Essential Service #7

Florida HEALTH
Lake County

At what level does the local public health system…

Link People to Needed Personal Health Services and Assure the Provision of Healthcare When Otherwise Unavailable

Are people in my community receiving the health services they need?

In the 2016 local public health system assessment, Essential Service #7 was ranked as having moderate performance and 4th highest priority[1].

Description

Model Standards represent the major components or practice areas of the Essential Service. Model Standards for this service include indicators for *identifying personal health service needs of populations* and *linking people to personal health services.*

Performance
Moderate

This score can be interpreted as the overall degree to which your local public health system meets the performance standards. The overall performance ranking score for this Essential Service is **46.9**, which represents **MODERATE activity.**

Priority
#4

Participants were asked to consider the priority of each Essential Service and Model Standard to their local public health system. With an overall priority ranking score of **4 of 10**, this Essential Service is within the higher-ranking half of priorities.

Data Overview

Performance Ranking

Priority Ranking

| QA | QB |
| QD | QC |

Lowest — Highest
Highest — Lowest

Composite Score

7.2 Ensuring People are Linked to Personal Health Services — 50

7.1 Identifying Personal Health Service Needs of Populations — 43.8

0   25   50   75   100

☐ 7.1 Moderate2   ☐ 7.2 Moderate

Prioritization Matrix

Quadrants are based on how the performance of each Essential Service compares with the priority rating.

Model Standards

Model Standards represent the major components or practice areas of the Essential Service.
All standards scored as **MODERATE activity**.

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PERCEIVED SYSTEM STRENGTHS:

Several participants indicated that:
- They have seen expansions in services to the Medicaid population, and routinely route eligible individuals to existing resources.
- They have staff trained in the Medicaid Automated Community Connection to Economic Self Sufficiency (ACCESS) systems for determinations of eligibility for public assistance programs.

A few participants noted that:
- Heath care navigators and certified community health workers are available as resource guides within the community.

PERCEIVED SYSTEM OPPORTUNITIES:

Participants suggested the following for optimization of this essential service:
- More coordination of personal health and social services between service providers.

Best practice/innovative approaches highlighted:
- Integrated behavioral and healthcare services
- Certified community health workers
- Staff trained in ACCESS systems

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PERCEIVED SYSTEM WEAKNESSES:

Several participants indicated that:
- Navigation through different systems of care can be challenging, both for individuals receiving care and staff of referring organizations.
- Access to healthcare can be a challenge for individuals with lower incomes, migrant workers and those experiencing homelessness.
- The county's wide geography often impacts access to care, because resources are often spaced apart.
- Medical professional shortages often impacts access to care.

A few participants noted that:
- Undocumented immigrants can impact the health of a community, but may not be eligible for health services within the community.
- Individuals with low levels of health literacy can impact the health of a community.
- They were concerned that elimination of access barriers may not always translate into those individuals receiving necessary services

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Essential Service #7 decreased slightly in performance and was ranked with a priority, as compared to the 2012 local public health system assessment.

Performance Assessment

53% 2012 > **47%** 2016

Priority Assessment

N/A 2012 < **#4** 2016

Partners in Health

#	Organization Type	#	Organization Type
1	County Health Department	2	Hospitals & Emergency Service Providers
4	Social Service Facilities & Providers	3	Coalitions & Advocacy Groups
2	Philanthropic & Health Financing Organizations	1	Mental Health Facilities & Service Providers
2	Healthcare Facilities & Service Providers	2	County Government & Municipalities

Partners who gathered to discuss the performance of the local public health system for this Essential Service

HELP WANTED

Future Visioning:

Assessment participants also identified other partners who contribute to this work that they would like to see involved in future dialogues related to this Essential Service.

Faith-Based Organizations
Medical Drug, Supply, & Equipment Providers
Businesses & Employers
Transit Organizations