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# Welcome to the Performance Improvement Managers Network Call!

**Here's How We Can Help:**

**NPHII Capacity Building Assistance to Strengthen Public Health Infrastructure and Performance Partners**

**December 22, 2011**

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1 888 790 3994 or 1 773 799 3688, code: 3478212



Centers for Disease Control and Prevention

Office for State, Tribal, Local and Territorial Support

# Agenda

Today's Presenters:

Lindsey Caldwell ([lcaldwell@astho.org](mailto:lcaldwell@astho.org)), Association of State & Territorial Health Officials

Ron Bialek ([rbialek@phf.org](mailto:rbialek@phf.org)), Public Health Foundation

Nikki Lawhorn([nlawhorn@nnphi.org](mailto:nlawhorn@nnphi.org)), National Network of Public Health Institutes

Caroline Fichtenberg ([caroline.fichtenberg@apha.org](mailto:caroline.fichtenberg@apha.org)), American Public Health Association

Michelle Chuk ([mchuk@naccho.org](mailto:mchuk@naccho.org)), National Association of County & City Health Officials

Moderator:

Teresa Daub, CDC/OSTLTS

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# ASTHO Methods and Tools

- ❑ Custom-designed , “hands on” technical assistance (on-site, teleconference, and/or email)
    - Staff, Peer, Partner, CDC, and SME expertise
    - State health agency workgroups, planning spreadsheets (worksheets), slide presentations, accreditation preparation “workshop” concept
  - ❑ ASTHO, CDC, RWJF, and partner web pages and newsletters
- Webinars
- ❑ ASTHO Quality Connection eNewsletter
  - ❑ NEW! Peer group- ASTHO Accreditation Coordinator Learning Community

# ASTHO Technical Assistance – Topic Areas

- ❑ Accreditation readiness
  - PHAB prerequisites (Health Improvement Plan, Health Assessment and Strategic Plan)
  - Readiness assessment for PHAB prerequisites and across domains (gap analysis and self-assessment)
  - Road mapping to accreditation
  - Quality Improvement
- ❑ Streamlining contract process with Local HDs
- ❑ Asset mapping for SHIP
- ❑ Return on Investment
- ❑ Customer satisfaction measurement
- ❑ Workforce development performance improvement plan
- ❑ Collection and dissemination of best practices and “stories”



# Capacity Building Assistance



## Remote Training & Assistance

- Webinars
- Consultations
- Distance Coaching



## Onsite Training & Facilitation

- Rapid Cycle Improvement (RCI) Facilitation
- QI Training
- QI Plan Development
- Regional/National Sessions



## Publications & Tools

- Papers
- QI Tools
- Impact Stories



# Remote Training & Assistance

## Webinars (Proactive)

- Introduction to Performance Management (March 2011)
- 2012 Webinar (TBD)

## Consultations (Market-driven)

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| <ul style="list-style-type: none"><li>• Arizona</li><li>• District of Columbia</li><li>• Georgia</li><li>• Houston</li><li>• Kentucky</li><li>• Maricopa County</li><li>• Maryland</li><li>• Massachusetts</li></ul> | <ul style="list-style-type: none"><li>• New York City</li><li>• New York State</li><li>• PIHOA</li><li>• Rhode Island</li><li>• San Antonio</li><li>• South Carolina</li><li>• Tennessee</li></ul> |
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# Onsite Training & Facilitation

## Rapid Cycle Improvement (RCI)

- Minnesota
- Maine
- Wisconsin

## Quality Improvement Training (Market-driven)

- Alabama
- Maine
- Navajo Nation
- New Hampshire
- Philadelphia
- Texas
- Utah

## Regional/National (Proactive)

- Modular *kaizen*: Dealing with Disruptions (Atlanta, March 2011)
- Introduction to Quality Improvement (Atlanta, March 2011)
- Regional QI Intensives (TBD 2012)
- Workshops at Annual NPHII Meeting (2012)



# Publications & Tools

## Proactive Capacity-building Assistance

- Modular *kaizen*: Dealing with Disruptions (March 2011)
- QI Stories with Health Outcomes
- Quick guide for incorporating QI into accreditation planning
- Refreshing the Turning Point Performance Management Framework, Self-Assessment Tool, and related materials
- QI and Policy Tool
- Performance Indicator Selection and Implementation Tool

