

# RESULTS OF NORFOLK'S PUBLIC HEALTH SYSTEM ASSESSMENT



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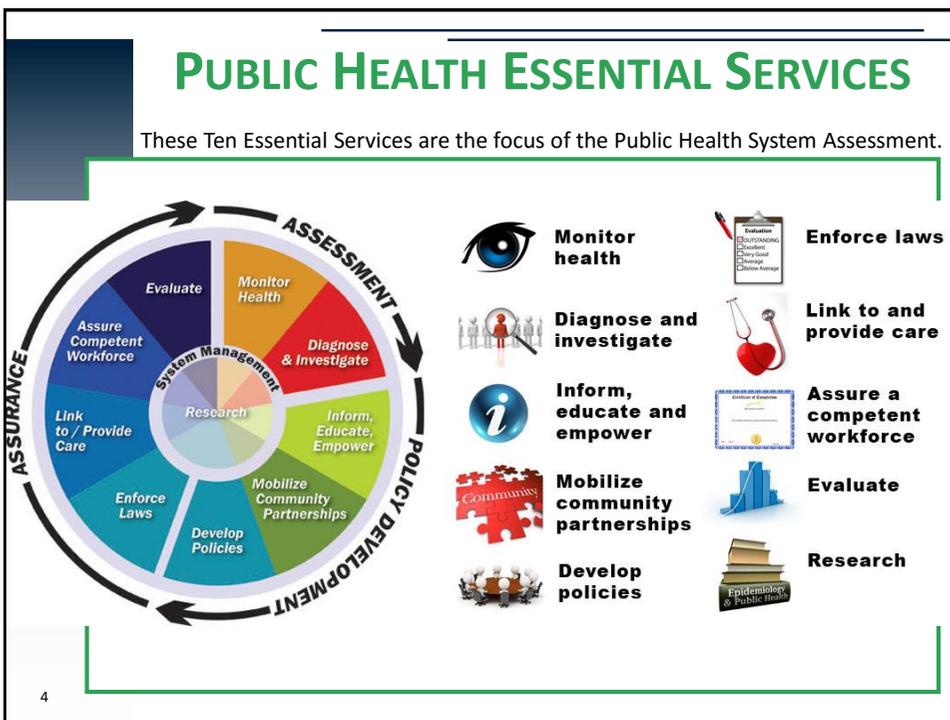
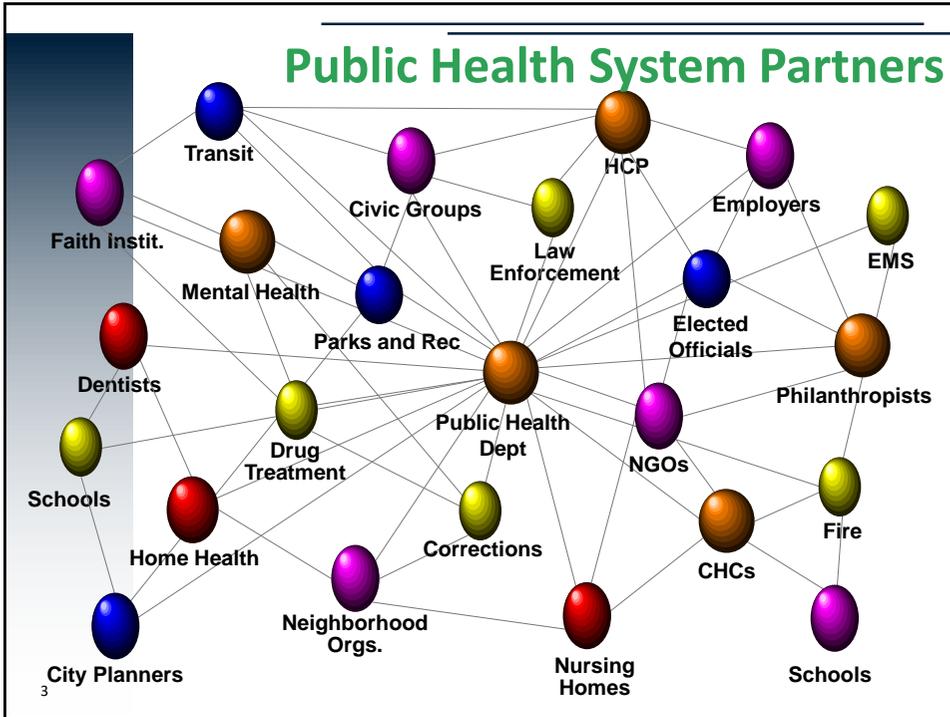
## NORFOLK'S PUBLIC HEALTH SYSTEM ASSESSMENT

