

San Joaquin Local Public Health System Assessment

Overview

The Local Public Health System Assessment (LPHSA) is a broad assessment that includes the public, private, and voluntary entities that contribute to public health activities within a given area. Taking a systems approach to this assessment ensures that the contributions of all entities are recognized in assessing the local delivery of essential public health services. The purpose of the LPHSA is to improve community health by identifying current strengths and weaknesses and determining opportunities for improvement. It leads the way to making better and more effective policy and resource decisions.

The Essential Public Health Services describe public health activities that should be undertaken in all communities by local public health systems. They include:

1. **Monitor** health status to identify and solve community health problems
2. **Diagnose and investigate** health problems and health hazards in the community.
3. **Inform, educate, and empower** people about health issues.
4. **Mobilize** community partnerships and action to identify and solve health problems.
5. **Develop policies and plans** that support individual and community health efforts.
6. **Enforce** laws and regulations that protect health and ensure safety.
7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. **Assure** competent public and personal health care workforce.
9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.
10. **Research** for new insights and innovative solutions to health problems.



Assessment Scoring Process

The LPHSA utilizes the nationally recognized tool called the National Public Health Performance Standards Local Assessment Instrument (NPHPS). The NPHPS instrument takes participants’ input and calculates scores for each Model Standard, Essential Service, and provides one overall assessment score. An outline of the LPHSA scoring levels are summarized in Exhibit 1.

Exhibit 1: Summary of LPHSA Scoring System		
Category	Description	Score
Optimal Activity (76-100%)	Greater than 75% of the activity described within the question is met.	5
Significant Activity (51-75%)	Greater than 50%, but no more than 75% of the activity described within the question is met.	4
Moderate Activity (26-50%)	Greater than 25%, but no more than 50% of the activity described within the question is met.	3
Minimal Activity (1-25%)	Greater than zero, but no more than 25% of the activity described within the question is met.	2
No Activity (0%)	0% or absolutely no activity	1

Overview of LPHSA Process

On February 29, 2016, Public Health Services (PHS) hosted the LPHSA with approximately 30 participants that included Public Health Services staff who served as facilitators and key community partners who routinely contribute to public health activities throughout the County.

The day began with a brief presentation on how the LPHSA is utilized and the benefits that system partners may gain from using it, as well as a general description of each of the ten Essential Services and how each service would be scored. During the morning session, small discussion groups were created for Essential Services one through five and the members were asked to join a group. Each group was given a facilitation packet which included a description of the Essential Service, the model standards that make up the Essential Service and a list of partners commonly gathered to address the Essential Service. The groups reviewed and discussed each model standard within their Essential Service and participants individually recorded their ratings on the scoring sheet. Each participant then shared and explained why they selected that rating. This process was repeated for Essential Services six through ten during the afternoon session. After each session, participants shared key points from their small group discussions with the group-at-large.

