

Introduction

The Local Public Health System Assessment focuses on the local public health system; all organizations and entities within the community that contribute to the public's health. This assessment answers the question "**How well does the community (Polk County) provide the 10 essential services of public health?**" The Essential Services are ten public health activities that should be undertaken in all communities.

In February 2015, subject matter experts from health, social services and education fields participated in a one day workshop to complete the assessment. The workshop was held at the First United Methodist Church Welcome Center. Over 80 people representing more than 30 agencies participated. Members of the Community Health Assessment Team conducted a follow - up meeting to rank the essential services based on how important it is to improve our performance in each area. This report is the result of that analysis and can be used to identify strengths and weaknesses in the delivery of essential health services in Polk County. The report should also provide guidance in considering areas for attention and next steps for improvement.

The Local Public Health System Assessment is one of a series of "Mobilizing for Action through Planning and Partnership" (MAPP) assessments. The overall results of the MAPP assessments will be used to develop a Community Health Improvement Plan that will serve as the strategic plan to improve the health and quality of life for residents of Polk County.

Facilitators

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Attendees

Angels Care Center
Board of County Commissioners
Central Florida Behavioral Health Network
Central Florida Development Council
Central Florida Health Care
City of Lakeland
Department of Children and Families
East Coast Migrant Head Start
Faith Home Health
Florida Department of Health in Polk County
Florida Southern College
Healthy Start Coalition
Heart of Florida Regional Medical Center
Heartland for Children
Keiser University
Lake Wales Care Center
Lakeland Housing Authority
Lakeland Regional Health
Lakeland Volunteers in Medicine
Lanier Upshaw
Parker Street Ministries
Polk County School District
Polk County Sheriff's Office
Polk Vision
Redlands Christian Migrant Association
Talbot House
Teen Pregnancy Prevention Alliance

Tri-County Human Services, Inc.
UF/IFAS Extension Office
United Way of Central Florida
Walgreens Pharmacy
Watson Clinic
Winter Haven Hospital

The NPHPS Local Public Health System Assessment Report is designed to help health departments and public health system partners create a snapshot of where they are relative to the National Public Health Performance Standards and to progressively move toward refining and improving outcomes for performance across the public health system.

The NPHPS state, local, and governance instruments also offer opportunity and robust data to link to health departments, public health system partners and/or community-wide strategic planning processes, as well as to Public Health Accreditation Board (PHAB) standards. For example, assessment of the environment external to the public health organization is a key component of all strategic planning, and the NPHPS assessment readily provides a structured process and an evidence-base upon which key organizational decisions may be made and priorities established. The assessment may also be used as a component of community health improvement planning processes, such as Mobilizing for Action through Planning and Partnerships (MAPP) or other community-wide strategic planning efforts, including state health improvement planning and community health improvement planning. The NPHPS process also drives assessment and improvement activities that may be used to support a Health Department in meeting PHAB standards. Regardless of whether using MAPP or another health improvement process, partners should use the NPHPS results to support quality improvement.

The self-assessment is structured around the Model Standards for each of the ten Essential Public Health Services, (EPHS), hereafter referred to as the Essential Services, which were developed through a comprehensive, collaborative process involving input from national, state and local experts in public health. Altogether, for the local assessment, 30 Model Standards serve as quality indicators that are organized into the ten essential public health service areas in the instrument and address the three core functions of public health. Figure 1 below shows how the ten Essential Services align with the three Core Functions of Public Health.

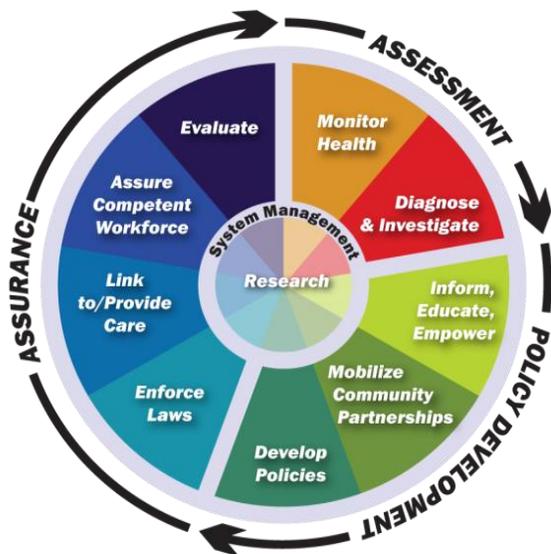


Figure 1. The ten Essential Public Health Services and how they relate to the three Core Functions of Public Health.

Purpose

The primary purpose of the NPHPS Local Public Health System Assessment Report is to promote continuous improvement that will result in positive outcomes for system performance. Local health departments and their public health system partners can use the Assessment Report as a working tool to:

- Better understand current system functioning and performance;
 - Identify and prioritize areas of strengths, weaknesses, and opportunities for improvement;
 - Articulate the value that quality improvement initiatives will bring to the public health system;
 - Develop an initial work plan with specific quality improvement strategies to achieve goals;
 - Begin taking action for achieving performance and quality improvement in one or more targeted areas;
- and
- Re-assess the progress of improvement efforts at regular intervals.