**PURPOSE:** To engage existing and new partners in the public health system to discuss:

- To what degree are the Public Health Essential Services being provided to our community?
- What is our public health system capable of doing to meet the Public Health Essential Services?



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## OUR ASSESSMENT PROCESS

- Small groups reviewed each Essential Service

Example:

**Essential Service 7:**  
Link People to Needed  
Personal Health Services and  
Assure the Provision of  
Healthcare When Otherwise  
Unavailable



**Model Standard 7.1:**  
Identifying Personal  
Health Service Needs of  
Populations



**Performance Measure 7.1.1**  
To what extent does the LPHS  
identify groups of people in the  
community who have trouble  
accessing or connecting to  
personal health services?

- Discussed what was happening in Norfolk related to each Essential Service and Model Standard
- Rated how well Performance Measures are being met
- Identified strengths, weaknesses, short and long-term improvement opportunities

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## RESULTS

### Essential Service (ES) Scoring

**OPTIMAL:** Greater than 75% of the activity described within the Performance Measures is met.

- Essential Service 2: Diagnose and Investigate Health Problems and Health Hazards
- Essential Service 6: Enforce Laws and Regulations That Protect Health & Ensure Safety

**SIGNIFICANT:** Greater than 50%, but no more than 75% of the activity described within the Performance Measures is met.

- Essential Service 1: Monitor Health Status to Identify Community Health Problems
- Essential Service 4: Mobilize Community Partnerships to Identify and Solve Health Problems
- Essential Service 5: Develop Policies and Plans That Support Individual and Community Health Efforts
- Essential Service 8: Assure a Competent Public Health and Personal Healthcare Workforce
- Essential Service 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

**MODERATE:** Greater than 25%, but no more than 50% of the activity described within the Performance Measures is met.

- Essential Service 3: Inform, Educate, and Empower People about Health Issues
- Essential Service 7: Link People to Needed Personal Health Services and Assure the Provision of Healthcare When Otherwise Unavailable
- Essential Service 10: Research for New Insights and Innovative Solutions to Health Problems

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## KEY THEMES: STRENGTHS

- Strong partnerships and collaborations within the community to provide planning, programs, and services
- Effective and coordinated emergency planning
- Strength and variety of existing health education and promotion programs across organizations
- Passion and dedication of service providers

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## KEY THEMES: CHALLENGES

- Data sharing (i.e., increase coordination, reduce barriers to access, reduce fears of sharing)
- Communication and resource sharing across partners within the system
- Communication with the Norfolk community-at-large (i.e., services and programs, how data is used, and health education or emergency preparedness information).
- Meaningfully engaging community and building leadership
- Addressing linguistic and cultural barriers of clients
- Reactive vs proactive public health planning
- Silo approach instead of coordination to promote population-based health

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## SHORT-TERM OPPORTUNITIES

- Develop system and agreements for increased data sharing
- Create information hub or forum to coordinate information and resource sharing across community (service providers, partners, and residents)
- Utilize Emergency Medical Services (EMS) to increase access to distressed households
- Identify public health issues that impact multiple partners and enhance communication campaign together

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## SHORT-TERM OPPORTUNITIES

- Develop system for sharing code and policy changes across agencies and community
- Define roles, responsibilities and limitations of safety net providers
- Encourage organizations to empower their representatives at local meetings
- Partner with Planning Council on research opportunities

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## LONG-TERM OPPORTUNITIES

- Increase number of bilingual staff and programs accessible to vulnerable populations, including non-English speakers
- Identify additional resources for hospitals or CSB to address mental health needs
- Update City's Emergency Operations and Preparedness Plan (to include needs of special populations and pets)
- Strengthen regional collaboration to build safety net services
- Seek additional funds to provide dental care

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