# Quality Improvement Technical Assistance in Utah

## Train-the-Trainer

Improving clinic flow and client wait times

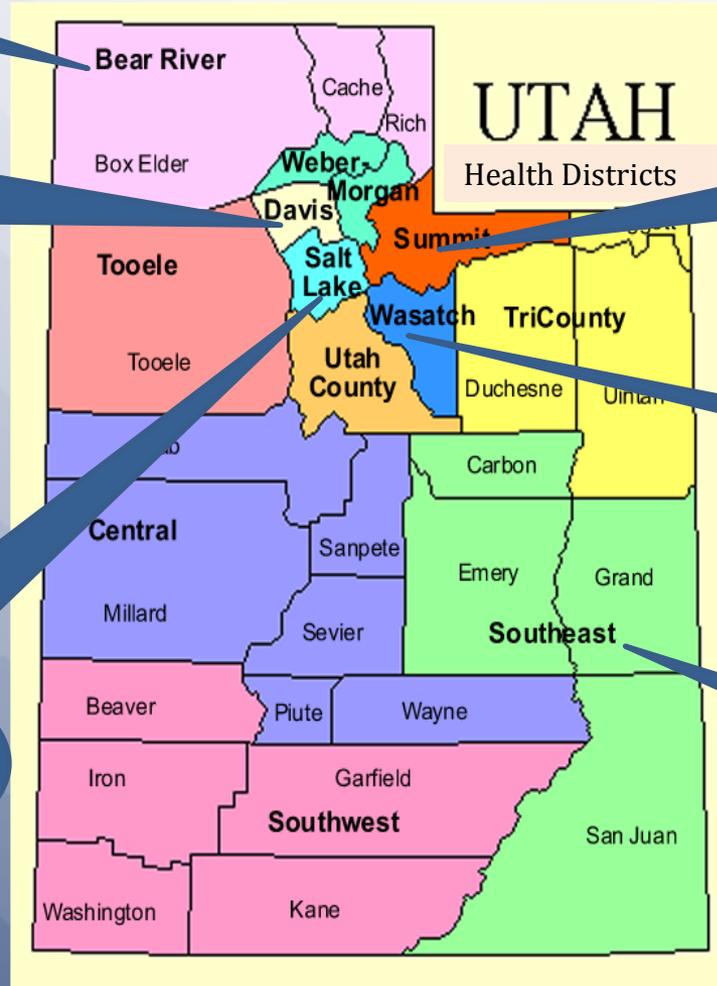
Improving coordination and response for rabies related inquires.

QI retreat for leadership & development of QI plan

Improving vaccination educational materials

Improving the HD's strategic planning process

Standardizing client visit times



**Participating Health Districts: Bear River, Weber-Morgan, Davis, Salt Lake, Utah County, Southeast, Central, Tooele**

# CAPACITY BUILDING/TECHNICAL ASSISTANCE ACTIVITIES

## Goals

1. Evaluate progress on NPHII activities,
2. Develop and track performance measures, and
3. Differentiate between evaluation and quality improvement activities

# INDIVIDUAL TECHNICAL ASSISTANCE

## 1:1 technical assistance to grantees as requested

- Topics:
  - Evaluation
  - Performance Measurement
- To provide TA, NNPHI will work collaboratively with
  - National partners
  - CDC OSTLTS staff
  - NNPHI membership institutes

## Webinars, presentations, web-based resources

- Evaluation focused
- Possible topics:
  - program/performance evaluation
  - organization-wide performance measurement alignment of programmatic activities with performance measures
  - use of technology for tracking performance

# APHA - Capacity Building Assistance

- To assist with building capacity in state, local, tribal and territorial health department to implement promising and best practices in public health policy and law through:
  - One-on-one technical assistance
  - General capacity building assistance

# Policy and Law: what are we talking about?

- Legislation: seat belt laws, clean air laws
- Regulation: food safety regulations
- Administrative policies: food procurement, workplace wellness, smoking policies

## Power of policy

- Policy change is one of the most cost-effective ways to improve population health because it can be:
  - Effective: changing the environment changes social norms and changes exposures
  - Sustainable: no need for ongoing services
- Therefore policy is an important tool for improving the efficiency and effectiveness of public health services

# One-on-one technical assistance

- Types of technical assistance:
  - Conduct policy and legal analysis
  - Identify best practices
  - Connect you with subject matter experts
  - Facilitate training
  - Provide on-site technical assistance

