

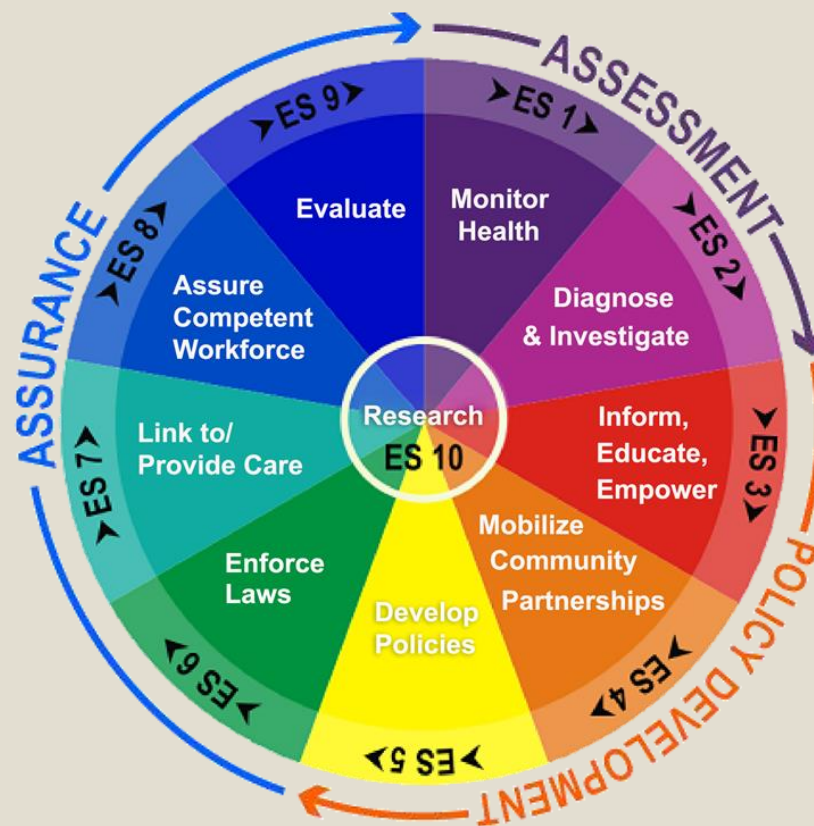
Essential Service 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

Breakout Session E:
11:15AM -1:00PM

Facilitators:

Melissa Howard, PhD, MPH, MCHES
Iris Jackson, DNP, MBA, ARNP, FNP-BC, LHRM

- Are we meeting the needs of the population we serve?
- Are we doing things right?
- Are we doing the right things?



Session Outline

- ❖ **Introductions**
- ❖ Review ground rules
- ❖ **Process and material overview**
- ❖ Essential service and activities review
- ❖ **Review current Essential Service activity**
- ❖ Repeat the following for each Model Standard:
 - **Read Model Standard**
 - Discuss Model Standard activity (i.e., examples)
 - **Facilitate Discussion Questions**
 - Score Performance Measures
 - **Further discussion as needed/re-vote if necessary**
 - Consensus on final score
 - **Summarize strengths, weaknesses, and short- and long-term improvement opportunities for the Model Standard**
- ❖ Session Summary and Recap

Ground Rules

- Stay present (phones on silent/vibrate, limit side conversations)
- Speak one at a time
- Be open to new ideas
- Step up/step back (to make sure all participate)
- Avoid repeating previous remarks
- Allow facilitator to move conversation along
- Welcome all perspectives
- Use electronic device to vote (everyone votes at same time)
- Raise hand to request additional discussion before voting
- Prepare to provide examples and explanation to inform group and increase understanding of your rating



NACCHO
National Association of County & City Health Officials

National Public Health
Performance Standards
Local Assessment Instrument
Version 3.0

Essential Service 9

Evaluating effectiveness, accessibility, and quality of personal and population-based health services

- Assessing program effectiveness through monitoring and evaluating implementation, outcomes, and effect
- Providing information necessary for allocating resources and reshaping programs



Essential Service 9 Partners

Model Standard 9.1: Evaluating Population-Based Health Services

- Evaluates population-based health services, which are aimed at disease prevention and health promotion for the entire community
- Different types of population-based health services are evaluated for their quality and effectiveness in targeting underlying risks
- Uses nationally recognized resources to set goals for their work and identify best practices for specific types of preventive services



Model Standard 9.1: Evaluating Population-Based Health Services

- Uses data to evaluate whether population based services are meeting the needs of the community and the satisfaction of those they are serving
- Based on the evaluation, the LPHS may make changes and may reallocate resources to improve population-based health services



Model Standard 9.1: Evaluating Population-Based Health Services

To accomplish this, members of the LPHS work together to:

- Evaluate how well population-based health services are working, including whether the goals that were set for programs and services were achieved
- Assess whether community members, including vulnerable populations, are receiving services and are satisfied with the approaches to promoting health and preventing disease, illness, and injury



Model Standard 9.1: Evaluating Population-Based Health Services

To accomplish this, members of the LPHS work together to:

- Identify gaps in providing population-based health services
- Use evaluation findings to improve plans and services



Discussion Questions for Model Standard 9.1

Frequency



How often is each of the population-based health services evaluated?

