Local Public Health System Assessment

Lake County, Florida
2016 Results Overview

# Participation

- Attendance
  - Total of 90 attendees
    - 63 community members
    - 17 DOH staff

- Representing
  - 37 unduplicated organizations
  - 10 DOH organizational units

Organization Type	#	Organization Type	#
County Government & Municipalities	6	Social Service Facilities & Service Providers	5
Schools, Colleges & Universities	5	Coalitions & Advocacy Groups	5
Hospitals & Emergency Medical Service Providers	4	Healthcare Facilities & Service Providers	4
Philanthropic & Health Financing Organizations	2	Media Outlets	2
State Agencies & Programs	1	Mental Health Facilities & Service Providers	1
Elected Officials	1	Citizens	1
County Health Department (10 DOH-Lake units represented)			

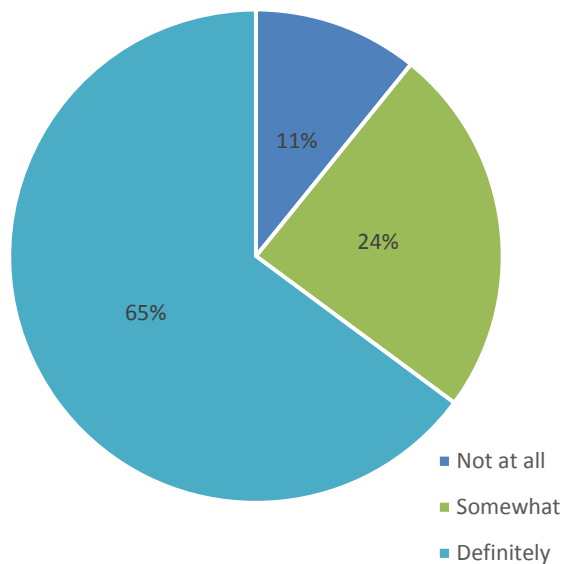# Overview

The Public Health System
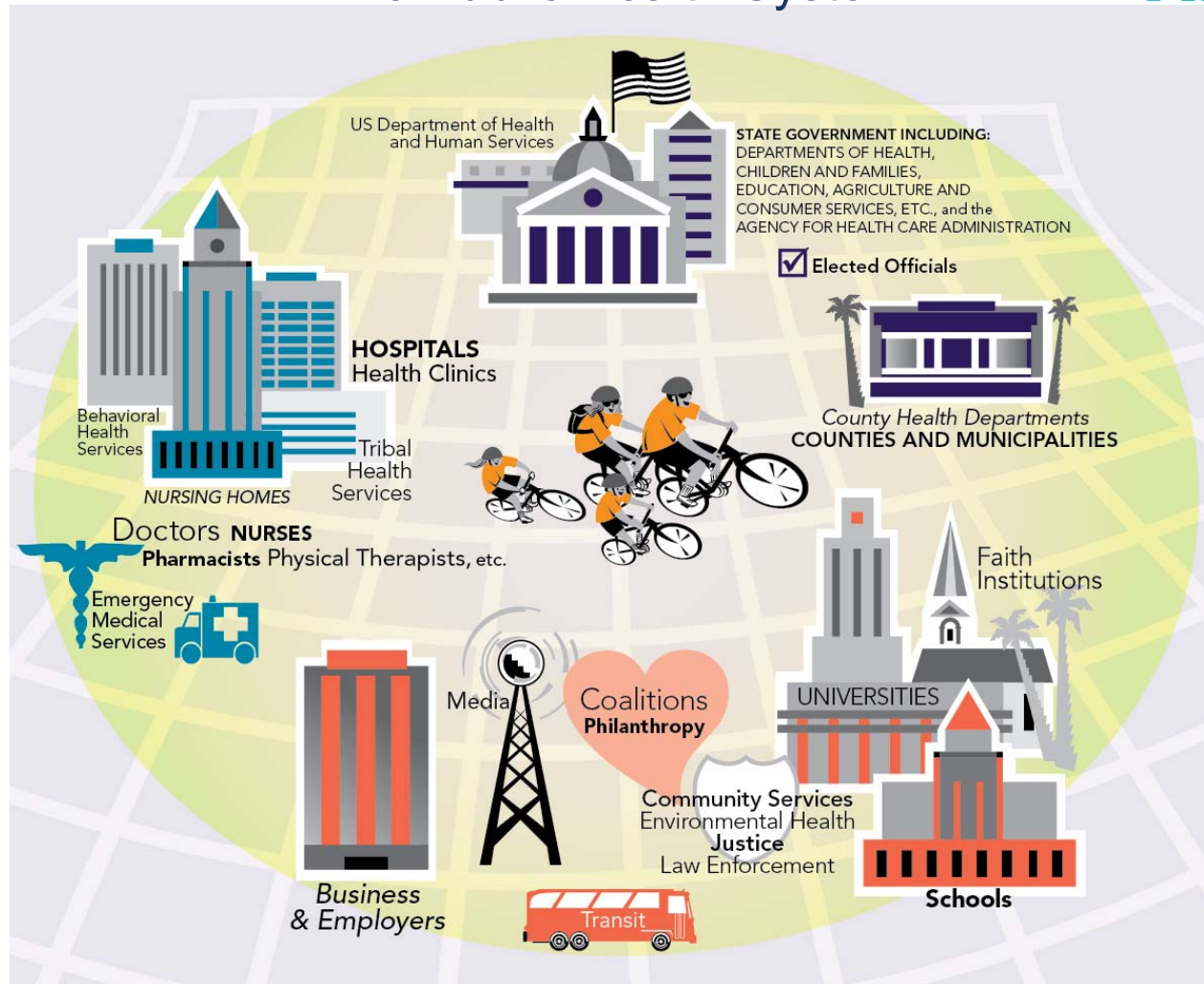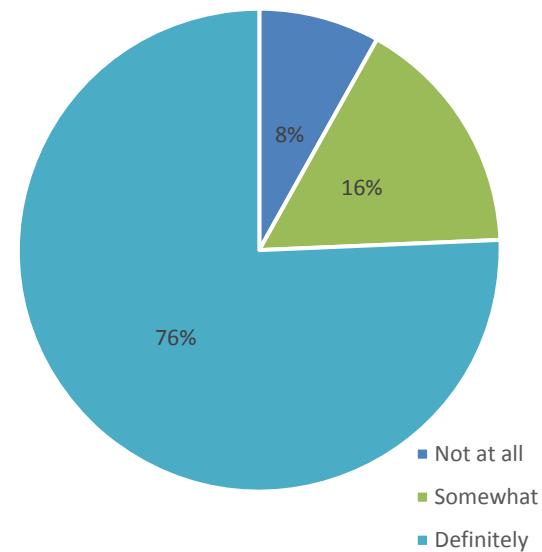
Identification with Local Public Health System

I consider myself or my organization part of Lake County's Public Health System.

Pre-Assessment Results

- 11% Not at all
- 24% Somewhat
- 65% Definitely

Post-Assessment Results

- 8% Not at all
- 16% Somewhat
- 76% Definitely

Identification with Local Public Health System

We all provide important services that can improve community health, and it is all of us together that make up the public health system.

Overview

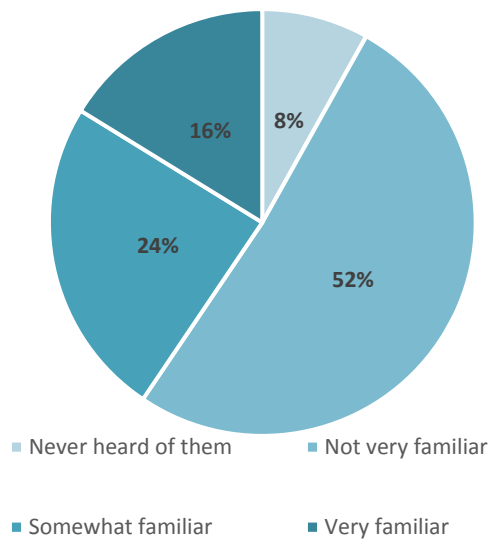## The 10 Essential Public Health Services

1. **Monitor** health status to identify and solve community health problems.

