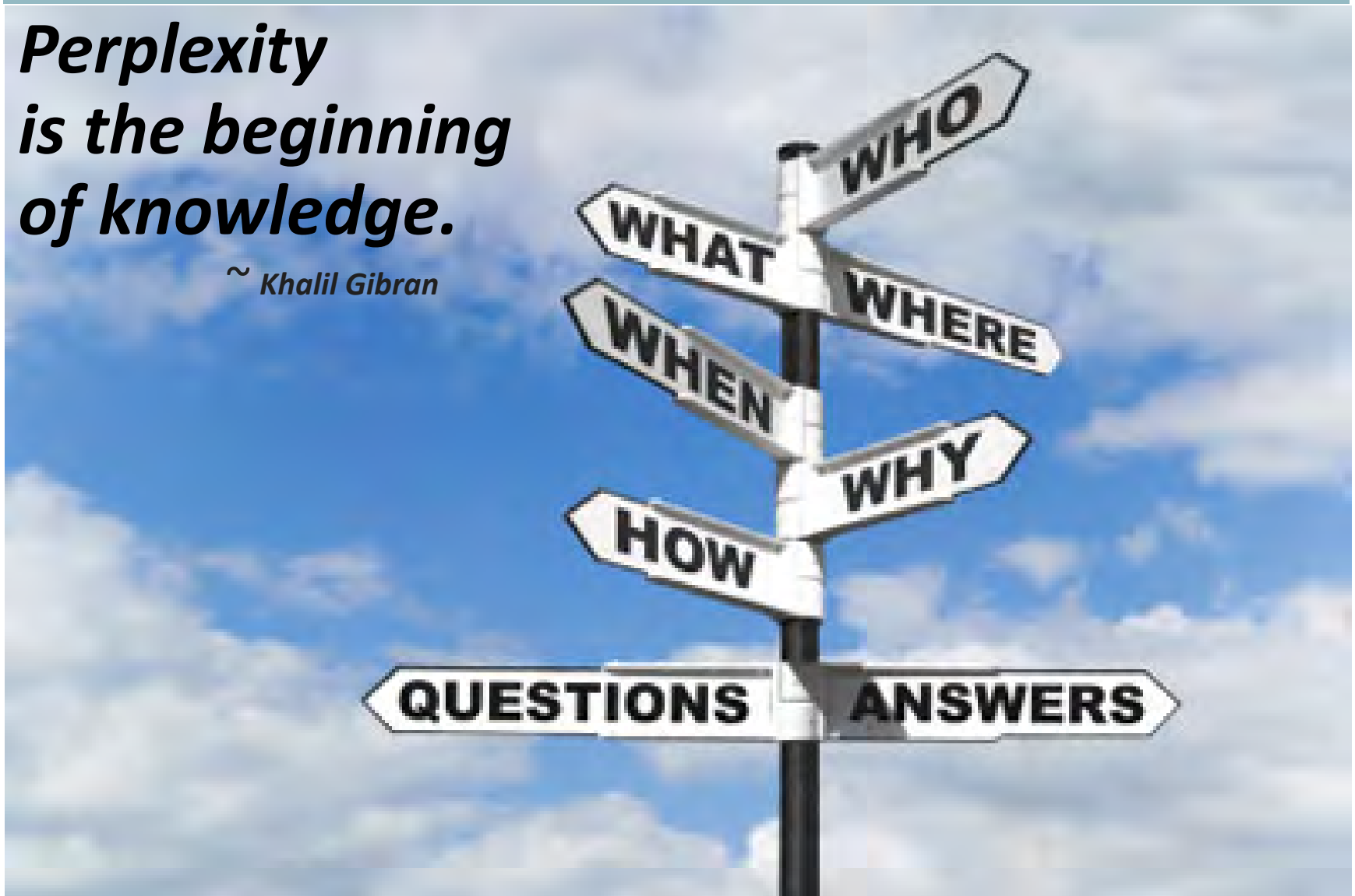
Assessment of Local Public Health System to Improve Coordination & Impacts on Health

How Can We Put Together What We Know and Don't Know into a Shared Vision for Healthy Communities in Monterey County?

Local Public Health System Assessment

Perplexity is the beginning of knowledge.

~ *Khalil Gibran*



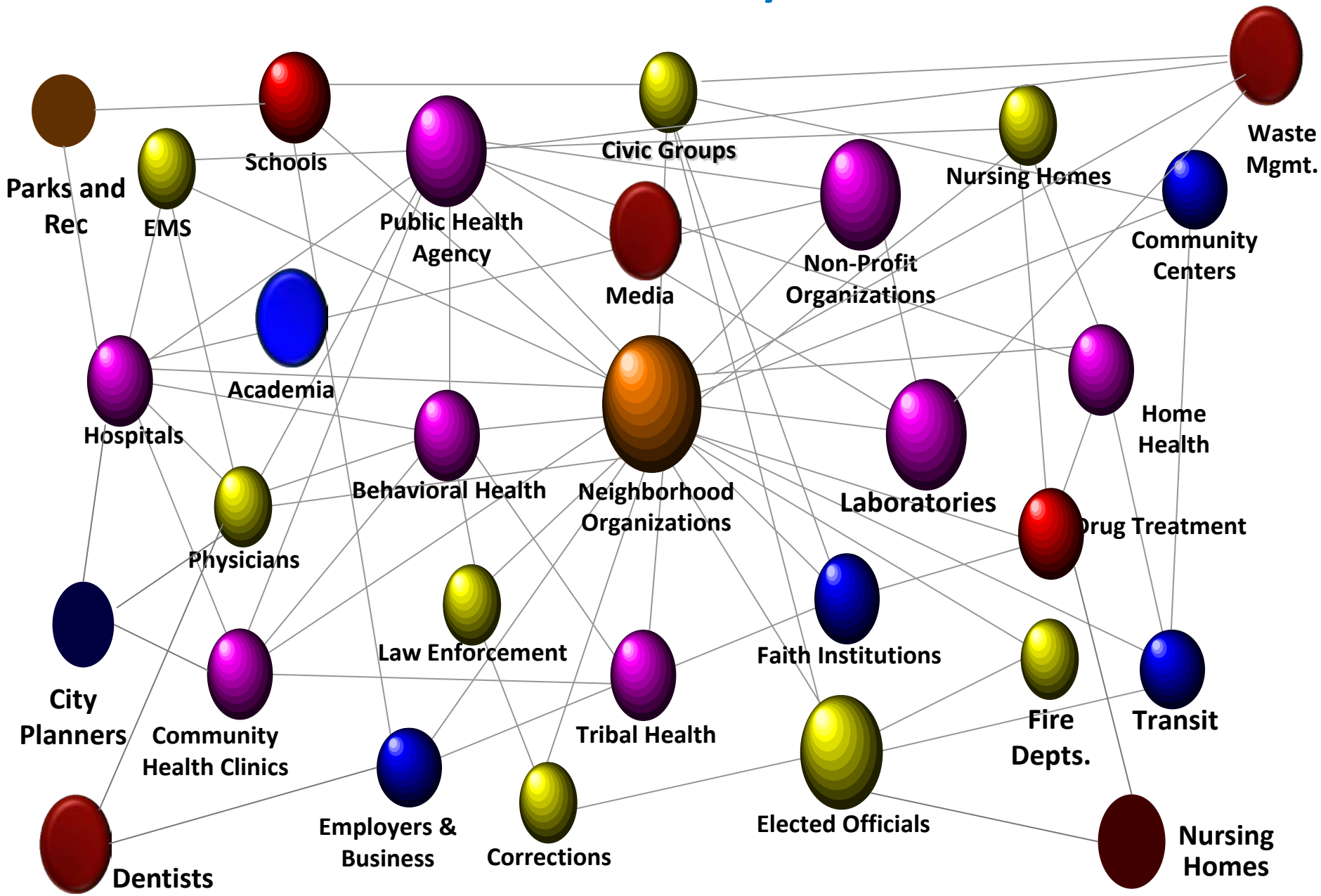
Building a Bridge to our Future LPH System

- Identify our LPH System partners
- Gain a better understanding of each organization's contributions and interconnectedness of activities
- Prepare for anticipated (ACA) and unanticipated changes
- Work towards improved competency, capacity and service quality *(a key component of national public health accreditation)*
- Strengthen the overall LPH system
- Accelerate Population Health Improvements

How we think about our local public health system?

