



Strategic Plan Tracking Tool: April 2014 - September 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		Completed	
	Identify accreditation team		Completed	
	Complete PHAB orientation		Completed	
	Educate staff on importance and purpose of pursuing accreditation	Presentation on PHAB and current DHD#10 status in process provided to Environmental Health Staff in April, 2014.		Completed
	Assign Domain lead staff		Completed	
	Complete agency CHNA, CHIP, and Agency Strategic Plan	Progress reports for CHIP and Strategic Plans completed in June, 2014 and placed on agency website.		Completed
	Submit Statement of Intent to PHAB		Completed	
	Educate staff on actual accreditation process	Presentations provided to Health Promotion, WIC, Environmental Health, Personal Health and Administrative staff in March/April, 2014.		Completed
	Develop tracking system for agency accomplishments		Completed	
	Submit application to PHAB		Completed	

	Identify appropriate documentation to meet standards/measures	Documents to demonstrate achievement of Domain Standards and Measures completed and submitted to PHAB September 27, 2014	Ongoing
	Complete site visit	To be scheduled after documents are submitted and accepted by PHAB	Ongoing
	Review employee survey data		Completed
	Evaluate current communication strategies (email, phone, admin updates)	Strategies developed by the re-established agency communication workgroup were presented to the Directors for review and input at the August 18 meeting. Suggested that we focus on training for the year per initiatives and programs identified in the workforce development plan. Trainings to focus on leadership skills for Directors, Managers, Supervisors and Coordinators, a component of the training is communication. Anne Bianchi to take this feedback back to the group.	Ongoing

Objective B: By January 1, 2015, create an agency plan for improved communication with emphasis on communication between and within the divisions

Conduct employee focus group		Completed
Evaluate plan accomplishments and areas for improvements annually	The DHD#10 leadership team decided to reconvene the employee communication group as a strategy to address communication. Anne Bianchi selected to participate on the group because of her prior history with the previous communication workgroup. She will bring input/ideas from the group to the Directors.	Ongoing
Finalize agency QI plan		Completed
Create Performance Management/QI Team		Completed

Objective C: By December 31, 2014, assure that an agency wide Performance Management system, which incorporates QI, exists within DHD#10	Provide/attend training on Performance Management systems for directors and staff	Training on Performance Management was provided on site for Directors, Managers, Supervisors and Coordinators by MPHI staff on April 24, 2014. Feedback from the training was positive and included recommendations for additional trainings. An Introduction to Leadership training was provided onsite to the same group on September 18, 2014 by The Employers Association out of Grand Rapids. DHD#10 has joined The Employers Association and will look at offering additional Leadership Team trainings in the future.	Ongoing
	Directors incorporate performance management strategies into division goals	Annual Process	Ongoing
	Review current evaluation and disciplinary processes		Not Started
	Establish QI resources on agency intranet	Materials added to website on regular basis.	Ongoing
	Develop tracking systems for completed projects		Completed
	Research plan development tools and templates	DHD#10 Workforce Development Plan completed and finalized in April, 2014. Plan was presented to the Board of Health and approved at their April 25, 2014 meeting. Kent County and Mid-Michigan District Health Department Plan templates were reviewed and utilized in the formation of the DHD#10 Plan.	Completed

Objective D: By June 30, 2014, develop and implement a workforce development plan for the agency	Educate staff on core competencies	Public Health Core Competency training/presentation was planned for the October, 3, 2014 All Staff Meeting. Mary Kushion, former Health Officer for CMDHD will present.	Ongoing	
	Educate Division Directors on plan	Draft copy of the Workforce Development Plan was shared with Directors prior to being presented to the Board of Health for approval.	Completed	
	Review current training plans and determine if adequate	This piece to be completed by each Division Director on an annual basis.	Ongoing	
	Assess staff training needs	Discussion on this by the Directors resulted in a decision that each Division would create their own annual assessment plan.	Ongoing	
	Review 2013 Employer Survey data		Completed	
	Complete Employer Survey in 2018		Not Started	
	Pursue funding opportunities (MMRMA) for trainings and plan strategies	Grant proposal submitted to MMRMA for CPR training items including AED's for each office. Proposal was not funded. Additional funding requests to be generated and submitted as deemed appropriate.	Annually	
	Review plan annually	To be completed April/May 2015.	Not Started	
	Objective E: By September 30, 2018, annually provide four educational opportunities to BOH members to	Utilize NALBOH webinars for training	A training on the DHD#10 QI efforts was planned for the October 31, 2014 Board of Health Meeting.	Ongoing

