## COUNTY
# ASSESSMENT
## PHASE THREE

### Local System Assessment

**IMPACT DUPAGE**

DRIVING DUPAGE FORWARD

## Local System Assessment

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 October 8, 2014, 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 (Committee) met monthly between June 2014 and October 2014 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 (Committee Roster: Appendix I).  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 DuPage County 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 74 community leaders from diverse sectors attended the Local System Assessment event on October 8, 2014. 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 2: Diagnose and Investigate (100.0)
- Essential Service 6: Enforce Laws (98.3)
- Essential Service 5: Develop Polices/Plans (91.7)
- Essential Service 1: Monitor Health Status (86.1)
- Essential Service 9: Evaluate Services (58.3)

The Essential Services receiving the lowest scores:

- Essential Service 10: Research Innovative Solutions (53.5)
- Essential Service 4: Mobilize Community Partnerships (53.1)
- Essential Service 3: Inform, Educate, Empower (52.8)
- Essential Service 7: Link People to Needed Services (50.0)
- Essential Service 8: Assure a Competent Workforce (42.1)

**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. Major themes for each Essential Service are listed below.

**Essential Service 1: Monitor Health Status**

- Strengths
    - DuPage County Health Department (DCHD), hospitals, and other organizations conduct regular community health assessments.
    - Data systems, such as ESSENCE and GIS, are used to manage health data. ESSENCE, the Electronic Surveillance System for Early Notification of Community-Based Epidemics, can be used to capture and analyze public health indicators for early detection of disease outbreaks. Geographic Information Systems (GIS) is a mapping database.
- Weaknesses
    - Lack of broad awareness about existence of community health assessments conducted by DuPage County Health Department, hospitals, and other organizations.
    - Need for increased collaboration between hospitals with regard to data.
- Opportunities
    - Increase public knowledge of community health improvement plans by sharing community health assessment results.

**Essential Service 2: Diagnose and Investigate**

- Strengths
    - There is strong collaboration between hospitals and DCHD with regard to disease surveillance.
    - The local system has strong emergency response policies and procedures in place. Organizations, such as hospitals, DCHD, and fire and police departments, collaborate well to respond to relevant emergencies.
- Weaknesses
    - Increased training need for HAZMAT protocol.
    - Need for increased communication between hospitals and nursing homes regarding laboratory investigation of health threats.
- Opportunities
    - Improve communication among system partners in regards to identification and surveillance of health threats.

**Essential Service 3: Inform, Educate, and Empower**

- Strengths
    - A broad range of organizations (hospitals, schools, YMCAs, food pantries) provide education to the community.
    - Schools, hospitals, and the county government have systems for health and risk communication.
- Weaknesses
    - There is difficulty coordinating a central message to media.
    - There are some feelings of disconnect in risk communication to community organizations.
- Opportunities
    - Strengthen coordination and partnerships so efforts are not duplicated.
    - Cross promote organizational services and health messages, such as through social media.
    - Engage community leaders and elected officials from target communities.

**Essential Service 4: Mobilize Community Partnerships**
- Strengths
  - There are numerous community partnerships across DuPage County, and groups are assessing how well these partnerships are working.
- Weaknesses
  - Groups are working in silos, causing duplicative efforts.
  - Lack of central, up-to-date directory of community organizations and services.
- Opportunities
  - Create an updated and single repository for community resources in order to better organize resources.
  - Improve communication between organizations working on the same issues.

**Essential Service 5: Develop Policies and Plans**
- Strengths
  - The health department, medical providers, and school nurses work together to meet communicable disease reporting requirements.
  - Many organized activities in the county have developed from the last county-wide community health improvement plan.
- Weaknesses
  - There is a lack of awareness of the connection between visible county-wide initiatives and the community health improvement plan, and many do not consider connecting their strategic plans to the community health improvement plan.
  - There may be a need for more collaboration and awareness with regard to emergency planning.
- Opportunities
  - Reallocate resources and provide more governmental support to underserved populations and municipalities.
  - Improve partnerships across organizations and sectors in order to have a greater impact on policy development.

**Essential Service 6: Enforce Laws**
- Strengths
  - Hospitals, schools, the health department, and others engage in mandatory reporting of diseases.
  - Education on compliance is done, in addition to regulatory enforcement of local ordinances, such as those related to restaurants.
- Weaknesses
  - The process of reviewing laws and regulations is not inclusive of all entities.
  - There is not much involvement in the legislative process from stakeholders, front line service providers, or those being served.
- Opportunities
  - Engage the public in the legislative and advocacy process.

**Essential Service 7: Link People to Needed Services**
- Strengths
  - Work has been done to integrate physical and behavioral health care.

**Essential Service 7: Link People to Needed Services**
- Strengths (continued)
    - The system is overall doing well in connecting people to public benefits.
- Weaknesses
    - Health care is fragmented in terms of coordination; some sectors of the local system do not understand their roles or responsibilities in responding to unmet needs.
    - Access to specialty care is limited, particularly for those with disabilities.
- Opportunities
    - Coordinate services and resources by creating a central directory.
    - Provide active marketing and outreach to target populations in order to improve awareness of what is available.
    - Improve follow-up and guide individuals in managing benefits.

**Essential Service 8: Assure a Competent Workforce**
- Strengths
    - Collaborations between large service providers (hospitals, health department) and academic institutions to provide training opportunities and fulfill education needs.
- Weaknesses
    - Lack of resources and time constraints make it difficult to encourage life-long learning and continuing education of best practices.
    - Many partners recognize the work of employees, but do not provide leadership development.
- Opportunities
    - Improve the communication of the county's shared vision to all members of the county.

**Essential Service 9: Evaluate Services**
- Strengths
    - There is significant effort to evaluate population-based health services, particularly through Impact DuPage.
    - Evaluation of the accessibility, quality, and effectiveness of personal health services is conducted.
- Weaknesses
    - There is not enough awareness of shared goals and progress related to population-based health services.
    - Evaluations of personal health services are conducted in silos and not as a system.
- Opportunities
    - Involve other sectors, such as mental health providers and schools, in evaluation processes and improve interaction between each system partner conducting evaluations.

**Essential Service 10: Research Innovative Solutions**
- Strengths
    - Partners collaborate with academic institutions to conduct studies.
    - The Impact DuPage Dashboard highlights trends and needs.
- Weaknesses
    - There is a gap between what is taught and what is needed.

**Essential Service 10: Research Innovative Solutions**

- Weaknesses (continued)
  - Sharing results of research with the community does not always occur.
- Opportunities
  - Determine the workforce needs of the future and link this to what is being taught in schools and universities.

**Evaluation**

In order to assess the effectiveness of the Local System Assessment meeting, participants were asked to complete a survey.  The survey was distributed to the 74 community leaders who attended the event and was fully or partially completed by 48 participants. The results of this evaluation included 100 percent of respondents (47 of 47) answering that they felt the discussion was open, with sharing of diverse ideas and perspectives, giving a score of either a 4 or 5, on a scale of 1 to 5 with 5 being the best. Eighty-eight percent of respondents (42 of 48) gave a score of either 4 or 5 (5 being best) when asked to what extent goals were clear for the meeting.  Ninety-four percent of respondents (44 of 47) gave a score of either 4 or 5 (5 being best) when asked how valuable the goals of the meeting were compared to other things the system needs to accomplish.  Also, 79 percent of respondents (38 of 48) gave a score of either 4 or 5 (5 being best) when asked to what extent the appropriate organizations were represented in the discussion.  Individual comments provided valuable suggestions for improvement, including suggestions for organizations to include in future assessments, particularly more representation from law enforcement, faith-communities, and businesses.