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Local System Assessment

PHASE Three

2018 Assessment

Phase 3: Local System Assessment

Local System Assessment Meeting – April 25, 2018

The Local System Assessment is designed to answer two key questions, "What are the components, activities, competencies, and capacities of our local service provider system?" and "How are the 10 Essential Services being provided to our community?"

On April 25, 2018, Impact DuPage hosted a meeting of community stakeholders to assess the capacity of the local service provider system. The Impact DuPage Local System Assessment Committee met monthly between January 2018 and April 2018 to set the agenda for the meeting, brainstorm keynote speakers and facilitators, and develop a diverse invite list to ensure broad representation across the local system. In accordance with the MAPP process, the assessment utilized the National Public Health Performance Standards Local Assessment Instrument, version 3.0, to collect feedback and score how well the DuPage County local system is delivering the 10 Essential Public Health Services.

The 10 Essential Public Health Services 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.

A total of 63 community leaders attended the Local System Assessment event on April 25, 2018. During this event, participants were encouraged to think broadly about "public health" and the importance of assessing all factors that support the health and well-being of our residents.

Scoring

Breakout group facilitators worked to obtain consensus on the score for each Performance Measure under the Model Standards of each Essential Service. Participants were asked to score the entire system, not specific organizations. Voting was conducted using voting cards, and the scoring options included:

- 0 % - No Activity
- 1 – 25% - Minimal Activity
- 26 – 50% - Moderate Activity
- 51 – 75% - Significant Activity

- 76 – 100% - Optimal Activity

Results of the Assessment

The Essential Services receiving the highest scores:

- Essential Service 6: Enforce Laws (100.0)
- Essential Service 5: Develop Polices/Plans (95.8)
- Essential Service 2: Diagnose and Investigate (93.1)
- Essential Service 4: Mobilize Community Partnerships (83.3)
- Essential Service 1: Monitor Health Status (72.2)

The Essential Services receiving the lowest scores:

- Essential Service 9: Evaluate Services (70.8)
- Essential Service 7: Link People to Needed Services (65.6)
- Essential Service 3: Inform, Educate, Empower (58.3)
- Essential Service 10: Research Innovative Solutions (49.3)
- Essential Service 8: Assure a Competent Workforce (37.5)

Strengths, Weaknesses, and Opportunities in the Local System

In order to score the local system on the ten Essential Services, participants engaged in discussion about the work being done and challenges that have been encountered. Recorders captured this discussion to provide important context to the scores, in the form of strengths, weaknesses, and opportunities.

These sections are meant to summarize the discussion and are not necessarily reflective of the positions of any participating agency. Statements are the perspectives and perception of the individuals who participated and have not been verified. Major themes for each Essential Service are listed below:

Essential Service 1: Monitor Health Status

- Strengths
    - Quantitative data is readily available and accurate.
    - Impact DuPage is a good source for all available data in DuPage County. It provides access to many community health assessments and updates data within their report tool.
- Weaknesses
    - Need more communication about where and how to access the Impact DuPage website.
    - Need more involvement from different sectors.
    - The broad service areas of hospitals can create challenges for alignment with county-level efforts.
- Opportunities
    - There are opportunities for more frequent updates to the Community Health Assessment.

- o Hospitals can share the county Community Health Assessment within their broader plans.
- o Assess food system needs of the community, with a specific focus on food access.
- o Share data with more organizations and raising awareness of existing technology and resources. Work on getting more people within the system to report health data, even when it is not mandatory.

Essential Service 2: Diagnose and Investigate

- Strengths
  - o Many members of the system participate in mandated identification and surveillance of health threats (e.g. Ebola outbreak: the DuPage County Health Department (DCHD) communicated the information needed and members of the system worked together)
  - o There is a robust process to ensure that the best available resources are used to support surveillance systems and activities.
  - o Staffing Infrastructure – There is a county Emergency Management Director and hospitals have Emergency Response Coordinators.
- Weaknesses
  - o Surveillance is performed but more can be done to improve the analyzing and sharing of information.
  - o Written instructions and plans might not be commonly available in smaller organizations.
  - o Follow-up for lead testing in water. Lead testing is not done by DCHD, but referrals are made to municipal public works.
- Opportunities
  - o More surveillance so that the county can monitor outbreaks and clusters and create a comprehensive system for analyzing and sharing information.
  - o More surveillance on school shootings.
  - o Develop a base of registered volunteers for emergency response.

Essential Service 3: Inform, Educate, and Empower

- Strengths
  - o There are strong partnerships and collaborations. The Impact DuPage dashboard and newsletter are evidence of the great collaborations that exist.
  - o There is strong documentation of programs that have worked and those that have not.
  - o Large entities, including OHSEM, are well-prepared to provide and teach health communication.
- Weaknesses
  - o It is hard to reach everyone due to language barriers and differences in literacy levels. People in the target population can fall through cracks.
  - o There is funding but never enough to satisfy all community needs.
  - o More consistent communication and alignment of organizational plans is needed.
  - o More support is needed for non-profits and smaller organizations, including improved dissemination of information to them.

