



# Ensuring a Competent Workforce and Sustaining Program Improvements in Environmental Health

Jennifer L Pinnow, REHS/RS  
Yellowstone City-County Health Department  
Billings, Montana



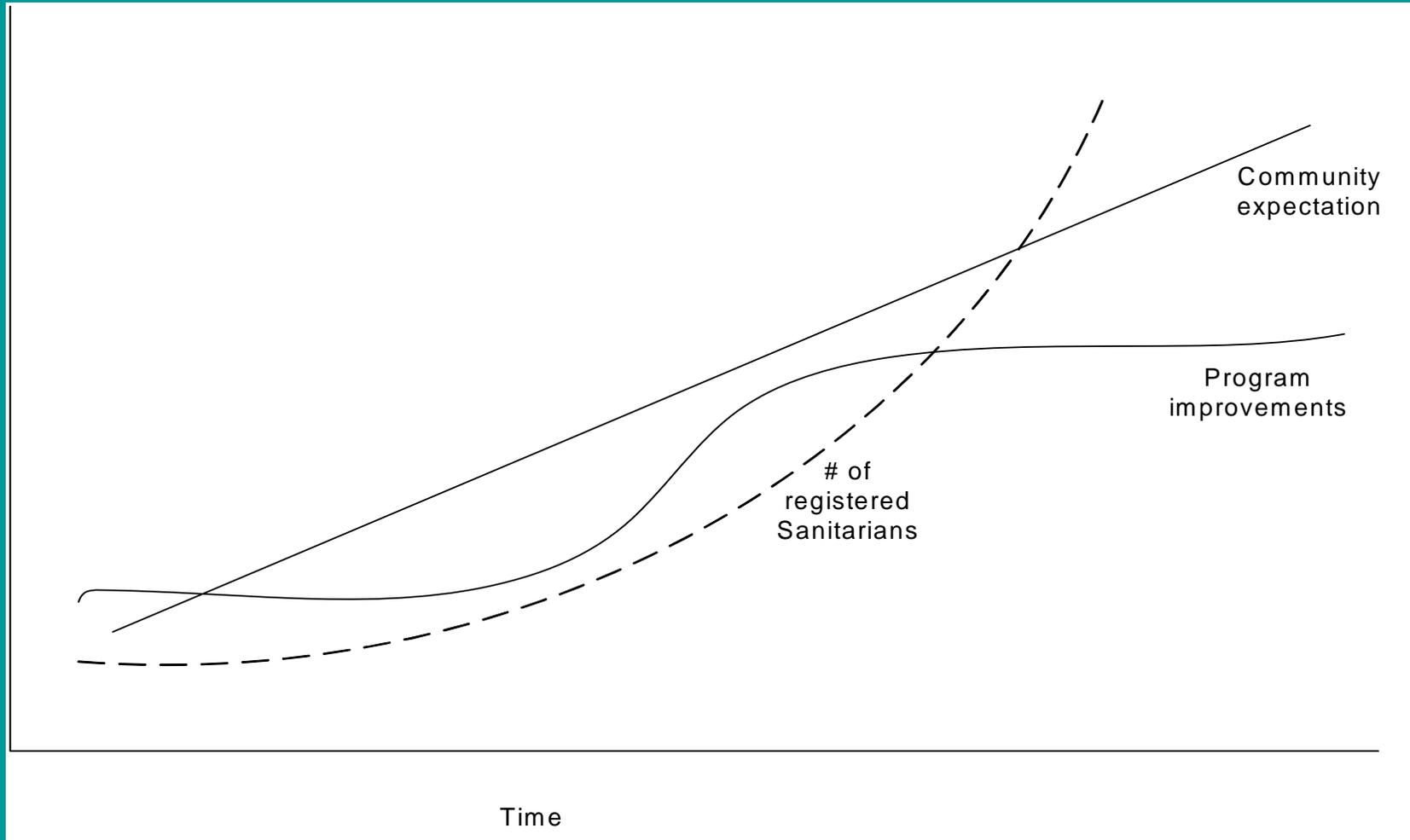
# Background & Contributing Factors

- Yellowstone County & Yellowstone City-County Health Department
- 2002 voter approved mill levy for public health activities & subsequent goals
- Program growth
- Training, Continuing Education, Assessing Competency and Measuring Improvement
- The need for a systematic approach