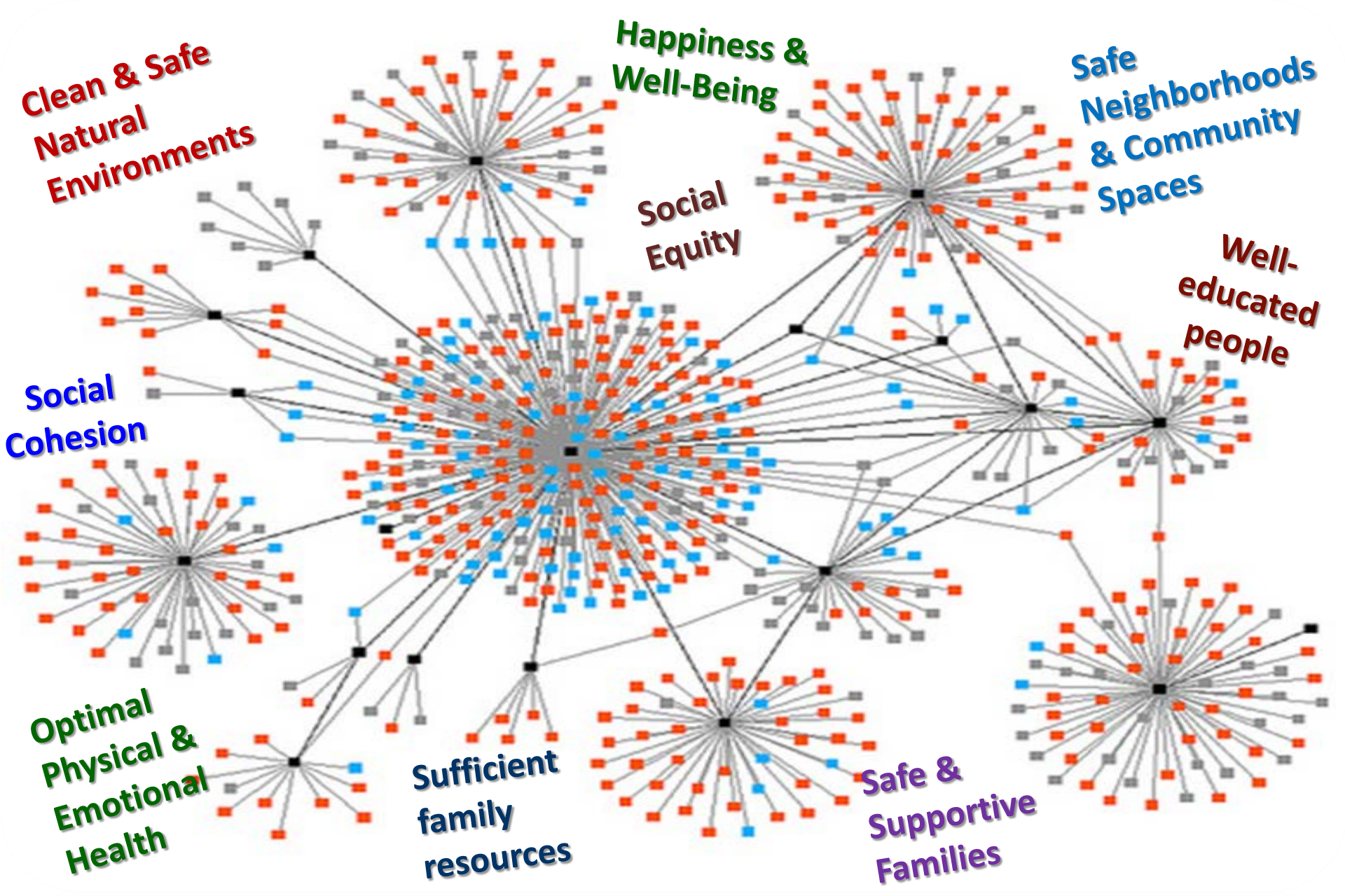
Public, private and voluntary entities contributing to the health & well-being of our communities through the delivery of Essential Public Health Services

Local Public Health System Partners



Local Public Health System EPHS Activities

Local Public Health System Shared Vision



Process to begin to answer these questions

- Assemble all partners to begin forming system
- Identify, discuss and describe contributions
- Use a voting process to assess performance
- Analyze and compare results to national public health services standards
- Use results to make system improvements

Future Steps & Use of Data

- Results will be aggregated, analyzed and reported
- Report will be shared with our LPH System partners and the public
- Information will be used in Monterey County Health Department's accreditation process

Discussion & Voting Process

Introduce Ten Essential Public Health Services

Describe **Gold Standards** for each EPHS

Table Discussion: Agency contributions (~15 min)

Participants share examples (~5 min)

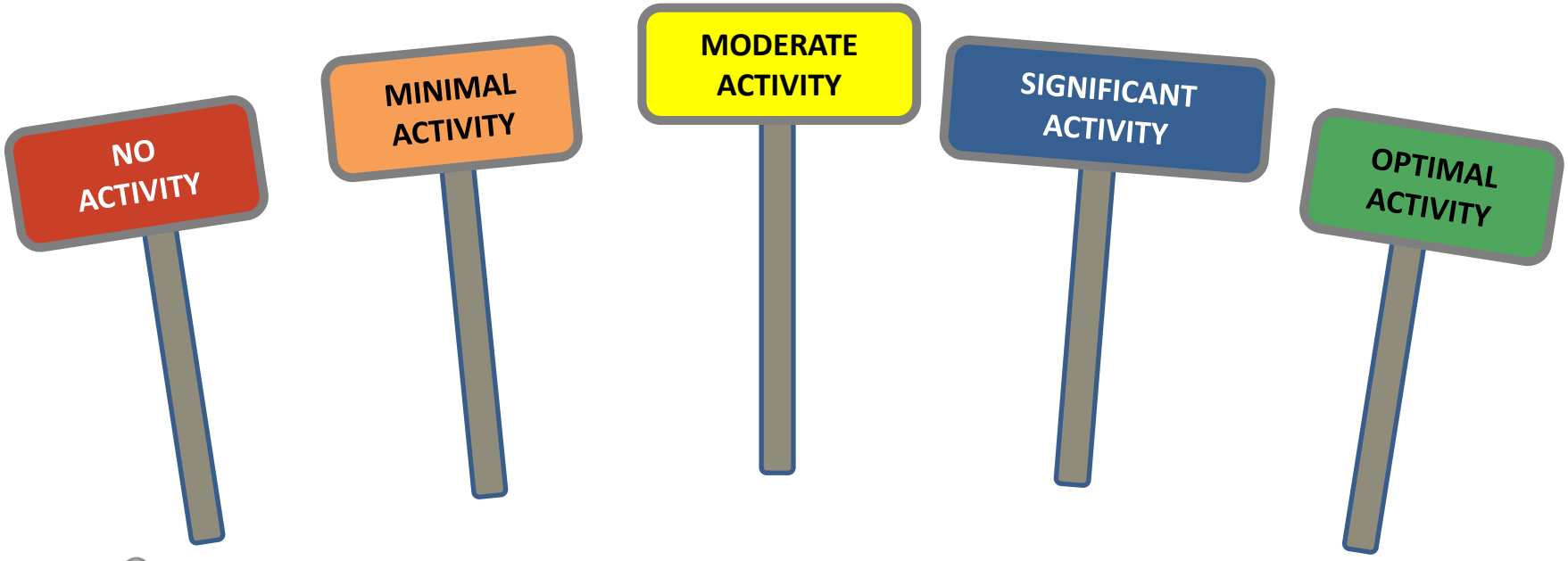
Participants VOTE on ***perception*** of each EPHS (~5 min)

Submit Voting Ballots to table facilitators before leaving

In Your Packet

- Ballot to record your votes and your agency's contribution to Essential Public Health Service. ***Please fill in the cover sheet***
- Opportunity to list your perception of our LPHS strengths and challenges
- Bookmark for quick Essential Service reference

Perception Voting Criteria



"DON'T KNOW" RESPONSES ARE IMPORTANT TOO!

Ground Rules for Table Discussions

- Be imaginative & allow openness to new ideas
- Welcome all contributors & perceptions
- Enjoy the process of deep thinking & sharing
- Facilitators will keep conversation moving, acknowledge input & answer questions
- All votes count! Please vote on all measures
- Minimize disruptions (please silence cell phones)
- Others guidelines…?

Ground Rules for Table Facilitators

- Remain neutral for broad participation
- Assist table members to share
- Respond to questions; clarify process
- Keep discussion lively and engaged
- Ensure input from everyone
- Encourage different perspectives
- Keep focus of discussion on the system
- Assist with voting and keep time!

