

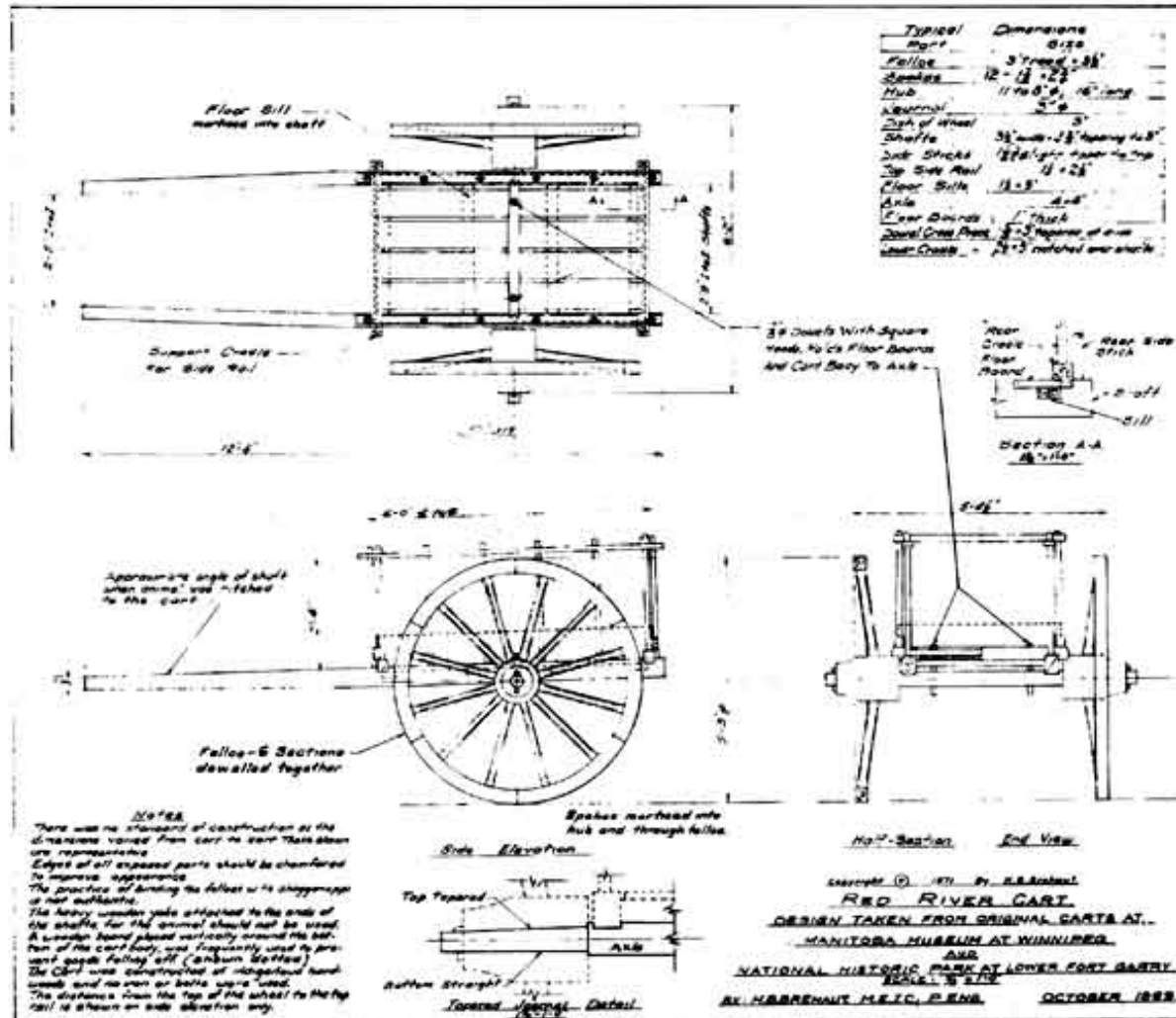
National Public Health Performance Standards Program: A Users Perspective

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Question: What's the most important element of an ox cart?



Answer: The Blueprint



Background

- Indiana State Department of Health
- Local Health Departments
- Home Rule

Challenges

- Health outcomes
- Budgets
- Staffing levels and skills
- Drive toward efficiency and effectiveness
- National Accreditation Efforts



Indiana State Department of Health

Indiana Public Health System Quality Improvement Project

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HEALTHCARE TECHNICAL ASSISTANCE PROGRAM
REGENSTRIEF CENTER
FOR HEALTHCARE ENGINEERING

The concept, design, and implementation for this project is attributed to the Indiana State Department of Health. This project is funded by the CDC PHHS Block Grant award number 2007-B1-PRVS.

