

**Polk CHD Alignment with
Agency Strategic Plan**

Agency Strategic Plan Goal	Strat.	Obj.	Agency Strategic Plan Strategy	State Health Improvement Plan Alignment	Other Alignments	Florida Department of Health in Polk County Objective	Target Date	Lead
Protect the population from health threats	1.1.1	A	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.1.1	Healthy People 2020, IID-7; State Agency Long Range Program Plan; CDC's Community Guide	Increase rate of FDOH-Polk 2-year old clients who are fully immunized from 83% to 95% by December 31, 2016.	12/31/16	Immunizations
Protect the population from health threats	1.1.1	B	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.1.2	Healthy People 2020 IID-12.7; Key Health Disparity Objective; National Prevention Strategy; CDC's Community Guide	Increase rate of FDOH-Polk clients aged 65 and older who are immunized against the flu by 15% and pneumonia by 25% by December 31, 2016.	12/31/16	Immunizations
Protect the population from health threats	1.1.1	C	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.2.1	Healthy People 2020 STD-1.1, STD-2, and STD-6; State Agency Long Range Program Plan	Reduce the annual bacterial STD rate for Polk County female citizens age 15-34 (syphilis, chlamydia, gonorrhea) to 2771.1 or below (from 2871.1) by December 31, 2015.	12/31/15	STD
Protect the population from health threats	1.1.1	D	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.3.1	Healthy People 2020, HIV-2; State Agency Long Range Program Plan	Continue surveillance and outreach activities to prevent an increase of or to reduce the 2012 AIDS case rate of 12.0% per 100,000 by December 31, 2016.	12/31/16	AIDS
Protect the population from health threats	1.1.1	E	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.3.1	Healthy People 2020 HIV-14.1; State Agency Long Range Program Plan	Increase the annual number of adolescents and adults in Polk County who have been tested for HIV from 10,270 to 11,300 (1.66% to 1.83%) by December 31, 2016.	12/31/16	HIV
Protect the population from health threats	1.1.1	F	Prevent and control infectious disease	Health Protection; Goal 1: Prevent and Control Infectious Diseases; Objective HP1.3.1	Healthy People 2020 HIV-14.3; State Agency Long Range Program Plan	Increase the proportion of pregnant women seen by the Florida Department of Health in Polk County who received a test for HIV from 61% to 70% by December 31, 2016.	12/31/16	HIV / Healthy Start
Protect the population from health threats	1.1.1	G	Prevent and control infectious disease	Similar to Health Protection; Goal 1: Prevent and Control Infectious Diseases, HP1.1	Healthy People 2020 IID-11.4; CDC's Community Guide	Increase the rate of completion of HPV administration to school age children 9-21 from 19.5% to 21% by December 31, 2016.	12/31/16	Immunizations
Protect the population from health threats	1.1.1	H	Prevent and control infectious disease	Similar to Health Protection; Goal 1: Prevent and Control Infectious Diseases, Objective HP1.1.3	Healthy People 2020, IID-1.6; CDC's Community Guide	Increase TDAP to FDOH-Polk pregnant women above 27 weeks from 0% to 10% by December 31, 2016.	12/31/16	Immunizations
Protect the population from health threats	1.1.2	A	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.2.3	Healthy People 2020, EH-8.1 and 8.2	Improve and streamline our Lead Screening/Reporting Surveillance response system to reduce the prevalence of lead poisoning among screened children less than 6 years old to no greater than 16.0 per 100,000 (from 16.5%), by December 31, 2016.	12/31/16	Environmental Engineering
Protect the population from health threats	1.1.2	B	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.3.1	Healthy People 2020, EH-4 and 5; State Agency Long Range Program Plan	Ensure that 95% or greater of public water complaints (all sectors) received by FDOH-Polk have an initial complaint investigation response within 1 business day, by December 31, 2015.	12/31/15	Environmental Engineering
Protect the population from health threats	1.1.2	C	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.3.2	FY2011-2015 EPA Strategic Plan	By January 1, 2016, achieve an annual score on Environmental Health Water Program Evaluations of at least 80% (baseline 95.33%).	01/01/16	Environmental Engineering
Protect the population from health threats	1.1.2	D	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.3.2	FY2011-2015 EPA Strategic Plan	By January 1, 2014, achieve a composite annual score on Environmental Health Onsite Sewage Program Evaluations of at least 80% (baseline 81%).	01/01/14	Environmental Health