Measuring Levels of Performance

- Each EPHS model describes primary activities at the local system level
- **Gold standards** represent the optimal level of performance for each EPHS
- Local Public Health Systems partners describe their agency/organization's *current* contributions to each EPHS
- Long term goals: to identify and address gaps and build on strengths

Let the Assessment Process Begin!

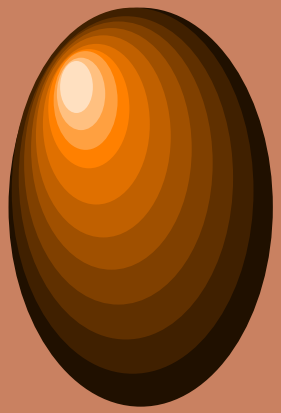
Essential Health Service 1: Monitor Health Status to Identify Community Health Problems

Topics

1.1: Population-Based Community Health Profile

1.2: Current Technology

1.3: Population Health Registries



Understanding health issues at the local level

What's going on in our communities?

Do we know how healthy our communities are?

ES 1: Monitor Health Status to Identify Community Health Problems

How healthy are we?

1.1: Population-Based Community Health Profile

Gold Standards:

A. Broad-based measures of health status and risk
B. Compare local measures to state or national benchmarks
C. Display data in multiple formats for diverse audiences
D. Use accurate, reliable, and consistent resource methods

ES 1: Monitor Health Status to Identify Community Health Problems

How does the system do this?

1.1: Population-Based Community Health Profile

Measures
• Conduct & update community health assessments
• Compile data into a profile of the community's health
• Promote community-wide use of the health profile data

ES 1: Monitor Health Status to Identify Community Health Problems

How healthy are we?

1.2: Use Current Technology to Communicate

Gold Standards:

A. Present data in formats that allow clear interpretation

B. Use computer generated graphics and tools such as GIS to understand diverse trends

C. Use website to promote timely accessibility

ES 1: Monitor Health Status to Identify Community Health Problems

How does the system do this?

1.2: Use Current Technology to Communicate

Measures
• Use graphics to identify trends and compare data
• Use state-of-the-art technology • Such as GIS
• Use websites, PowerPoints, and written materials to promote accessible use

ES 1: Monitor Health Status to Identify Community Health Problems

How healthy are we?

1.3: Use Population Health Registries

Gold Standards:

A. Systems to assure accurate and timely reporting are used and supported
B. Data are collected for registries according to standards
C. Many partners collaborate in compiling the registry data

ES 1: Monitor Health Status to Identify Community Health Problems

How does the system do this?

1.3: Use Population Health Registries

Measures
• Types of health registries used
• Types of health data submitted to registries
• Types of health registry data used and communicated

ES 1: Monitor Health Status to Identify Community Health Problems

Table Discussion (15 minutes)

Agency Contributions to ES1
Discuss your agency's/organization's contributions to ES1. 1.1: Population-Based Community Health Profile 1.2: Current Technology 1.3: Population Health Registries
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

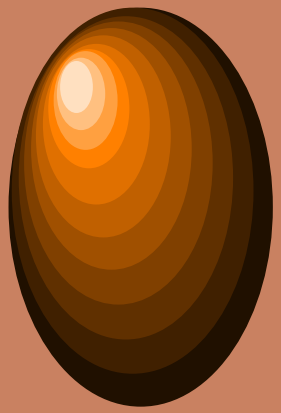
Essential Health Service 1:
Monitor Health Status to Identify Community Health Problems

~ VOTE ~

1.1: Population-Based Community Health Profile

1.2: Current Technology

1.3: Population Health Registries



Understanding health issues at the local level

What's going on in our communities?

Do we know how healthy our communities are?

ES 1: Monitor Health Status to Identify Community Health Problems

How are we doing?

1.1: Population-Based Community Health Profile

- 1.1.1. Does our LPH System conduct community health assessments at least once every 3 years?
- 1.1.2. Are data from these assessments used to track trends over time and compare with other areas or populations (in other counties, the state or nation)?
- 1.1.3. Does our LPH System use the data from these assessments to monitor progress toward our community health objectives (e.g., Healthy People 2020)?
- 1.1.4. Does our LPH System compile data from the community health assessments into a community health profile (CHP) that is accessible to the public?

ES 1: Monitor Health Status to Identify Community Health Problems

How are we doing?

1.2: Use Current Technology to Communicate

- 1.2.1. Does our LPH System use state-of-the-art technology to collect, manage, integrate and/or display health profile data?
- 1.2.2. Does our LPH System use geographic information systems (e.g., GIS mapping) to access and display geocoded health data?
- 1.2.3. Does our LPH System use technology (e.g., websites and other electronic formats) to make community health data accessible to the public?

ES 1: Monitor Health Status to Identify Community Health Problems

How are we doing?

1.3: Use Population Health Registries

- 1.3.1. Does our LPH System maintain and/or contribute to one or more population health registries (e.g., immunizations, cancer, diabetes, etc.)?
- 1.3.2. Has our LPH System established processes for reporting health events to the registries?
- 1.3.3. In the past year, has our LPH System used information from one or more population health registry?

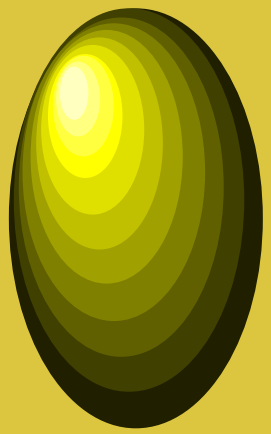
Essential Health Service 2: Diagnose and Investigate Community Health Problems and Health Hazards

Topics

2.1: Investigations of disease outbreaks and patterns

2.2: Respond to threats and emergencies

2.3: Support for investigation from licensed lab



Identify & respond to health problems & threats

How quickly do we find out about problems?

Are we ready to respond? How effectively?

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How prepared are we?

2.1 Identify and monitor health threats

Gold Standards:

A. Competent epidemiological and behavioral science techniques to collect data and identify risks
B. Integrated with state and national systems
C. Surveillance data used to examine health impacts
D. Surveillance alerts the system to potential health emergencies

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How does the system do this?

2.1: Identify and Monitor

Measures
Conduct surveillance system to identify and monitor
Submit reportable disease data in a timely manner
Maintain needed resources, including lab services

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How prepared are we?

2.2 Respond to threats and emergencies

Gold Standards:

A. Maintain capacity for quick response to outbreaks and hazards
B. Maintain a collaborative response team
C. Response team includes health, safety, crisis, and media
D. Coordinated structure with designated and trained leadership

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How does the system do this?

2.2. Respond to threats and emergencies

Measures
Written protocols to track exposure
Protocols to guide investigations
Trained professionals to lead emergency responses
Rapid respond to natural and intended disasters
Evaluate emergency responses for improvement

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How prepared are we?

2.3 Laboratory support for investigations

Gold Standards:

A. Ensure proper testing and timely results for diagnostic and investigative public health concerns

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How does the system do this?

2.3: Laboratory support for investigations

Measures
Maintain ready access to lab
Maintain lab services for threats, hazards, and natural emergencies
Maintain lab license and credentials
Maintain current protocols for handling lab samples

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

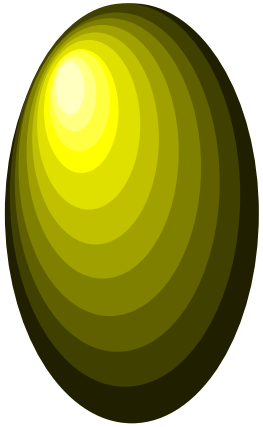
Table Discussion (15 minutes)

Agency Contributions to ES2
Discuss your agency's/organization's contributions to ES2. **2.1: Investigations of disease outbreaks and patterns** **2.2: Respond to threats and emergencies** **2.3: Support for investigation from licensed lab**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 2: Diagnose and Investigate Community Health Problems and Health Hazards

~ VOTE ~

2.1: Investigations of disease outbreaks and patterns
2.2: Respond to threats and emergencies
2.3: Support for investigation from licensed lab



Identify & respond to health problems & threats

How quickly do we find out about problems?

Are we ready to respond? How effectively?

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How are we doing?

2.1. Identification and Surveillance

- 2.1.1. Does our LPH System use surveillance systems (e.g., to conduct epidemiological investigations) to monitor health problems and identify health threats?
- 2.1.2. Is our surveillance system integrated with national or state surveillance systems?
- 2.1.3. Is our surveillance system compliant with national and/or state health information exchange guidelines?

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How are we doing?

