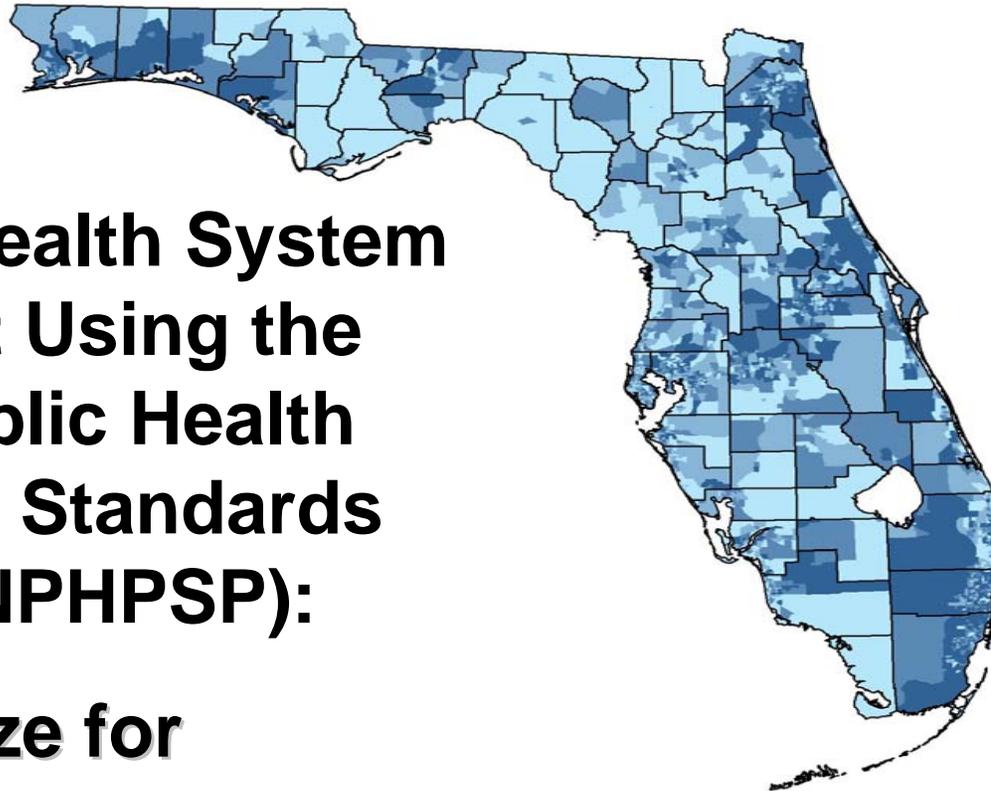


## Webinar Series

# Local Public Health System Assessment Using the National Public Health Performance Standards Program (NPHPSP):

## Organize for Implementation



Office of Health Statistics and Assessment

June 21, 2011



# **Today's Objectives:**

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- Conduct preparatory steps for implementation
- Identify and recruit public health system partners
- Access available tools and resources

# Snapshot of NPHPSP

- Four core concepts
  - Ten Essential Public Health Services
  - Focus on public health system
  - Optimal level of performance
  - Support quality improvement
- Three instruments: state, local, governance
- Support for implementation
- Reports generated
- Support for quality improvement

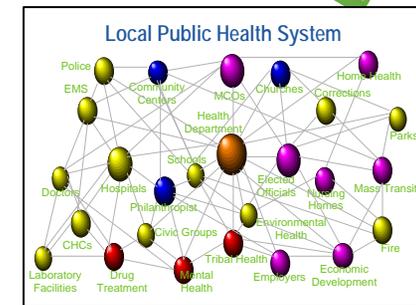
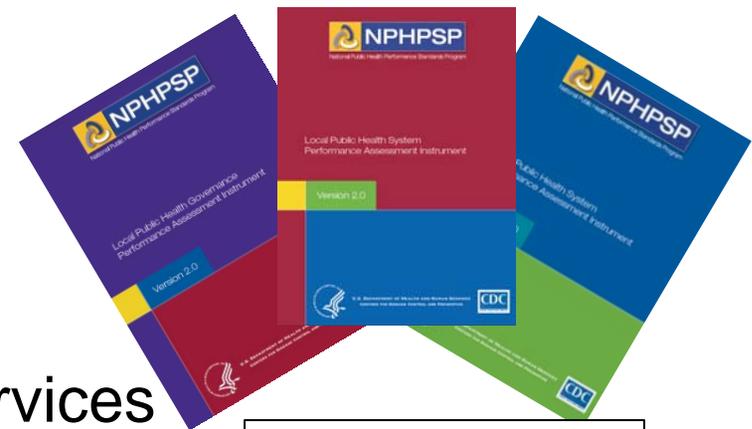
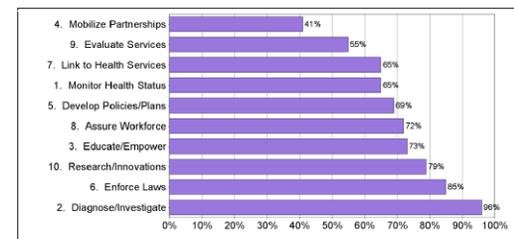