Discussion Questions for Model Standard 9.1 Quality and Comprehensiveness



How does the LPHS evaluate population-based health services



What are the service elements to be evaluated?



How does the LPHS determine community satisfaction with population-based health services?

Discussion Questions for Model Standard 9.1

Usability



How are the results of population-based health services evaluations used by LPHS organizations in developing strategic and operational plans?



How does the LPHS identify gaps in health service delivery?



Do evaluations look at the extent to which program goals are achieved for population based health services (i.e., access, quality, and effectiveness of population-based health services)?

We will be using Participoll in this presentation.
Please have this website ready:

<http://lphsa.participoll.com/>

<http://LPHSA.participoll.com/>



If technical difficulties are encountered during the polling, please use the five assorted color index cards found in your welcome packet to vote.

Scoring Chart



A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
D	Minimal Greater than zero but no more than 25% of the activity described within the question is met.
E	No Activity 0% or absolutely no activity.

To vote, visit <http://lphsa.participoll.com/>

If technical difficulties are encountered during the polling, please use the five assorted color index cards found in your welcome packet to vote.

To vote, visit <http://lphsa.participoll.com/>



Performance Measures for Model Standard 9.1

At what level does the LPHS...

9.1.1 Evaluate how well population-based health services are working, including whether the goals that were set for programs and services were achieved?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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E	No Activity 0% or absolutely no activity.



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Performance Measures for Model Standard 9.1

At what level does the LPHS...

9.1.2 Assess whether community members, including vulnerable populations, are satisfied with the approaches taken toward promoting health and preventing disease, illness, and injury?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
D	Minimal Greater than zero but no more than 25% of the activity described within the question is met.
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Performance Measures for Model Standard 9.1

At what level does the LPHS...

9.1.3 Identify gaps in the provision of population-based health services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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Performance Measures for Model Standard 9.1

At what level does the LPHS...

9.1.4 Use evaluation findings to improve plans, processes, and services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
D	Minimal Greater than zero but no more than 25% of the activity described within the question is met.
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Discussion Notes for Model Standard 9.1

Strengths

Weaknesses

**Short-Term
Improvement
Opportunities**

**Long-Term
Improvement
Opportunities**

Model Standard 9.2: Evaluating Personal Health Services

- Evaluates the accessibility, quality, and effectiveness of personal health services. These services range from preventive care, such as mammograms or other preventive screenings or tests, to hospital care, to care at the end of life
- Sees that the personal health services in the area match the needs of the community, with available and effective care for all ages and groups of people

Model Standard 9.2: Evaluating Personal Health Services

- Works with communities to measure satisfaction with personal health services through multiple methods
- Uses findings from the evaluation to improve services and program delivery, using technological solutions, such as electronic health records, when indicated, and modifying organizational strategic plans, as needed

Model Standard 9.2: Evaluating Personal Health Services

To accomplish this, members of the LPHS work together to:

- Evaluate the accessibility, quality, and effectiveness of personal health services
- Compare the quality of personal health services to established guidelines
- Measure satisfaction with personal health services

Model Standard 9.2: Evaluating Personal Health Services

To accomplish this, members of the LPHS work together to:

- Use technology, like the Internet or electronic health records, to improve quality of care or communication among healthcare providers
- Use evaluation findings to improve services and program delivery and modify organizational strategic plans, as needed

Discussion Questions for Model Standard 9.2

Awareness



How have organizations within the LPHS evaluated personal health services for the community? What has been evaluated in the past?

Discussion Questions for Model Standard 9.2

Usability



How is information technology used by the LPHS to ensure quality of personal health services?



How is information technology used to facilitate communication among healthcare providers (e.g., Health Information Exchange or Regional Health Information Organizations) and improve quality of care?



How are the results of the evaluation used by organizations in the LPHS in developing strategic and operational plans?

Discussion Questions for Model Standard 9.2

Quality and Comprehensiveness



Which personal health services in the community are evaluated against established clinical standards (e.g., The Joint Commission, State licensure, Healthcare Effectiveness Data and Information Set (HEDIS))?



How is client satisfaction with personal health services determined? What opportunities are there for clients to comment on the effectiveness of health services? Do the clients who provide input represent past, current, and potential users of services?

Discussion Questions for Model Standard 9.2

Frequency



How often are accessibility, quality, and effectiveness of personal health services evaluated?

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Performance Measures for Model Standard 9.2

At what level does the LPHS...

9.2.1 Evaluate the accessibility, quality, and effectiveness of personal health services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
D	Minimal Greater than zero but no more than 25% of the activity described within the question is met.
E	No Activity 0% or absolutely no activity.