2.2. Respond to threats and emergencies

- 2.2.1. Does our LPH System maintain written protocols to track communicable diseases or toxic exposures?
- 2.2.2. Does our LPH System maintain written protocols to guide investigations of public health threats/emergencies?
- 2.2.3. Does our LPH System maintain a current roster of personnel (including volunteers) with the technical expertise to respond to emergencies and disasters?
- 2.2.4. Can our LPH System personnel rapidly respond to emergencies and disasters?
- 2.2.5. Does our LPH System evaluate our emergency response performance to learn and create opportunities for system improvements?

ES 2: Diagnose & Investigate Community Health Problems and Health Hazards

How are we doing?

2.3. Laboratory support for investigations

- 2.3.1. Does our LPH System maintain laboratories capable of meeting *routine* diagnostic and surveillance needs?
- 2.3.2. Does our LPH System have access to laboratory services to support investigations of public health threats, hazards, and emergencies?
- 2.3.3. Do our LPH System partners' laboratories maintain appropriate licensure and credentials?
- 2.3.4. Do our LPH System partners maintain protocols for handling lab samples?

Essential Health Service 3: Inform, Educate and Empower Individuals and Communities

Topics

3.1: Health Education and Promotion

3.2: Health Communication

3.3: Risk Communication

Keep all people informed about health issues and healthy choices

How well do we communicate?

ES3: Inform, Educate, and Empower Individuals and Communities

Are we educated and empowered?

3.1 Educate and Empower

Gold Standards:

A. Create and communicate customer-centered messages
B. Promote initiatives for making healthy choices
C. Maintain strong relationships with community health promotion partners

ES3: Inform, Educate, and Empower Individuals and Communities

How does the system do this?

3.1: Educate and Empower

Measures
Provide health information to all stakeholder sectors
Plan and conduct health education and promotion campaigns
Work together to promote health activities

ES3: Inform, Educate, and Empower Individuals and Communities

Does the System Communicate Health Messages?

3.2 Health Communication

Gold Standards:

A. Use multiple communication strategies
B. Employ media campaigns, social marketing, entertainment education, and interactive communications
C. Bring about health risk awareness and advocate for solutions
D. Utilize a variety of settings including homes, schools, employers, community organizations

ES3: Inform, Educate, and Empower Individuals and Communities

How does the system do this?

3.2 Health Communication

Measures
Maintain and use a health communication plan
Establish and use media relations
Utilize public information officers to answer public and media inquiries in a variety of settings
Use a variety of communication channels to advocate for solutions

ES3: Inform, Educate, and Empower Individuals and Communities

Does the System Communicate Risks?

3.3 Risk Communication

Gold Standards:

A. **The system provides, pre-event, event, and post-event communication planning**

B. **The system identifies and analyzes potential risks to develop plans for public, media, partner, and stakeholder communications during public health emergencies**

ES3: Inform, Educate, and Empower Individuals and Communities

How does the system do this?

3.3. Risk Communication

Measures
Adapt communication plans to disease outbreaks, natural disasters, and bioterrorism
Maintain resources for rapid response
Provide crisis and emergency communications training
Ensure mobile response for public information officers

ES3: Inform, Educate, and Empower Individuals and Communities

Table Discussion (15 minutes)

Agency Contributions to ES3
Discuss your agency's/organization's contributions to ES3. **3.1: Health education and promotion** **3.2: Health Communication** **3.3: Risk Communication**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 3:
Inform, Educate and Empower Individuals and Communities

~ VOTE ~

3.1: Health Education and Promotion
3.2: Health Communication
3.3: Risk Communication

Keep all people informed about health issues and healthy choices

How well do we communicate?

ES3: Inform, Educate, and Empower Individuals and Communities

How are we doing?

3.1 Educate and Empower

- 3.1.1. Does our LPH System provide the general public, policymakers, and other stakeholders with information on the community's health status, risks and needs?
- 3.1.2. Do our LPH System partners work together to plan, conduct, and implement health education and/or health promotion activities and campaigns?
- 3.1.3. Do our LPH System partners work with community advocates and local media outlets to publicize health promotion activities?
- 3.1.4. Does our LPH System evaluate health education and health promotion activities on an ongoing basis?

ES3: Inform, Educate, and Empower Individuals and Communities

How are we doing?

3.2 Health Communication

- 3.2.1. Have our LPH System partners developed health communication plans?
- 3.2.2. Does our LPH System establish and utilize relationships with the media?
- 3.2.3. Have our LPH System partners identified and designated individuals (public information officers) to provide important health information and respond to questions from the public and media?
- 3.2.4. Do our LPH System partners' health communication efforts appropriately address the population's health literacy and language diversity needs?

ES3: Inform, Educate, and Empower Individuals and Communities

How are we doing?

3.3. Risk Communication

3.3.1. Has our LPH System developed emergency communication plans for different types of emergencies, e.g., disease outbreaks, natural disasters, bioterrorism?

3.3.2. Does our LPH System have resources and technological capabilities (e.g., local Health Alert Network) to ensure rapid communications responses?

3.3.3. Do our LPH System partners provide crisis and emergency communications training for current and new staff?

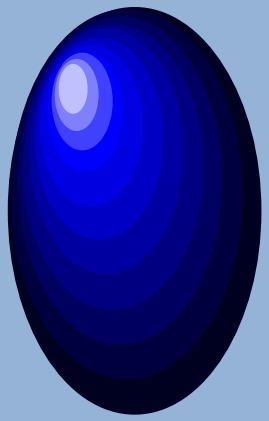
3.3.4. Does our LPH System have policies and procedures in place to ensure rapid, mobile response by public information officers?

Essential Health Service 4:
Mobilize partners to identify and solve health problems

Topics

4.1: Constituency development

4.2: Community partnerships



Engage people and organizations in health issues

How well do we bring people together?

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

Is the system mobilized?

4.1 Develop Constituency

Gold Standards:

A. System identifies key constituents for solving general and specific health concerns, risks, and life-stage needs
B. System encourages constituent participation and engagement
C. Establishes and maintains a comprehensive directory of community organizations

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

How does the system do this?

4.1 Develop Constituency

Measures
Process for identifying key health system constituents
Encourage constituent participation
Directory of organizations that comprise the health system
Communications strategies to build the importance of the system

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

Is the system mobilized?

4.2 Community Partnerships

Gold Standard:

A. **Multiple levels of relationships among public, private, and nonprofit organizations to enhance system capacity for responsibilities, resources, risks, and rewards**

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

How does the system do this?

4.2. Community Partnerships

Measures
Partnerships maximize health improvement activities
The community has a broad-based community health improvement committee
The system reviews the effectiveness of community partnerships and strategic alliances for health improvement

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

Table Discussion (15 minutes)

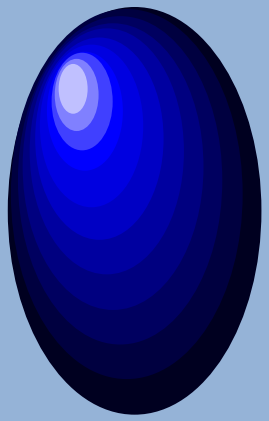
Agency Contributions to ES4
Discuss your agency's or organization's contributions to ES4. **4.1: Constituency development** **4.2: Community partnerships**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 4:
Mobilize partners to identify and solve health problems

~ VOTE ~

4.1: Constituency development

4.2: Community partnerships



Engage people and organizations in health issues

How well do we bring people together?

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

How are we doing?

4.1 Develop Constituency

- 4.1.1. Does our LPH System have a process for identifying and engaging key constituents and stakeholders to build constituency capacity?
- 4.1.2. Does our LPH System maintain a current list of names and contact information for individuals and key constituent groups?
- 4.1.3. Does our LPH System build constituent awareness of the importance of improving the community's health and encourage the community-at-large to identify community health issues through a variety of means?
- 4.1.4. Does the LPH System maintain (and make available) a current directory of organizations that comprise our LPH System?

ES 4: Mobilize Community Partnerships to Identify and Solve Health Problems

How are we doing?

