

OUR JOURNEY: PURSUIT OF ORGANIZATIONAL PERFORMANCE EXCELLENCE

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NPHII Grantee Meeting
March 31, 2011

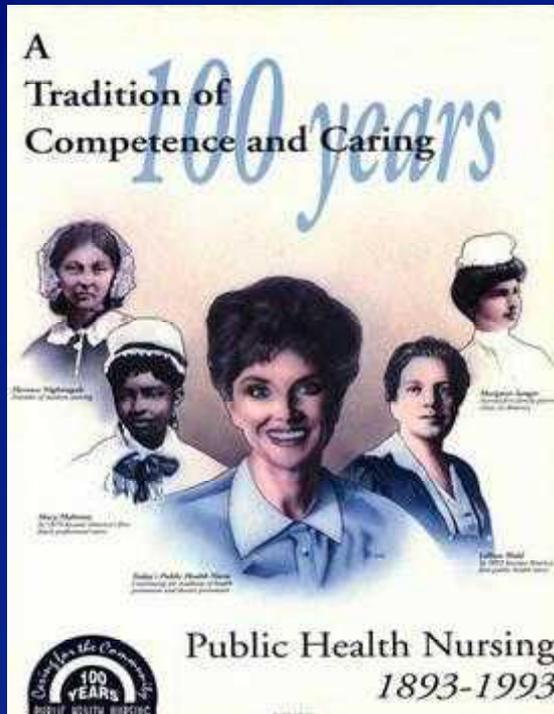


We are Public Health in Florida



- Miami-Dade County Health Department

We are Public Health in Florida



- St. Johns County Health Department

Believe in Yourself – The Story Begins



First 90 Days Evaluation

- Hard Truths
- Re-alignment Agency
- Turn-around Agency



Environmental Scan

- External
- Internal



Three Nuggets to Success



Nugget #1:

- The right people in the right positions!

“Good to Great”

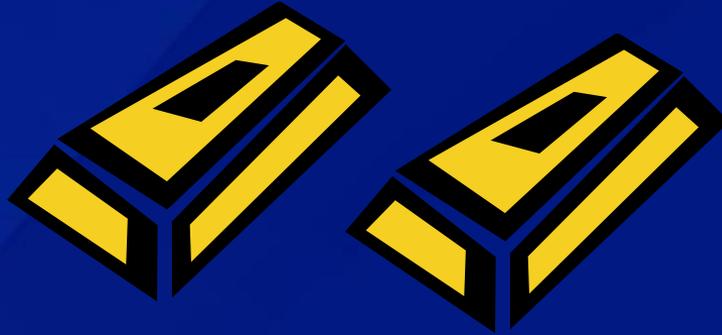
- “The right people will do the right thing and deliver the best results they’re capable of regardless of the incentive system”
(Collins, 2001, Chap. 3, p. 50)

SJCHD's New Employee Interview Process

Two-part process:

- Assessment of Technical Skills
- Assessment of Behavior Skills

Our Greatest Return On Investment (ROI)



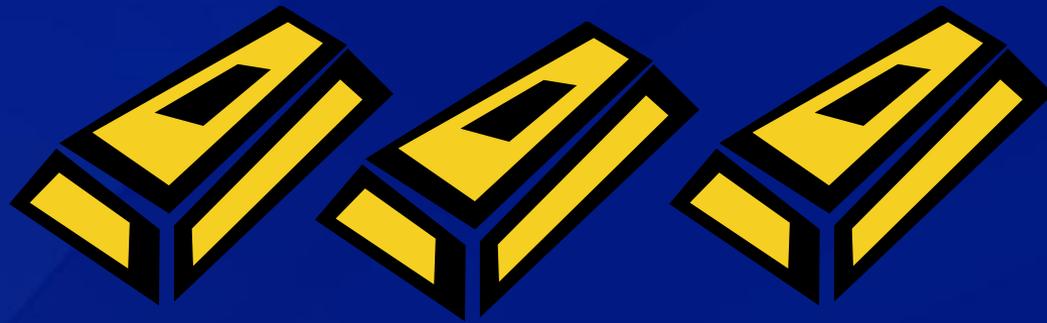
Nugget #2:

- Fiscal Sustainability!