Protect the population from health threats	1.1.2	E	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.3.2	FY2011-2015 EPA Strategic Plan	By January 1, 2015, achieve a composite annual score on Environmental Health Community Program Evaluations of at least 80% (baseline 84%).	01/01/15	Environmental Health

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Protect the population from health threats	1.1.2	F	Prevent and reduce illness, injury and death related to environmental factors	Health Protection; Goal 2: Prevent and Reduce Illness, Injury and Death Related to Environmental Factors; Objective HP2.3.2	FY2011-2015 EPA Strategic Plan	Annually, by January 1st, achieve a composite annual score on the Environmental Health Leadership Survey of at least 95% (baseline 95.33%).	01/01/15	Environmental Health and Engineering
Protect the population from health threats	1.1.3	A	Minimize loss of life, illness, and injury from natural or man-made disasters	Health Protection; Goal 3: Minimize loss of life, illness and injury from natural or man-made disasters, Objective HP3.2.1	PAHPA Benchmark Measure	By December 31st annually, conduct one (1) training at a minimum for FDOH-Polk staff on the Emergency Operations Plan.	12/31/16	Public Health Preparedness
Protect the population from health threats	1.1.3	B	Minimize loss of life, illness, and injury from natural or man-made disasters	Health Protection; Goal 3: Minimize loss of life, illness and injury from natural or man-made disasters, Objective HP3.2.1	PAHPA Benchmark Measure	By December 31st annually, conduct one (1) exercise at a minimum for FDOH-Polk staff on the Emergency Operations Plan (EOP).	12/31/16	Public Health Preparedness
Protect the population from health threats	1.1.3	C	Minimize loss of life, illness, and injury from natural or man-made disasters	Health Protection; Goal 3: Minimize loss of life, illness and injury from natural or man-made disasters, Objective HP3.2.1	PAHPA Benchmark Measure	By December 31st annually, conduct one exercise to evaluate the ability of pre-identified staff covering Public Health and Medical incident management command roles to report to duty within 60 minutes or less.	12/31/16	Public Health Preparedness
Reduce chronic disease morbidity and mortality	1.2.1	A	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight, Objective CD1.2.2	Healthy People 2020, NWS-5 and 6; US Preventive Services Task Force CDC's Winnable Battles	By December 31, 2014, develop a standardized informational packet of BMI materials for FDOH-Polk clients and community providers targeting patient diet, nutrition, weight reduction, and physical activity and distribute to 75% or more of FDOH-Polk clients who are overweight or obese.	12/31/14	Administration / Community Health Services
Reduce chronic disease morbidity and mortality	1.2.1	B	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.1.1	Healthy People 2020, NWS-5 and 6; CDC's Winnable Battles	By December 31, 2013, collect a baseline evaluation of community partners of the number of primary care providers who calculate and document body mass index of their patients.	12/31/13	Administration / Health Promotion
Reduce chronic disease morbidity and mortality	1.2.1	C	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.1.2	Healthy People 2020, NWS-5 and 6; CDC's Winnable Battles	By December 31, 2013, collect a baseline evaluation of community partners of the methods primary care providers use to provide counseling or education related to achieving or maintaining a healthy weight for their patients.	12/31/13	Administration / Health Promotion
Reduce chronic disease morbidity and mortality	1.2.1	D	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.1.2	Healthy People 2020, NWS-5 and 6 and ECBP-2.8 and 2.9; CDC's Winnable Battles	By October 31, 2015, present an educational plan outlining childhood nutrition, weight reduction, and physical activity recommendations to the School Board to facilitate implementation of BMI health education within schools.	10/31/15	School Health / WIC
Reduce chronic disease morbidity and mortality	1.2.1	E	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.2.1	Healthy People 2020, NWS-5 and 6; US Preventive Services Task Force CDC's Winnable Battles	Quarterly through December 31, 2016, monitor BMI levels of WIC children ages 2-5, tracking obese, overweight and combined percentages. Report metrics to the Polk Performance Management Dashboard for action planning.	12/31/16	WIC