Figure 2: Rank ordered performance scores for each Essential Service



# Key Steps in the Implementation Process

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- **Have a plan**
  - Review materials
  - Identify resources
  - Develop timeline and plan
- **Identify and recruit participants**
- **Orient participants**
  - Essential Services framework
  - Purpose, benefits of process
  - Familiarize with instrument

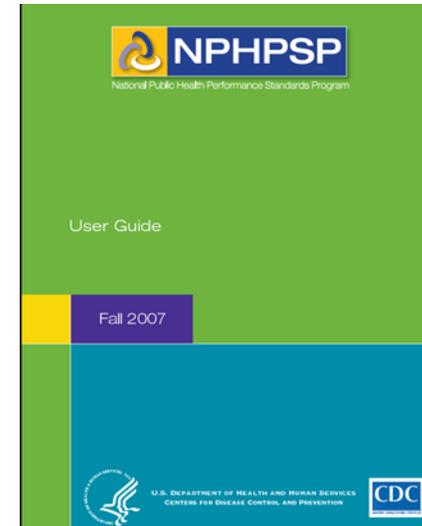
## **Key Steps (continued)**

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- **Complete the instrument**
  - **Use skilled facilitator and recorder**
  - **Voting process, gain consensus**
- **Submit data to CDC, retrieve reports**
- **Discuss results with partners**
- **Determine challenges and opportunities**
  - **Incorporate into assessment data for MAPP process**
- **Select priorities for action**
- **Develop and implement improvement plans and actions**

# Have a Plan

- **Gather and review the materials**
  - [www.cdc.gov/nphpsp](http://www.cdc.gov/nphpsp)
  - **User's Guide**
  - **Local instrument**
    - **30 model standards**



NO ACTIVITY	MINIMAL ACTIVITY	MODERATE ACTIVITY	SIGNIFICANT ACTIVITY	OPTIMAL ACTIVITY
NO ACTIVITY	Greater than zero, but no more than 25% of the activity described within the question is met within the public health system.	Greater than 25%, but no more than 50% of the activity described within the question is met within the public health system.	Greater than 50%, but no more than 75% of the activity described within the question is met within the public health system.	Greater than 75% of the activity described within the question is met within the public health system.

The image is a screenshot of a web browser displaying the CDC website. The address bar shows 'http://wwwdev.cdc.gov/od/ocph/nphpsp/Conducting.htm'. The page title is 'National Public Health Performance Standards Program'. The main content area is titled 'Conducting the Assessment' and includes a list of resources: 'The Instruments', 'Glossary', 'Agendas', and 'Facilitator's Guide'. The 'The Instruments' link is highlighted. The page also features a 'Main Menu' on the left and 'Quick Links' on the right.

# Have a Plan

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- **Assess readiness to proceed**
  - **Leadership commitment**
  - **Purpose and benefits**
    - **Expectations, value**
  - **Resources**
    - **Who will lead the effort?**
      - **Planning committee**
    - **Public health system partners**
    - **Technical assistance support**
    - **Staff support**
    - **Materials and supplies**
      - **Meeting space, copies, refreshments, etc**
  - **Strategic fit**

# Have a Plan

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- **Develop timeline and plan**
  - **Determine how assessment will be structured and facilitated**
  - **Create workplan and/or timeline**
  - **Schedule meeting(s)**
  - **Plan the agenda, activities**
  - **Gather materials, resources**

## NPHPSP Meeting Logistics Checklist

### At least 3 months before meeting

- Identify public health system partners
  - Organize them by Essential Public Health Service
  - Estimate the number of attendees
  - Determine meeting room requirements (e.g. 1 large meeting room & 5 small breakout rooms for 1 day; 1 medium size room for 5 consecutive meetings)
- Identify date(s) that do not conflict with other important events
- Secure meeting space
- Send invitees a "Save the Date" notice
- Write a letter of invitation
  - Determine who should sign the letter (e.g. health director, health council members, board of health president, elected officials)
- Identify and invite speakers who will provide overview information
- Draft a meeting agenda
- E-mail and/or mail invitations and draft agenda and/or call invitees
- Post meeting information online