Scoring Outcomes

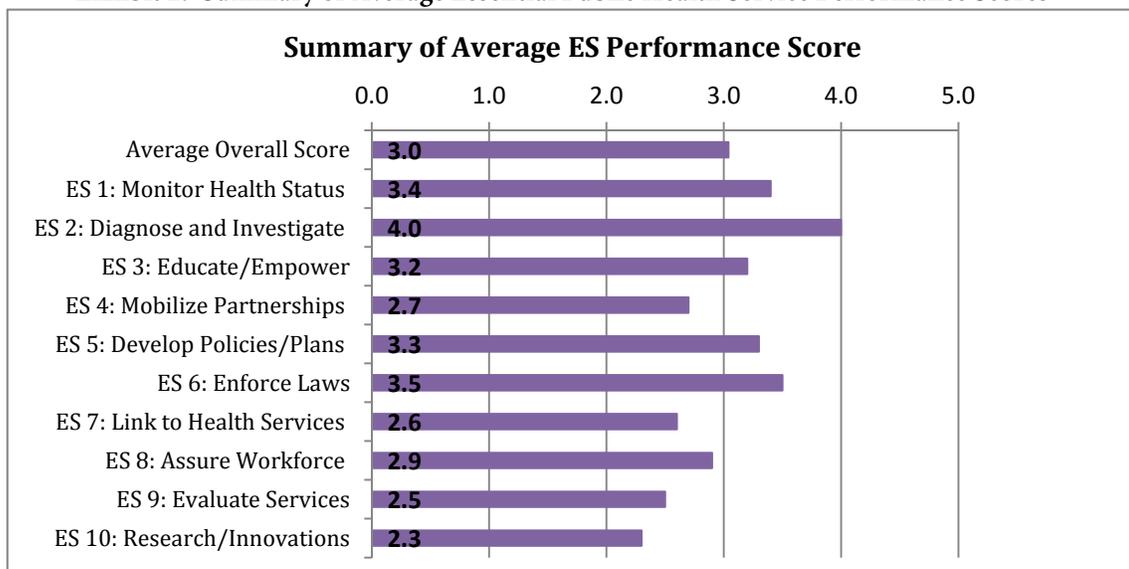
Based on responses, San Joaquin scored an **overall average score of 3.0 out of 5** in the assessment of its ability to successfully fulfill each of the ten Essential Services.

San Joaquin scored highest in its ability to diagnose and investigate health problems and health hazards (4.0), and to enforce laws and regulations that protect health and ensure safety (3.5). San Joaquin scored lowest in its ability to research for new insights and innovative solutions to health problems (2.3) and evaluate effectiveness, accessibility and quality of personal and population-based health services (2.5).

Exhibit 2 displays San Joaquin’s overall scores for each of the ten Essential Services. All of San Joaquin’s Essential Services fell in the moderate (50.0%) or significant range (50.0%), and the majority of San Joaquin’s Model Standard Scores fell in the moderate (44.4%) or significant (30.6%) performance range.

Appendix A outlines San Joaquin’s scores to all of the questions presented. Participants were asked to provide comments and feedback regarding each Essential Service. If comments were provided, they are included at the end of the table for each Essential Service.

Exhibit 2. Summary of Average Essential Public Health Service Performance Scores



Appendix A

ESSENTIAL SERVICE 1: Monitor Health Status to Identify Community Health Problems (n=5)		
1.1	Model Standard: Population-Based Community Health Assessment (CHA) <i>At what level does the local public health system:</i>	
1.1.1	Complete regular community health assessments?	4.8
1.1.2	Frequent updates the community health assessment with current information?	3.0
1.1.3	Encourage the use of the community health assessment among community members and partners?	2.2
1.2	Model Standard: Current Technology to Manage and Communicate Population Health Data <i>At what level does the local public health system:</i>	
1.2.1	Use the best available technology and methods to display data on the public's health?	2.2
1.2.2	Analyze health data, including geographic information, to see where health problems exist?	4.0
1.2.3	Use computer software to create charts, graphs, and maps to display complex public health data (trends over time, differences between gender, race, income, etc.?)	4.4
1.3	Model Standard: Maintenance of Population Health Registries <i>At what level does the local public health system:</i>	
1.3.1	Collect data on specific health issues to provide the data to population health registries in a timely manner?	3.0
1.3.2	Use information from population health databases in community health assessments or other analyses?	3.8
Comments: <ul style="list-style-type: none"> • Need to be able to routinely access data (data warehouse that everyone could use?) • Central repository needed for key data sources, websites, dashboards with indicators, etc. • Zip code data are more and more important – need to build capacity to compile these 		

ESSENTIAL SERVICE 2: Diagnose and Investigate Health Problems and Health Hazards (n=3)		
2.1	Model Standard: Identification and Surveillance of Health Threats <i>At what level does the local public health system:</i>	
2.1.1	Participate in a comprehensive surveillance system with national, state and local partners to identify, monitor, share information, and understand new or emerging health problems and threats?	4.0
2.1.2	Provide and collect timely and complete information on diseases and potential disasters, emergencies and new threats (natural and manmade)?	2.7
2.1.3	Assure that the best available resources are used to support surveillance systems and activities, including information technology, communication systems, and professional expertise?	3.0