Reduce chronic disease morbidity and mortality	1.2.1	F	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.2.1	Healthy People 2020, NWS-5 and 6; US Preventive Services Task Force CDC's Winnable Battles	Increase by 10% the proportion of Polk Doctors (PCPs) who regularly assess BMI on their patients, by December 31, 2014.	12/31/14	Administration / Health Promotion
Reduce chronic disease morbidity and mortality	1.2.1	G	Increase the proportion of adults and children who are at a healthy weight	Chronic Disease; Goal 1: Increase the percentage of adults and children who are at a healthy weight; Objective CD1.2.2	Healthy People 2020, NWS-5 and 6; US Preventive Services Task Force CDC's Winnable Battles	Increase by 10% the proportion of PCPs who provide counseling or education related to achieving or maintaining a healthy weight by December 31, 2014.	12/31/14	Administration / Health Promotion
Reduce chronic disease morbidity and mortality	1.2.2	A	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure, Objective CD4.2	Healthy People 2020 TU-11; US Preventive Services Task Force; CDC's Community Guide; CDC's Winnable Battles	Provide standardized free state cessation and education materials to 90% or more of FDOH-Polk clients who use tobacco, by December 31, 2015.	12/31/15	Administration / CHS / Tobacco

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Reduce chronic disease morbidity and mortality	1.2.2	B	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure, Objective CD4.3.2	Healthy People 2020 TU-11.1 and 11.2; CDC's Community Guide; CDC's Winnable Battles	Provide standardized free state cessation and education materials to 90% or more of FDOH-Polk clients who are asthmatic minor patients (<19 yoa) exposed to secondhand smoke, to share with close contacts, by December 31, 2015.	12/31/15	Administration / CHS / Tobacco
Reduce chronic disease morbidity and mortality	1.2.2	C	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure, Objective CD4.3.2	Healthy People 2020 TU-11; CDC's Community Guide; CDC's Winnable Battles	Provide standardized free state cessation and education materials to 90% or more of FDOH-Polk clients who are pregnant, for personal use or for identified close contacts who smoke, by December 31, 2015.	12/31/15	Administration / CHS / Tobacco
Reduce chronic disease morbidity and mortality	1.2.2	D	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure; CD4.2.1	Healthy People 2020 TU-4; Key Health Disparity Objective; US Preventive Services Task Force; CDC's Community Guide; CDC's Winnable Battles	Establish 1 policy to increase the number of employers in Polk County who offer access to cessation services to their employees by June 30, 2015.	06/30/15	Tobacco
Reduce chronic disease morbidity and mortality	1.2.2	E	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure; Objective CD4.2.4	Healthy People 2020 TU-3.1 and 18; US Preventive Services Task Force; CDC's Community Guide; CDC's Winnable Battles	Establish 1 policy to restrict the sale of Candy Flavored Tobacco Products not covered by the FDA, by June 30, 2014.	06/30/14	Tobacco
Reduce chronic disease morbidity and mortality	1.2.2	F	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Chronic Disease; Goal 4: Reduce illness, disability and death related to tobacco use and secondhand smoke exposure; Objective CD4.3.1	Healthy People 2020 TU-13.10; CDC's Community Guide; CDC's Winnable Battles	Establish 1 policy to create tobacco-free multi-unit dwellings, by June 30, 2014.	06/30/14	Tobacco
Improve maternal and child health	1.3.1	A	Reduce Infant mortality.	Chronic Disease; Goal 3: Reduce chronic disease morbidity and mortality, Strategy AC5.4	Healthy People 2020 MICH-1.1 and 1.3; Rankings and Roadmaps	Implement and monitor action plans based on root causes to reduce the infant mortality rate in Polk from 7.4 to 7.0, by December 31, 2016.	12/31/16	Administration / Healthy Start
Improve maternal and child health	1.3.2	A	Meet special health care needs of children.	Access to Care; Goal 5: Reduce maternal and infant morbidity and mortality, Objective AC5.3.1	Healthy People 2020 FP-8.1, 8.2 and similar to FP-11; CDC's Winnable Battles	Increase the number of teen FDOH-Polk family planning clients who adopt an effective or higher method of birth control to 73% by December 31, 2016.	12/31/16	Family Planning / Healthy Start
Improve maternal and child health	1.3.2	B	Meet special health care needs of children.	Access to Care; Goal 5: Reduce maternal and infant morbidity and mortality, Objective AC5.3.1	Healthy People 2020 FP-8.1 and 8.2; CDC's Winnable Battles	Decrease the percentage of teen births, ages 15-17, that are subsequent (repeat) births from 7.3% to 6.8%, by December 31, 2015.	12/31/15	Family Planning / Healthy Start