2. **Diagnose and investigate** health problems and health hazards in the community.

3. **Inform, educate and empower** people about health issues.

4. **Mobilize** community partnerships and action to identify and solve health problems.

5. **Develop policies and plans** that support individual and community health efforts.

6. **Enforce** laws and regulations that protect health and ensure safety.

7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.

8. **Assure** competent public and personal health care workforce.

9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.

10. **Research** for new insights and innovative solutions to health problems.

Familiarity with Ten Essential Services

How familiar are you with the Ten (10) Essential Public Health Services?

Pre-Assessment Results

- 8% — Never heard of them
- 52% — Not very familiar
- 24% — Somewhat familiar
- 16% — Very familiar

Legend:
- Never heard of them
- Not very familiar
- Somewhat familiar
- Very familiar

Post-Assessment Results

- 3%
- 61%
- 36%
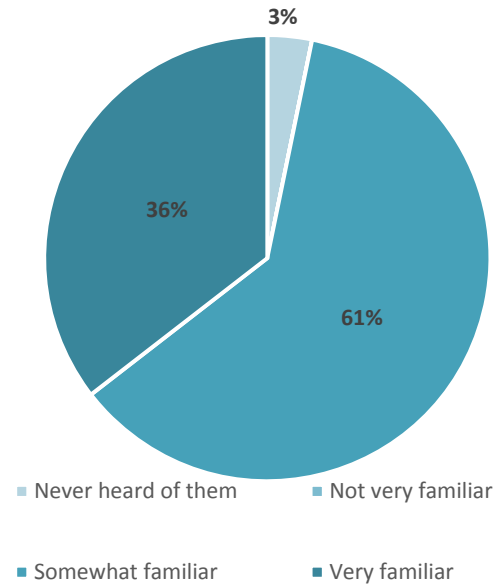
Legend:
- Never heard of them
- Not very familiar
- Somewhat familiar
- Very familiar (0%)

Familiarity with Ten Essential Services

An increase in familiarity is important because the Essential Public Health Services serve as a community framework for the core functions of public health, and a foundation for collective public health activity.
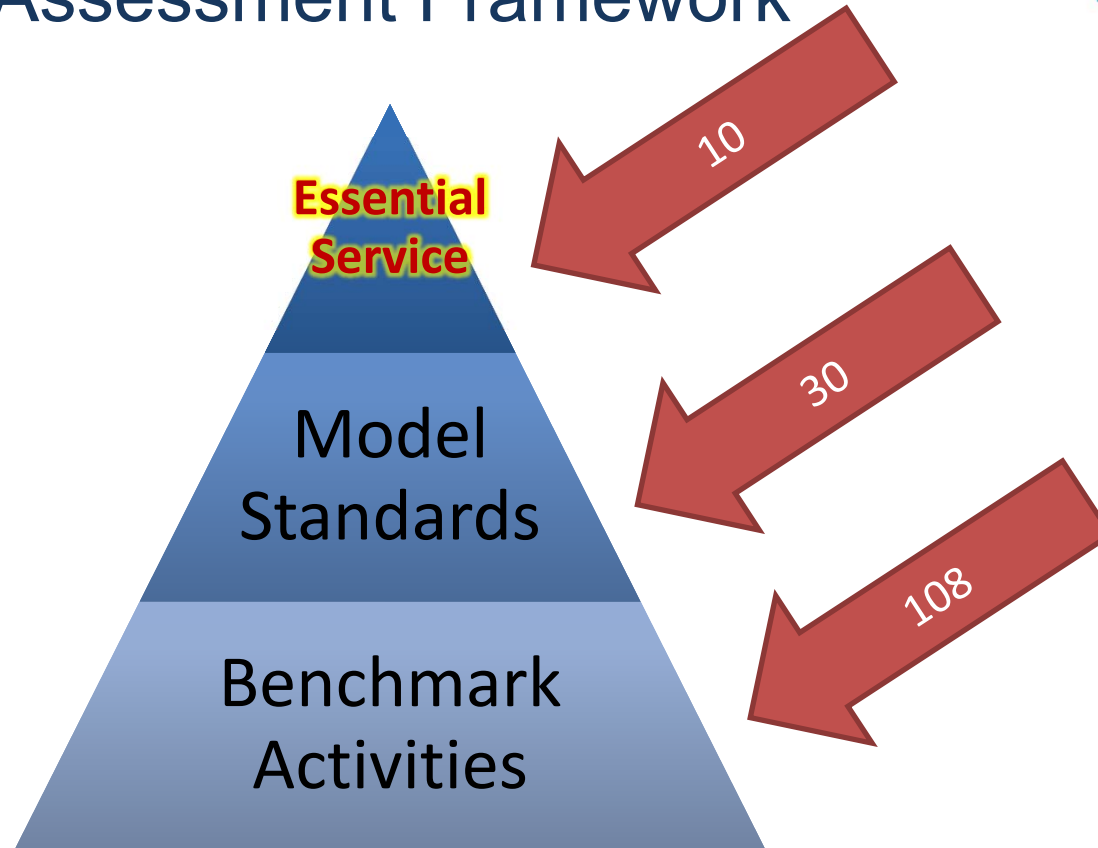
Overview