- Opportunities
  - Consistent messaging from multiple agencies; same plans and more coordination.
  - Including the target population in the planning of health education, interventions, and promotion.
  - Create a regularly updated directory which includes contact information for all health communication personnel in the county.
  - More discussion is needed with the county board about advocacy and policy agenda.

Essential Service 4: Mobilize Community Partnerships

- Strengths
  - Electronic resource systems, Community Resource Information System (C.R.I.S.), is an amazing directory of community organizations
  - Impact DuPage
  - Members of the system are working together and working well regarding constituency development.
- Weaknesses
  - Need more involvement of faith-based organizations, veterans, and businesses.
  - Smaller organizations might not be as involved and outreach needs to be improved to try and reach out to everyone.
  - Partnerships are working well but these partnerships are not assessed frequently enough.
- Opportunities
  - Utilize volunteers to involved
  - Ensure that the DuPage CRIS is up to date and increase awareness of it as a resource.
  - Mentor new partnerships.

Essential Service 5: Develop Policies and Plans

- Strengths
  - The system believes the Health Department has many strengths such as being accredited and having a lobbyist.
  - Impact DuPage utilizes the MAPP process and the Collective Impact Framework.
  - Plans and strategies exist for overall priorities assigned to specific groups
- Weaknesses
  - The public and some people in the system may not be aware of all the policies and plans that are in place and associated efforts being made
  - Communication with residents is a weakness. People want to know what the system is doing to improve.
  - Plans for public health emergencies are in place but members of the local system need to make sure that all of the plans in place connect and fit together.
- Opportunities
  - Increase community involvement and continuously improve on programs or policies to ensure they meet community needs. Current policies can serve for this year but may not meet community needs five years from now.

- Be more proactive, instead of reactive, on notices to policy makers. The system needs to anticipate proposed legislation more regularly.
- Engage more non-traditional partners such as schools and businesses in public health policy development and in policy education.
- Enhance documentation and communication of who is involved in the Community Health Improvement Plan process. Identify who is not involved and try to involve them in the future process.

Essential Service 6: Enforce Laws

- Strengths
  - The local system is active and keeps up to date with laws, regulations, and ordinances. Organizations such as hospitals and DCHD have strong systems in place to keep up with reviewing laws, regulations, and ordinances.
  - DuPage County has been active and helped create and advise many regulations and laws. Members of DCHD have spoken in front of Congress to discuss laws.
  - DCHD shares data and statistics with representatives. This information is shared with elected officials and other partners and then hopefully used to create strong policies.
  - DCHD voluntarily participates in accreditation programs to ensure the health department is providing appropriate services.
- Weaknesses
  - Laws are being established more quickly and it does not provide the local system and people within it the chance to react. This may silence people and not allow their voices to be heard before legislation is passed.
  - Opioid treatment is lacking. More rules and regulations need to be placed on prescribing certain medications.
  - Difficult to convince lawmakers to take a certain action regarding laws that may affect people's health if there are other factors involved such as financial gains (e.g. marijuana facts are not getting to the public due to the profit that would come from legalization).
- Opportunities
  - More communication about laws, regulations, and ordinances, particularly occurring prior to a proposal of a law so that there can be room for education and involvement.
  - Members of the local system could work harder on producing more advocacy and education on certain laws and policies. There could be a stronger push to get this information out to the public.

Essential Service 7: Link People to Needed Services

- Strengths
  - The County has an information and referral department as well as a robust home visiting network. There is a coordination of services and providers to ensure everyone leaving has the attention they need.
  - Access DuPage helps to fill the access to coverage gap and has served tens of thousands of residents in DuPage. The DuPage Health Coalition is a great strength and brings representatives from the local system together.

- Facilitation with language barriers and cultural awareness through multiple FQHCs, Language Access DuPage Center, and the DuPage Federation.
- Weaknesses
    - Access DuPage is not available to everyone.
    - Some organizations work in silos; they have become more isolated, and there is a scarcity mentality relating to funding that affects access.
    - Funding and resources are limited and are continually shifting.
    - Nationally, and at the state level, there have been a lot of changes with insurance coverage. The changes occurring with HealthChoice Illinois are hard to follow according to members of the local system.
- Opportunities
    - Getting the right people aware of what services are available.
    - Address inclusivity and cultural competency and transportation to improve linkage to services.
    - Make trauma a high priority since it is driving up costs of healthcare. Consider models and training for trauma-informed care.
    - Expand on existing models of health such as 24/7 crisis services and CIT training.

