

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
Protect the Population from health threats	1.1.1	Prevent and control infectious disease	<b>H.2.a</b> By 12/31/13, increase the percentage of sexually transmitted disease (STD) cases treated according to the most recent STD guidelines within 14 days of diagnosis to 90%
		Prevent and control infectious disease	<b>H.2.b</b> By 12/31/13, maintain 100% of active tuberculosis (TB) patients completing therapy within 12 months of initiation of treatment
		Prevent and control infectious disease	<b>H.2.c</b> By 12/31/14, ensure that at least 93% of contacts to sputum AFB smear-positive TB patients are evaluated for infection and disease
		Prevent and control infectious disease	<b>H.2.d</b> By 12/31/14, ensure that at least 79% of newly diagnosed Latent TB Infection (LTBI) patients have completed treatment
		Prevent and control infectious disease	<b>H.3.b</b> By 12/31/13, achieve a Composite Annual Score of Core Epidemiology Measures of at least 75
Protect the Population from health threats	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	<b>H.3.a</b> By 12/31/13, achieve an Annual Comprehensive Environmental Health Score (ACEHS) of at least 90
Protect the Population from health threats	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	<b>H.3.c</b> By 12/31/13, achieve a Composite Annual Preparedness Score of at least 5
		Minimize loss of life, illness, and injury from natural or man-made disasters	<b>H.3.d</b> By 12/31/15, achieve Project Public Health Ready (PPHR) Certification
Protect the Population from health threats	1.1.4	Prevent and reduce intentional and unintentional injuries.	
Reduce chronic disease morbidity and mortality	1.2.1	Increase the proportion of adults and children who are at a healthy weight.	<b>H.4.a</b> By 12/31/15, increase the percentage of adults who are at a healthy weight (BMI from 18.5 to 24.9) by 10%
		Increase the proportion of adults and children who are at a healthy weight.	<b>H.4.b</b> By 12/31/15, decrease the percentage of school-aged children and adolescents who are considered obese by 10%
		Increase the proportion of adults and children who are at a healthy weight.	<b>H.4.c</b> By 12/31/15, increase the percentage of adults and adolescents who meet current Federal physical activity guidelines by 10%

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
		Increase the proportion of adults and children who are at a healthy weight.	<b>H.4.d</b> By 12/31/15, increase the percentage of adults and adolescents who consume at least 5 servings of fruits and vegetables a day by 10%
Reduce chronic disease morbidity and mortality	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	<b>H.4.e</b> By 12/31/15, decrease the percentage of adults who are current cigarette smokers to below 14.5%
		Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	<b>H.4.f</b> By 12/31/15, decrease the percent of students smoking cigarettes in the past 30 days by 10%
		Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	<b>H.4.g</b> By 12/31/15, decrease the percentage of youth ages 11 to 17 exposed to secondhand smoke to below 60%
Improve maternal and child health	1.3.1	Meet special health care needs of children.	<b>H.1.a</b> By 12/31/13, increase the percentage of 2 year-old County Health Department (CHD) clients fully immunized by 2%
		Meet special health care needs of children.	<b>H.1.b</b> By 12/31/13, increase the percentage of WIC infants who are ever breastfed by 25%
Improve maternal and child health	1.3.2	Reduce infant mortality.	
Improve efficiency and effectiveness	2.1.1	Connect agency providers and electronic health record systems in a network that consists of a state-level Health Information Exchange, Direct Secured Messaging and local health information exchanges and gateways	
Improve efficiency and effectiveness	2.1.2	Adopt certified electronic health record software	

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
Improve efficiency and effectiveness	2.1.3	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	<b>H.2.e</b> By 12/31/13, increase the percentage of clients who routinely picked up ADIS Drug Assistance Program (ADAP) medications each month of the year by 10%
		Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	<b>S.1.b</b> By 12/31/13, increase the percentage of family planning clients served who have documentation of race and ethnicity in their records to 95%
Improve efficiency and effectiveness	2.1.4	Use public health information technology and systems to efficiently improve business practices	<b>S.1.c</b> By 12/31/13, develop and document a process to address external customer satisfaction and complaints
		Use public health information technology and systems to efficiently improve business practices	<b>S.1.d</b> By 12/31/13, increase the percentage of completed customer satisfaction surveys with a satisfactory or better rating to 90%
Improve efficiency and effectiveness	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	<b>S.1.e</b> By 12/31/13, maintain 100% of documented customer complaints acknowledged by end of next business day
			<b>F.1.a</b> By 12/31/13, reduce the amount of wasted/spoiled/ expired vaccine to no more than 3% or \$5,000, whichever is smaller