### At least 2 months before meeting

- Identify facilitators and recorders
- Set up a meeting to train facilitators and recorders

### At least 1 month before meeting

- Finalize agenda
- Follow-up with invitees that have not responded
- Train facilitators and recorders
- Prepare PowerPoint slides for orientation
- Determine final participant count
- Order food for meeting(s)
- Prepare meeting packets
  - Agenda
  - Participant list
  - PowerPoint slides
  - Meeting evaluation
  - Background information about NPHPSP
- Secure materials for meeting
  - AV
    - Laptops
    - Projector
    - Microphone

# **Have a Plan**

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- **Options for Structuring Assessment Process**
  - **Select option that**
    - **Uses partners' time wisely**
    - **Reaps most benefit for all**
    - **Yields useful discussion, information exchange, builds relationships**
  - **Each EPHS takes ~1-2 hours to complete**
  - **Using agency contribution questionnaire?**
  - **Using priority questionnaire?**
  - **Number of public health system partners**

# **Structuring Assessment Process**

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- **Retreat format**
  - **1-2 days**
  - **Orientation and introduction**
  - **Full group completes instrument together, or**
    - **Small groups work simultaneously on assigned EPHS**
  - **Advantages**
    - **Maximum cross learning**
    - **Consistency in process, facilitation, responses**
  - **Disadvantages**
    - **Requires full-day (or two) commitment from all partners**
    - **Scheduling can be challenging**

# **Structuring Assessment Process**

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- **Small group work**
  - **Kick-off meeting with orientation**
  - **Groups tasked with completing specific EPHS at their own pace (e.g., 1&2, 3,4&5, 6&7, 8,9&10)**
  - **Debriefing meeting following completion of all EPHS**
  - **Advantages**
    - **Inclusion of specific areas of expertise**
    - **May be easier to schedule**
  - **Disadvantages**
    - **Decreased cross learning**
    - **Less consistency in responses**
    - **Keeping facilitation consistent can be challenging**

# **Structuring Assessment Process**

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- **Series of meetings**
  - **Orientation and introduction**
  - **One or more EPHS covered at each meeting**
  - **Full group completes instrument together**
  - **Core group participates in all meetings**
  - **Advantages**
    - **Smaller “chunks” to manage at one time**
    - **Inclusion of specific expertise**
  - **Disadvantages**
    - **Assuring consistency in process, facilitation, responses**
    - **Extends time commitment**

# **Structuring Assessment Process**

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- **Other Considerations**
  - **Instrument as a survey** (survey only not recommended)
    - **Use this approach with extreme caution**
      - **Survey responses, results must be shared and discussed to determine consensus responses**
      - **Consider the value and benefits for participants**
  - **Options for streamlining the face-to-face meetings**
    - **Conduct orientation via web conference prior to meeting**
    - **Simultaneous work by groups**
    - **Facilitation techniques**
      - **Use of stem questions, discussion tool boxes**

# Model Practice – Plan and Action Register – Polk CHD

Action Step	Person Responsible	Target Date	Progress
			10/11 Drafted letter
13. Make personal phone calls to VIPs.	Dr. Haight Dr. Philip Linda Sheryl	10/18	Check RSVP list and begin making calls on 10/25/10.
14. Create flyer including agenda and lunch options to use as a reminder.	Bobbie Duffey		Due Date: 11/5/10
14. Email flyer to RSVP list only.	Bobbie Duffey		Monday, November 8 <sup>th</sup> .
<b>B. CONDUCTING THE ASSESSMENT – Orient Participants, Complete Assessment, Submit Data (<a href="http://www.cdc.gov/od/ocphp/nphpsp/Conducting.htm">www.cdc.gov/od/ocphp/nphpsp/Conducting.htm</a>)</b>			
1. Determine orientation process and topics.	Chris/Daphne	<b>Complete</b>	Topics should include a brief overview of the NPHPSP, the Essential Public Health Services, and the concept of the public health system; a review of the process that will be used to complete the assessment; overview of ground rules regarding discussion and voting methods (see sample at <a href="http://www.cdc.gov/od/ocphp/nphpsp/Conducting.htm">www.cdc.gov/od/ocphp/nphpsp/Conducting.htm</a> ); purpose of completing the assessment and the anticipated benefits and next steps. Sample orientation agenda: <a href="http://www.cdc.gov/od/ocphp/nphpsp/Preparing/Orientation%20Meeting%20Agenda.pdf">www.cdc.gov/od/ocphp/nphpsp/Preparing/Orientation%20Meeting%20Agenda.pdf</a>
2. Determine what materials need to be developed and brought to the sessions (e.g. agendas, slideshows, voting cards, copies of what was already sent, sign in sheet, evaluation form etc.)	Linda Hawbaker Bobbie Duffey Teresa Singleton		10/20 See Linda's separate action plan for 11/17 & 11/18 for details. Site visit is 11/12 Agenda ARS Standards, Toolbox, ESS, Questions Sign-in sheets