2.2	Model Standard: Investigation and Response to Public Health Threats and Emergencies <i>At what level does the local public health system:</i>	
2.2.1	Keep written instructions on how to handle communicable (contagious) disease outbreaks and toxic exposure incidents, including details about case sources and containment?	4.0
2.2.2	Develop written rules to follow in the immediate investigation of public health threats and emergencies, including natural and intentional disasters?	3.3
2.2.3	Designate a jurisdictional Emergency Response Coordinator?	4.3
2.2.4	Prepare to rapidly respond to public health emergencies according to emergency guidelines?	4.0
2.2.5	Identify personnel with the technical expertise to rapidly respond to possible biological, chemical, or/and nuclear public health emergencies?	4.0
2.2.6	Evaluate incidents for usefulness and opportunities for improvement?	3.7
2.3	Model Standard: Laboratory Support for Investigation of Health Threats <i>At what level does the local public health system:</i>	
2.3.1	Have ready access to laboratories that can meet routine public health needs for finding out what health problems are happening?	4.7
2.3.2	Maintain constant (24/7) access to laboratories that can meet public health needs for finding out what health problems are occurring?	4.7
2.3.3	Use only licensed or credentialed laboratories?	5.0
2.3.4	Keep a written list of rules related to laboratories, for handling samples (collecting, labeling, storing, transporting, and delivering), for determining who is in charge of the samples at what point, and for reporting the results?	4.3
Comments:		
<ul style="list-style-type: none"> Plans and resources are in place for EPI, EP, and lab. Not known in community- key stakeholders 		

ESSENTIAL SERVICE 3: Inform, Educate, and Empower People about Health Issues (n=5)		
3.1	Model Standard: Health Education and Promotion <i>At what level does the local public health system:</i>	
3.1.1	Give policymakers, stakeholders, and the public with regular analyses of community health status and related recommendations for health promotion policies?	3.2
3.1.2	Coordinate health promotion and health education activities to reach all members of the community?	2.8
3.1.3	Involve the community throughout the process of setting priorities, developing plans and implementing health education and health promotion activities?	3.0

3.2	Model Standard: Health Communication <i>At what level does the local public health system:</i>	
3.2.1	Create health communication plans for relating to media and the public and for sharing information among LPHS organizations?	3.0
3.2.2	Use relationships with different media providers (e.g. print, radio, television, and the internet) to share health information?	3.0
3.2.3	Identify and train spokespersons on public health issues	3.6
3.3	Model Standard: Risk Communication <i>At what level does the local public health system:</i>	
3.3.1	Develop an emergency communications plan for each stage of an emergency to allow for the effective dissemination of information?	3.6
3.3.2	Make sure resources are available for a rapid emergency communication response?	3.6
3.3.3	Provide risk communication training for employees and volunteers?	2.6
Comments: <ul style="list-style-type: none"> • Recommend inclusion of mental health partners. Outreach to physicians. • Need more outreach to general public. County media campaigns. Knowing who is best to contact to coordinate services. Continuity of messaging. Awareness of community services. Community champions (helpful to use peer groups but must use evidence based info.) • PHS Department to annually convene community stakeholders for an open forum to share information about their organization. • Not only subject, topic, and health issues- focus on systems change • Convene community around public health and figure a way for attendees to share with constituents 		