<p>expand knowledge of public health purpose and practice. (These opportunities would be provided at lunch and learns following regular BOH meetings)</p>	<p>Incorporate NALBOH BOH Governance Functions into training</p>	<p>Nothing done during this reporting period. Training on QI efforts scheduled for October, 2014</p>	<p>Ongoing</p>
<p>Objective F: By September 30, 2018, annually assure the incorporation of "best practices" or "evidence based" strategies into agency programming efforts</p>	<p>Provide training opportunities on evidence based or best practice strategies</p>	<p>Trainings offered as needed. Availability of training opportunities reviewed regularly.</p>	<p>Ongoing</p>
	<p>Directors incorporate evidence based or best practices into division goals</p>	<p>Completed Annually</p>	<p>Ongoing</p>
	<p>Utilize "The Community Guide", Healthy People 2020, and the County Health Rankings material strategies into program development</p>	<p>Evidence based best practice strategies included in re-application for Michigan 4x4 funding and MDCH Building Health Communities proposal submitted for Lake County in September, 2014.</p>	<p>Ongoing</p>
	<p>Utilize the University of Kansas Community Toolbox to research evidence based or best practices (http://ctb.ku.edu)</p>	<p>Utilized as needed as a resource</p>	<p>Ongoing</p>
	<p>Utilize CQI process to evaluate health outcomes and program efficiencies</p>	<p>Incorporated into all programming efforts</p>	<p>Ongoing</p>
<p>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</p>	<p>Evaluate existing technology plan</p>	<p>Working with IT Resources to complete assessment plan. Expected to be completed in early 2015.</p>	<p>Ongoing</p>
	<p>Identify current gaps and weaknesses</p>	<p>IT Resources provided a priority list on issues needing to be addressed. This information will be shared with Directors when complete.</p>	<p>Ongoing</p>
	<p>Survey staff on technology needs</p>	<p>Shoretel training provide to each office in August and September to increase/improve utilization of the phone system. After the training a survey was conducted and included a question on ideas for additional trainings.</p>	<p>Ongoing</p>

	Provide training opportunities to staff on technology	<p>MIS staff provided training on the HELP Desk functions for staff during March, April and May 2014.</p> <p>Training on the Shoretel phone system was provided during August and September, 2014. Participant surveys provided after each training included a question about the need for future trainings.</p>	Ongoing
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Strategic Plan Goal #2: Improve the Health Status of Residents			
Objective	Strategies	Update	Status
	Directors educate staff on plan		Completed
	Directors include plan strategies into divisional goals	Completed annually	Ongoing

Objective A: By December 1, 2013, implement the DHD#10 Community Health Improvement Plan within the health jurisdiction

Educate community and partners on DHD#10 plan	Updates on CHIP are provided at community health coalition meetings as needed at least annually. Updates on CHIP are included as part of the Deputy Health Officer report to the Board of Health monthly.	Ongoing
Place plan on agency website		Completed
Assure plan components are included in community coalitions and collaborative groups planning process	Coalition workplans updated annually in January of each year.	Ongoing
Assure integration of plan with hospital partners plans	Focus areas and strategies are continually shared with hospital partners and local health coalition members to assure inclusion with annual workplans.	Ongoing
Annually review plan and provide status updates to staff, partners, community and Board	Progress reports are completed every six months. Copies of the progress reports are shared with coalition partners as requested. Monthly updates provided to the Board of Health via the Deputy Health Officer Board Report.	Ongoing
Identify appropriate service providers and health plan	Continually reviewed and assessed.	Ongoing

Objective B: By September 30, 2014, assure development of collaborative relationships with healthcare service providers and health plans.