This report is designed to facilitate communication and sharing among and within programs, partners, and organizations, based on a common understanding of how a high performing and effective public health system can operate. This shared frame of reference will help build commitment and focus for setting priorities and improving public health system performance. Outcomes for performance include delivery of all ten essential public health services at optimal levels.

About the Report

Calculating the Scores

The NPHPS assessment instruments are constructed using the ten Essential Services as a framework. Within the Local Instrument, each Essential Service includes between 2-4 Model Standards that describe the key aspects of an optimally performing public health system. Each Model Standard is followed by assessment questions that serve as measures of performance. Responses to these questions indicate how well the Model Standard - which portrays the highest level of performance or "gold standard" - is being met.

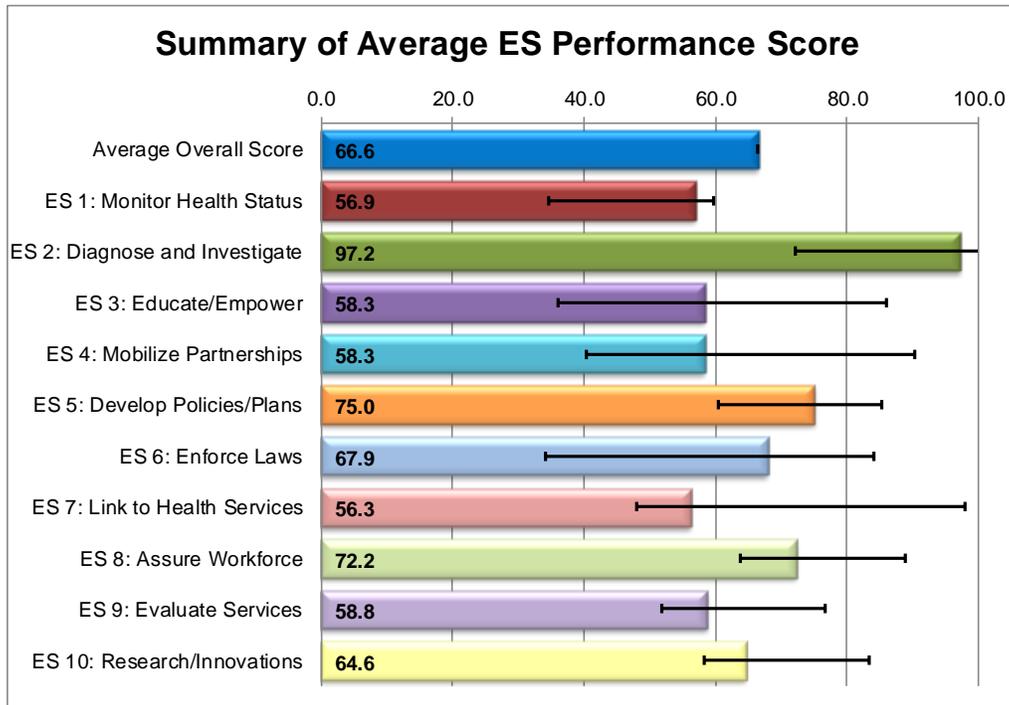
Table 1 below characterizes levels of activity for Essential Services and Model Standards. Using the responses to all of the assessment questions, a scoring process generates score for each Model Standard, Essential Service, and one overall assessment score.

Table 1. Summary of Assessment Response Options

Optimal Activity (76-100%)	Greater than 75% of the activity described within the question is met.
Significant Activity (51-75%)	Greater than 50%, but no more than 75% of the activity described within the question is met.
Moderate Activity (26-50%)	Greater than 25%, but no more than 50% of the activity described within the question is met.
Minimal Activity (1-25%)	Greater than zero, but no more than 25% of the activity described within the question is met.
No Activity (0%)	0% or absolutely no activity.

