

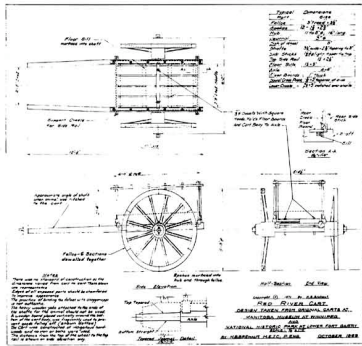
National Public Health Performance Standards Program: A Users Perspective

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Question: What's the most important element of an ox cart?



Answer: The Blueprint



Background

- Indiana State Department of Health
- Local Health Departments
- Home Rule

Challenges

- Health outcomes
- Budgets
- Staffing levels and skills
- Drive toward efficiency and effectiveness
- National Accreditation Efforts

Indiana State
Department of Health

Indiana Public Health System Quality Improvement Project

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HEALTHCARE TECHNICAL ASSISTANCE PROGRAM
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Purpose

- To engage Indiana's local and state public health system partners in a continuous quality improvement process integrating:
 - participation in the NPHPSP, Local and State, Version 2.0 assessments
 - empowerment at the state and local level through a process of team building, leadership and problem solving

Purpose

- development of a unique, evidence-based, public health program designed to enhance delivery and quality of public health
- demonstration of performance improvement related to the 10 Essential Services of public health and Healthy People 2010 objectives

Phase I – Assessment

CDC's National Public Health Performance Standards Program

- Early user of Version 2.0 State and Local Instruments.
- Collaboration with partners is critical to developing clear, measurable standards for state and local public health systems.
- Results provide a foundation for public health quality improvement processes.
- Final report provides a means of evaluating state-wide public health system performance.

Phase II: Training

Four Day Training Course in Team Building, Leadership and Problem Solving



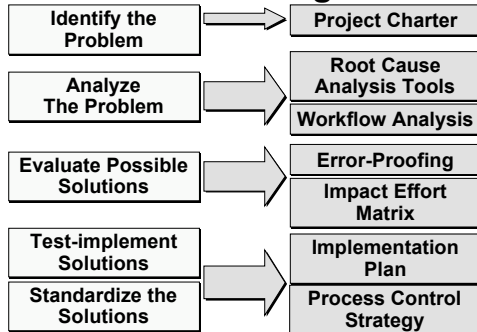
Outcomes

- Participants learn team building and leadership skills.
- Teams learn how to apply problem solving methodologies and tools to identify primary causal factors limiting program success in public health.
- Teams create a foundation for implementation plans to mitigate/remove primary causal factors and improve program performance related to the 10 Essential Services and Healthy People 2010 objectives.

Long Term Goals

- Development of relevant, accessible training materials and tools to enable program sustainability and spread adoption.
 - **Sustainability:**
 - Improvements are sustained over time
 - Long term training is conducted by public health agencies and system partners
 - **Spread Adoption:**
 - Tools and techniques are applied outside of the initial project focus area

Problem Solving Tools



Keys to Sustainability...

- Bottom up vs. top down initiatives
- Small incremental tests of change
- Regular feedback of process outcomes
- Structured plan to continue the process

Keys to Spread Adoption...

- Perceived benefit of changes
- Simplicity
- Observability

Phase III

Performance Improvement Programs

- Identify written performance objectives based on root cause analysis
- Identify key public health partners to collaborate
- Create strategies to meet objectives
- Design and implement plan

Indiana Public Health System Quality Improvement Project

- County Teams Progress
- Proposed for Assessments
 - Planning Assessment
 - Assessment Scheduled
 - Assessment Completed
 - Assessment Only
 - Training Scheduled
 - Training In Progress
 - Training Completed/Project Planning In Progress
 - Charter Submitted
- ★ ISDH Teams Progress
- Team A
 - Team B
 - Team C
 - Team D
 - Team E
 - Team F
 - Team G
 - Team H
 - Team I
 - Team J



Indiana Public Health System Quality Improvement

Project Performance Improvement Programs

- Health Issue Legend
- School-Based Healthcare
 - Obesity
 - Healthy Living Mini Grant Program
 - Public Health Workforce Education
 - Preadolescent Health (including focus on individual obesity)
 - Healthcare Home
 - Workforce Wellness
 - Language/Cultural Barriers
 - In Progress

- ★ ISDH
- Team A Obesity
 - Team B Environment
 - Team C Tobacco
 - Team D Regulatory
 - Team E Leadership Dev.
 - Team F Immunization
 - Team G Oral Health
 - Team H Preparedness
 - Team I HR
 - Team J Public Health Workforce Education



Lessons Learned

- **NPHPSP is an engagement tool**
- **Public health system partners have much to learn from one another**
- **Discovered partners have valuable data**
- **Process of team building, leadership training and root cause analysis leads to commitment for project charter**