A New Day
for the
Henry County Health Department

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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
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%
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
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 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

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.
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%
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.