



Strategic Plan Tracking Tool: October 2013 - March 2014

Strategic Plan Goal #1: Maintain Excellence as a Public Health Agency			
Objective	Strategies	Update	Status
Objective A: By December 31, 2014, achieve National Public Health Accreditation	Successfully achieve MDCH accreditation	DHD#10 was presented with its Accreditation and Quality Improvement certificate at the January 31, 2014 Board of Health Mtg.	Completed
	Identify accreditation team	DHD#10 Accreditation team made-up of Leadership Team	Completed
	Complete PHAB orientation	PHAB online orientation completed by DHD#10 Leadership Team in May, 2012	Completed
	Educate staff on importance and purpose of pursuing accreditation	Presentation on accreditation status provided to health promotion staff on 3/12/14, Clerical staff on 3/14/14 and WIC and Public Health Nursing staff on 3/21/14.	Ongoing
	Assign Domain lead staff	Domains assigned to Directors at August 7, 2013 Leadership Team meeting	Completed
	Complete agency CHNA, CHIP, and Agency Strategic Plans	Agency CHNA completed November, 2012, CHIP completed November, 2013, and Strategic Plan completed December, 2013	Completed
	Submit Statement of Intent to PHAB	DHD#10 SOI submitted to and accepted by PHAB April 15, 2013	Completed

	Educate staff on actual accreditation process	Presentations on National Accreditation process made to Divisional staff meetings by agency Accreditation Coordinator in March/April, 2014	Ongoing
	Develop tracking system for agency accomplishments	PHAB Document storage folders created on DHD#10 shared drive system. Leadership team informed of this at August 7, 2013 Leadership meeting and instructed to upload identified documentation in the appropriate folder	Completed
	Submit application to PHAB	DHD#10 National Accreditation application submitted to PHAB, and accepted, in December, 2013	Completed
	Identify appropriate documentation to meet standards/measures	Leadership Team has been reviewing documents which demonstrate conformance with Domains, Standards and Measures since December, 2013	Ongoing
	Complete site visit		Not started
	Review employee survey data	Input from staff on what ideal workplace communication gathered at October 4, 2013 All Staff meeting	Completed

Objective B: By January 1, 2015, create an agency plan for improved communication with emphasis on communication between and within the divisions	Evaluate current communication strategies (email, phone, admin updates)	Two focus groups with staff completed on February 3, 2014 to look at areas/ideas to improve agency communication. Results from Consensus workshop shared with Leadership Team at their March 5, 2014 meeting and discussed at their March 17, 2014 teleconference. Concensus was that some of the ideas were workable and some were not, suggested that Kevin attend the groups next session and provide feedback on material, propose that group work on developing a "communication standard" for DHD#10 as an effort to improve/enhance two-way communication in the agency.	Ongoing
	Conduct employee focus group	Two groups of 5-6 employees representing cross-section of agency participated in focus groups on February 3, 2014. One group in Cadillac and one group in Baldwin. A consensus workshop was held on March 3, 2014 with focus group participants to identify possible solutions/suggestions for improving agency communication based on data from the focus groups. Results from the workshop forwarded to the DHD#10 all Managers/Directors Team for review and action plan development	Completed.
	Evaluate plan accomplishments and areas for improvements annually		Not started

Objective C: By December 31, 2014, assure that an agency wide Performance Management system, which incorporates QI, exists within DHD#10	Finalize agency QI plan	DHD#10 QI Plan was finalized by the Leadership Team and presented for approval by the QI Team in November, 2013. Plan was approved	Completed
	Create Performance Management/QI Team	DHD#10 Leadership Team to serve as Performance Management Team for the agency as reflected in the March 5, 2014 Leadership Team meeting minutes. Performance Management to become standing agenda item at all Leadership Team meetings.	Complete
	Provide/attend training on Performance Management systems for directors and staff	Initial Performance Management training sheduled for April 24, 2014 for all managers, supervisors, coordinators and directors. Training to be provided by Michigan Public Health Institute staff, Training initiative included in DHD#10 Workforce Development Plan targeting all staff to access Performance ManagmentTraining via the online Michigan Public Health Institute primer training.	Ongoing
	Directors incorporate performance management strategies into division goals	Directors asked to develop 2014 goals/objectives in SMART format, goals and objectives tied to CHIP and Strategic Plan. Health Officer reviewed goals/objectives with each Director in January/February, 2014.	Complete
	Review current evaluation and disciplinary processes		Not started