ESSENTIAL SERVICE 4: Mobilize Community Partnerships to Identify and Solve Health Problems (n=9)		
4.1	Model Standard: Constituency Development <i>At what level does the local public health system:</i>	
4.1.1	Maintain a complete and current directory of community organizations?	3.2
4.1.2	Follow a set process for identifying key community members related to overall public health interests and particular health concerns?	3.0
4.1.3	Encourage community members to participate in activities to improve community health?	3.2
4.1.4	Create forums for communication of public health issues?	2.2
4.2	Model Standard: Community Partnerships <i>At what level does the local public health system:</i>	
4.2.1	Establish community partnerships and strategic alliances to provide a unified approach to improving health in the community?	3.1
4.2.2	Establish a broad-based community health improvement committee?	1.6

4.2.3	Assess how well community partnerships and strategic alliances are working to improve community health?	2.2
Comments: <ul style="list-style-type: none"> Community hub (huddle). Online center to share information. Information should be disseminated to business community and health community Have a broad-based community health advising board. Include evaluation for all partnerships and alliance Issue dependent; many coalitions can coalesce efforts/share resources and expertise if linked better 		

ESSENTIAL SERVICE 5: Develop Policies and Plans that Support Individual and Community Health Efforts (n=12)		
5.1	Model Standard: Governmental Presence at the Local Level <i>At what level does the local public health system:</i>	
5.1.1	Support the work of a local health department focused on public health to make sure the essential public health services are provided?	2.4
5.1.2	See that the local health department is accredited through the national voluntary accreditation program?	3.0
5.1.3	Assure that the local health department has enough resources to do its part in providing essential public health services?	2.5
5.2	Model Standard: Public Health Policy Development <i>At what level does the local public health system:</i>	
5.2.1	Contribute to public health policies by participating in activities that inform the policy development process?	3.8
5.2.2	Alert policymakers and the community of the possible public health impacts (both intended and unintended) from current and/or proposed policies?	3.1
5.2.3	Review existing policies at least every three to five years?	3.1
5.3	Model Standard: Community Health Improvement Process and Strategic Planning <i>At what level does the local public health system:</i>	
5.3.1	Establish a community health improvement process, with broad-based diverse participation, that uses information from both the community health assessment and the information of community members?	4.0
5.3.2	Develop strategies to achieve community health improvement objectives, including a description of organizations responsible for specific steps?	4.0
5.3.3	Connect organizational strategic plans with the Community Health Improvement Plan?	3.0
5.4	Model Standard: Plan for Public Health Emergencies <i>At what level does the local public health system:</i>	
5.4.1	Support a workgroup to develop and maintain preparedness and response plans?	3.3
5.4.2	Develop a plan that defines when it would be used, who would do what tasks, what standard operating procedures would be put in place, and what alert and evacuation protocols would be followed?	4.0

5.4.3	Test the plan through regular drills and revise the plan as needed, at least every two years?	4.0
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ESSENTIAL SERVICE 6: Enforce Laws and Regulations that Protect Health and Ensure Safety (n=2)

6.1	Model Standard: Review and Evaluation of Laws, Regulations, and Ordinances <i>At what level does the local public health system:</i>	
6.1.1	Identify public health issues that can be addressed through laws, regulations, or ordinances?	2.5
6.1.2	Stay up-to-date with current laws, regulations, and ordinances that prevent, promote, or protect public health on the federal, state, and local levels?	5.0
6.1.3	Review existing public health laws, regulations, and ordinances at least once every five years?	3.0
6.1.4	Have access to legal counsel for technical assistance when reviewing laws, regulations, or ordinances?	5.0
6.2	Model Standard: Involvement in the Improvement of Laws, Regulations, and Ordinances <i>At what level does the local public health system:</i>	
6.2.1	Identify local public health issues that are inadequately addressed in existing laws, regulations, and ordinances?	2.0
6.2.2	Participate in changing existing laws, regulations, and ordinances, and/or creating new laws, regulations, and ordinances to protect and promote the public health?	3.0
6.2.3	Provide technical assistance in drafting the language for proposed changes or new laws, regulations, and ordinances?	2.0
6.3	Model Standard: Enforcement of Laws, Regulations, and Ordinances <i>At what level does the local public health system:</i>	
6.3.1	Identify organizations that have the authority to enforce public health laws, regulations, and ordinances?	5.0
6.3.2	Confirm that a local health department (or other governmental public health entity) has the authority to act in public health emergencies?	4.0
6.3.3	Confirm that all enforcement activities related to public health codes are done within the law?	5.0
6.3.4	Educate individuals and organizations about relevant laws, regulations, and ordinances?	3.0
6.3.5	Evaluate how well local organizations comply with public health laws?	2.0