Improve efficiency and effectiveness	2.1.1	A	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians, Objective HI4.3.9	Healthy People 2020, HC/HIT-10 and 11 and PHI-14.2; Electronic Health Record Incentive Program; Medicare and Medicaid; Affordable Care Act (AMA) Meaningful Use Stage 1 Objectives	Annually monitor and map the trend of no less than seven (7) stage one and seven (7) stage two meaningful use quality care metrics, with reporting to Division Directors at monthly performance management meetings.	12/31/16	Quality Improvement
Improve efficiency and effectiveness	2.1.2	A	Use public health information technology and systems to efficiently improve business practices	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians, Objective HI4.3.9	Healthy People 2020, HC/HIT-2	By December 31, 2015, deploy electronic kiosk survey systems to 5 of 5 of our physical buildings to collect customer satisfaction metrics.	12/31/15	Information Technology
Improve efficiency and effectiveness	2.1.2	B	Use public health information technology and systems to efficiently improve business practices	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.9	DOH HPI Performance Management System.	Monitor a minimum of five (5) annual operational metrics per year, utilizing the Polk Performance Management Dashboard, and review goals, trending, and corrective action plans with Division Directors at monthly performance management meetings.	12/31/16	Quality Improvement

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Improve efficiency and effectiveness	2.1.3	A	Adopt certified electronic health record software	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians, Objective HI1.2.6	Healthy People 2020, HC/HIT-10 and 11; Electronic Health Record Incentive Program; Medicare and Medicaid; Affordable Care Act (AMA) Meaningful Use Stage 1 and 2 Core Objectives	Ensure 90% of providers are utilizing all released modules of HMS's EHR system by December 31, 2013.	12/31/13	Electronic Health Records Team
Improve efficiency and effectiveness	2.1.3	B	Adopt certified electronic health record software	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians, Objective HI1.2.6	Healthy People 2020, HC/HIT-10 and 11; Electronic Health Record Incentive Program; Medicare and Medicaid; Affordable Care Act (AMA) Meaningful Use Stage 1 and 2 Core Objectives	Confirm that 90% of Florida Department of Health in Polk County practitioners adopt electronic prescribing, and more than 30% of patients have at least one medication entered using electronic provider entry, by December 31, 2014.	12/31/14	Electronic Health Records Team
Improve efficiency and effectiveness	2.1.4	A	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.	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians	Healthy People 2020, HC/HIT-10 and 11; Electronic Health Record Incentive Program; Medicare and Medicaid; Affordable Care Act (AMA) Meaningful Use Stage 2 Core Objectives	By December 31, 2015, use Direct Secured Messaging or other approved secured messaging transmission method for transfer of 20% or more of patient imaging results between Florida Department of Health in Polk County and local radiology providers.	12/31/15	Electronic Health Records / Information Technology
Improve efficiency and effectiveness	2.1.4	B	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.	Finance and Infrastructure; Goal 1: Use health information technology to improve the efficiency, effectiveness, and quality of patient care coordination, patient safety, and health care outcomes for all Floridians; Objective HI1.1.1	Healthy People 2020, HC/HIT-10 and 11; Electronic Health Record Incentive Program; Medicare and Medicaid; Affordable Care Act (AMA) Meaningful Use Stage 1 and 2 Core Objectives	By December 31, 2015, establish and utilize secured electronic medical records transmission channels (DSM or SFTP/IB) with no less than three (3) community partners.	12/31/15	Electronic Health Records / Information Technology
Improve efficiency and effectiveness	2.1.5	A	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners; Objective HI4.3.4	Healthy People 2020, PHI 14.2; Public Health Accreditation Board (PHAB)	By January 31, 2015, receive accreditation by the Public Health Accreditation Board (PHAB) as an integrated public health agency.	01/31/15	Health Promotions