Public Health Mobile Center



Our Primary Strategy for Sustaining High Performance



Nugget #3:

- Cohesive Leadership Team

Cohesive Leadership Team

Characteristics include:

- Open engagement in constructive discussions
- Recognition of team members' strengths and challenges
- Holding colleagues accountable for behaviors and actions
- Commitment to group decisions

(Lencioni, 2000, p. 144)

Advantages of Cohesive Leadership Team

- Improved efficiency
- Development of rigorous culture
- Delivery of our best to our best workers
- Sustainability

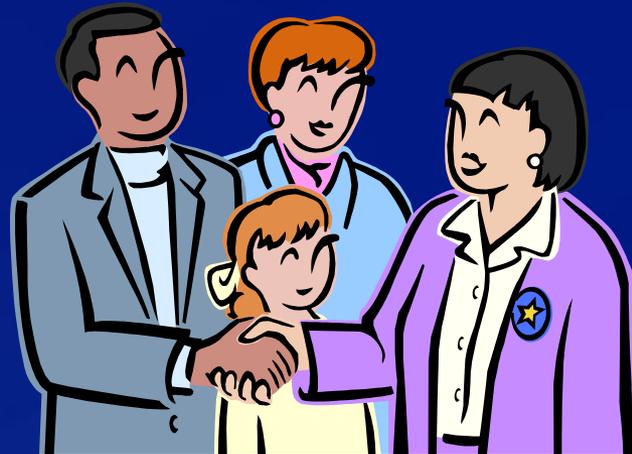
Best Practices - Our WOWs!

- White Paper - St. Johns County Health Department 2007 Mobilization Paper (updated 2008)
- Relationship with BOCC
- Communication/ Empowerment
- Achievement & Innovation



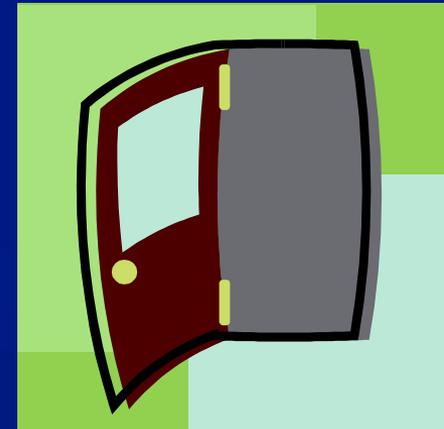
WOW!

- Relationship with BOCC and other key community partners



WOW!

- Communication & Empowerment
 - Pass Up / Pass Down
 - No Silos
 - Open Door Policies
 - Comment Cards
 - Ethics Office
 - Interface with Executive Assistant & Staff Assistant



WOW!

- Employee Empowerment
 - 2008 Recipient of Governor's Sterling Quality Achievement Award for Employee Empowerment
 - Employee Satisfaction
 - Pass Up/Pass Down
 - Robust Employee Teams



Achievements and/or Innovative Initiatives

- 2010/2011 County Health Rankings Reports
- H1N1 Pandemic Influenza Campaign
- National Project Public Health Ready
- Community Health Indicators Dashboard



Community Health Indicators Dashboard

NORTHEAST FLORIDA Counts

Powered by The Healthy Communities Network

! Welcome to the beta site version, please submit feedback on the new site !