4.2. Community Partnerships

- 4.2.1. Do partnerships exist in the community to maximize public health improvement efforts?
- 4.2.2. Does our LPH System have a broad-based community health improvement committee that meets regularly to maximize public health improvement activities?
- 4.2.3. Does our LPH System review the effectiveness of community partnerships and strategic alliances developed to improve the

LUNCH BREAK

12:00 – 12:30

KEYNOTE SPEAKER

12:30 – 1:00

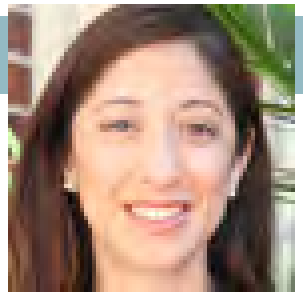
Keynote Speaker:

Jennifer Jimenez, MPH

Accreditation Specialist,

Public Health Accreditation Board

National Public Health Accreditation



Jennifer Jimenez, MPH
Accreditation Specialist

- To **continuously improve the quality of public health services** at the state, local, and territorial levels

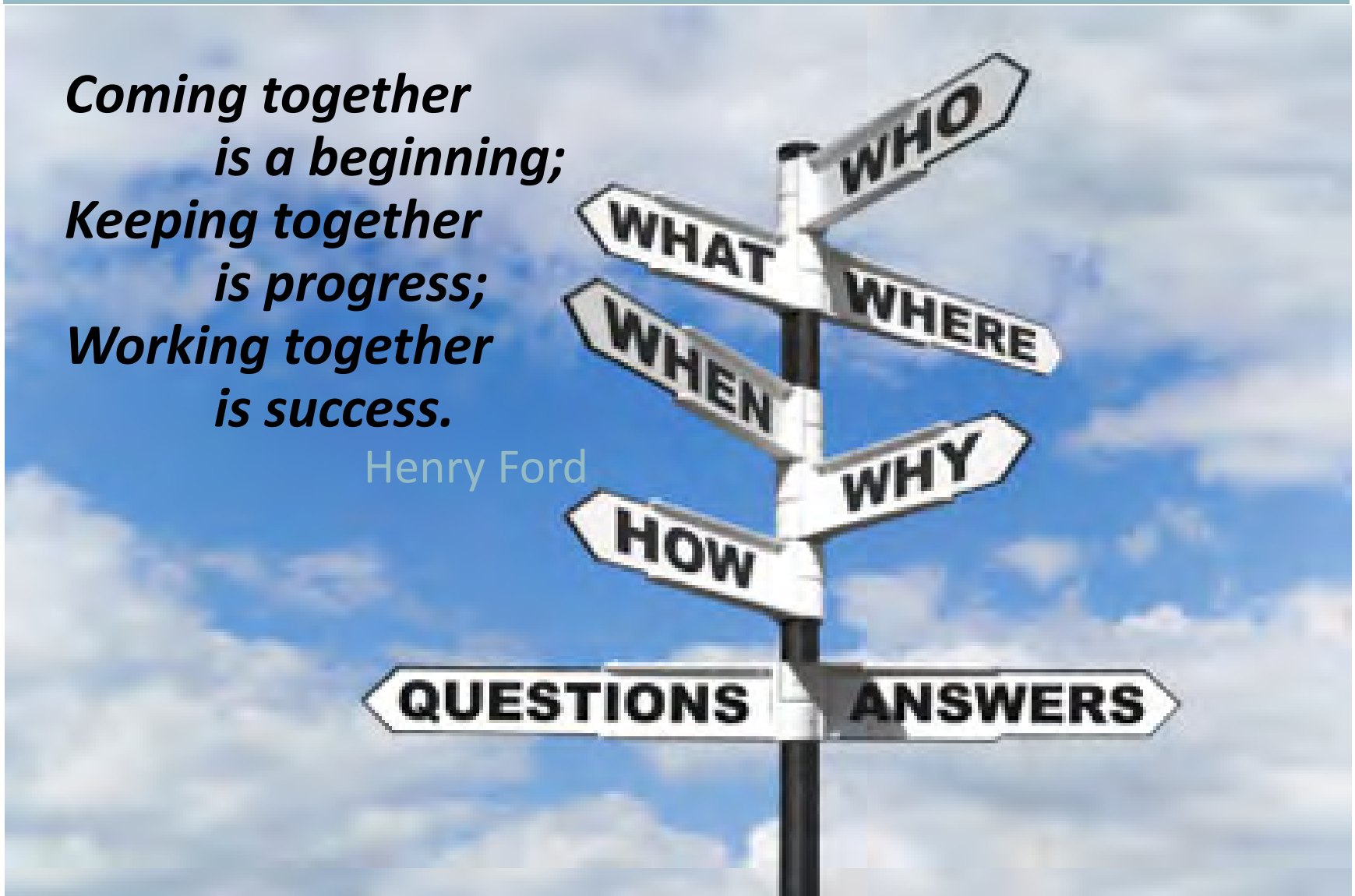
National Public Health Accreditation

- Launched September 2011
- 5-year process for initial designation
- Reaccreditation every 5 years
- LPHSA is 1 of 4 assessments:
  1. Community Strengths Assessment
  2. Local Public Health System Assessment
  3. Forces of Change Assessment
  4. Community Health Status Assessment

Local Public Health System Assessment

Coming together
is a beginning;
Keeping together
is progress;
Working together
is success.

Henry Ford



Essential Health Service 5: Policies and Plans that Support Individual and Community Health Efforts

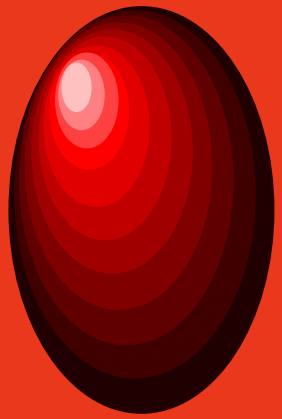
Topics

5.1: Government presence

5.2: Health policy development

5.3: Community Health Improvement

5.4: Emergency preparedness and response



Plan and implement sound health policies

What policies promote health in our communities?

How effective are we establishing health in all policies?

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

Is the system governed?

5.1. Government Presence

Gold Standards:

A. The local Health Department works with community partners to develop and maintain a flexible, dynamic system that provides Essential Public Health Services

B. The local Health Department coordinates the provision of quality public health services

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How does the system do this?

5.1. Government Presence

Measures
System includes a local health department (LHD)
The system assures resources for the LHD's contribution to providing essential services
A government entity has oversight of the LHD
The LHD works with the state and state partners provide essential services

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

Are public health policies developed?

5.2. Health Policy Development

Gold Standards:

A. LDH works with the community to identify policy needs and gaps

B. LDH promotes and advocates for health policies; serves as a resource for elected officials

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How does the system do this?

5.2. Health Policy Development

Measures
LHD contributes to the development of health policies
LHD alerts policymakers and the public about health impacts of current and proposed policies
LHD reviews public health policies at least every 3-5 years

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

Is there a community health improvement process?

5.3. Community health improvement process & plan

Gold Standards:

A. Traditional public health, environmental health , and health services providers plus related business, economic development, housing, land use, health equity advocates collaborate in ongoing community-wide efforts to improve community health

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How does the system do this?

5.3. Community health improvement process & plan

Measures
Ongoing, community-wide effort to identify problems, access data, inventory assets & resources, develop strategies, objectives and indicators
The system develops a community-owned plan
System partners make efforts to align their strategic plans with the community health improvement process

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

Is there a plan for public emergencies?

5.4. Emergency preparedness and response

Gold Standards:

A. LHD, fire departments, law enforcement, emergency management, health care providers and others collaborate to plan for emergencies

B. All-hazards emergency preparedness response plans are practiced

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How does the system do this?

5.4. Emergency preparedness and response

Measures
LHD, fire departments, law enforcement, emergency management, health care providers and others collaborate to plan for emergencies
All-hazards emergency preparedness response plans are carefully practiced
All-hazards infrastructure is maintained to address natural, chemical, biological, radiological, nuclear, and explosive events

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

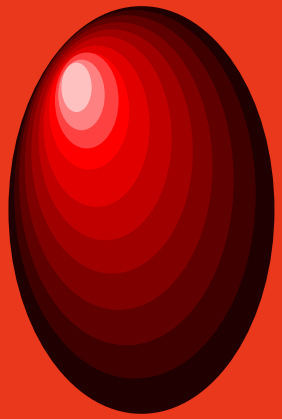
Table Discussion (15 minutes)

Agency Contributions to ES5
Discuss your agency's or organization's contributions to ES5. **5.1: Government presence** **5.2: Health policy development** **5.3: Community Health Improvement** **5.4: Emergency preparedness and response**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 5: Policies and Plans that Support Individual and Community Health Efforts

~ VOTE ~

5.1: Government presence
5.2: Health policy development
5.3: Community Health Improvement
5.4: Emergency preparedness and response



Plan and implement sound health policies

What policies promote health in our communities?

How effective are we establishing health in all policies?

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How are we doing?