Identify appropriate public health services to market and promote	Presentation made to Wexford-Missaukee PHO Care Managers in May, 2014 to increase awareness of DHD#10 Health Promotion, WIC and Personal Health services available in the community. Additional presentations will be scheduled as needed.	Ongoing
Schedule meetings with service providers and health plans	Met with Mercy PHO Case Managers in May, 2014 to discuss health department services available to their patients, Met with Family Health Care in August, 2014 to discuss health department services and areas for collaboration.	Ongoing
Secure contracts or agreements with providers/plans	Continually assessed for new opportunities	Ongoing
Utilize innovative strategies to improve health outcomes in the jurisdiction	Meeting with Wexford-Missaukee PHO in September included the discussion on piloting an initiative where BCCCP and Immunization services would be provided to "Apparently Healthy Patients" at a Cadillac provider office. More discussion on this opportunity will be needed to make it a reality.	Ongoing

Objective C: By January 1, 2014, develop a plan for how DHD#10 will integrate into Health Care Reform	Participate in health care reform training opportunities	Enrollment staff participate in trainings per their availability. CAC staff will need to complete re-certification process prior to November 15, 2014 Marketplace enrollment period. Anticipated that training would occur in September and October.	Ongoing
	Facilitate discussion with partners on collaboration	Jen Hansen, Lead Navigator, to attempt to hold monthly call with other partners CAC's and enrollment staff in the health jurisdiction. Calls expected to begin on October, 2014.	Ongoing
	Provide community/partner education on components of health care reform utilizing Michigan Consumers for Health Care and Enroll America staff	Provided to DHD#10 staff and partners as needed per Lead Navigator responsibility.	Ongoing
	Educate staff on plan and health care reform pieces impacting public health	Enrollment status, process and outcome updates provided to all DHD#10 staff via email as needed.	Ongoing
	Identify appropriate staff for community outreach opportunities	DHD#10 enrollment staffing to be adjusted for the FY 2015 enrollment period. Anticipated that four staff will be responsible for marketplace enrollments in the health jurisdiction and specific enrollment days will be scheduled in each county. In addition, all clerical staff will be trained to provide HMP enrollment services.	Ongoing

	Provide Navigator and Application Counselor services within the jurisdiction	Marketplace enrollment period begins November, 2014. Staff identified to assist in this process will schedule days in each county to facilitate enrollments. CAC staff and clerical staff will provide continuous HMP enrollment per identification of eligible individuals.	Ongoing
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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	Initial discussion had with Spectrum Health hospitals regarding completion of a complete BRFS beginning in October/November 2014 as part of their next CHNA process. DHD#10 would gather data for the five Southern counties through the process. Will explore with the consultant the cost of completing the survey for the entire health jurisdiction.	Ongoing
	Identify appropriate data for inclusion on documents		Not Started
	Form steering committee		Not Started
	Gather appropriate secondary data (BRFS, County Health Rankings, MiPHY, etc.)	Discussion with Spectrum partners for five Southern counties on BRFS data.	Ongoing
	Gather primary data as necessary		Not Started
		Continue to facilitate hospital partners CHNA and CHIP development meetings	Meeting with Spectrum Health hospital partners facilitated in June, 2014 on next CHNA process and gathering of BRFS data. Discussion on meeting with entire group needed.
Participate on hospital partner steering committees		Munson CHNA Steering Group meets quarterly, DHD#10 representative participates. Expected that additional steering committees will form as next CHNA process begins for 2015.	Ongoing

Objective B: By September 30, 2018, assure that annually relationships with community partners are fostered and maintained.	Explore collaborative opportunities for CHNA and CHIP development	Discussion on re-convening the DHD#10 steering committee to address this, will plan meeting for Spring, 2015.	Ongoing
	Provide training opportunities to partners	None provided for this reporting period.	Ongoing
	Assure active participation in health coalitions and collaborative groups	DHD#10 representatives regularly attend the Kalkaska Collaborative, Crawford Collaborative, Lake County CHNA Follow-up Group, Healthy Manistee County Coalition, Community Health Advisory Group Mason County, Newaygo County Healthcare Improvement Council, NC3, Manistee County HSCB, Cadillac Community Health Coalition, Wexford-Missaukee HSLC, Northern Michigan Health Coalition	Ongoing