Purpose

- To engage Indiana's local and state public health system partners in a continuous quality improvement process integrating:
 - participation in the NPHPSP, Local and State, Version 2.0 assessments
 - empowerment at the state and local level through a process of team building, leadership and problem solving
 - development of a unique, evidence-based, public health program designed to enhance delivery and quality of public health
 - demonstration of performance improvement related to the 10 Essential Services of public health and Healthy People 2010 objectives

Phase I – Assessment

CDC's National Public Health Performance Standards Program

- Early user of Version 2.0 State and Local Instruments.
- Collaboration with partners is critical to developing clear, measurable standards for state and local public health systems.
- Results provide a foundation for public health quality improvement processes.
- Final report provides a means of evaluating state-wide public health system performance.

Phase II: Training

Four Day Training Course in Team Building, Leadership and Problem Solving



Team Building
Leadership
Problem Solving

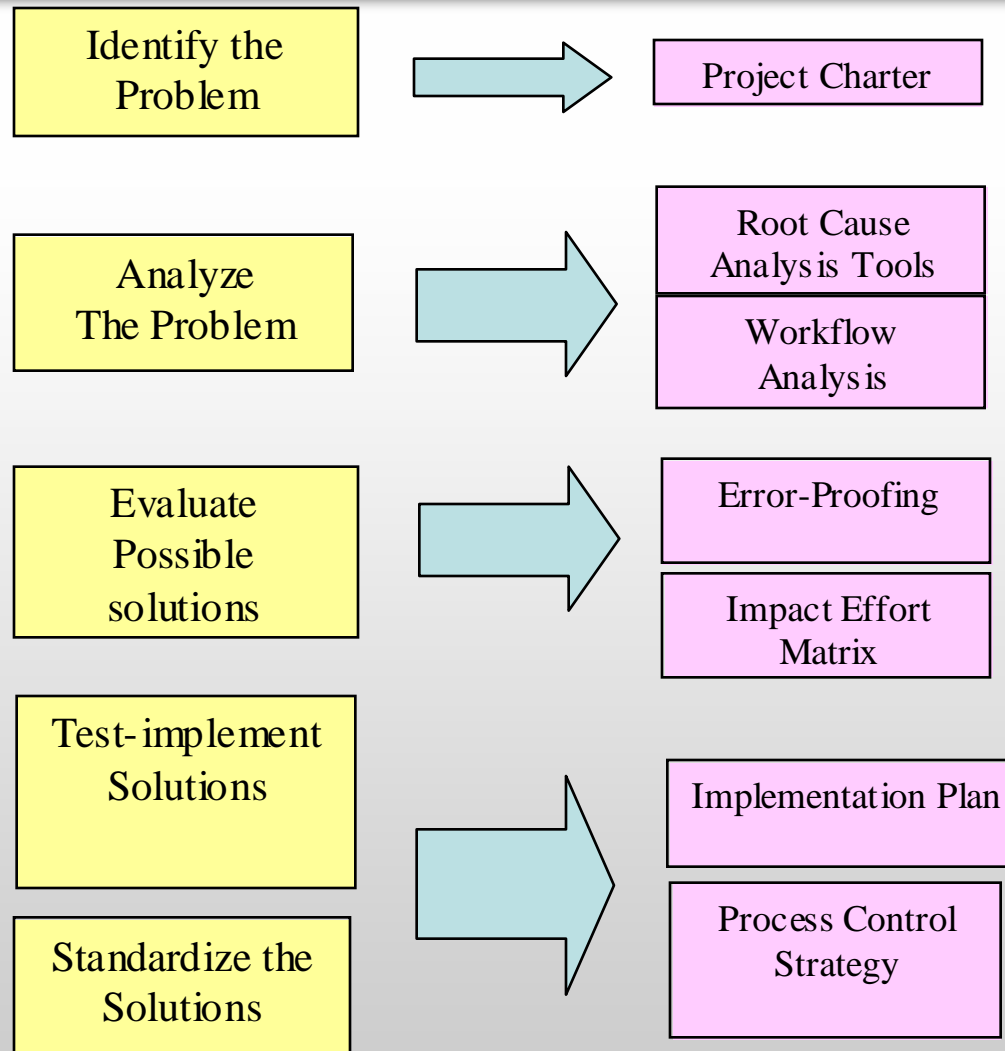
Outcomes

- Participants learn team building and leadership skills.
- Teams learn how to apply problem solving methodologies and tools to identify primary causal factors limiting program success in public health.
- Teams create a foundation for implementation plans to mitigate/remove primary causal factors and improve program performance related to the 10 Essential Services and Healthy People 2010 objectives.

Long Term Goals

- Development of relevant, accessible training materials and tools to enable program sustainability and spread adoption.
 - Sustainability:
 - Improvements are sustained over time
 - Long term training is conducted by public health agencies and system partners
 - Spread Adoption:
 - Tools and techniques are applied outside of the initial project focus area

Problem Solving Tools



Keys to Sustainability...