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Performance Measures for Model Standard 9.2

At what level does the LPHS...

9.2.2 Compare the quality of personal health services to established guidelines?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
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Performance Measures for Model Standard 9.2

At what level does the LPHS...

9.2.3 Measure user satisfaction with personal health services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
D	Minimal Greater than zero but no more than 25% of the activity described within the question is met.
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Performance Measures for Model Standard 9.2

At what level does the LPHS...

9.2.4 Use technology, like the Internet or electronic health records, to improve quality of care?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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Performance Measures for Model Standard 9.2

At what level does the LPHS...

9.2.5 Use evaluation findings to improve services and program delivery?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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Discussion Notes for Model Standard 9.2

Strengths

Weaknesses

**Short-Term
Improvement
Opportunities**

**Long-Term
Improvement
Opportunities**

Model Standard 9.3: Evaluating the Local Public Health System

- The LPHS evaluates itself to see how well it is working as a whole. Representatives from all groups (public, private, and voluntary) that provide all or some of the 10 Essential Public Health Services gather to conduct a systems evaluation
- Using guidelines (such as this Local Instrument) that describe a model LPHS, participants evaluate LPHS activities and identify areas of the LPHS that need improvement
- The results of the evaluation are also used during a community health improvement process



Model Standard 9.3: Evaluating the Local Public Health System

To accomplish this, members of the LPHS work together to:

- Identify all public, private, and voluntary organizations that contribute to providing the 10 Essential Public Health Services
- Evaluate how well the LPHS activities meet the needs of the community at least every five years, using guidelines that describe a model LPHS and involving all entities contributing to the delivery of the 10 Essential Public Health Services



Model Standard 9.3: Evaluating the Local Public Health System

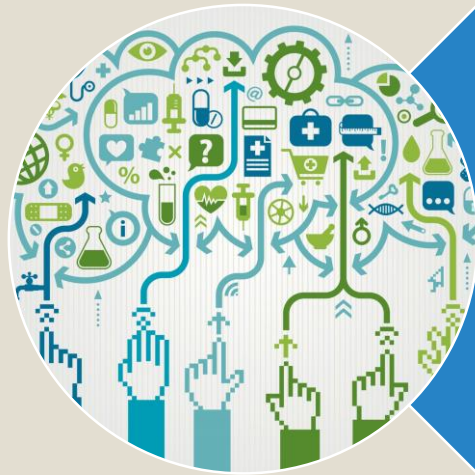
To accomplish this, members of the LPHS work together to:

- Assess how well the organizations in the LPHS are communicating, connecting, and coordinating services
- Use results from the evaluation process to improve the LPHS



Discussion Questions for Model Standard 9.3

Awareness



Have all the community organizations or entities that contribute to the delivery of the 10 Essential Public Health Services been identified as part of the community's LPHS?

Discussion Questions for Model Standard 9.3

Frequency



Is a comprehensive evaluation of the LPHS, such as this assessment, conducted every three to five years?

Discussion Questions for Model Standard 9.3

Quality and Comprehensiveness



Has a partnership assessment been conducted that evaluates the relationships among organizations that comprise the LPHS?



How is the exchange of information among the organizations in the LPHS assessed?



How are linkage mechanisms among the providers of population-based services and personal health services assessed (e.g., referral systems, memoranda of understanding)?

Discussion Questions for Model Standard 9.3

Usability



How is the use of resources (e.g., staff, communication systems) to support the coordination among LPHS organizations assessed?



How does the LPHS use results from the evaluation process to guide community health improvements?

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Performance Measures for Model Standard 9.3

At what level does the LPHS...

9.3.1 Identify all public, private, and voluntary organizations that contribute to the delivery of the 10 Essential Public Health Services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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E	No Activity 0% or absolutely no activity.



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Performance Measures for Model Standard 9.3

At what level does the LPHS... 9.3.2 Evaluate how well LPHS activities meet the needs of the community at least every five years, using guidelines that describe a model LPHS and involving all entities contributing to the delivery of the 10 Essential Public Health Services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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Performance Measures for Model Standard 9.3

At what level does the LPHS...

9.3.3 Assess how well the organizations in the LPHS are communicating, connecting, and coordinating services?

A	Optimal Greater than 75% of the activity described within the question is met.
B	Significant Greater than 50% but no more than 75% of the activity described within the question is met.
C	Moderate Greater than 25% but no more than 50% of the activity described within the question is met.
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E	No Activity 0% or absolutely no activity.



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Performance Measures for Model Standard 9.3

At what level does the LPHS...

9.3.4 Use results from the evaluation process to improve the LPHS?

A	Optimal Greater than 75% of the activity described within the question is met.
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Discussion Notes for Model Standard 9.3

Strengths

Weaknesses

**Short-Term
Improvement
Opportunities**

**Long-Term
Improvement
Opportunities**

Essential Service 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

Session Summary