Search

GO
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- Home
- News
- Community Snapshot
- Demographics

COMMUNITY SNAPSHOT

 Students Absent 21+ Days NEW	 Infant Mortality Rate	 Cancer Death Rate	 Women-Owned Firms	 Cancer Incidence Rate	 Independent Living Difficulty
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See indicators for: [Baker](#) | [Clay](#) | [Duval](#) | [Flagler](#) | [Nassau](#) | [St. Johns](#) | [Volusia](#)

IN THE NEWS

Featured Content

March is National Nutrition Month

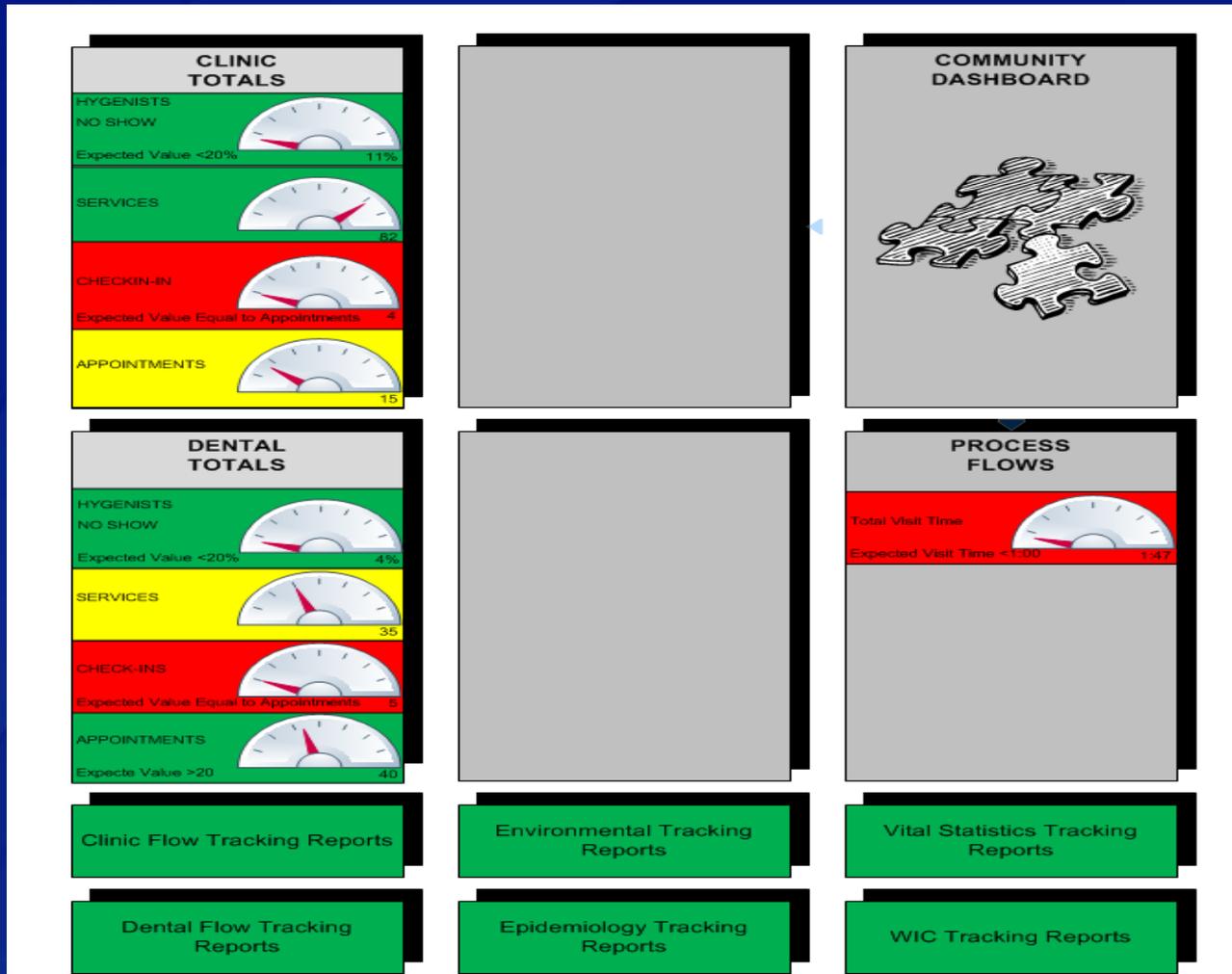
[American Dietetic Association](#)