Overview

Assessment Framework

Essential
Service

Model
Standards

Benchmark
Activities

10

30

108

Overview

Assessment Definitions

Optimal Activity (76-100%)	**Greater than 75% of the activity described within the question is met.**
Significant Activity (51-75%)	**Greater than 50% but no more than 75% of the activity described within the question is met.**
Moderate Activity (26-50%)	**Greater than 25% but no more than 50% of the activity described within the question is met.**
Minimal Activity (1-25%)	**Greater than zero but no more than 25% of the activity described within the question is met.**
No Activity (0%)	**0% or absolutely no activity.**

Results

Performance Ratings: Essential Services

Optimal Activity (76-100%)
- ES2 Diagnose & Investigate, 97%

Significant Activity (51-75%)
- ES4 Mobilize Partnerships, 74%
- ES6 Enforce Laws, 73%
- ES3 Educate/Empower, 72%
- ES5 Develop Policies/Plans, 71%
- ES1 Monitor Health Status, 69%
- ES9 Evaluate Services, 53%

Moderate Activity (26-50%)
- ES7 Link to Health Services, 47%
- ES8 Assure Workforce, 45%
- ES10 Research/Innovations, 42%
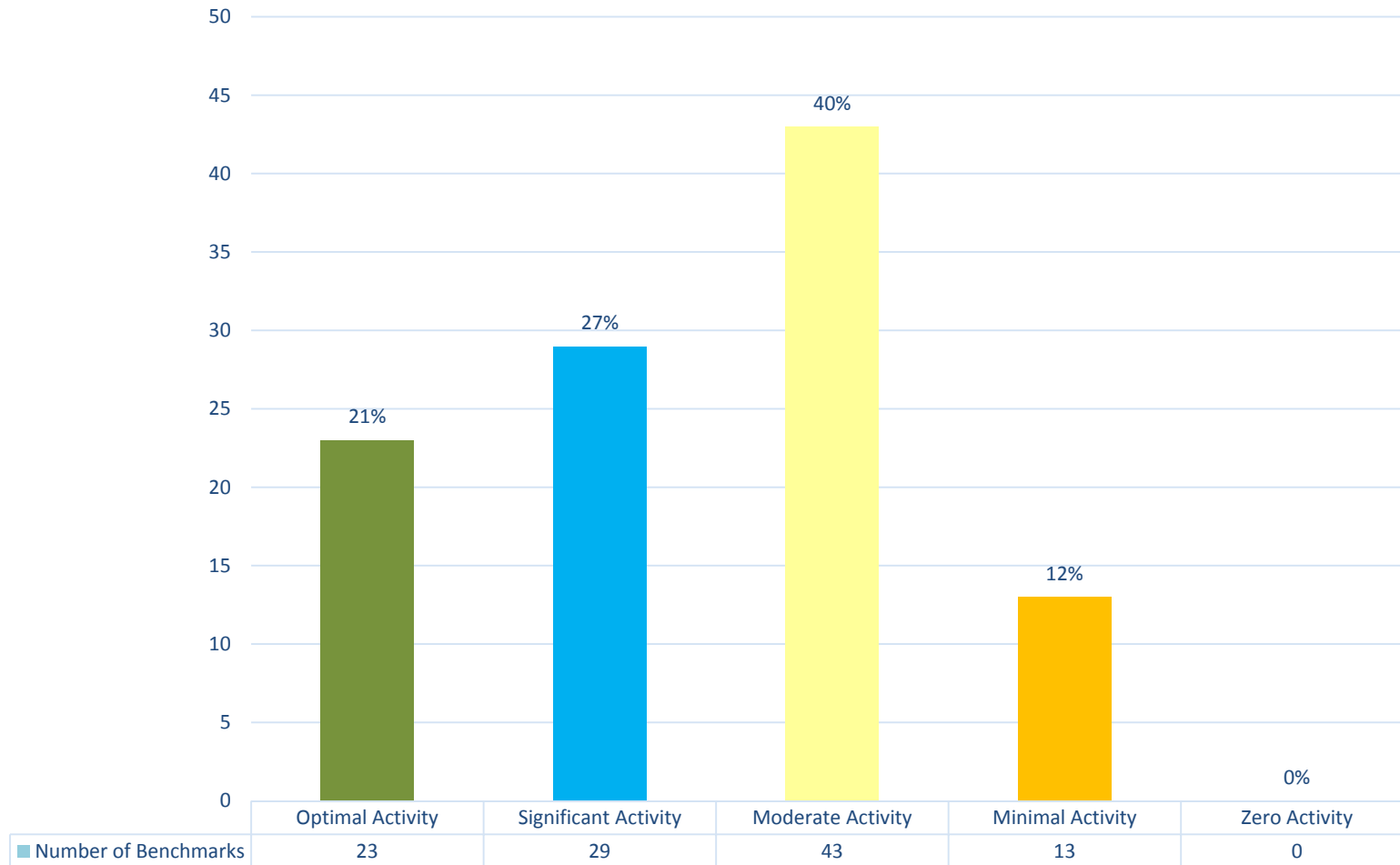
Performance Ratings: Model Standards

	Model Standard	Performance	Overall Score	Range
2.2	Emergency Response	Optimal	100	100