5.1. Government Presence

- 5.1.1. Does our LPH System include a Local Health Department to assure that Essential Public Health Services are provided?
- 5.1.2. Does our LPH System assure the availability of resources for the Local Health Department's contributions to the Essential Public Health Services?
- 5.1.3. Does a local board of health or other government entity conduct oversight for the Local Health Department?
- 5.1.4. Does our Local Health Department work with the state health department and other partners to assure the provision of the Essential Public Health Services?

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How are we doing?

5.2. Health Policy Development

- 5.2.1. Does our LPH System contribute to and advocate for the development of (prevention and protection) health policies (esp. for vulnerable communities)?
- 5.2.2. Does our LPH System alert policymakers and the public about the health impacts of current and proposed policies?
- 5.2.3. Does our LPH System review public health policies at least every 3-5 years?
- 5.2.4. Does the review process include community constituent groups (esp. those most affected by these policies)?

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How are we doing?

5.3. Community health improvement process & strategic planning

- 5.3.1. Has our LPH System established a community health improvement process?
- 5.3.2. Is there broad participation in the community health improvement process?
- 5.3.3. Has our LPH System developed strategies to address community health objectives?
- 5.3.4. Does our Local Health Department conduct a strategic planning process?

ES 5: Develop Policies and Plans that Support Individual and Community Health Efforts

How are we doing?

5.4. Emergency preparedness and response

- 5.4.1. Does the LPH System have an All-Hazards emergency preparedness and response plan that clearly outlines protocols and standard operating procedures?
- 5.4.2. Do our LPH System partners participate in a task force or coalition to develop and maintain local/regional (All-Hazards) emergency preparedness and response plans?
- 5.4.3. Is the All-Hazards infrastructure maintained to address natural, chemical, biological, radiological, nuclear, and explosive events?
- 5.4.4. Has the All-Hazards plan been reviewed and revised within the past two years?

Essential Health Service 6: Enforce Laws and Regulations that Protect Public Health and Safety

Topics

6.1: Review and evaluate laws, regulations, and ordinances

6.2: Involvement and participation

6.3: Enforce laws, regulations, and ordinances

Enforce public health laws and regulations

Are we current, technically competent, fair, and effective?

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

Are laws, regulations, and ordinances, periodically reviewed?

6.1: Review and evaluate laws, regulations, and ordinances

Gold Standards:

A. Review local laws, regulations, and ordinances addressing environmental quality and health-related behavior for needed updating

B. Focus on the impact of existing laws

C. Address compliance and constituent opinions

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How does the system do this?

6.1: Review/evaluate laws, regulations, & ordinances

Measures
System identifies local issues that can only be addressed through laws, regulations, and ordinances
System reviews laws, regulations, and ordinances at least once every 5 years
LHD has access to legal counsel to assist with reviews

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

Are laws, regulations, and ordinances, periodically reviewed?

6.2: Involvement and Participation

Gold Standards:

A. System encourages active participation in drafting, proposing, holding public hearings, and educating the public about revised and new laws, regulations, and ordinances

B. System informs and assists local government public health legislative issues

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How does the system do this?

6.2: Involvement and Participation

Measures
System actively identifies public health issues that are not adequately addressed in current laws, ordinances, and regulations
System has developed or modified laws, ordinances, and regulations in the prior 5 years
System partners provide technical assistance to policy makers for drafting proposed legislation

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

Are laws, regulations, and ordinances enforced?

6.3: Enforce laws, regulations, and ordinances

Gold Standards:

A. The system recognizes the unique role of government to enforce public health laws, regulations, and ordinances

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How does the system do this?

6.3: Enforce laws, regulations, and ordinances

Measures
LHD is empowered to implement necessary community interventions in the event of a public health emergency
System assures that enforcement is conducted according to legal standards
System provides information to those who are required to comply
System assesses compliance with laws, regulations, and ordinances

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

Table Discussion (15 minutes)

Agency Contributions to ES6
Discuss your agency's or organization's contributions to ES6. **6.1: Review and evaluate laws, regulations, and ordinances** **6.2: Involvement and participation** **6.3: Enforce laws, regulations, and ordinances**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

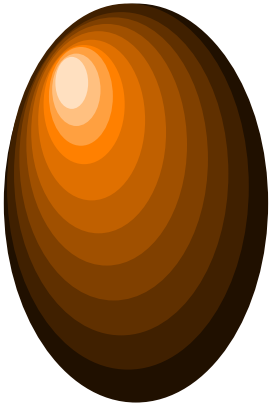
Essential Health Service 6: Enforce Laws and Regulations that Protect Public Health and Safety

~ VOTE ~

6.1: Review and evaluate laws, regulations, and ordinances

6.2: Involvement and participation

6.3: Enforce laws, regulations, and ordinances



Enforce public health laws and regulations

Are we current, technically competent, fair, and effective?

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How are we doing?

6.1. Review and Evaluate Laws, Regulations, and Ordinances

- 6.1.1. Are our LPH System partners knowledgeable about federal, state and local laws, regulations and ordinances that protect the public's health?
- 6.1.2. Does our LPH System review laws, regulations, and ordinances that protect the public's health at least once every 5 years?
- 6.1.3. Do government agencies within our LPH System have access to legal counsel to assist with these reviews?

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How are we doing?

6.2. Involvement and Participation

- 6.2.1. Does our LPH System actively identify public health issues that are not adequately addressed through current laws, regulations and ordinances?
- 6.2.2. In the past five years, has our LPH System partners participated in the development or modification of existing laws, regulations or ordinances?
- 6.2.3. Do our LPH System partners provide technical assistance to policy makers or advocacy groups for drafting proposed legislation, regulations or ordinances?

ES 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

How are we doing?

6.3. Enforce Laws, Regulations, and Ordinances

- 6.3.1. Do our LPH System partners have access to documentation that identifies the roles and responsibilities of each government agency that has enforcement authority related to the public's health (esp. in the case of an emergency)?
- 6.3.2. Does our LPH System assure that all enforcement activities are conducted according to existing laws, regulations and ordinances?
- 6.3.3. Does our LPH System provide information about public health laws, regulations and ordinances to those who are required to comply with them?
- 6.3.4. Does our LPH System assess compliance with laws, regulations, and ordinances?

Essential Health Service 7:
Link People to Services and Provide a Safety Net

Topics

7.1: Identify personal health service needs and assure linkage between people and personal health services

7.2: Assess the extent of health services availability and accessibility

Make sure people receive the medical care they need

How effectively have we addressed access barriers to ensure health equity across the medical system?

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

Are barriers to service addressed and removed?

7.1: Identify personal health service needs of populations

Gold Standards:

A. Identify populations who may encounter barriers to personal health services

B. Define roles and responsibilities for system partners (LHD, hospitals, managed care plans, other health care providers) to remove barriers and provide services

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

How does the system do this?

7.1: Identify personal health service needs of populations

Measures
Identify any populations that may encounter barriers to personal health services
Identify the personal health needs of these populations
Assess the extent of health services availability and accessibility

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

Are barriers to service addressed and removed?

7.2: Link people to personal health services

Gold Standards:

A. Coordinate partnerships and referral mechanism among public health, primary care, oral health , social services, and mental health systems to optimize access

B. Connect the system with libraries, parenting centers, and service organizations to enhance effectiveness

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

How does the system do this?

7.2: Link people to personal health services

Measures
Provide access assistance to vulnerable populations
Enroll eligible individuals in public benefit programs
Coordinate and optimize the delivery of health and social services to vulnerable populations

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

Table Discussion (15 minutes)

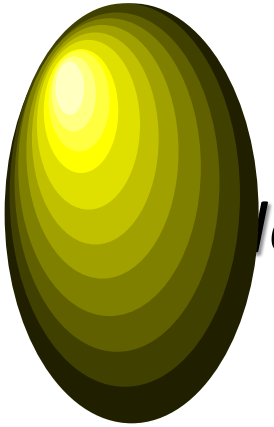
Agency Contributions to ES7
Discuss your agency's or organization's contributions to ES7. **7.1: Identify personal health service needs and assure linkage between people and personal health services** **7.2: Assess the extent of health services availability and accessibility**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 7:
Link People to Services and Provide a Safety Net

~ VOTE ~

7.1: Identify personal health service needs and assure linkage between people and personal health services

7.2: Assess the extent of health services availability and accessibility



Make sure people receive the medical care they need

How effectively have we addressed access barriers to ensure health equity across the medical system?

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

How are we doing?

7.1. Identify personal health service needs

- 7.1.1. Does our LPH System identify all populations that may encounter barriers to personal health services?
- 7.1.2. Has our LPH System identified the personal health service needs of all population groups?
- 7.1.3. Has our LPH System assessed the availability and accessibility of personal health services (esp. for those who may experience barriers to care)?
- 7.1.4. Has our LPH System assessed the utilization of personal health services (esp. by those who may experience barriers to care)?