Maximize funding to accomplish the public health mission	2.2.1	A	Maximize Medicaid and other third party revenue to help county health departments to retain the infrastructure necessary to meet the public health needs of their community.	Finance and Infrastructure; Goal 2: Assure adequate public health funding to control infectious diseases, reduce premature morbidity and mortality due to chronic diseases, and improve the health status of residents and visitors, Strategy HI2.3	State Agency Long Range Program Plan	Provide two grant writing workshops annually for identified grant writers from each Division and for management level staff, from July 2013 through June 2016.	06/30/16	Health Promotions
Maximize funding to accomplish the public health mission	2.2.1	B	Maximize Medicaid and other third party revenue to help county health departments to retain the infrastructure necessary to meet the public health needs of their community.	Finance and Infrastructure; Goal 2: Assure adequate public health funding to control infectious diseases, reduce premature morbidity and mortality due to chronic diseases, and improve the health status of residents and visitors, Strategy HI2.3	State Agency Long Range Program Plan	Increase the absolute dollar amount received from competitive grants from \$65,048 (awarded 2010-2013) to \$71,553 (by 10%) or more, by July 31, 2014.	07/31/14	Finance and Accounting / Health Promotions

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Maximize funding to accomplish the public health mission	2.2.1	C	Maximize Medicaid and other third party revenue to help county health departments to retain the infrastructure necessary to meet the public health needs of their community.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI2.3.2 and HI2.3.3	American Medical Association ICD-10 Code Set; Florida Statute 154.01 and 154.02; Medicaid and Medicare; Affordable Care Act (AMA)	Prepare for the upcoming transition to ICD10 and potential fee for service structures by training one staff member as a certified medical coder by October 1, 2014.	10/01/14	Finance and Accounting
Maximize funding to accomplish the public health mission	2.2.1	D	Maximize Medicaid and other third party revenue to help county health departments to retain the infrastructure necessary to meet the public health needs of their community.	Similar to Finance and Infrastructure; Goal 2: Assure adequate public health funding to control infectious diseases, reduce premature morbidity and mortality due to chronic diseases, and improve the health status of residents and visitors, Objective HI2.2.1	DOH Administrative Dashboard	Maintain a trust fund minimum balance of 8% for 2013-2014 and DOH required percentage for the following two years.	12/31/16	Finance and Accounting
Maximize funding to accomplish the public health mission	2.2.2	A	Review and update fee policies and fee schedules	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI2.3.2 and HI2.3.3	American Medical Association ICD-10 Code Set; Florida Statute 154.01 and 154.02; Medicaid and Medicare; Affordable Care Act (AMA)	By December 31st annually, conduct a formal review of our fee structure, fee schedules, and coding practices (services, EARS/DARS, etc.).	12/31/16	Finance and Accounting
Promote a culture of organizational excellence	2.3.1	A	Collect, track and use performance data to inform business decisions and continuously improve.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.9	County Performance Snapshot; CHD Administrative Dashboard; National Rankings and Roadmaps; DOH HPI Performance Management System; Sterling/Baldrige Criteria	Between June 30, 2013 and December 31, 2016, provide management with monthly reports on ongoing performance improvement reviews of measures which do not meet or are at risk of not meeting targets from aligned plans and dashboards.	12/31/16	Quality Improvement
Promote a culture of organizational excellence	2.3.2	A	Maintain a sustainable performance management framework	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.9	County Performance Snapshot; CHD Administrative Dashboard; National Rankings and Roadmaps; DOH HPI Performance Management System; Sterling/Baldrige Criteria	Between June 30, 2013 and December 31, 2016, provide quarterly SMART measurement of FDOH agency, local and programmatic performance objectives via the unified Polk Performance Management Dashboard, a system accessible to all staff.	12/31/16	Quality Improvement / Leadership Committee
