



# ***A New Day*** for the Henry County Health Department

**Anne Goon, MS, RD, LD**  
Health Commissioner

2010 Staff Training Retreat



## **My job**

*A leader's job is  
to look into the future  
and see the organization,  
not as it is,  
but as it should be.*

*Jack Welch*



# Core Values that usually “drive” people in public health

- *Having a purpose*
- *Doing worthwhile work*
- *Making a difference*

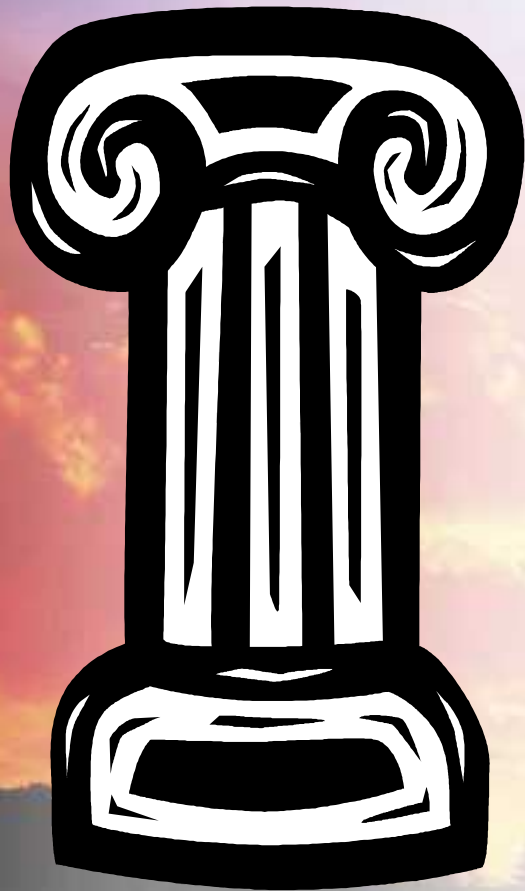


**PILLARS OF  
EXCELLENCE**

**PEOPLE SERVICE QUALITY GROWTH FINANCE**



# **PEOPLE PILLAR**



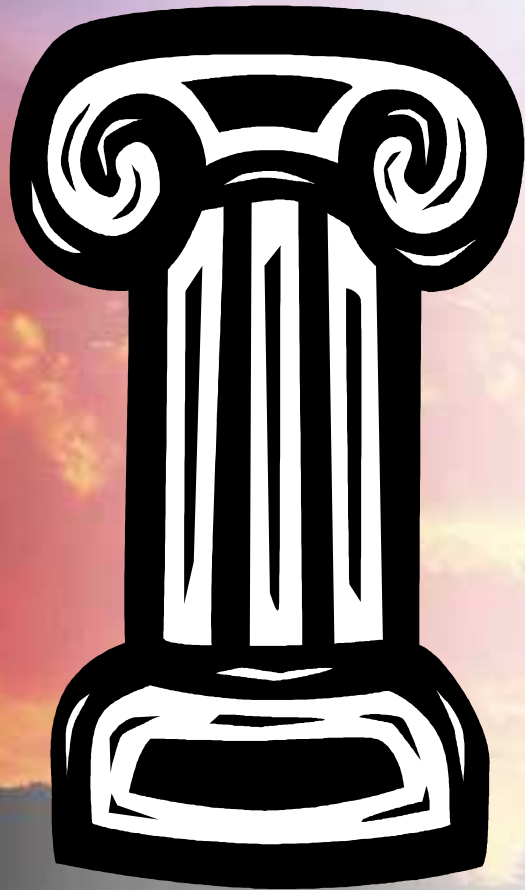
Strategic Goal:

**To be the public health  
employer of choice  
in northwest Ohio**





# PEOPLE PILLAR



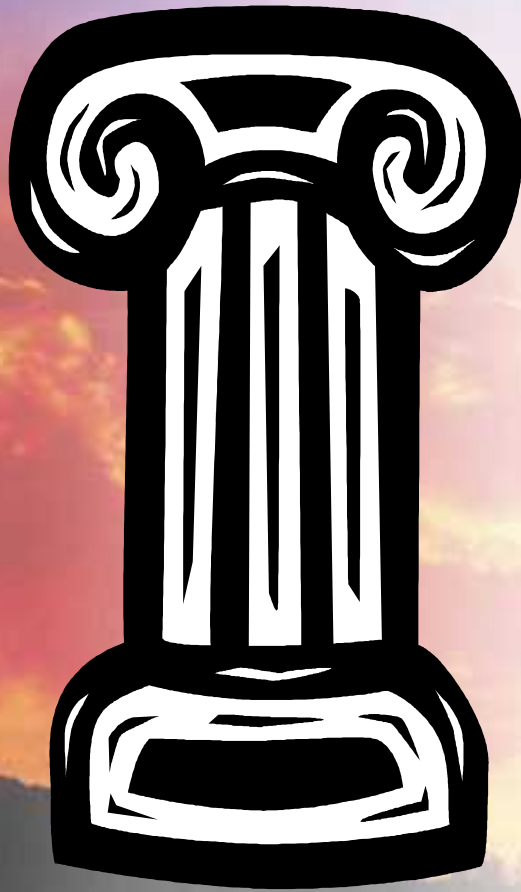
Possible Objectives:

Reduce employee turnover to  
xx% or less

Achieve an average employee  
satisfaction score of xx



# PEOPLE PILLAR

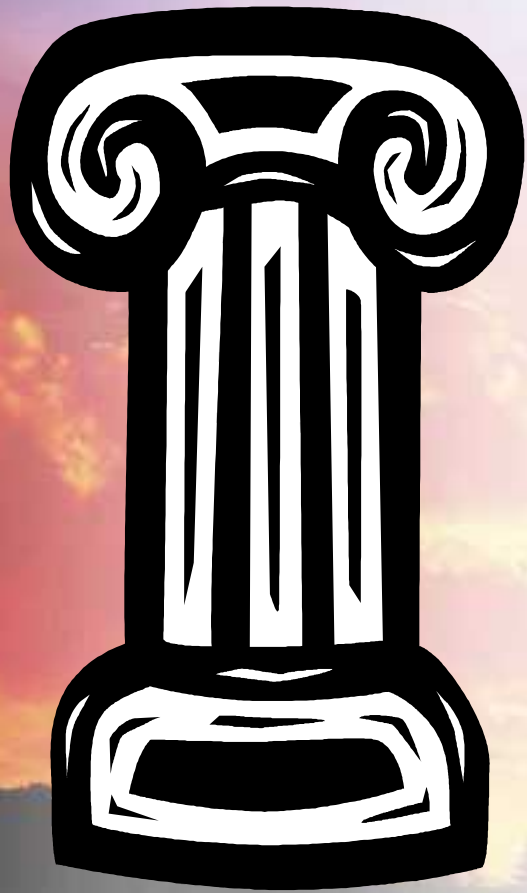


## 2010-2011 Strategies:

- Conduct annual employee satisfaction survey.
- Update job descriptions.
- Develop evaluation tool based upon current job descriptions.
- Develop single agency-wide compensation plan.
- Update Personnel Policy Manual.
- Involve staff in agency strategic planning.
- Determine types of recognition staff find desirable.