	Establish QI resources on agency intranet	As of January, 2014 a specific location on the DHD#10 website was created to house agency QI Materials. To date the items available for review on the site include: QI Plan, QI Policy, NACCHO Roadmap to a Culture of Quality in Public Health, QI powerpoint presented by Jim Butler at the 2013 All Staff Mtg., QI Team Meeting minutes and agendas, QI initiative progress reports.	Ongoing
	Develop tracking systems for completed projects	Jan Wiltse, QI Team Lead, developed a tracking system to monitor progress of QI projects. The tracking system will be placed on the DHD#10 website along with the other QI materials. Forms and templates will be used to summarize projects and their progress, projects will be reviewed quarterly and progress changes noted. An update on current projects will be provided to the QI Team members and available for all to see on the website.	Ongoing
	Research plan development tools and templates	Copies of Kent County Health Department and Mid Michigan District Health Department workforce development plans reviewed, DHD#10 plan constructed using OSU template modified to resemble the CNHA and CHIP	Completed

Objective D: By June 30, 2014, develop and implement a workforce development plan for the agency

Educate staff on core competencies	Initial public health core competencies 101 training for all staff to be included as a segment of the October 3, 2014 DHD#10 all staff meeting. Training to be provide by Mary Cushion, retired Health Officer from Central Michigan District Health Department	ongoing
Educate Division Directors on plan	HR Director and Deputy Health Officer shared draft of plan with Leadership Team at February 5, 2014 and March 5, 2014 Directors meeting. Input and feedback requested on updated version of the plan at both meetings. Plan is scheduled to be presented to the Board of Health at the April meeting for review and approval.	Ongoing
Review current training plans and determine if adequate	This is a Division specific task which is completed annually.	Ongoing
Assess staff training needs	This is a Division specific task which is completed annually.	Ongoing
Review 2013 Employer Survey data	Review of survey results was completed in November as part of initial work on developing plan. Decide that thre areas identified in survey would be appropriate to include in workforce development plan: workplace environment, communication and job performance.	Complete
Complete Employer Survey in 2018		Not started
Pursue funding opportunities (MMRMA) for trainings and plan strategies		Not started
Review plan annually		Not started

Objective E: By September 30, 2018, annually provide four educational opportunities to BOH members to expand knowledge of public health purpose and practice. (These opportunities would be provided at lunch and learns following regular BOH meetings)	Utilize NALBOH webinars for training	At February 20, 2014 Board of Health Meeting the Health Officer provided the DHD#10 Annual Update to Board of Health. This update included the Boards Governance Functions, Board Authority, Mandated Services provided, Review of Board actions from 2013 and agency challenges for 2014. Health data for the jurisdiction was also included in the presentation.	Ongoing
	Incorporate NALBOH BOH Governance Functions into training		Not started
Objective F: By September 30, 2018, annually assure the incorporation of "best practices" or "evidence based" strategies into agency programming efforts	Provide training opportunities on evidence based or best practice strategies	Webinar on using the Community Guide viewed at December, 2013 Health Education staff meeting.	Ongoing
	Directors incorporate evidence based or best practices into division goals	Division Directors were instructed to complete their 2014 goals in this format. These were reviewed with the Health Officer at individual meeting review meetings.	Complete
	Utilize "The Community Guide", Healthy People 2020, and the County Health Rankings material strategies into program development		Planning
	Utilize the University of Kansas Community Toolbox to research evidence based or best practices (http://ctb.ku.edu)		Not started
	Utilize CQI process to evaluate health outcomes and program efficiencies		Planning
	Evaluate existing technology plan		Not started, in planning
	Identify current gaps and weaknesses		Not started

Objective G: By June 30, 2014, develop and implement an agency wide technology plan to enhance the provision of public health services throughout the health jurisdiction	Survey staff on technology needs		Not started
	Provide training opportunities to staff on technology	Training opportunity was provide to staff during lunchtime sessions on the HELP Desk and its options. Trainings in each office began in March and will conclude in April. Following initial training an electronic survey will be sent to participants for feedback on the sessions and suggestions for future trainings.	Ongoing

Strategic Plan Goal #2: Improve the Health Status of Residents			
Objective	Strategies	Update	Status
	Directors educate staff on plan	CHIP shared with Health Promotion Division Leadership Team in December, 2013 and staff on March, 2013.	Ongoing
	Directors include plan strategies into divisional goals	Health Officer requested that for 2014 Directors goals and objectives should be tied to DHD#10 CHIP and Strategic Plan, Directors goals and objectives reviewed with Health Officer January/February, 2014	Completed

Objective A: By December 1, 2013, implement the DHD#10 Community Health Improvement Plan within the health jurisdiction		Beginning in January, 2014 CHIP included as agenda item with the Cadillac Community Health Coalition, Crawford County Collaborative Body, Newaygo County Healthcare Improvement Council, Lake County CHNA Follow-up Group, initiatives and completed activities from partners requested for inclusion in plan update	Ongoing
	Educate community and partners on DHD#10 plan		
	Place plan on agency website	CHIP placed on DHD#10 website in January, 2014	Completed
	Assure plan components are included in community coalitions and collaborative groups planning process	In December, 2013 as part of the Cadillac Community Health Coalitions and Newaygo County Healthcare Improvement Councils annual review, an effort was made to identify and include strategies from hospital and DHD#10 CHIP's into coalition workplans for 2014.	Ongoing
	Assure integration of plan with hospital partners plans	Copy of DHD#10 CHIP presented to hospital partners at November 13, 2013 meeting. Input and feedback from the partners was requested and incorporated into final version of the CHIP.	Completed
	Annually review plan and provide status updates to staff, partners, community and Board	Initial review of plan completed for period of October, 2013 - March, 2014.	Ongoing
Objective B: By September 30, 2014	Identify appropriate service providers and health plan	Meeting with Wexford PHO Case Managers scheduled for May 20, 2014 to present on DHD#10 services.	Ongoing
	Identify appropriate public health services to market and promote	Draft marketing packet being developed for May meeting.	Ongoing