2.3	Laboratories	Optimal	100	100
5.4	Emergency Plan	Optimal	100	100
2.1	Identification/Surveillance	Optimal	92	75-100
3.3	Risk Communication	Optimal	92	75-100
4.1	Constituency Development	Optimal	81	75-100
6.1	Review Laws	Optimal	81	75-100
6.3	Enforce Laws	Optimal	80	50-100
1.2	Current Technology	Significant	75	75
1.3	Registries	Significant	75	50-100
5.1	Governmental Presence	Significant	75	50-100
3.2	Health Communication	Significant	67	50-75
4.2	Community Partnerships	Significant	67	50-75
9.2	Evaluation of Personal Health	Significant	60	50-75
1.1	Community Health Assessment	Significant	58	50-75
3.1	Health Education/Promotion	Significant	58	50-75
5.3	CHIP/Strategic Planning	Significant	58	50-75
6.2	Improve Laws	Significant	58	50-75
8.2	Workforce Standards	Significant	58	50-75
9.3	Evaluation of LPHS	Significant	56	25-75
8.3	Continuing Education	Significant	55	50-75
5.2	Policy Development	Moderate	50	50
7.1	Personal Health Service Needs	Moderate	50	25-75
10.2	Academic Linkages	Moderate	50	50
7.2	Assure Health Service Linkage	Moderate	44	25-50
9.1	Evaluation of Population Health	Moderate	44	25-50
8.1	Workforce Assessment	Moderate	42	25-50
10.1	Foster Innovation	Moderate	38	25-50
10.3	Research Capacity	Moderate	38	25-50
8.4	Leadership Development	Minimal	25	25