- Bottom up vs. top down initiatives
- Small incremental tests of change
- Regular feedback of process outcomes
- Structured plan to continue the process

Keys to Spread Adoption...

- Perceived benefit of changes
- Simplicity
- Observability

Phase III

Performance Improvement Programs

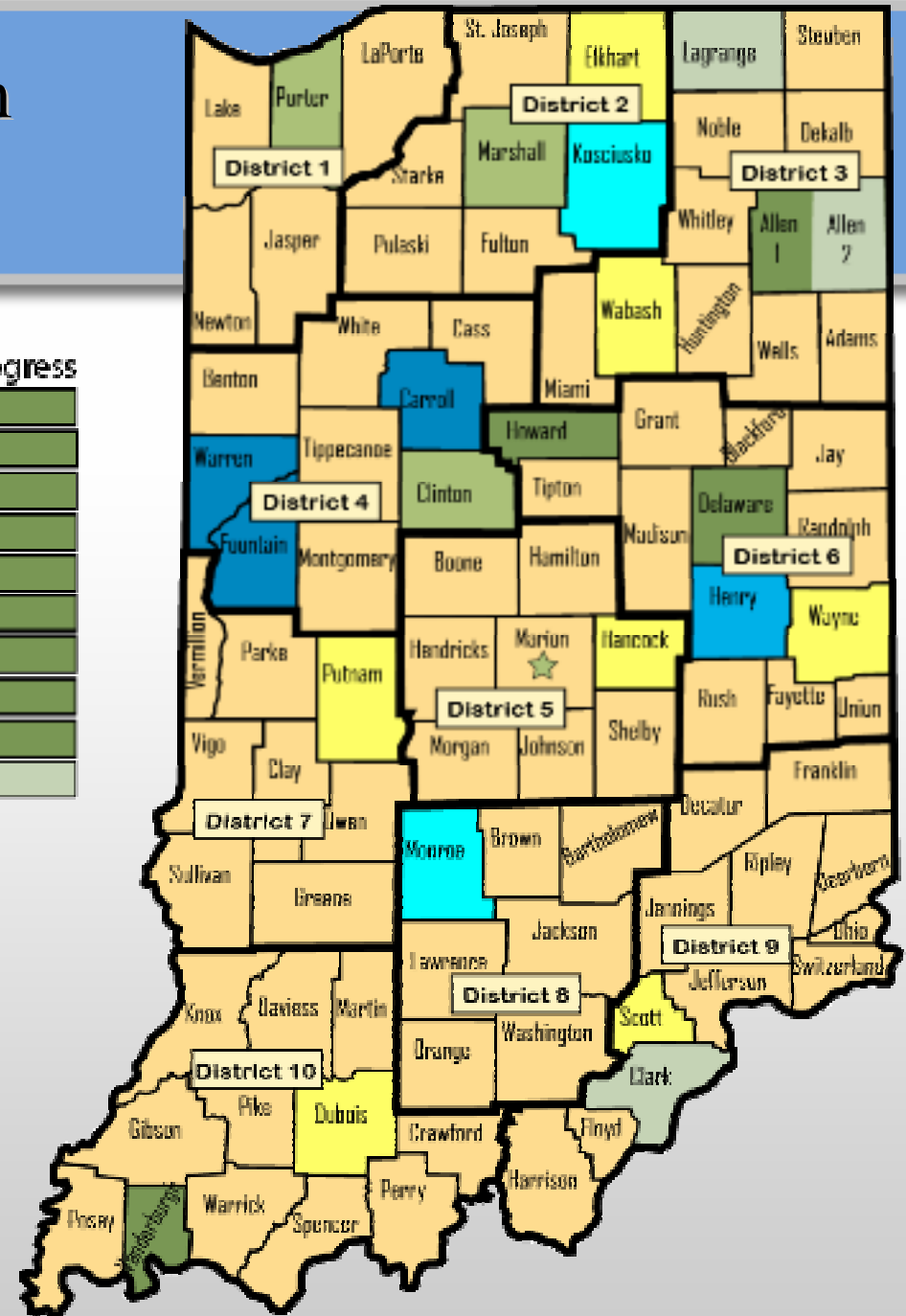
- Identify written performance objectives based on root cause analysis
- Identify key public health partners to collaborate
- Create strategies to meet objectives
- Design and implement plan

Indiana Public Health System Quality Improvement Project

- County Teams Progress**
- Proposed for Assessments
 - Planning Assessment
 - Assessment Scheduled
 - Assessment Completed
 - Assessment Only
 - Training Scheduled
 - Training in Progress
 - Training Completed/
Project Planning in Progress
 - Charter Submitted