Promote a culture of organizational excellence	2.3.3	A	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	Finance and Infrastructure; Goal 3: Attract, recruit, and retain a prepared, diverse and sustainable public health workforce in all geographic areas in Florida, Objective HI3.4.3	DOH HPI Performance Management System; Public Health Institute; DOH Leadership Institute; DOH Workforce Development Plan; DOHP 300-1-12	Leverage the Leadership Council and existing standing committees and provide mentoring, succession planning, and leadership training by coordination of no fewer than three (3) quality improvement processes annually.	12/31/16	Quality Improvement / Leadership Committee
Promote a culture of organizational excellence	2.3.3	B	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.9	DOH HPI Performance Management System; DOH Leadership Institute; DOHP 5-2-13; Sterling/Baldrige Criteria	By December 31st, annually, review all local supplementary Standard Operating Procedures to ensure revision and review protocols are followed, best practices are incorporated where available, and no local supplementary policy is out of review period by more than 3 months.	12/31/16	Quality Improvement
Optimize communications	2.4.1	A	Develop, implement, and improve internal and external communication strategies and plans.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.9	Healthy People 2020 HC/HIT-8.2 and 9	By December 31, 2015, update existing FDOH-Polk external and internal web to streamline access to resources and realign with actual utilization needs of customers.	12/31/15	Health Promotions

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Promote an integrated public health system	3.1.1	A	Implement and link health improvement planning at state and local levels	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.1.2, 4.3.3, and 4.3.8	Healthy People 2020 PHI-15.4; Public Health Accreditation Board	By December 31, 2016, update MAPP and other local planning documentation to demonstrate linkages between the State Health Improvement Plan, the State Strategic Plan, the Florida Department of Health in Polk County Strategic Plan, the Community Health Improvement Plan and other state, federal, and community assessments where applicable.	12/31/16	Health Promotions
Promote an integrated public health system	3.1.2	A	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objectives HI4.1.1 and 4.3.3	Healthy People 2020, PHI-15.3; Public Health Accreditation Board; County performance Snapshot 5.e.1	Achieve a score of 3 for the completion of the Community Health Improvement Plan (CHIP).	12/31/15	Health Promotions
Promote an integrated public health system	3.1.2	B	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	Finance and Infrastructure; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objectives HI4.1.1 and 4.3.3	Healthy People 2020, PHI-15.3; Public Health Accreditation Board; County performance Snapshot 5.e.1	Produce a new or updated Community Health Improvement Plan by March, 2016.	03/31/16	Health Promotions
Promote an integrated public health system	3.1.2	C	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	Community Redevelopment; Goal 1: Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goal, Objective CR1.1.2	Public Health Law	Coordinate a community-based Tobacco Free Partnership to mobilize policy changes, initiatives, and tobacco prevention activities in Polk County.	12/31/16	Tobacco
Promote an integrated public health system	3.1.2	D	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	Community Redevelopment; Goal 1: Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goal, Objective CR1.1.2	Public Health Law	Provide FDOH-Polk collaboration on Low Income Pool community-based grant by staff attendance at no less than 90% of all scheduled monthly conference calls and 100% of quarterly Advisory Councils.	12/31/15	Low Income Pool Team
Promote an integrated public health system	3.1.2	E	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	Community Redevelopment; Goal 1: Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goal, Objective CR1.1.2	Healthy People 2020 PHI-14.2; Polk Community Health Improvement Plan (CHIP); Public Health Law	Supply 1.0 FTE annually to provide leadership and coordination to community-based collaborative "Building a Healthier Polk" (Community Health Improvement Plan) by staff attendance at no less than 90% of scheduled conference calls and 100% in-person meetings.	12/31/16	Health Promotions