Results

Benchmark Activities

	Optimal Activity	Significant Activity	Moderate Activity	Minimal Activity	Zero Activity
	21%	27%	40%	12%	0%
Number of Benchmarks	23	29	43	13	0

Twenty-Three (23) Questions voted >75% of the activity within the question m...

1.3.1	Collect data on specific health concerns to provide the data to population health registries in a timely manner, consist... standards?
2.1.1	Participate in a comprehensive surveillance system with national, state and local partners to identify, monitor... understand emerging health problems and threats?
2.1.2	Provide and collect timely and complete information on reportable diseases and potential disasters... (natural and manmade)?
2.2.1	Maintain written instructions on how to handle communicable disease outbreaks and toxic ... ...ase finding, contact tracing, and source identification and containment?
2.2.2	Develop written rules to follow in the immediate investigation of public health th... ...intentional disasters?
2.2.3	Designate a jurisdictional Emergency Response Coordinator?
2.2.4	Prepare to rapidly respond to public health emergencies according t... ...nes?
2.2.5	Identify personnel with the technical expertise to rapidly res... ...nuclear public health emergencies?
2.2.6	Evaluate incidents for effectiveness and opportuni...
2.3.1	Have ready access to laboratories that can mee... ...what health problems are occurring?
2.3.2	Maintain constant (24/7) access to labor... ...ring emergencies, threats, and other hazards?
2.3.3	Use only licensed or credentialed ...
2.3.4	Maintain a written list of rule... ...es (collecting, labeling, storing, transporting, and delivering), for determining who is in ch... ...eporting the results?
3.3.1	Develop an emerg... ...an emergency to allow for the effective dissemination of information?
3.3.2	Make sure ... ...y communication response?
4.1.1	Maint... ...unity organizations?
5.1.2	Se... ...ted through the national voluntary accreditation program?
5.4...	...aintain preparedness and response plans?
5...	...t would be used, who would do what tasks, what standard operating procedures would be put in place, ...protocols would be followed?
5.4.3	...gular drills and revise the plan as needed, at least every two years?
6.1.4	...counsel for technical assistance when reviewing laws, regulations, or ordinances?
6.3.3	Ass... ...ll enforcement activities related to public health codes are done within the law?
6.3.5	Evalua... how well local organizations comply with public health laws?

Thirteen (13) Questions voted greater than zero but no more than 25% of the activity with the question met

7.1.3	Define partner roles and responsibilities to respond to the unmet needs of...
7.2.4	Coordinate the delivery of personal health and social services so that... the care they need?
8.4.1	Provide access to formal and informal leadership development... at all organizational levels?
8.4.2	Create a shared vision of community health and th... ...g all leaders and community members to work tog...
8.4.3	Ensure that organizations and individuals... ...dership in areas where they have knowledge, skills, o...
8.4.4	Provide opportunities for the de... ...ive of the diversity within the community?
8.1.3	Provide information fro... ...other community organizations and groups, including... ...private agencies, for use in their organizational...
9.3.4	Use result... ...improve the LPHS?
10.1.2	Sugge... ...eds to be studied in public health to organizations that...
10.1...	...pation in research, including deciding what will be studied, ...in sharing results?
	...th the necessary infrastructure and resources, including facilities, ...abases, information technology, funding, and other resources?
	...ublic health systems research efforts throughout all stages of work from planning ...pact on local public health practice?