## Examples

- Environmental scan and literature review of Health in All Policies
- Identification of best practices for law and policy approaches to chronic disease prevention

# General capacity building assistance

Develop and disseminate capacity building tools, including:

- Power of Policy webinar series
- Policy Innovation Contest
- Policy case studies (due late spring)
- Health in all Policies Tool-kit (due late spring)
- Centralized policy resource library (due late winter)

# Power of Policy Webinars

- Webinars on various issues related to implementing policy initiatives in health departments
- Webinar 1: Policy as a cost-effective tool, stories from the field (October 5<sup>th</sup>, 2011)
- Webinar 2: Difference between lobbying and advocacy (December 1, 2011)
- Two more webinars in development for winter/spring 2012
- Slides and webinar recordings available at:  
<http://www.apha.org/programs/cba/CBA/webinars>

# Policy Innovation Contest

- Five to eight awards of \$25,000-\$40,000 to implement, evaluate or disseminate innovative policy initiatives on any public health issue
- Applications due January 31<sup>st</sup>, 2012
- LOI due January 18<sup>th</sup>, 2012
- For more information:  
<http://www.apha.org/programs/cba/CBA/policycontest>

# Who is NACCHO

- NACCHO is the national association representing the 2800 local health departments in the united states
- Leader, partner, catalyst and voice for local public health
- Ensure the conditions that promote health and equity, combat disease and improve quality and length of all lives.



# Goal of the NPHII Capacity Building Assistance Project

- Support the 74 NPHII grantees
- Provide technical assistance
- Two key areas
  - Accreditation Readiness
  - Public Health Infrastructure design and redevelopment – HIT
- Four secondary areas
  - Policy development
  - Quality Improvement
  - Meeting Support and Logistics
  - Performance Management



# NPHII Support Available

- Accreditation Readiness
  - Assistance with prerequisites
  - Organizing for the accreditation process
  - Providing and disseminating resources, best practices and peer to peer learning
- Health Information Technology
  - Guidance on business process redesign
  - Guidance on meaningful use criteria
  - Best practices
  - Case studies
  - Guidance on biosurveillance and biosense



# NPHII Support Available, cont.

- Disseminating critical information, resources, best practices and peer to peer learning.
- Providing and disseminating resources
- Support of policy development in collaboration with APHA
- Quality Improvement Support and Guidance in collaboration with PHF and ASTHO
- Meeting Support and Logistics
- Performance Management in collaboration with PHF and ASTHO



# Testimonials

- Comanche County, OK

*“Using the NACCHO Quality Improvement Tools and the Mobilizing for Action Planning and Partnerships (MAPP) helped my agency with community engagement and assisted us in working through the PHAB Beta test.”*

- Kentucky

*“We used the NACCHO power point presentation and webinars to educate our staff and board about Quality Improvement and Accreditation to help build leadership support.”*



# Additional Resources

**ASTHO:** [www.astho.org](http://www.astho.org)

- Jim Pearsol, Chief Program Office, Public Health Performance, [jpearsol@astho.org](mailto:jpearsol@astho.org)
- Lindsey Caldwell, Senior Director, Performance Improvement, [lcaldwell@astho.org](mailto:lcaldwell@astho.org)
- Karl Ensign, Director, Evaluation, [kensign@astho.org](mailto:kensign@astho.org)

**PHF:** [www.phf.org](http://www.phf.org)

- Margie Beaudry [mbeaudry@phf.org](mailto:mbeaudry@phf.org), 202-218-4415

**NNPHI:** [www.nnphi.org](http://www.nnphi.org)

- Nikki Lawhorn, [nlawhorn@nnphi.org](mailto:nlawhorn@nnphi.org), 251-928-8534

**APHA:** [www.apha.org/programs/cba](http://www.apha.org/programs/cba)

**NACCHO:** [www.naccho.org/accreditation](http://www.naccho.org/accreditation)

<http://www.naccho.org/topics/infrastructure/nphii/index.cfm> (Health IT Toolbox)

# Questions and Discussion

***All lines are open and live!***  
***Please remember to use your mute  
button or \*6***

# Thank you!

Please send your questions and  
comments to:

*[pimnetwork@cdc.gov](mailto:pimnetwork@cdc.gov)*



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