ES 7: Link People to Needed Personal Health Services and Assure Safety Net Services

How are we doing?

7.2: Link people to personal health services

- 7.2.1. Does our LPH System provide assistance to vulnerable populations in accessing personal health services?
- 7.2.2. Does our LPH System enroll eligible individuals in public benefit programs, i.e., MediCal?
- 7.2.3. How well does our LPH System coordinate the delivery of and optimize access to personal health and social services for vulnerable populations who experience barriers to care?

Why Are We Really Here?!

FOR DESSERT!!!

Essential Health Service 8: Assure a competent public and personal health care workforce

Topics

8.1: Workforce assessment, planning, and development

8.2: Public health workforce standards

8.3: Life-long learning opportunities

8.4: Public health leadership development

Maintain a competent public health and medical workforce

Who are our public health staff across the system?

How can we ensure competency & currency across the system?

ES8: Assure a competent public and personal health care workforce

Is our workforce competent?

8.1 Workforce assessment, planning, & development

Gold Standards:

A. A community process identifies entities that can contribute to providing essential public health services, and the strengths and assets each entity can provide

B. The system projects the optimal numbers and types of personnel needed to address trends and gaps

ES8: Assure a competent public and personal health care workforce

How does the system do this?

8.1 Workforce assessment, planning, & development

Measure
Assess the system workforce once every 3 years
Conduct an assessment of workforce trends and shortfalls
Disseminate the workforce assessment for use in system strategic or operational planning

ES8: Assure a competent public and personal health care workforce

Does our workforce meet performance standards?

8.2. Workforce standards

Gold Standards:

A. Develop and maintain workforce standards, including certifications, licenses, and education required by law and local policies

B. Incorporate workforce competencies into personnel systems

C. Link standards to job performance evaluations

ES8: Assure a competent public and personal health care workforce

How does the system do this?

8.2. Workforce standards

Measures
System organizations are aware of licensing & certificate requirements
System partners have written job descriptions and standards for staff contributing to ES 1-10
System partners conduct annual performance evaluations

ES8: Assure a competent public and personal health care workforce

Is our workforce competent?

8.3. Life-long workforce learning opportunities

Gold Standards:

A. Formal and informal opportunities with educators, mentors, and coaches

B. Opportunities for staff to work with academic and research institutions

C. Respect for diverse perspectives and cultural values

ES8: Assure a competent public and personal health care workforce

How does the system do this?

8.3. Life-long workforce learning opportunities

Measure
System partners identify education/ training needs; provide continuing education opportunities
System partners provide workforce incentives for continuing education
Workforce demonstrates cultural competence
System partners interact in culturally competent ways with academic and research institutions

ES8: Assure a competent public and personal health care workforce

Is our workforce competent?

8.4. Leadership development

Gold Standards:

A. Leadership represents community diversity and is respectful of community perspectives

B. Cultural competency among staff is practiced and valued

ES8: Assure a competent public and personal health care workforce

How does the system do this?

8.4. Leadership development

Measure
System partners promote leadership development skills
Collaborative leadership includes shared visions and participatory decision making
New leaders who represent the population diversity are recruited and retained

ES8: Assure a competent public and personal health care workforce

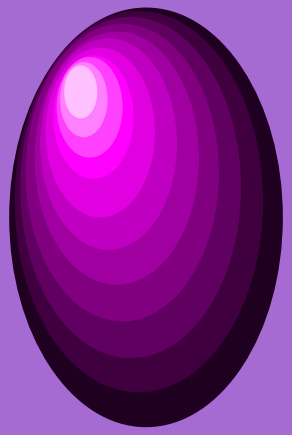
Table Discussion (15 minutes)

Agency Contributions to ES8
Discuss your agency's or organization's contributions to ES8. **8.1: Workforce assessment, planning, and development** **8.2: Public health workforce standards** **8.3: Life-long learning opportunities** **8.4: Public health leadership development**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

Essential Health Service 8:
Assure a competent public and personal health care workforce

~ VOTE ~

8.1: Workforce assessment, planning, and development
8.2: Public health workforce standards
8.3: Life-long learning opportunities
8.4: Public health leadership development



Maintain a competent public health and medical workforce

Who are our public health staff across the system?

How can we ensure competency & currency across the system?

ES8: Assure a competent public and personal health care workforce

How are we doing?

8.1 Workforce assessment, planning, & development

- 8.1.1. Within the past 3 years, has our LPH System assessed its workforce needs, trends and shortfalls?
- 8.1.2. Were results of the workforce assessment and gaps analysis disseminated for use in LPH System partners' strategic or operational planning?

ES8: Assure a competent public and personal health care workforce

How are we doing?

8.2. Workforce standards

- 8.2.1. Are our LPH System partners aware of guidelines and/or licensure/certification requirements for personnel contributing to the Essential Public Health Services?
  8.2.2. Have our LPH System partners developed written job standards/descriptions for all personnel contributing to the EPHS?
- 8.2.3. Do our LPH System partners conduct annual performance evaluations for these positions?

ES8: Assure a competent public and personal health care workforce

How are we doing?

8.3. Life-long workforce learning opportunities (1)

- 8.3.1. Do our LPH System partners identify employee education and training needs and encourage opportunities for workforce development?
- 8.3.2. Do our LPH System partners provide incentives for personnel to develop (or improve) public health competencies in the following:
  - Analysis and assessment
  - Basic public health science
  - Cultural and/or linguistic competence
  - Communication (written and oral)
  - Community collaboration
  - Financial planning/management
  - Leadership/systems thinking
  - Policy development/program planning
  - Technology
  - Understanding the Essential Public Health Services
  - Understanding the multiple determinants of health and appropriate interventions

ES8: Assure a competent public and personal health care workforce

How are we doing?

8.3. Life-long workforce learning opportunities (2)

- 8.3.3. Do our LPH System partners provide employees with incentives to participate in educational and training experiences including:
  - Time off for course work
  - Tuition reimbursement
  - Career advancement opportunities
  - Paid conference registration and travel
  - Other
- 8.3.4. Does our LPH System provide opportunities for interaction between their staff and faculty from academic and research institutions?

ES8: Assure a competent public and personal health care workforce

How are we doing?

8.4. Leadership development

- 8.4.1. Do our LPH System partners promote (and support) the development of leadership competency for their employees?
- 8.4.2. Do our LPH System partners promote collaborative leadership through the creation of a shared vision and participatory decision making (within their organizations)?
- 8.4.3. Are new leaders who represent the diversity of our communities recruited and retained throughout our LPH System?

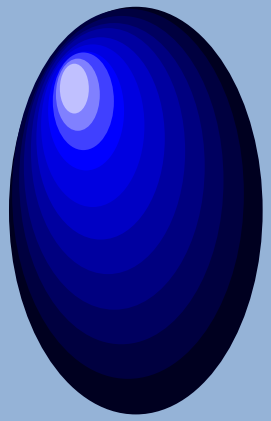
Essential Health Service 9: Evaluate Effectiveness, Accessibility, & Quality

Topics

9.1: Evaluate population-based health services

9.2: Evaluate personal health services

9.3: Evaluate local public health system



Evaluate and improve programs

Are we doing the right things?
Are we doing things right?

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

Is the system evaluated?

9.1. Evaluate Population-Based Health Services

Gold Standards:

A. Regularly evaluate accessibility, quality, and effectiveness; measure progress toward program goals
B. Establish performance criteria for specific indicators
C. Analyze health status, service utilization, and community satisfaction for program refinements

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How does the system do this?

9.1. Evaluate Population-Based Health Services

Measures
The LPHS evaluates population-based health services
Criteria is established and used to evaluate population-based health services
Evaluation results determine the extent to which program goals are achieved for population-based health services

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

Is the system evaluated?

9.2. Evaluate Personal Health Services

Gold Standards:

A. Evaluated personal health services offered in the community
B. Evaluate the system's ability to provide services across all life stages and population groups
C. Survey for client satisfaction

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How does the system do this?

9.2. Evaluate Personal Health Services

Measure
Personal health services are evaluated against established standards (JCAHO, HEDIS)
The system surveys client satisfaction with personal health services
System partners use evaluation results to develop strategic and operational plans

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

Is the system evaluated?