MINIMAL ACTIVITY

Results

Quadrant Definitions

Performance Ranking	Priority Ranking	Quadrant	Significance to Local Public Health System
Lower Performance	Higher Priority	A	These activities may need increased attention.
Higher Performance	Higher Priority	B	These activities are being done well, and it is important to maintain efforts.
Higher Performance	Lower Priority	C	These activities are being done well, consideration may be given to reducing effort in these areas.
Lower Performance	Lower Priority	D	These activities could be improved, but are of low priority. They may need little or no attention at this time.

Results

Quadrant Rankings: Essential Services

Essential Service	2016 Performance Score	Rank	2016 Priority Score	Rank	Quadrant
ES1 Monitor Health Status	6th of 10	Lower	3rd of 10	Higher	A
ES2 Diagnose & Investigate	1st of 10	Higher	2nd of 10	Higher	B
ES3 Educate/Empower	4th of 10	Higher	1st of 10	Higher	B
ES4 Mobilize Partnerships	2nd of 10	Higher	5th of 10	Higher	B
ES5 Develop Policies/Plans	5th of 10	Higher	7th of 10	Lower	C
ES6 Enforce Laws	3rd of 10	Higher	8th of 10	Lower	C
ES7 Link to Health Services	8th of 10	Lower	4th of 10	Higher	A
ES8 Assure Workforce	9th of 10	Lower	6th of 10	Lower	D
ES9 Evaluate Services	7th of 10	Lower	9th of 10	Lower	D
ES10 Research/Innovations	10th of 10	Lower	10th of 10	Lower	D

Results

Eight (8) Model Standards in Quadrant A:
<u>Higher Priority / Lower Performance</u>

1. 10.1 Foster Innovation
2. 9.3 Evaluation of Local Public Health System
3. 8.1 Evaluation of Population Health
4. 7.1 Workforce Standards
5. 3.1 Workforce Assessment
6. 7.1 Personal Health Services Needs
7. 3.1 Health Education & Promotion
8. 1.1 Community Health Assessment

Results

Three (3) Model Standards in Quadrant B: Higher Priority / Higher Performance

1. 6.1 Review Laws

2. 4.2 Community Partnerships

3. 2.1 Identification/Surveillance

Results

Changes Over Time

	Essential Service	2012 Score	2012 Performance	2016 Score	2016 Performance	Change
2	Diagnose and Investigate Health Problems and Health Hazards	93	Optimal Activity	97	Optimal Activity	⬆ 4%
4	Mobilize Community Partnerships to Identify and Solve Health Problems	38	Moderate Activity	74	Significant Activity	⬆ 36%
6	Enforce Laws and Regulations that Protect Health and Ensure Safety	83	Optimal Activity	73	Significant Activity	⬇ 10%
3	Inform, Educate, and Empower People about Health Issues	55	Significant Activity	72	Significant Activity	⬆ 17%
5	Develop Policies and Plans that Support Individual and Community Health Efforts	60	Significant Activity	71	Significant Activity	⬆ 11%
1	Monitor Health Status to Identify Community Problems	65	Significant Activity	69	Significant Activity	⬆ 4%
9	Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services	38	Moderate Activity	53	Significant Activity	⬆ 15%
7	Link People to Needed Personal Health Services and Assure the Provision of Healthcare when Otherwise Unavailable	53	Significant Activity	47	Moderate Activity	⬇ 6%
8	Assure a Competent Public Health and Personal Healthcare Workforce	62	Significant Activity	45	Moderate Activity	⬇ 17%
10	Research for New Insights and Innovative Solutions to Health Problems	69	Significant Activity	42	Moderate Activity	⬇ 27%
	Overall	62	**Significant Activity**	64	**Significant Activity**	⬆ 2%

Common Themes

Identifying common themes can stimulate the local public health system's continuous quality improvement processes.