Achievements and/or Innovative Initiatives

- Real-time Administrative Dashboard
- Real-time Touch Screen Surveys
- Office of Public Health Practice



New Administrative Dashboard

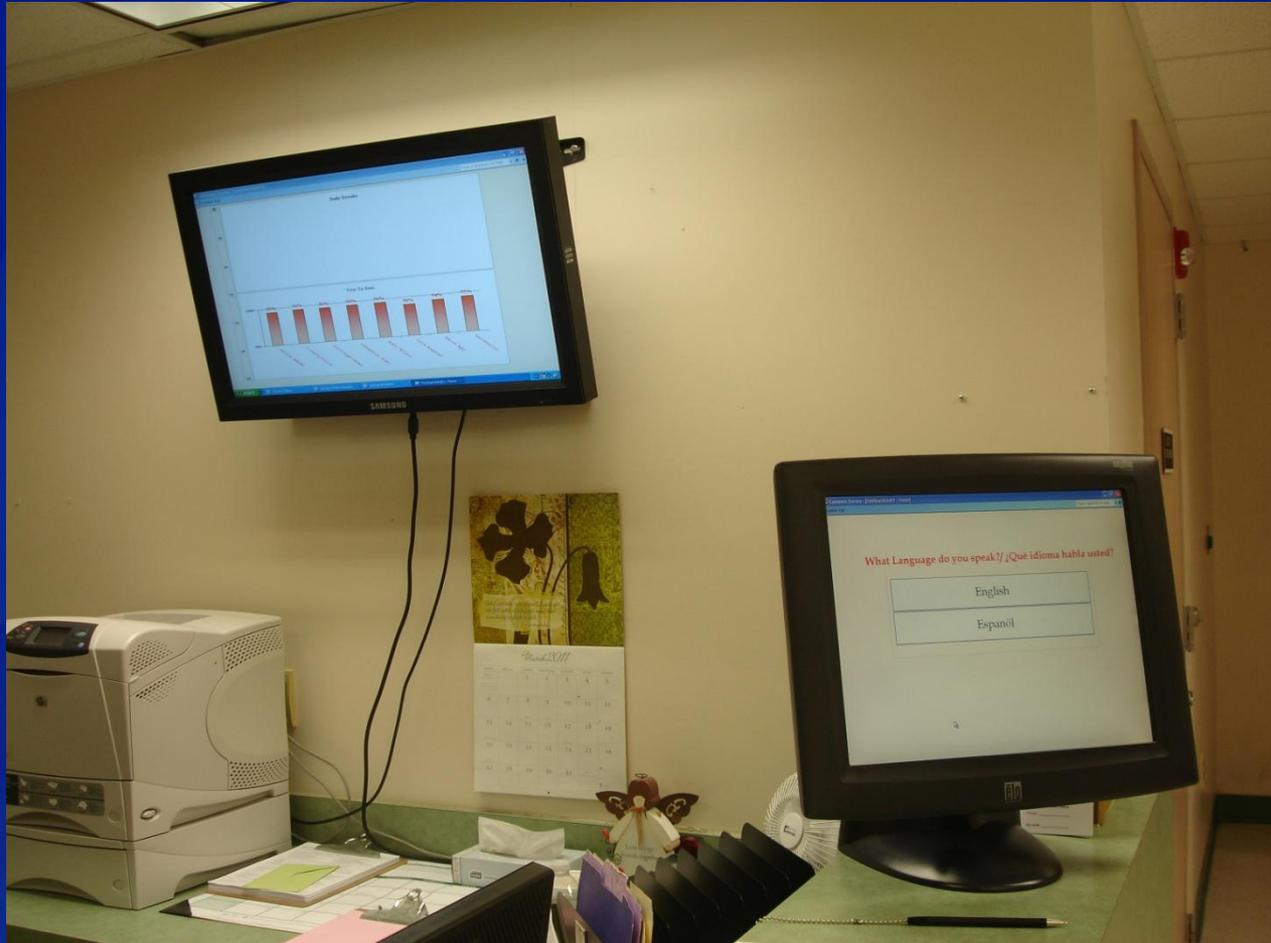


WOW!