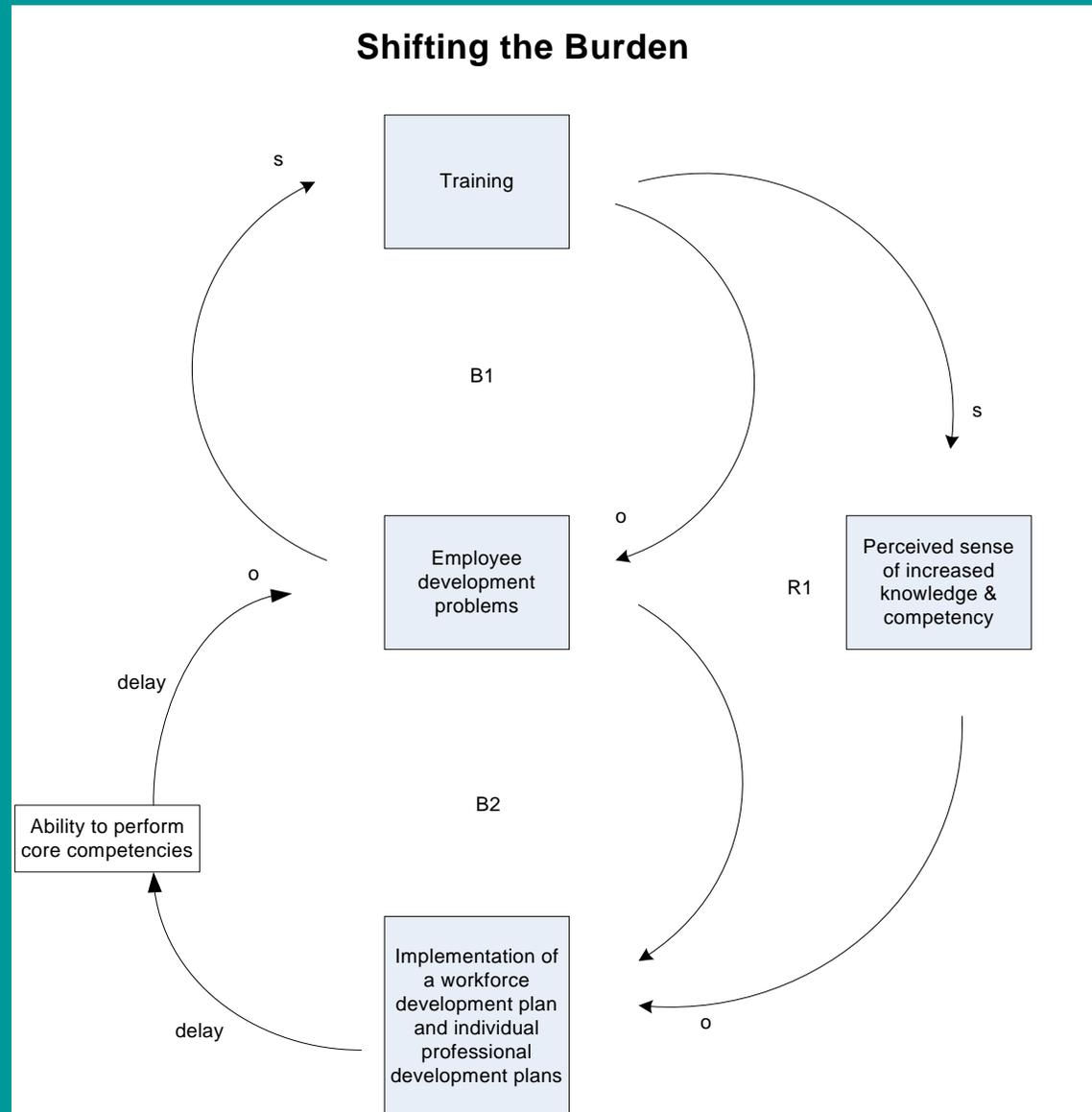
# Problem Statement

- Without a competent staff or the capacity to provide essential environmental health services, a community doesn't have adequate protection from environmental health risks

# Behavior Over Time Graph



# Causal Loop Diagram



# National Goals Supported

- National Strategy to Revitalize Environmental Public Health Services
  - Goal I (Build Capacity)
  - Goal V (Develop the Workforce)
- Environmental Health Competency Project: Recommendation for Core Competencies for Local Environmental Health Practitioners