# **SERVICE PILLAR**



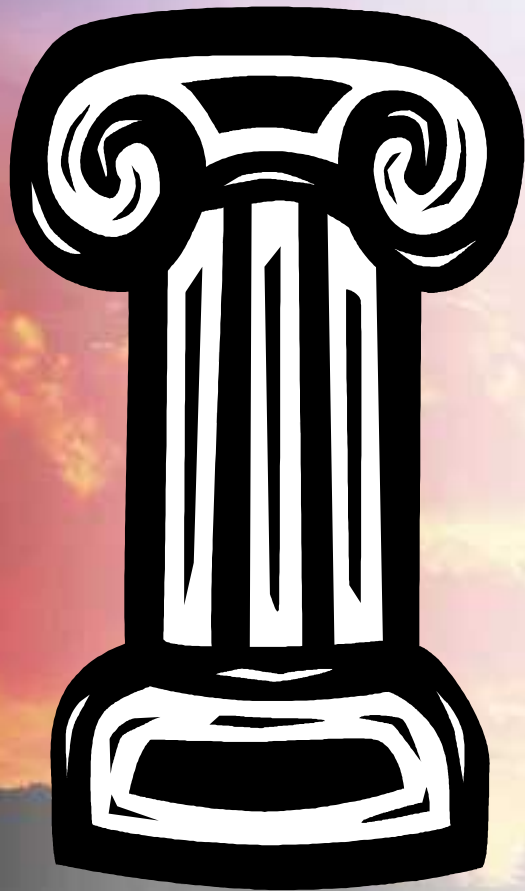
Strategic Goal:

**To consistently provide  
exceptional  
public health services**





# SERVICE PILLAR



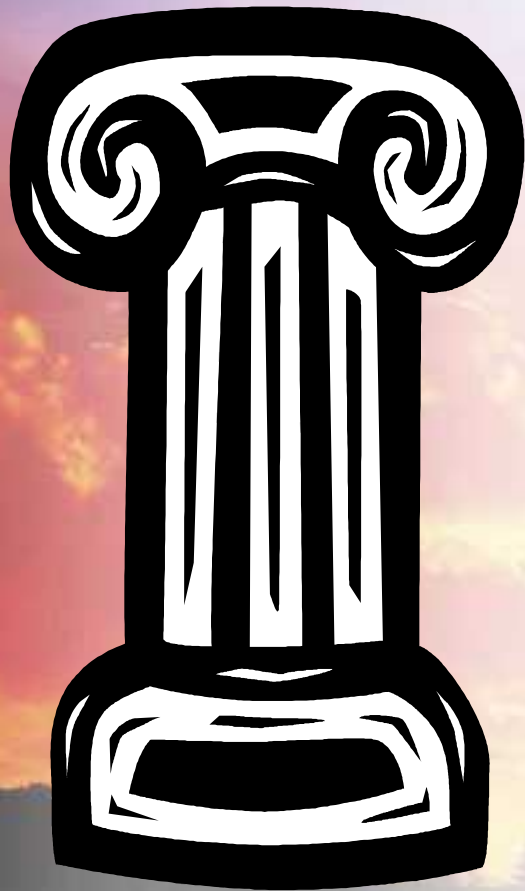
Possible Objectives:

Achieve average client satisfaction score of xx

Reduce clients' wait time for services by xx%



# SERVICE PILLAR



## 2010-2011 Strategies:

- Conduct on-going client satisfaction survey in English and Spanish.
- Develop agency Standards of Behavior.
- Introduce Five Fundamentals of Service:

**A**cknowledge

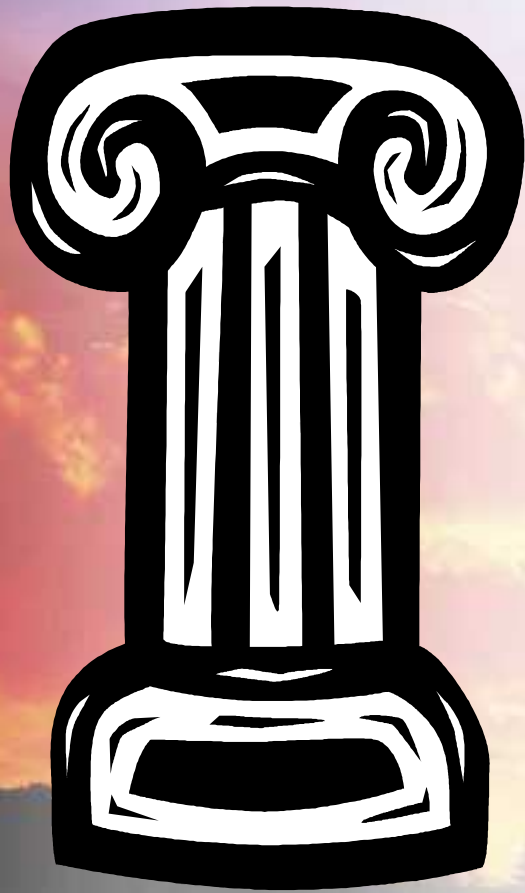
**I**ntroduce

**D**uration

**E**xplain

**T**hank

# **SERVICE PILLAR**



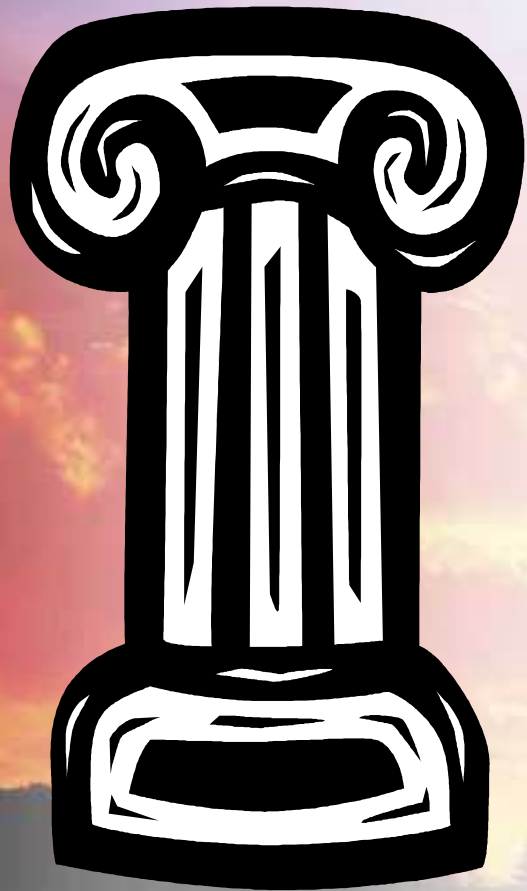
Example:

- Johnny the Bagger





# **QUALITY PILLAR**

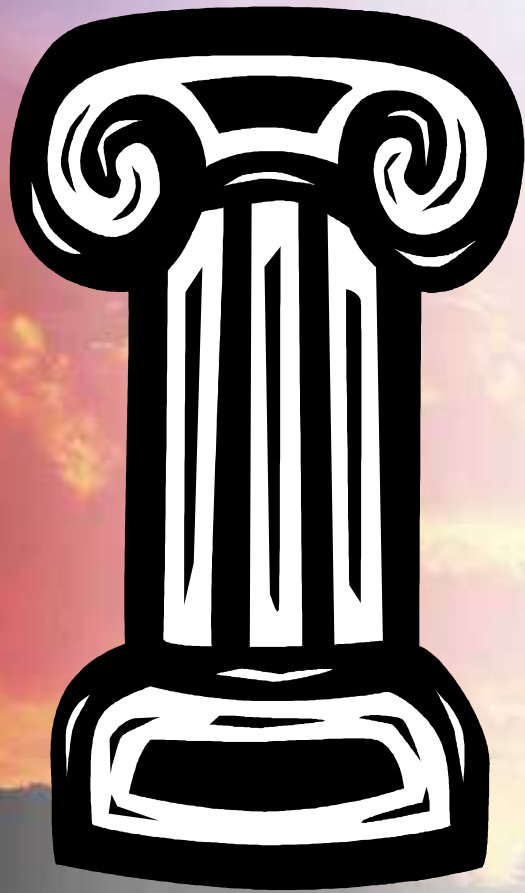


Strategic Goal:

**To provide client-centered  
public health services  
that are safe, effective, timely,  
efficient, and equitable**



# QUALITY PILLAR



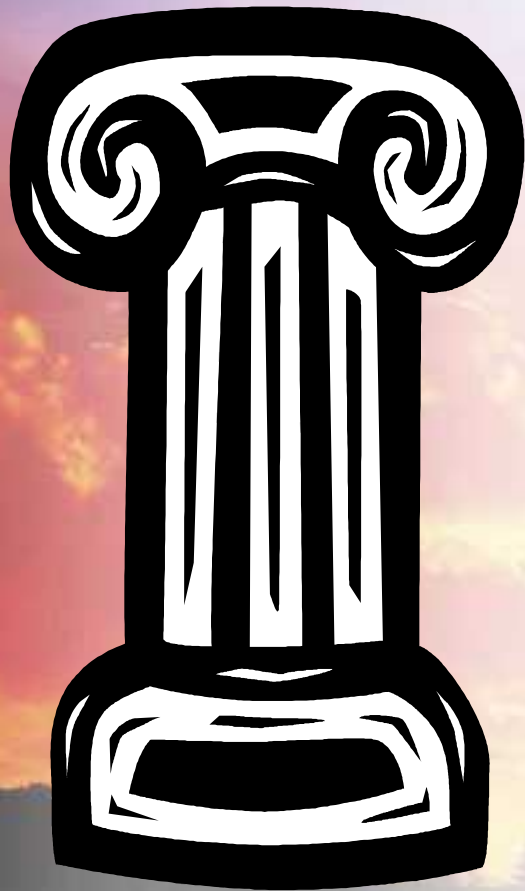
Possible Objectives:

Reduce treatment errors to less than xx%

Reduce adverse events associated with vaccinations by xx%



# QUALITY PILLAR

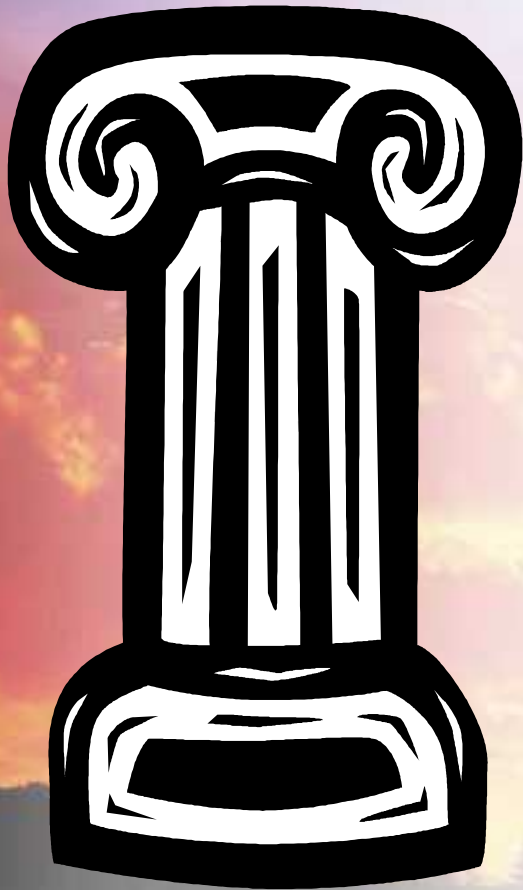


## 2010-2011 Strategies:

- Use **M**obilizing for **A**ction through **P**lanning and **P**artnerships (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**

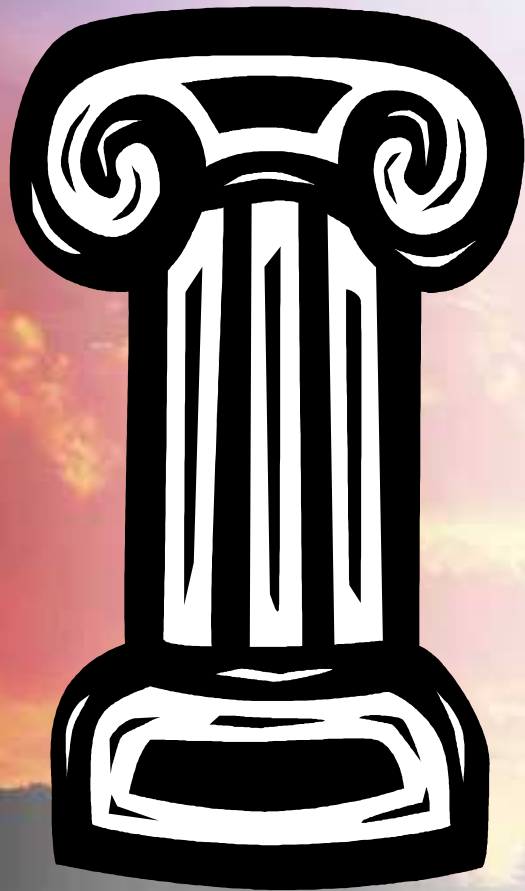


Strategic Goal:

**To lead northwest Ohio in  
implementing effective  
public health interventions  
that improve the lives  
of local residents**



# **GROWTH PILLAR**

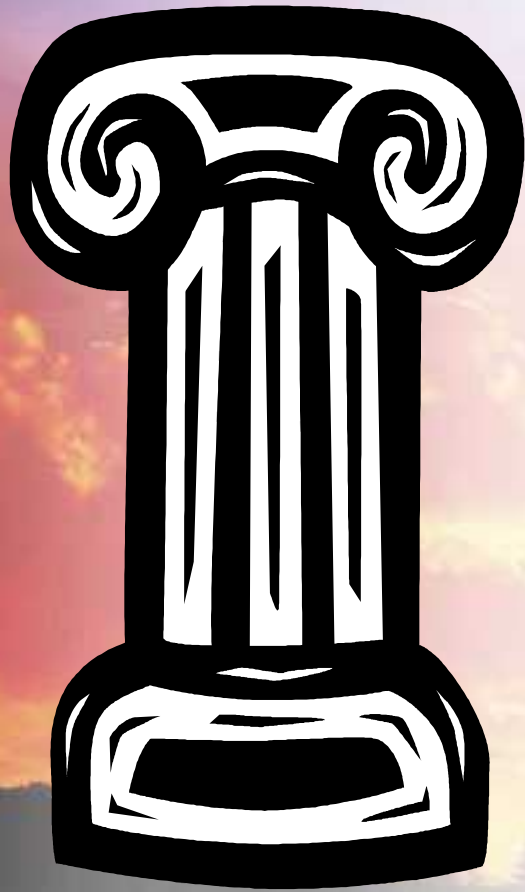


Possible objectives:

Increase number of persons seen in  
Dental Clinic by xx%

Increase Home Health (or Hospice)  
admissions by xx%

# GROWTH PILLAR



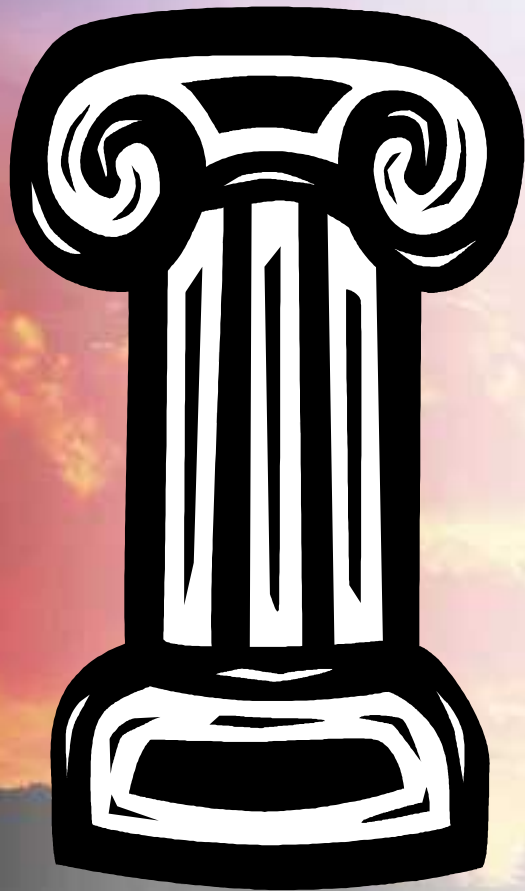
## 2010-2011 Strategies:

- 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**



## **Side Bar: The Ten Essential Public Health Services**

**Monitor** health status to identify community health problems.

**Diagnose and investigate** health problems and health hazards in the community.

**Inform, educate, and empower** people about health issues.

**Mobilize** community partnerships to identify and solve health problems.

**Develop policies and plans** that support individual and community health efforts.

**Enforce** laws and regulations that protect health and ensure safety.

**Link** people to needed personal health services and assure the provision of health care when otherwise unavailable.

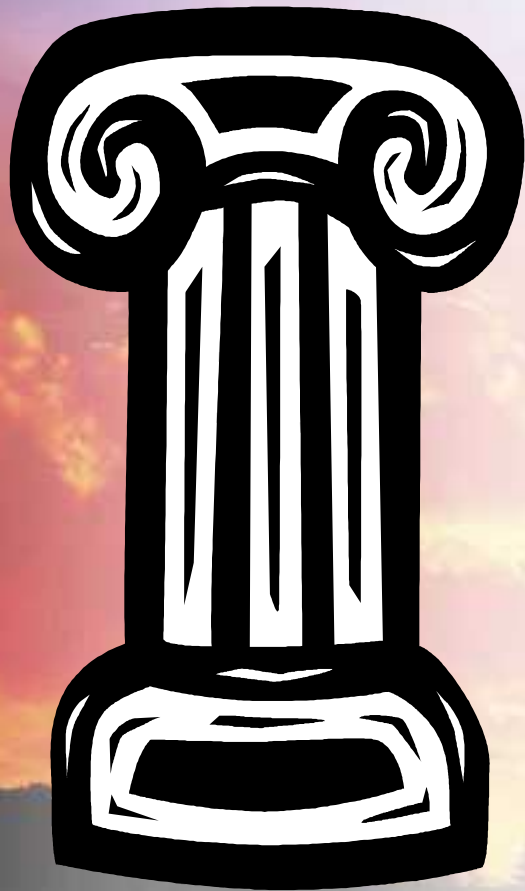
**Assure** a competent public health and personal healthcare workforce.

**Evaluate** effectiveness, accessibility, and quality of personal and population-based health services.

**Research** for new insights and innovative solutions to health problems.



# FINANCE PILLAR



Possible Objectives:

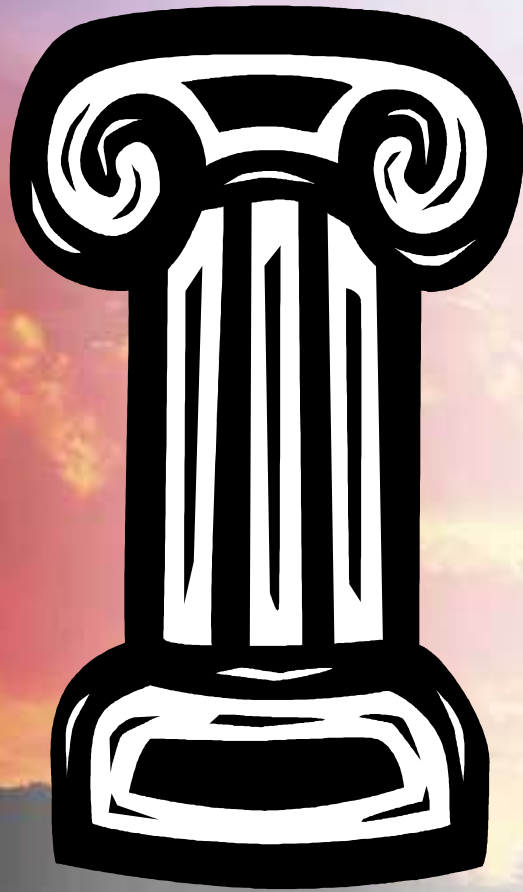
Increase days of cash on hand to xx

Reduce days in accounts  
receivable to xx

Increase average general health  
fund balance by xx%



# FINANCE PILLAR



## 2010-2011 Strategies:

- Obtain additional Public Health Financial Management training.
- Participate in NW Ohio Financial Ratios workgroup.
- 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.