9.3. Evaluate the system

Gold Standards:

A. Evaluate the comprehensiveness of system activities against established criteria at least every five years; ensure that system partners contribute to the evaluation process

B. Assess the effectiveness of system communication, coordination, and linkage

C. Use results to refine, establish, or redirect resources to meet system LPHS goals.

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How does the system do this?

9.3. Evaluate the system

Measures
Identify partners that deliver Essential Public Health Services
Evaluate the system against established criteria once every five years
Assesses effectiveness of system communication, coordination, and linkage
Use evaluation results

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

Table Discussion (15 minutes)

Agency Contributions to ES9
Discuss your agency's or organization's contributions to ES9. **9.1: Evaluate population-based health services** **9.2: Evaluate personal health services** **9.3: Evaluate local public health system**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

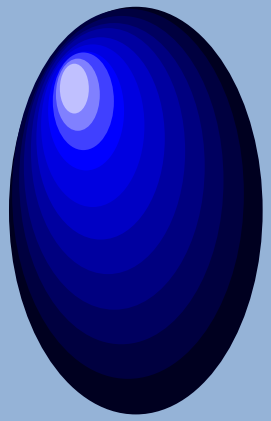
Essential Health Service 9: Evaluate Effectiveness, Accessibility, & Quality

~ VOTE ~

9.1: Evaluate population-based health services

9.2: Evaluate personal health services

9.3: Evaluate local public health system



Evaluate and improve programs

Are we doing the right things?
Are we doing things right?

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How are we doing?

9.1. Evaluate Population-Based Health Services

- 9.1.1. In the past three years, has our LPH System evaluated the delivery of population-based health services (e.g., prevention of obesity, smoking, substance abuse, or promotion of immunizations)?
- 9.1.2.. Have established shared criteria been distributed across our LPH System for partners to evaluate population-based health services?
- 9.1.3. Does the evaluation determine the extent to which our LPH System's goals are achieved for population-based health services?
- 9.1.4. Does our LPH System assess the community's satisfaction with population-based health services?

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How are we doing?

9.2. Evaluate Personal Health Services

- 9.2.1. In the past three years, has our LPH System evaluated access to, quality of and/or effectiveness of personal health services in the community?
- 9.2.2. Are specific personal health services in the community (e.g., primary, specialty, hospital, hospice, etc.) evaluated using established standards, i.e., JACHO, HEDIS, State licensure?
- 9.2.3. Do our LPH System partners assess client satisfaction with personal health services and use the results in the development of their strategic and operational plans?
- 9.2.4. Do our LPH System partners use information technology to assure quality of personal health services?

ES 9: Evaluate Effectiveness, Accessibility, and Quality of Personal & Population-Based Health Services

How are we doing?

9.3. Evaluate the Local Public Health System's Performance

- 9.3.1. Have all of our LPH System partners been identified?
- 9.3.2. Has our LPH System conducted an evaluation of its performance in providing a comprehensive set of activities in support of the Essential Public Health Services?
- 9.3.3. Has a "partnership assessment" been conducted that evaluates the relationships among our LPH System partnering organizations and agencies?
- 9.3.4. Have shared evaluation standards been established to assess our LPH System's performance?

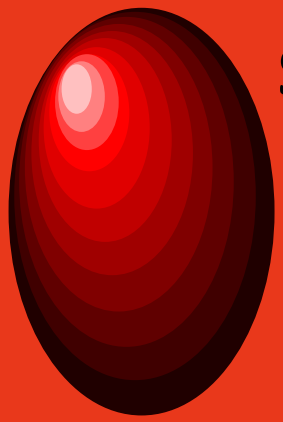
Essential Health Service 10: Research for New Insights and Innovative Solutions

Topics

10.1: Fostering innovation

10.2: Link with Institutions of Higher Learning / Research

10.3: System capacity to initiate or participate in research



Support innovation; identify and use best practices

Are we discovering and using more effective, efficient, and equitable ways to get the job done?

ES 10: Research New Insights and Innovative Solutions

Is innovation encouraged?

10.1. Foster Innovation

Gold Standard:

A. Field-based efforts to foster change or encourage new directions in public health practices

ES 10: Research New Insights and Innovative Solutions

How does the system do this?

10.1. Foster Innovation

Measures
Provide time and resources for staff to pilot test or conduct studies of implementing new ideas.
Propose public health issues to organizations that do research for inclusion in their research agendas
Research and monitor best practices
Encourage community participation in research development and implementation

ES 10: Research New Insights and Innovative Solutions

Is innovation encouraged?

10.2. Link with Institutions of Higher Learning / Research

Gold Standard:

A. Establish wide range of relationships with Institutes of higher learning /research

B. Link with federal and state agencies and associations

C. With institutes of higher learning /research, co-sponsor continuing education programs

ES 10: Research New Insights and Innovative Solutions

How does the system do this?

10.2. Link with Higher Education

Measures
Develop formal and informal relationships
Partner with higher education to conduct research, including community-based participatory research
Create opportunities between field practice and academic/research; include field training experiences

ES 10: Research New Insights and Innovative Solutions

Is innovation encouraged?

10.3. System capacity to initiate/participate in research

Gold Standard:

A. System partners participate in public and personal health services research to improve system performance

B. Research includes system efficiency, effectiveness, quality, and service delivery

C. System has access to researchers and resources to analyze, disseminate, and apply findings

ES 10: Research New Insights and Innovative Solutions

How does the system do this?

10.3. System capacity to initiate/participate in res

Measure
System includes or has access to researchers and assures the availability of resources
System disseminates research findings to public health colleagues and others (e.g., publication in journals, websites)
System evaluates the development, implementation, and impact of LPHS research efforts on public health practice.

ES 10: Research New Insights and Innovative Solutions

Table Discussion (15 minutes)

Agency Contributions to ES10
Discuss your agency's or organization's contributions to ES10. **10.1: Fostering innovation** **10.2: Link with Institutions of Higher Learning / Research** **10.3: System capacity to initiate or participate in research**
Write contributions on feedback sheet.
Representatives share examples of activities from discussion.
Identify system strengths and weaknesses

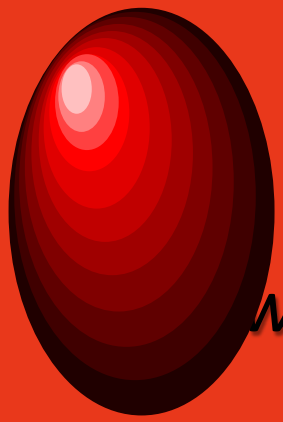
Essential Health Service 10: Research for New Insights and Innovative Solutions

~ VOTE ~

10.1: Fostering innovation

10.2: Link with Institutions of Higher Learning / Research

10.3: System capacity to initiate or participate in research



Support innovation; identify and use best practices

we discovering and using more effective, efficient, and equitable ways to get the job done?

ES 10: Research New Insights and Innovative Solutions

How are we doing?

10.1. Foster Innovation

- 10.1.1. Do our LPH System partners provide time and/or resources for staff to conduct studies or pilot new and innovative ways to address health problems in the community?
- 10.1.2. In the past two years, have our LPH System partners proposed to research organizations one or more public health issues for inclusion in their research agendas?
- 10.1.3. Do our LPH System partners identify and stay current with best practices for the Essential Public Health Services?
- 10.1.4. Do our LPH System partners encourage community participation in the development or implementation of research?

ES 10: Research New Insights and Innovative Solutions

How are we doing?

10.2. Link with Higher Education

- 10.2.1. Does our LPH System develop relationships with institutions of higher learning and/or research organizations?
- 10.2.2. Does our LPH System partner with higher learning and/or research organizations to conduct research related to the public's health?
- 10.2.3. Does our LPH System encourage collaboration between the academic and practice communities?

ES 10: Research New Insights and Innovative Solutions

How are we doing?

10.3. System capacity to initiate/participate in research

- 10.3.1. Does our LPH System have access to researchers (either through staff or other institutions) to initiate and/or participate in research opportunities related to public health?
- 10.3.2. Does our LPH System disseminate findings from their research to the greater community?
- 10.3.3. Does our LPH System evaluate its research activities, i.e., development, implementation, and dissemination of results to the community?
- 10.3.4. Does our LPH System evaluate the impacts of its research efforts on local public health practices and/or health outcomes?

CONGRATULATIONS ~ VOTING PROCESS IS COMPLETE!

Questions to Consider???

- What are our LPH System's biggest challenges?
- What types of system level changes are needed to improve upon our LPH System's performance?
- Where do you see possibilities of "connecting the dots" throughout the system tomorrow to address problems that seem unstoppable today?
- What are our most significant strengths?

Ray Bullick
Director

Thanks for your valuable participation