SMALL /MEDIUM CHD WITH BIG CITY INNOVATION!!!

- Touch Screen Survey Technology
- Full time Preparedness Resources
- Public Health Mobile Center (PHMC)
 - Mobile Broadband (only one in state)
- Completed 2nd Community Health Needs Assessment (MAPP) in 2008 and now working on 3rd in 2011

Touch Screen Survey Technology

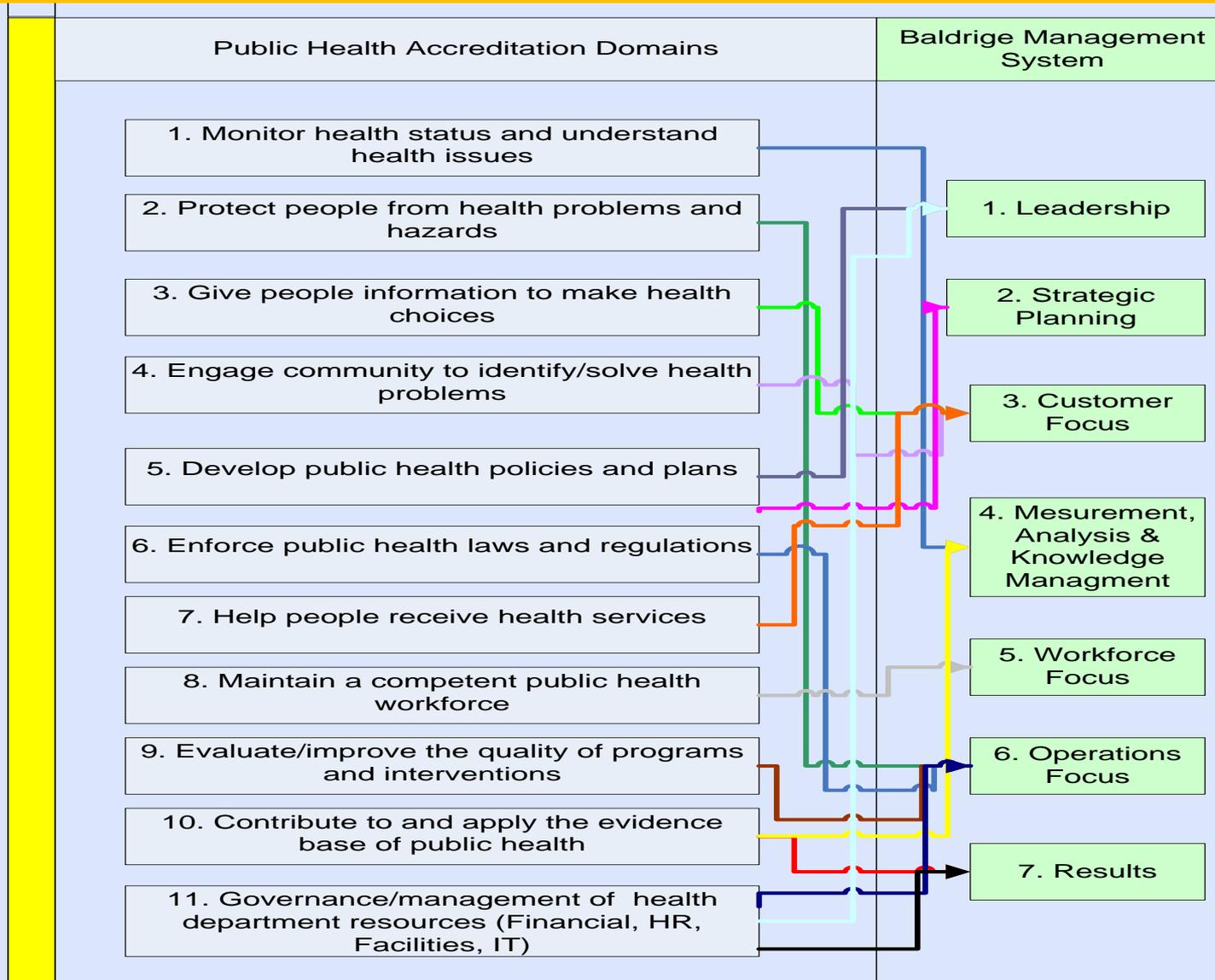


Next Steps: National Recognition

- National Voluntary Public Health Accreditation Application in 2011

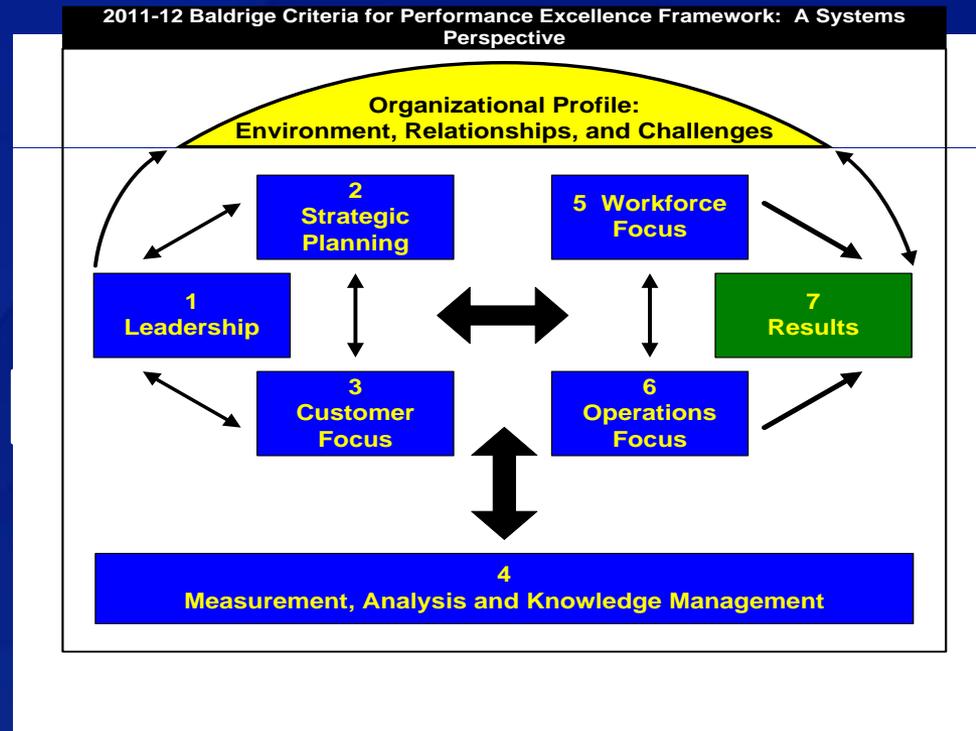


Accreditation Domains Aligned with Malcolm Baldrige Criteria



Next Steps: National Recognition

- National Malcolm Baldrige Application, 2012



The Performance Excellence Journey



IMPROVE

ACT

CHECK

DO

PLAN

MISSION, VISION, VALUES

The Journey does not End

- 2004 – Self-Assessed Against 7 Baldrige Categories
- 2006 – Applied for the Sterling Challenge
- 2008 – Applied for the Governor’s Sterling Award
- 2009 – Won the Governor’s Sterling Award (Second Florida CHD to do so)
- 2011 – Applied for Governor’s Sterling Sustained Performance Excellence Award
- 2011 – Voluntary PH Accreditation
- 2012 – Apply for Malcolm Baldrige Award
- 2013 and beyond – *Continuous Improvement*

Laugh Often



References

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Special Thanks to Dave Klater Consultants Inc.

Thank You!

Questions???

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