Promote an integrated public health system	3.1.3	A	Support local efforts to revitalize communities.	Community Redevelopment; Goal 2: Build and revitalize communities so people can live healthy lives, Objective CR2.1.1	State Agency Long Range Program Plan	From January 1, 2014, FDOH-Polk will supply one representative to attend Polk Board of County Commission (BOCC) Community Development Advisory Committee meetings (held bi-monthly) to promote health-related transportation issues for the county (bike trails and paths, sidewalks, bus schedules, etc.).	12/31/16	Administration
Promote an integrated public health system	3.1.3	B	Support local efforts to revitalize communities.	Community Redevelopment; Goal 2: Build and revitalize communities so people can live healthy lives, Objective CR2.1.1	State Agency Long Range Program Plan	From January 1, 2014, FDOH-Polk will supply one representative to attend Polk Board of County Commission (BOCC) Citizens Healthcare Oversight Committee meetings (held 3rd Friday of each month 8:30-10:30AM) to promote health-related issues for the county.	12/31/16	Administration
Assure access to health care	3.2.1	A	Increase access to care for underserved populations.	Access to Care; Goal 3: Improve behavioral health services so that adults, children and families are active, self-sufficient participants living in their communities, Strategy 3.1.	Healthy People 2020 MHMD-11; CDC's Community Guide	Utilize care coordinators to increase referrals to mental health services from Peace River by 10%.	12/31/16	Community Health Services

**Polk CHD Alignment with
Agency Strategic Plan**

Agency Strategic Plan Goal	Strat.	Obj.	Agency Strategic Plan Strategy	State Health Improvement Plan Alignment	Other Alignments	Florida Department of Health in Polk County Objective	Target Date	Lead
Assure access to health care	3.2.1	B	Increase access to care for underserved populations.	Access to Care; Goal 3: Improve behavioral health services so that adults, children and families are active, self-sufficient participants living in their communities, Objective AC1.1.1 and 2.2.3	Public Health Accreditation Board (PHAB)	Develop a standardized resource library and training for all staff of internal and community services, including hours, locations, services offered, and method of access to assist in increasing in-house screenings and referrals by 10% and outside referrals by 5%.	12/31/16	Administration / Community Health Services
Assure access to health care	3.2.1	C	Increase access to care for underserved populations.	Access to Care; Goal 3: Improve behavioral health services so that adults, children and families are active, self-sufficient participants living in their communities, Objective AC1.1.1 and Strategy 3.1	Public Health Accreditation Board (PHAB); Healthy People 2020 MHMD-11; CDC's Community Guide	Develop a standardized resource module and training for our providers to increase recognition of post partum depression and sexual and domestic violence. Use to increase in-house referrals by 10% and build a standard of protocol guideline based on evidence-based practice metrics.	12/31/16	Administration / Community Health Services
Assure access to health care	3.2.1	D	Increase access to care for underserved populations.	Access to Care; Goal 3: Improve behavioral health services so that adults, children and families are active, self-sufficient participants living in their communities, Strategy 3.1.	Healthy People 2020 MHMD-11; CDC's Community Guide	Develop a standardized resource module and training for our providers to increase recognition of mild to moderate behavioral needs. Use to increase in-house behavioral services referrals by 10% and build a standard of protocol guideline based on evidence-based practice metrics.	12/31/16	Administration / Community Health Services
Assure access to health care	3.2.1	E	Increase access to care for underserved populations.	Access to Care; Goal 4: Enhance access to preventive, restorative, and emergency oral health care, Objective AC4.2.1 and AC4.2.4	Healthy People 2020, Objective OH-7; CDC Oral Health Strategic Plan; National Prevention Strategy; State Agency Long Range Program Plan; County Performance Snapshot	Increase Florida Department of Health in Polk County dental patients served by 10%.	12/31/14	Dental
Assure access to health care	3.2.2	A	Provide equal access to culturally and linguistically competent care	Access to Care; Goal 7: Provide equal access to culturally and linguistically competent care, Objective AC7.1.2 and 7.1.3	Healthy People 2020 HC/HIT-2.2; Key Health Disparity Objective; National Prevention Strategy	Develop a measurement tool for staff to assess literacy and health literacy levels of our clients and analyze its effectiveness. Use to develop practices to increase health literacy comprehension among our clients by 10%.	12/31/16	Administration / Community Health Services