Essential Service 8: Assure a Competent Workforce

- Strengths
    - Internal workforce assessment is present and there are standards in place for each sector such as those at DCHD and at academic institutions.
    - Many entities have the resources of dedicated staff to ensure guidelines are being met.
    - DCHD can be a leader for assuring a competent workforce. They are proactive and reach out to the community and have many resources.
    - DCHD has policies to support education such as stipends for continuing education.
    - College of DuPage, Benedictine University, and Wheaton College have partnerships.
    - Vision is present and it is shared by system members
- Weaknesses
    - No holistic system assessment, lack of communication between different sectors regarding workforce training. There are no collective standards.
    - DuPage County has not done a gap analysis of the workforce.
    - Public health workforces are not representative of the population. Lack of diverse leadership and lack of opportunity for diverse leadership.
    - Not much coaching and mentorship as a system, only within specific disciplines
- Opportunities
    - Identify the resources to utilize the existing workforce assessment tool.
    - Come together to create a holistic approach to the workforce's assessment.
    - Communicate findings and communicate more with members of the system
    - Start a job board for students entering the field.
    - Make public health workforces more engaged in cultural competencies, diversity, inclusion and more representative of the population. Create awareness/training of cultural competencies, diversity, inclusion, equity in the school setting.
    - Advancing partnership, communication, and interdisciplinary training.
    - Strengthening the relationship between academia and public health practice

Essential Service 9: Evaluate Services

- Strengths
  - DuPage County Continuum of Care provides infrastructure to coordinate local response to housing needs.
  - Collective Impact Models have helped members of the local system track outcomes, partner with other companies, share measures, and improve communication.
  - Hospitals are using different and innovative approaches to measure patient satisfaction and outcomes.
  - The evaluation of the Local Public Health System is an effective assessment.
- Weaknesses
  - There needs to be better communication, collaboration, and partnership between agencies. Each partner has their own scope and lens of what they are doing.
  - Regarding mental health and trauma care, it is hard to evaluate if current services that are available are sufficient and whether they are meeting the need.
  - It can be complex to conduct an evaluation of a services and once data is collected, it is difficult to apply.
- Opportunities
  - Advance the collective impact model through the utilization of community health workers, data analysis, data sharing, better communication, and robust collaboration.
  - Partner with universities to help with research projects
  - Use evidence-based models in research to ensure that the best practices are used.
  - Utilize geo-coding to evaluate access to care and then find the gaps and fill them.

Essential Service 10: Research Innovative Solutions

- Strengths
  - Impact DuPage provides opportunities to foster connections between various public health entities.
  - Best practices and professionalism. Best practices are shared at IPHA and NACCHO.
  - There are links between several institutions across DuPage County and the volume of research conducted across the system is high. Partners work collaboratively in response to fluctuating resources.
  - There is community support for public health practice seen through pride and value in education and research and a willingness to participate in research.
- Weaknesses
  - There is a lack of communication and a system for what research needs to be conducted. Many organizations do not know what other organizations are doing.
  - Press releases need to reach the appropriate audience
  - Lack of evaluation of local public health research. The gaps in the research are unknown.
- Opportunities:
  - Creating methods of communication and strengthening connections with academia. Develop a formal process and framework to link organizations to academia

   o   Develop a formal process for sharing research findings with the population and agencies of the areas studied.
   o   Evaluate public health research (QI)

Evaluation

To assess the effectiveness of the Local System Assessment Event, participants were asked to complete a survey. The survey was distributed to the 63 community leaders who attended the event and was completed by 35 participants.

The survey asked participants to respond to 7 questions regarding the Local System Assessment Event by rating them on a scale of 1-5 with 1 being not very effective and 5 being to a great extent. When asked, "To what extent was I committed to helping to achieve the group's goals for this meeting?" 100% of respondents rated that question a 4 or 5. Similarly, the questions 'To what extent were the goals clear for this meeting?", "Overall, how effective was the group in meeting its goals during this meeting?", and "How valuable were this meeting's goals compare to other things that we as a committee need to accomplish?" also had 100% of respondents select either a 4 or 5 rating. The questions "To what extent was the discussion open, with sharing of diverse ideas and perspectives?" and "Overall, how satisfied were you with today's meeting?" both had 97% of respondents select either a 4 or 5 rating. The lowest rated question was "To what extent did I say or contribute what I thought was important to achieving our goals for this meeting?" with 89% of respondents selecting either 4 or 5.

Many participants (23/35) responded with additional comments regarding the Local System Assessment. Valuable suggestions were provided through these comments including: incorporating more diverse participants in future assessments specifically, representatives from law enforcement, the fire department, businesses, and managed care organizations and allowing participants to choose which essential service discussion groups they want to participate in.

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