EMLOYEE FORUMS

1ST QUARTER 2011

Feb 14, 15, 16
WHAT WE’LL COVER

QUALITY:
- Pillars of Excellence - what are they, and what do they have to do with me?
- Public Health Accreditation
- Client Experience Surveys - Results for July-December 2010

PEOPLE:
- Celebrate our staff
- Review leader & staff expectations
- Address concerns re: time records
- Review FMLA process
- Update everyone on status of Project #2 of Personnel Plan Development
- Discuss Communications
- Tracking Staff Development
Strategic Goal:

To be the public health employer of choice in northwest Ohio
2010-2011 Strategies:

- Conduct annual employee satisfaction survey.
- Update job descriptions.
- Develop evaluation tool based upon current job descriptions.
- Develop single agency-wide compensation plan.
- Involve staff in agency strategic planning.
- Determine types of recognition staff find desirable.
Strategic Goal:
To consistently provide exceptional public health services
2010-2011 Strategies:
- Conduct on-going client satisfaction survey in English and Spanish.
- Develop agency Standards of Behavior.
- Introduce Five Fundamentals of Service:
  - Acknowledge
  - Introduce
  - Duration
  - Explain
  - Thank
Strategic Goal:
To provide client-centered public health services that are safe, effective, timely, efficient, and equitable
2010-2011 Strategies:

- Use Mobilizing for Action through Planning and Partnerships (MAPP) process to develop and implement a community-wide strategic plan for public health improvement.

- Position the Health Department to be eligible to apply for voluntary Public Health Accreditation in 2011 or 2012.
GROWTH PILLAR

Strategic Goal:
To lead northwest Ohio in implementing effective public health interventions that improve the lives of local residents.
GROWTH PILLAR

2010-2011 Strategies:

- Develop staff-generated list of opportunities for growth.
- Develop strategic plan for pursuing growth opportunities that are consistent with local needs.
FINANCE PILLAR

Strategic Goal:

To maintain adequate funding to support the provision of essential public health services
2010-2011 Strategies:
- Obtain additional Public Health Financial Management training.
- Participate in NW Ohio Financial Ratios workgroup.
- Implement Medicaid Administrative Claiming (MAC).
- Complete preparatory steps for placing renewal public health levy on ballot in late 2011.
- Determine current levels of funding invested in essential public health services.