ESSENTIAL SERVICE 7: Link People to Needed Personal Health Services and Assure the Provision of Health Care when Otherwise Unavailable (n=7)

7.1	Model Standard: Identification of Personal Health Service Needs of Populations <i>At what level does the local public health system:</i>	
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7.1.1	Identify groups of people in the community who have trouble accessing or connecting to personal health services?	2.8
7.1.2	Identify all health service needs and unmet needs throughout the community?	3.1
7.1.3	Defines partner roles and responsibilities to respond to the unmet needs of the community?	2.1
7.1.4	Understand the reasons that people do not get the care they need?	2.7
7.2	Model Standard: Assuring the Linkage of People to Personal Health Services <i>At what level does the local public health system:</i>	
7.2.1	Link people to organizations that can provide the personal health services they may need?	2.4
7.2.2	Help people access personal health services, in a way that takes into account the unique needs of different populations?	2.6
7.2.3	Help people sign up for public benefits that are available to them (e.g., Medicaid or medical and prescription assistance programs)?	2.7
7.2.4	Coordinate the delivery of health and social services so that everyone has access to the care they need?	2.3
Comments:		
<ul style="list-style-type: none"> Link as many organizations as possible and communicate what they do. Website for assessment results and to request a presentation of the results 		

ESSENTIAL SERVICE 8: Assure a Competent Public and Personal Health Care Workforce (n=4)		
8.1	Model Standard: Workforce Assessment, Planning, and Development <i>At what level does the local public health system:</i>	
8.1.1	Set up a process and a schedule to track the numbers and types of LPHS jobs and the knowledge, skills, and abilities that they require whether those jobs are in the public or private sector?	2.3
8.1.2	Review the information from the workforce assessment and use it to find and address gaps in the local public health workforce?	2.3
8.1.3	Provide information from the workforce assessment to other community organizations and groups, including governing bodies and public and private agencies, for use in their organizational planning?	2.3
8.2	Model Standard: Public Health Workforce Standards <i>At what level does the local public health system:</i>	
8.2.1	Make sure that all members of the public health workforce have the required certificates, licenses, and education needed to fulfill their job duties and meet the law?	5.0
8.2.2	Develop and maintain job standards and position descriptions based in the core knowledge, skills, and abilities needed to provide the essential public health services?	3.7
8.2.3	Base the hiring and performance review of members of the public health workforce in public health competencies?	3.7

8.3	Model Standard: Life-Long Learning through Continuing Education, Training, and Mentoring <i>At what level does the local public health system:</i>	
8.3.1	Identify education and training needs and encourage the workforce to participate in available education and training?	2.0
8.3.2	Provide ways for workers to develop core skills related to essential public health services?	2.0
8.3.3	Develop incentives for training, such as tuition reimbursement, time off for class, and pay increases?	3.3
8.3.4	Create and support collaborations between organizations within the public health system for training and education?	3.0
8.3.5	Continually train the public health workforce to deliver services in a cultural competent manner and understand social determinants of health (e.g. education, income, environmental factors that affect health)?	2.0
8.4	Model Standard: Public Health Leadership Development <i>At what level does the local public health system:</i>	
8.4.1	Provide access to formal and informal leadership development opportunities for employees at all organizational levels?	3.0
8.4.2	Create a shared vision of community health and the public health system, welcoming all leaders and community members to work together?	3.3
8.4.3	Ensure that organizations and individuals have opportunities to provide leadership in areas where they have knowledge, skills, or access to resources?	2.7
8.4.4	Provide opportunities for the development of leaders representative of the diversity within the community?	2.7
Comments: <ul style="list-style-type: none"> Use requirements/encouragement found in ACA re: elimination of health disparities/ health equity 		