# Project Goal & Outcomes

- Increased competency of environmental public health professionals
- Behavior changes in environmental public health professionals
- Improved integration of the Ten Essential Services of Environmental Health Services
- More efficient and effective environmental public health programs

# Process Objectives

- By December 31, 2006 100% of Environmental Health staff shall demonstrate the ability to integrate the Ten Essential Services into their areas of responsibility
- By July 1, 2007 75% of environmental health staff shall participate in workforce development

# Process Objectives

- By July 1, 2007 a systematic approach will be used for all training and continuing education activities
- By December 31, 2007 workforce development plans will be developed for 75% of environmental health staff

# Activities & Results

- Integration of Ten Essential Environmental Health Services
  - Conduct assessments of current knowledge
  - Provide staff education
  - Conduct post-assessments
  - Develop a reporting system

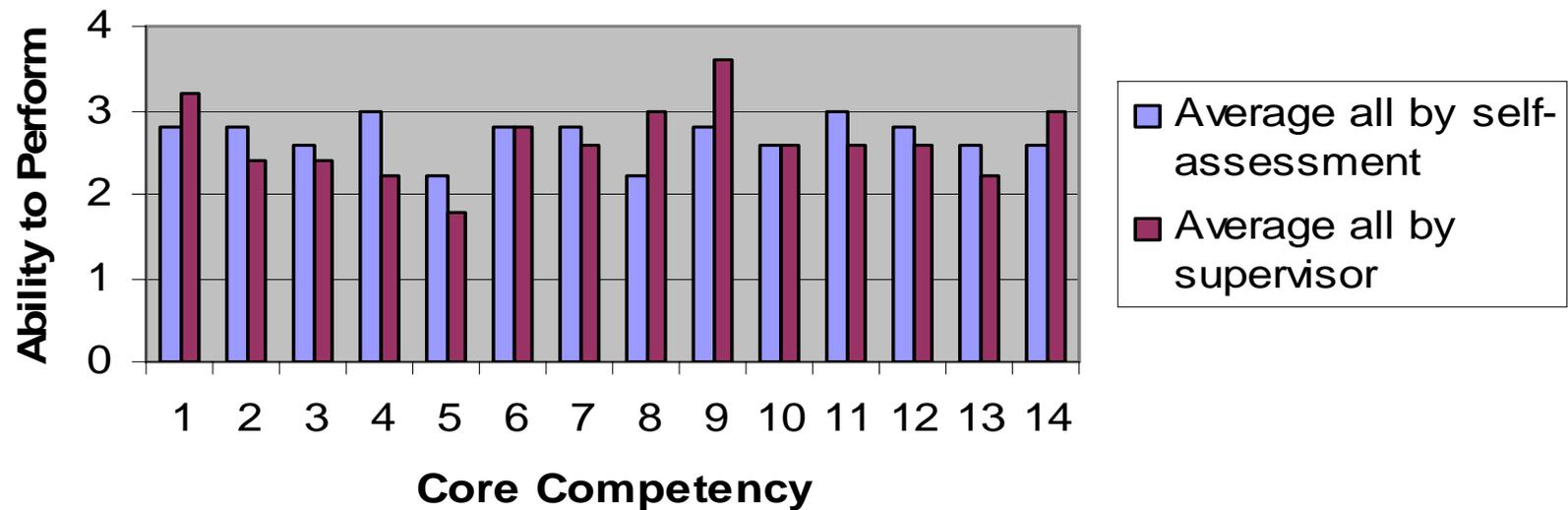
# Activities

- Core Competency Assessment & Development
  - Provide staff education
  - Establish a method of assessing staff competency
  - Conduct analysis to identify training priorities
  - Formulate individual development plans
  - Develop a system to support individual and workforce development