Assure access to health care	3.2.2	B	Provide equal access to culturally and linguistically competent care	Related to Access to Care; Goal 7: Provide equal access to culturally and linguistically competent care	Healthy People 2020 HC/HIT-2.2; Key Health Disparity Objective; National Prevention Strategy	Increase the number of translating staff who have attended the AHCA Medical Linguistic Literacy class by 3 additional members.	12/31/16	Administration / Community Health Services
Expediently license all healthcare professionals who meet statutorily mandated standards of competency.	3.3.1	A	Provide an efficient licensure process that meets statutory requirements	Infrastructure and Finance; Goal 4: Promote an efficient and effective public health system through performance management and collaboration among system partners, Objective HI4.3.3 and 4.3.4.	Public Health Accreditation Board (PHAB)	Create and maintain tracking system for active provider credentialing, ensuring proof of renewed licensing is submitted annually before expiration for 100% of renewals.	12/31/16	Community Health Services
Attract, recruit, and retain a competent and credentialed workforce	4.1.1	A	Implement a competency-based framework for recruitment and training.	Access to Care; Goal 1: Regularly assess health care assets and service needs, Objective AC1.1.2	FDOH Agency Workforce Development Plan; Healthy People 2020 PHI 1.3	By December 31, 2015, 95% of FDOH-Polk position descriptions will include competencies aligned to DOH core competencies framework.	12/31/15	Human Resources
Attract, recruit, and retain a competent and credentialed workforce	4.1.1	B	Develop, sustain, and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce	Access to Care; Goal 1: Regularly assess health care assets and service needs, Objective AC1.1.2	Florida Health Professional Shortage Areas (HPSAs); Medical Quality Assurance Licensed Provider Registries	By December 31, 2014, conduct a local needs assessment of primary care and specialty providers in Polk County to assess the coming community shortages and use findings to focus active recruitment strategies on most critical needs.	12/31/14	Administration

**Polk CHD Alignment with
Agency Strategic Plan**

Agency Strategic Plan Goal	Strat.	Obj.	Agency Strategic Plan Strategy	State Health Improvement Plan Alignment	Other Alignments	Florida Department of Health in Polk County Objective	Target Date	Lead
Attract, recruit, and retain a competent and credentialed workforce	4.1.2	A	Provide trainings and resources that support and develop current public health employees.	Access to Care; Goal 1: Regularly assess health care assets and service needs, Objective AC1.1.2	FDOH Agency Workforce Development Plan; Healthy People 2020 PHI 1.3	By June 30th annually, ensure that all FDOH-Polk employees have completed FDOH mandatory annual training curriculum.	06/30/16	Human Resources / Health Promotions
Attract, recruit, and retain a competent and credentialed workforce	4.1.2	B	Provide trainings and resources that support and develop current public health employees.	Access to Care; Goal 1: Regularly assess health care assets and service needs, Objective AC1.1.2	FDOH Agency Workforce Development Plan; Healthy People 2020 PHI 1.3 and 1.4	By December 31, 2015, 80% of FDOH-Polk employees will have documented Individual Development Plans that identify competency based training.	12/31/15	Human Resources
Attract, recruit, and retain a competent and credentialed workforce	4.1.2	C	Provide trainings and resources that support and develop current public health employees.	Chronic Disease; Goal 2: Increase access to resources that promote healthy behaviors, Objective CD2.2.1	Healthy People 2020, NWS-7 and 8	By December 31, 2016, offer an employee wellness program for FDOH-Polk employees that addresses nutrition, weight management and smoking cessation/counseling services which tracks participation rates with an initial goal of 25% participation.	12/31/16	WIC / Human Resources / Health Promotions
Ensure partnerships, systems and processes to support the future workforce	4.2.1	A	Develop, sustain, and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce	Access to Care; Goal 1: Regularly assess health care assets and service needs, Objective AC1.1.2	FDOH Agency Workforce Development Plan; Healthy People 2020 PHI 1.3 and 1.4	By December 30, 2014, implement 100% of local workforce development initiatives as outlined in FDOH's Agency Workforce Development Plan.	06/30/14	Human Resources / Health Promotions