ESSENTIAL SERVICE 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population- Based Health Services (n=8)		
9.1	Model Standard: Evaluation of Population-Based Health Services <i>At what level does the local public health system:</i>	
9.1.1	Look at how well population-based health services are working, including whether the goals that were set for programs were achieved?	2.7
9.1.2	Look at whether community members, including those with a higher risk of having a health problem, are satisfied with the approaches to preventing disease, illness, and injury?	2.2
9.1.3	Identify gaps in the delivery of population-based health services?	3.1
9.1.4	Use evaluation findings to improve plans and services?	2.4

9.2	Model Standard: Evaluation of Personal Health Services <i>At what level does the local public health system:</i>	
9.2.1	Evaluate the accessibility, quality, and effectiveness of health services?	2.6
9.2.2	Compare the quality of health services to established guidelines?	2.7
9.2.3	Measure satisfaction with health services?	2.5
9.2.4	Use technology, like the internet or electronic health records, to improve quality of care?	2.7
9.2.5	Use evaluation findings to improve services and program delivery?	2.0
9.3	Model Standard: Evaluation of the Local Public Health System <i>At what level does the local public health system:</i>	
9.3.1	Identify all public, private, and voluntary organizations that provide essential public health services?	3.4
9.3.2	Evaluate how well LPHS activities meet the needs of the community at least every five years, using guidelines that describe a model LPHS and involving all people and organizations contributing to essential public health services?	2.0
9.3.3	Assess how well the organizations in the LPHS are communicating, connecting, and coordinating services?	2.6
9.3.4	Use results from the evaluation process to improve the LPHS?	1.6
Comments: <ul style="list-style-type: none"> • Key for community organizations to share and collaborate on outcomes • Wake up call! What is a model LPHS? • Evaluation easier for grants since built in - more difficult to assess ongoing programs that don't have eval \$ • Yet, project grants not best solution since funders expect changes/measurable outcomes in 1-2 years 		

ESSENTIAL SERVICE 10: Research for New Insights and Innovative Solutions to Health Problems (n=6)

10.1	Model Standard: Fostering Innovation <i>At what level does the local public health system:</i>	
10.1.1	Provide staff with the time and resources to test or conduct studies to test new solutions to public health problems and see how well they actually work?	2.0
10.1.2	Suggest ideas about what currently needs to be studied in public health to organizations that do research?	2.4
10.1.3	Keep up with information from other agencies and organizations at the local, state, and national levels about current best practices in public health?	3.7
10.1.4	Encourage community participation in research, including deciding what will be studied, conducting research, and in sharing results?	1.7

10.2	Model Standard: Linkage with Institutions of Higher Learning and/or Research <i>At what level does the local public health system:</i>	
10.2.1	Develop relationships with colleges, universities, or other research organizations, with a free flow of information, to create formal and informal arrangements to work together?	2.8
10.2.2	Partner with colleges, universities, or other research organizations to do public health research, including community-based participatory research?	2.8
10.2.3	Encourage colleges, universities, and other research organizations to work together with LPHS organizations to develop projects, including field training and continuing education?	2.6
10.3	Model Standard: Capacity to Initiate or Participate in Research <i>At what level does the local public health system:</i>	
10.3.1	Collaborate with researchers who offer the knowledge and skills to design and conduct health-related studies?	2.3
10.3.2	Support research with the necessary infrastructure and resources, including facilities, equipment, databases, information technology, funding, and other resources?	2.0
10.3.3	Share findings with public health colleagues and the community broadly, through journals, websites, community meetings, etc.?	2.0
10.3.4	Evaluate public health systems research efforts throughout all stages of work from planning to impact on local public health practice?	1.5