Objective B: By September 30, 2014, assure development of collaborative relationships with healthcare service providers and health plans.		Meeting with Wexford PHO Case Managers scheduled for May 20, 2014 to present on DHD#10 services. Planning for additional meeting opportunities is underway.	
	Schedule meetings with service providers and health plans		Ongoing
	Secure contracts or agreements with providers/plans		Planning
	Utilize innovative strategies to improve health outcomes in the jurisdiction		Not started
Objective C: By January 1, 2014, develop	Participate in health care reform training opportunities	DHD#10 has eight staff trained as Certified Application Counselors (CAC) and one staff trained as a Navigator. Staff participated in monthly webinars on the marketplace from CMS. CAC staff also completed training to assist with enrollments into the Healthy Michigan Plan. Additional staff to be trained for this also in the future.	Ongoing
	Facilitate discussion with partners on collaboration	Meeting scheduled for May 20, 2014 with Mercy PHO Case Managers to discuss DHD#10 services and access opportunities. Additional meetings with partners will be scheduled in the future.	Ongoing
	Provide community/partner education on components of health care reform utilizing Michigan Consumers for Health Care and Enroll America staff	Jen Hansen, DHD#10 Navigator, working as Lead Navigator for eight county region, responsible for educating and outreach to communities as well as addressing marketplace enrollment issues. Assistance from Enroll America has been minimal.	Ongoing

a plan for how DHD#10 will integrate into Health Care Reform	Educate staff on plan and health care reform pieces impacting public health	Healthcare Reform information has been provided to staff via Administrative Update document and staff meeting presentations. Options for addressing client questions/issues has been part of this education.	Ongoing
	Identify appropriate staff for community outreach opportunities	Jen Hansen, Lead Navigator, has been the primary educator on this topic. Amanda Woods, Health Education Supervisor and Kevin Hughes, Deputy Health Officer have provided assistance as needed.	Ongoing
	Provide Navigator and Application Counselor services within the jurisdiction	Eight staff trained as CAC's and one trained as a Navigator to provide enrollment assistance through the Marketplace. The CAC staff also have been trained to provide enrollment assistance for the Healthy Michigan Plan. Agency clerical staff will also be trained to assist in Healthy Michigan Plan enrollments. WIC staff also provide enrollment assistance for Medicaid targeting pregnant women.	Ongoing

Strategic Plan Goal #3: Engage Communities to Identify and Solve Health Problems

Objective	Strategies	Update	Status
Objective A: By September 30, 2018, create a Community Health Assessment and Community Health Improvement Plan	Review current CHNA and CHIP		Not started
	Explore collaboration with partners for documents development		Not started
	Identify appropriate data for inclusion on documents		Not started
	Form steering committee		Not started
	Gather appropriate secondary data (BRFS, County Health Rankings, MiPHY, etc.)		Not started
	Gather primary data as necessary		Not started
	Continue to facilitate hospital partners CHNA and CHIP development meetings	No meetings held during this time frame	Ongoing
	Participate on hospital partner steering committees		Not started
	Explore collaborative opportunities for CHNA and CHIP development		Not started
	Provide training opportunities to partners		Not started

<p>Objective B: By September 30, 2018, assure that annually relationships with community partners are fostered and maintained.</p>	<p>Assure active participation in health coalitions and collaborative groups</p>	<p>Active participation is maintained in the: Crawford Community Collaborative Body (Kevin), Kalkaska Community Collaborative (Kim Chandler), Wexford-Missaukee Human Services Leadership Council (Kevin), Cadillac Community Health Coalition (Amanda Woods, Caitlin Hills), Mecosta-Osceola Collaborative Body (Linda VanGills), Lake County Community Health Needs Assessment Follow-up Group (Kevin), Lake County Round Table (Susie Tripp), Manistee Human Services Collaborative Body (Sarah Oleniczak), Healthy Manistee County Coalition (Sarah Oleniczak, Holly Joseph), Mason County Community Health Advisory Council (Linda Vangills), Oceana Healthy Lifetsyles Group (Sally Mellema) Newaygo County Community Collaborative (Linda VanGills, Marcia Walters), Newaygo County Healthcare Improvement Council (Kevin, Sally Mellema)</p>	<p>Ongoing</p>
--	--	--	----------------