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
Maximize funding to accomplish the public health mission	2.2.1	Maximize Medicaid and other third party revenue to help county health departments and Children's Medical Service providers to retain the infrastructure necessary to meet the public health needs of their community.	
Maximize funding to accomplish the public health mission	2.2.2	Review and update fee policies and fee schedules.	<b>F.1.d</b> By 12/31/13, manage cash balances so that State General Revenue and Trust funds have no negative cash balances
Promote a culture of organizational excellence.	2.3.1	Maintain a sustainable performance management framework for the Department	<b>F.4.a</b> By 12/31/13, achieve Public Health Accreditation through the Public Health Accreditation Board (PHAB)
Promote a culture of organizational excellence.	2.3.2	Collect, track and use performance data to inform business decisions and continuously improve.	<b>F.1.b</b> By 12/31/14, increase percent of total revenue derived from contracts and direct grant revenue by 10%
Promote a culture of organizational excellence.	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	<b>F.2.a</b> By 12/31/13, ensure 100% of items are in compliance with Department of Health Information Security and Privacy Standards

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
		Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	<b>W.1.d</b> By 12/31/13, ensure at least 90% accuracy by supervisor and employees of time recorded on Employee Activity Reports/Daily Activity Records (EARs/DARs) within 7 calendar days of end of pay period
		Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	<b>W.1.e</b> By 12/31/13, reduce the percentage of annual worker's compensation incidents to no more that 2%
Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	<b>F.3.a</b> By 12/31/13, develop an internal and external communications plan
Assure access to health care	3.1.1	Increase access to care for underserved populations.	<b>H.1.c</b> By 12/31/15, reduce the rates of dental caries through community-based prevention strategies by 10%
		Increase access to care for underserved populations.	<b>S.1.a</b> By 12/31/13, increase the percentage of teen family planning clients who adopt an effective method of birth control to 85%
Assure access to health care	3.1.2	Provide equal access to culturally and linguistically competent care.	Does not link to a specific DOH-Charlotte Objective, but does fall under the umbrella of the Service to Customers and Community Goal: Identify, respond to, and monitor community health issues through collaborative partnerships
Promote an integrated public health system.	3.2.1	Implement and link health improvement planning at state and local levels.	<b>S.2.a</b> By 12/31/15, establish that a collaborative community health assessment process exists and results in a community health improvement plan with measurable outcomes and goals every 5 years

## Charlotte CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
Promote an integrated public health system.	3.2.2	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	<b>S.2.b</b> By 12/31/14, increase percentage of supervisors or managers actively participating in a community organization responsible for public health policy and/or the advancement of community health by 2%
Promote an integrated public health system.	3.2.3	Support local efforts to revitalize communities.	
Expediently license all healthcare professionals who meet statutorily mandated standards of competency.	3.3.1	Provide an efficient licensure process that meets statutory requirements.	
Attract, recruit, and retain a competent and credentialed workforce.	4.1.1	Implement a competency-based framework for recruitment and training.	
Attract, recruit, and retain a competent and credentialed workforce.	4.1.2	Provide trainings and resources that support and develop current public health employees.	<b>W.1.a</b> By 12/31/13, maintain 100% compliance of current employees who have completed the annual mandatory Department of Health (DOH) training in accordance with the DOH Training Policy
		Provide trainings and resources that support and develop current public health employees.	<b>W.1.b</b> By 12/31/13, ensure 100% of new hires have completed the mandatory DOH training in accordance with the DOH Training Policy
		Provide trainings and resources that support and develop current public health employees.	<b>W.1.c</b> By 12/31/13, ensure 100% of newly hired supervisors have completed the Basic Supervisory Training Program (Human Resources Overview and Leadership Overview) within six months of hire into a supervisory position

**Charlotte CHD Alignment with Agency Strategic Plan**

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Charlotte CHD Objective, aligned to State Strategy
Ensure partnerships, systems and processes to support the future workforce.	4.2.1	Develop, sustain and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce.	<b>W.2.a</b> By 12/31/13, increase the overall response rate on the Employee Satisfaction Survey to at least 75%
		Develop, sustain and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce.	<b>W.2.b</b> By 12/31/13, increase the percentage of employee Climate Dimensions Survey results meeting or exceeding target of 4.0 – 5.0 to 100%
		Develop, sustain and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce.	<b>W.2.c</b> By 12/31/13, develop and document a process to address employee satisfaction