Common Themes

Frequently Cited Strengths

- Emergency Operations planning and response framework

- Abundance of local-level data about community health needs available to inform decision-making

- Coordination and willingness to collaborate between healthcare organizations across the public health system

Common Themes

Frequently Cited Weaknesses/Challenges

- Communication and navigation across the public health system for organizations and individuals

- Staffing and budget cuts/reductions

- Changing prioritization of health issues and activities (Chronic versus Episodic)

- Silos of information within the system preventing health organization, planning and implementation successes

- Face-to-face services spaced widely apart as a result of county's wide geography

- Health literacy rates in local community

- Lack of community awareness about health issues, including risk and protective factors, particularly for vulnerable populations

Common Themes

Frequently Cited Opportunities

- Proactive initiatives that are joint efforts and relay the same message through multiple outlets

- Use of media outlets, including electronic and social media outlets, for health information dissemination

- Establishment of a formal health group or coalition to mobilize various public health system partners

- Consideration of health operations using the structure of emergency operations command system

- Coordination of personal health and social services between service providers, including integrated behavioral and healthcare services

Best Practices Cited

- GIS mapping, such as transit maps
- Joint agency investigations, monitoring, and initiatives
- Emerging disease surveillance and response (Ebola, H1N1, Zika)
- Participation in surveillance by the county's sentinel doctors
- Hospital participation in Healthiest Weight initiatives
- Use of electronic and social media for information dissemination
- Services, educational activities and events accessible to citizens on weekends and evenings
- Emergency Operations planning and response framework
- Tobacco Cessation campaigns and Drug-Free living initiatives
- Integrated behavioral and healthcare services, including dental
- Certified community health workers

- Staff trained in Automated Community Connection to Economic Self Sufficiency (ACCESS)
- Community Healthcare Worker Coalition mentoring program
- University of South Florida online undergraduate Public Health Program
- Hospital healthcare professional scholarship programs and incentives
- Lake County Quality of Life Report, Florida CHARTS, State/county population registries
- Lake County Shared Services Network
- Local Public Health System Assessment
- School, College & University student affiliations & recruitment activities
- Lake-Sumter State College Health Academy Program
- Hospital and Emergency Services Sepsis Monitoring Program

Evaluation

Evaluation Domain	Score*
Meeting organization	4.7
Meeting facilitation	4.7
Meeting format	4.6
Opportunity to provide input about the system	4.7
Opportunity to learn about the system	4.5
OVERALL	**4.6**

*a scale with "1" being "very poor" and "5" being "excellent"

Evaluation

"Effective. Collaborative. Diverse."

"Very informative."

"Valuable process."

~Participant feedback forms, 2016 LPHSA

Next Steps

Many assessments are being done right now across the county- across multiple agencies, multiple topic areas, and multiple populations.

It is our hope that this information will be used:

• *to improve public health activities in our community.*

• *by program administrators and decision-makers as a resource to guide decisions and improve the local public health system.*

Aaron Kissler, MPH, *Administrator*
Florida Department of Health in Lake County

Next Steps

COMMUNITY HEALTH IMPROVEMENT PLANNING 2016 - 2019

LAKE COUNTY, FLORIDA

CONSENSUS WORKSHOPS

THEME
A Symphony of Health

Finding the Chords:
Common Themes and Visions

Creating the Score:
Strategic Issues and Directions

Playing the Music:
Focused Implementation
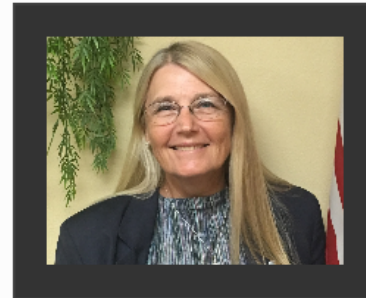
More Information

- DOH-Lake Website
  - lake.floridahealth.gov

- DOH-Lake Administrative Office
  - 16140 US Highway 441, Eustis, FL 32726

- DOH-Lake Staff
  - Email
  - Phone
  - Fax

More Information

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Questions?

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Thank you for Participating!

lake.floridahealth.gov

Florida Health: the first accredited public health system in the U.S.

Vision :

To be the Healthiest State in the Nation.

Mission:

To protect, promote, and improve the health of all people in Florida through integrated state, county and community efforts.