# Identify and Recruit Partners – Why?

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- Broad-based group
  - more accurate depiction of system at work
  - valuable dialog
  - access to expertise, resources

All public, private and voluntary entities that contribute to the delivery of public health services

# Identify and Recruit Partners – Who?

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- Who **plays a role** in the local public health system?
  - Use Essential Services framework to identify
- Who and/or what organizations must be included to be **truly representative** of your community?
- Who and/or what organizations contribute to the **expertise and diversity** of the system?
- **How many** people should participate
- Are there **existing** coalitions or committees that could be used?





# Identify and Recruit Partners – How?

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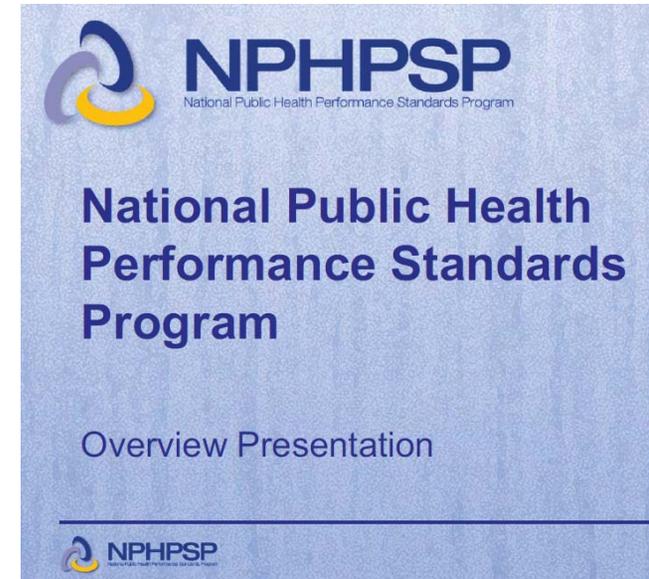
- Initial phone or personal contact
  - Explain purpose, importance
  - Be honest about time commitment
- Follow with invitation letter or e-mail
  - Include details (date, location, map, etc.)
  - Provide background materials on essential services and NPHPSP
- Confirm by phone, personal contact or e-mail
  - Address concerns
  - Stress importance and benefits



# Orienting Participants

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- In advance
  - Include materials in invitation
    - Link to instrument
    - Model standards
    - PowerPoint presentation
  - Hold pre-meeting orientation sessions
    - Conference call(s)
    - Web conference format
    - Self-tutorial
- At assessment meeting(s)



# Tools and Tip Sheets

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- Participant Selection Worksheet (MAPP material)
- Sample invitation letters
- Sample informational materials for partners
  - Fact Sheet
  - Introduction to NPHPSP document
  - Essential Services



[www.doh.state.fl.us/COMPASS](http://www.doh.state.fl.us/COMPASS)

[www.cdc.gov/NPHPSP/preparing.html](http://www.cdc.gov/NPHPSP/preparing.html)



## For More Information

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- Visit COMPASS website  
[www.doh.state.fl.us/COMPASS](http://www.doh.state.fl.us/COMPASS)
- CDC website [www.cdc.gov/nphpsp](http://www.cdc.gov/nphpsp)
- Contact DOH Office of Health Statistics and Assessment
  - Christine Abarca at 850-245-4444 ext 2071, e-mail: [Christine\\_Abarca@doh.state.fl.us](mailto:Christine_Abarca@doh.state.fl.us)
  - Daphne Holden at 850-245-4444 ext. 2036, e-mail: [Daphne\\_Holden@doh.state.fl.us](mailto:Daphne_Holden@doh.state.fl.us)

# Coming Attractions

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- ***Webinar Series on NPHPSP***
  - **Wednesday, June 22**
    - Using the Local NPHPSP Instrument
  - **Thursday, June 23**
    - Completing the Assessment
  - **Monday, June 27**
    - Facilitator Training featuring **Teresa Daub, CDC** and **Julia Joh, NACCHO**
  - **Tuesday, June 28**
    - Using Results with Q & A with **Julia Gray, Public Health Foundation**

1-2 pm ET Connection info at  
**[www.doh.state.fl.us/COMPASS/](http://www.doh.state.fl.us/COMPASS/)**