RESULTS OF NORFOLK’S PUBLIC HEALTH SYSTEM ASSESSMENT

PURPOSE:

To engage existing and new partners in the public health system to discuss:

➢ To what degree are the Public Health Essential Services being provided to our community?
➢ What is our public health system capable of doing to meet the Public Health Essential Services?
These Ten Essential Services are the focus of the Public Health System Assessment.
Our Assessment Process

- Small groups reviewed each Essential Service
  
  **Example:**
  
  **Essential Service 7:** Link People to Needed Personal Health Services and Assure the Provision of Healthcare When Otherwise Unavailable
  
  **Model Standard 7.1:** Identifying Personal Health Service Needs of Populations
  
  **Performance Measure 7.1.1:** To what extent does the LPHS identify groups of people in the community who have trouble accessing or connecting to personal health services?
  
- Discussed what was happening in Norfolk related to each Essential Service and Model Standard
- Rated how well Performance Measures are being met
- Identified strengths, weaknesses, short and long-term improvement opportunities

Results

Essential Service (ES) Scoring

**OPTIMAL:** Greater than 75% of the activity described within the Performance Measures is met.

- Essential Service 2: Diagnose and Investigate Health Problems and Health Hazards
- Essential Service 6: Enforce Laws and Regulations That Protect Health & Ensure Safety

**SIGNIFICANT:** Greater than 50%, but no more than 75% of the activity described within the Performance Measures is met.

- Essential Service 1: Monitor Health Status to Identify Community Health Problems
- Essential Service 4: Mobilize Community Partnerships to Identify and Solve Health Problems
- Essential Service 5: Develop Policies and Plans That Support Individual and Community Health Efforts
- Essential Service 8: Assure a Competent Public Health and Personal Healthcare Workforce
- Essential Service 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

**MODERATE:** Greater than 25%, but no more than 50% of the activity described within the Performance Measures is met.

- Essential Service 3: Inform, Educate, and Empower People about Health Issues
- Essential Service 7: Link People to Needed Personal Health Services and Assure the Provision of Healthcare When Otherwise Unavailable
- Essential Service 10: Research for New Insights and Innovative Solutions to Health Problems
**KEY THEMES: STRENGTHS**

- Strong partnerships and collaborations within the community to provide planning, programs, and services
- Effective and coordinated emergency planning
- Strength and variety of existing health education and promotion programs across organizations
- Passion and dedication of service providers

**KEY THEMES: CHALLENGES**

- Data sharing (i.e., increase coordination, reduce barriers to access, reduce fears of sharing)
- Communication and resource sharing across partners within the system
- Communication with the Norfolk community-at-large (i.e., services and programs, how data is used, and health education or emergency preparedness information).
- Meaningfully engaging community and building leadership
- Addressing linguistic and cultural barriers of clients
- Reactive vs proactive public health planning
- Silo approach instead of coordination to promote population-based health
**SHORT-TERM OPPORTUNITIES**

- Develop system and agreements for increased data sharing
- Create information hub or forum to coordinate information and resource sharing across community (service providers, partners, and residents)
- Utilize Emergency Medical Services (EMS) to increase access to distressed households
- Identify public health issues that impact multiple partners and enhance communication campaign together

**SHORT-TERM OPPORTUNITIES**

- Develop system for sharing code and policy changes across agencies and community
- Define roles, responsibilities and limitations of safety net providers
- Encourage organizations to empower their representatives at local meetings
- Partner with Planning Council on research opportunities
LONG-TERM OPPORTUNITIES

• Increase number of bilingual staff and programs accessible to vulnerable populations, including non-English speakers
• Identify additional resources for hospitals or CSB to address mental health needs
• Update City’s Emergency Operations and Preparedness Plan (to include needs of special populations and pets)
• Strengthen regional collaboration to build safety net services
• Seek additional funds to provide dental care

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