# Results

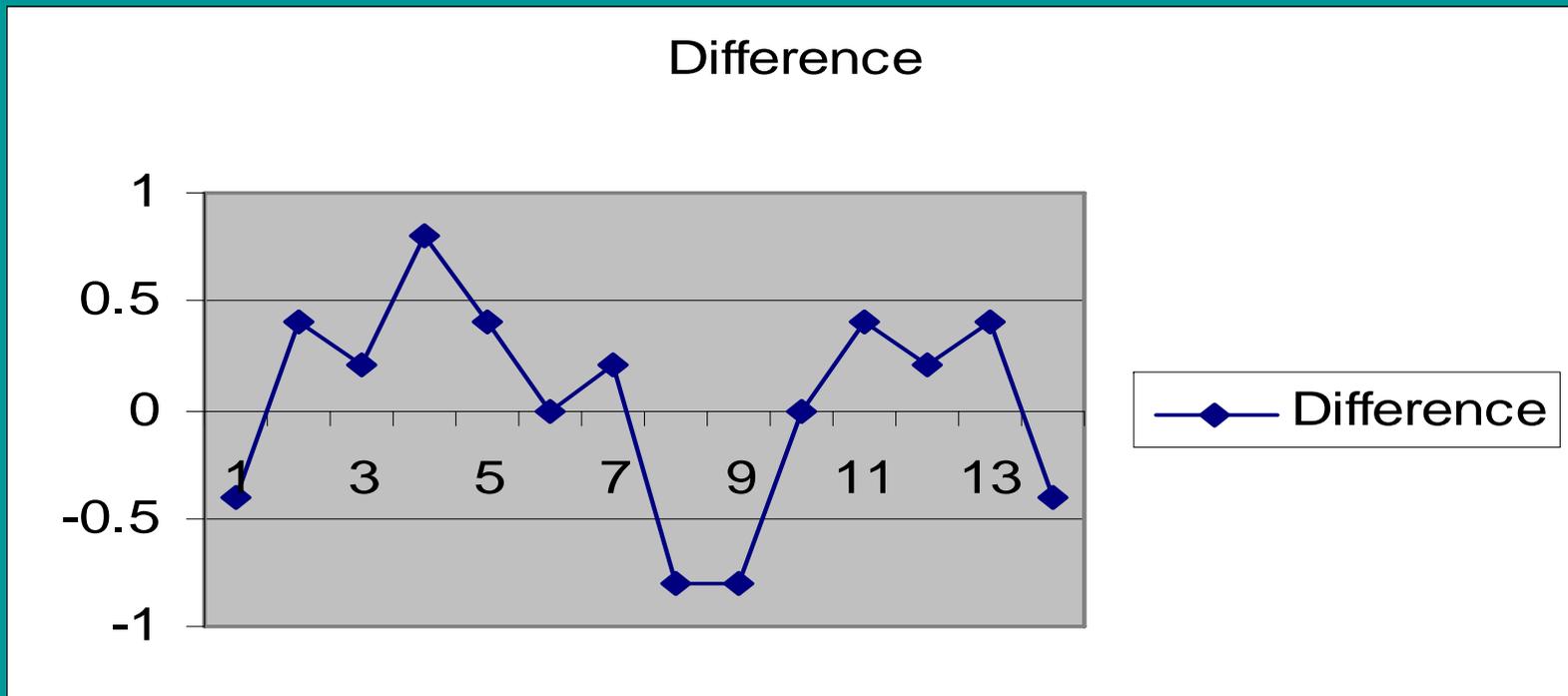
## Core Competency Assessment & Development

**EH Staff  
Core Competency Assessment  
July 2006**



# Results

## Core Competency Assessment & Development



# Future Activities

- Staff Training & Continuing Education
  - Develop programmatic goals
  - Develop a standardized training model for new hires
  - Align continuing education opportunities with programmatic goals and develop systems to measure program improvement
  - Integrate new learning into daily activities
  - Ensure new learning is shared with other staff

# Future Activities

- Workforce Development Plans
  - Routinely assess agency vision, employee professional and personal goals, and provide feedback on skills and abilities
  - Help employees formulate individual development plans
  - Select training and other opportunities that match job/organization needs and employee career development objectives
  - Implement a system to share new knowledge with the rest of the staff

# Conclusions

Establishing a system to routinely assess staff competencies and program improvements through the integration of the Ten Essential Environmental Health Services and the Core Competencies for Environmental Public Health Professionals is essential in ensuring a competent workforce and sustaining program improvements.

**Jennifer L Pinnow, REHS/RS  
Assistant Environmental Health Director  
Yellowstone City-County Health Department  
Billings, Montana**



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