★ **ISDH Teams Progress**

Team A
Team B
Team C
Team D
Team E
Team F
Team G
Team H
Team I
Team J



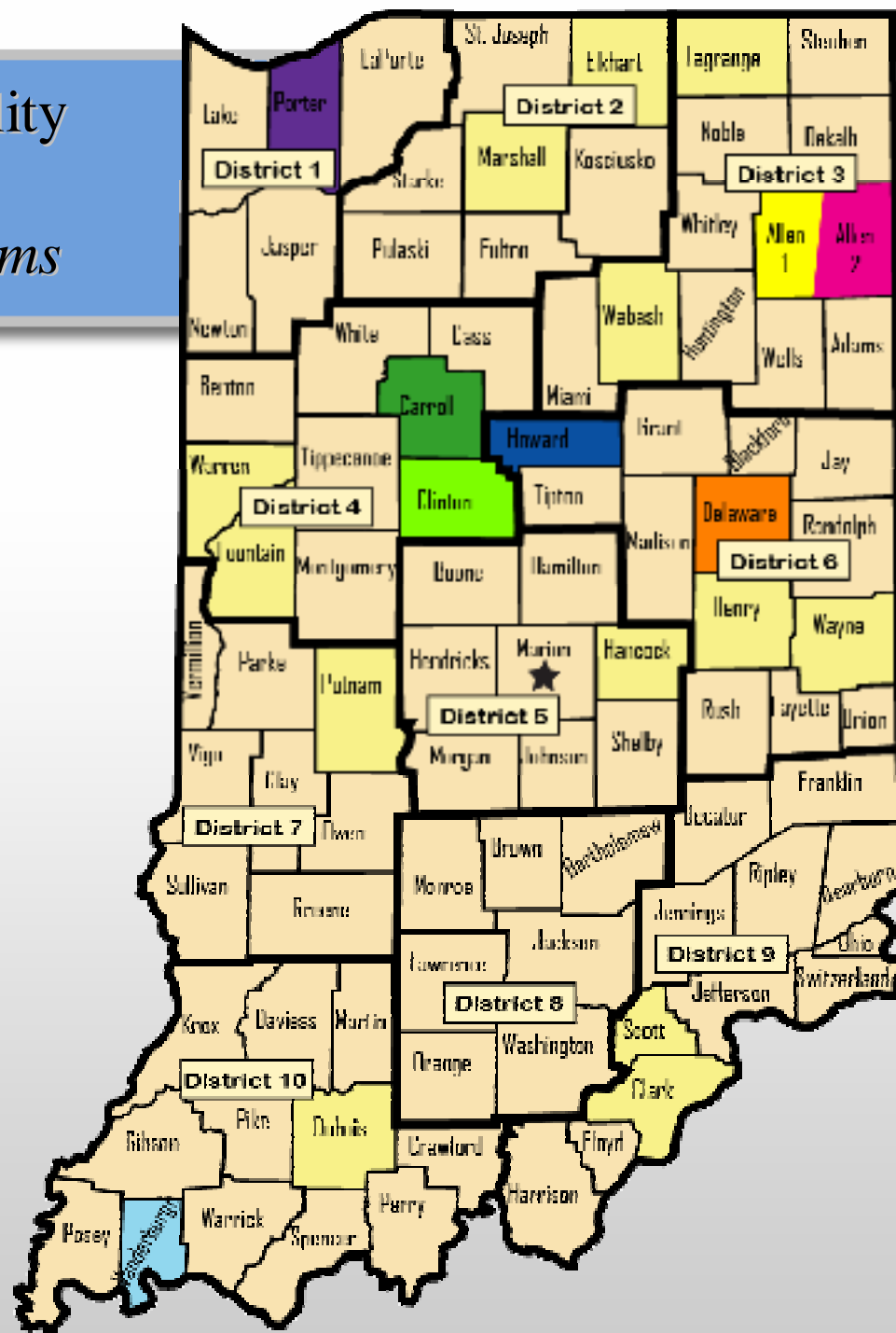
Indiana Public Health System Quality Improvement Project

Performance Improvement Programs

Health Issue Legend

- School-Based Healthcare
- Obesity
- Healthy Living Mini Grant Program
- Public Health Workforce Education
- Preadolescent Health
(including focus on childhood obesity)
- Healthcare Home
- Workforce Wellness
- Language/Cultural Barriers
- In Progress

- ★ ISDH
 - Team A Obesity
 - Team B Environment
 - Team C Tobacco
 - Team D Regulatory
 - Team E Leadership Dev.
 - Team F Immunization
 - Team G Oral Health
 - Team H Preparedness
 - Team I HR
 - Team J Public Health Workforce Education



Lessons Learned

- NPHPSP is an engagement tool
- Public health system partners have much to learn from one another
- Discovered partners have valuable data
- Process of team building, leadership training and root cause analysis leads to commitment for project charter