Overall Scores for Each Essential Public Health Service

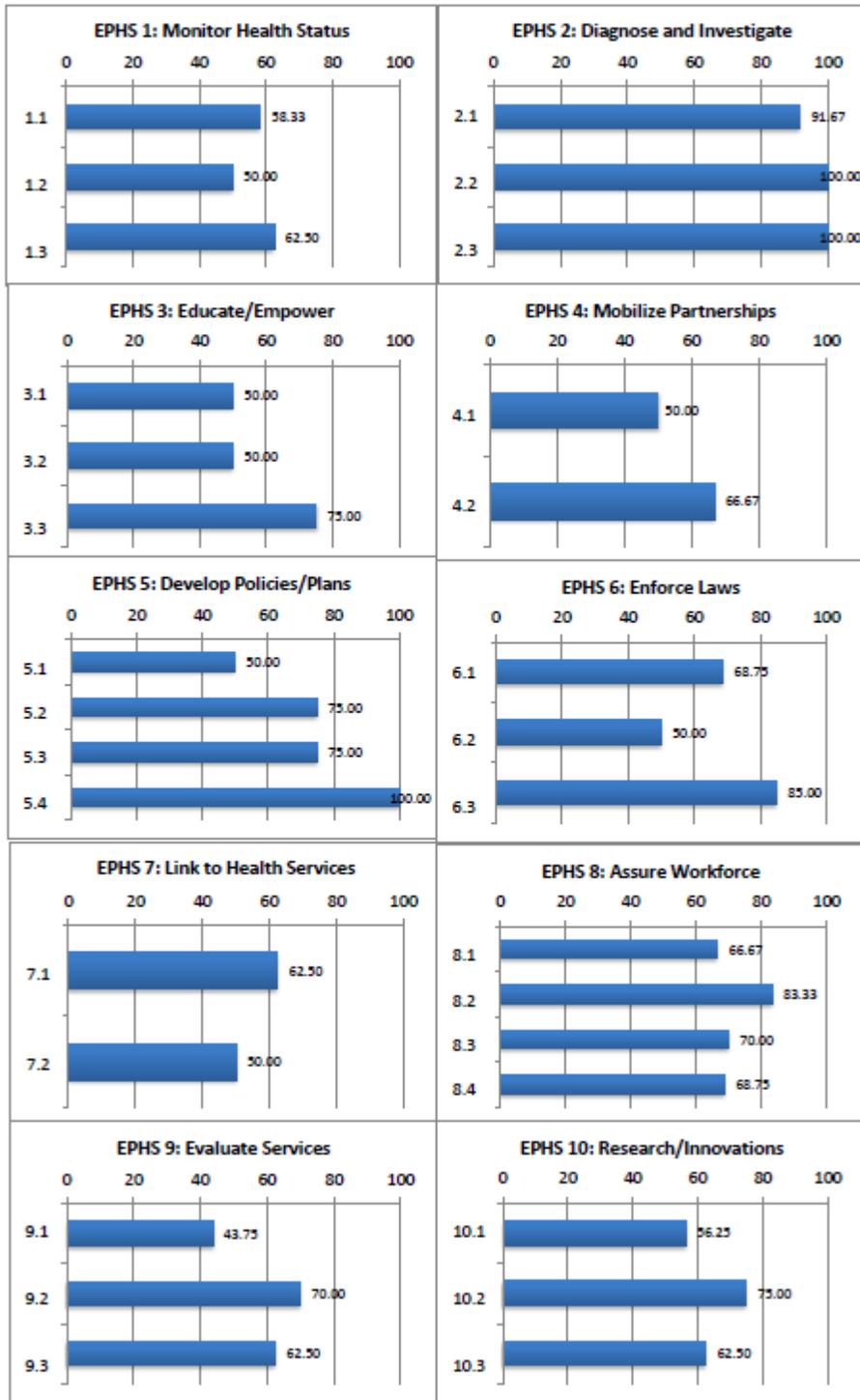
Figure 2. Summary of Average Essential Public Health Service Performance Scores



Performance Score by Essential Public Health Service for Each Model Standard

Figure 3 and Table 2 on the following pages display the average performance score for each of the Model Standards within each Essential Service. This level of analysis enables you to identify specific activities that contributed to high or low performance within each Essential Service.

Figure 3. Performance Score by Essential Public Health Service for Each Model Standard



In Table 2 below, each score (performance, priority, and contribution scores) at the Essential Service level is a calculated average of the respective Model Standard scores within that Essential Service. Note – The priority rating and agency contribution scores will be blank if the Priority of Model Standards Questionnaire and the Agency Contribution Questionnaire are not completed.

Table 2. Overall Performance, Priority, and Contribution Scores by Essential Public Health Service and Corresponding Model Standard

Model Standards by Essential Services	Performance Scores	Priority Rating
ES 1: Monitor Health Status	56.9	5.7
1.1 Community Health Assessment	58.3	5.0
1.2 Current Technology	50.0	7.0
1.3 Registries	62.5	5.0
ES 2: Diagnose and Investigate	97.2	3.3
2.1 Identification/Surveillance	91.7	3.0
2.2 Emergency Response	100.0	3.0
2.3 Laboratories	100.0	4.0
ES 3: Educate/Empower	58.3	7.3
3.1 Health Education/Promotion	50.0	9.0
3.2 Health Communication	50.0	8.0
3.3 Risk Communication	75.0	5.0
ES 4: Mobilize Partnerships	58.3	8.0
4.1 Constituency Development	50.0	8.0
4.2 Community Partnerships	66.7	8.0
ES 5: Develop Policies/Plans	75.0	5.3
5.1 Governmental Presence	50.0	5.0
5.2 Policy Development	75.0	8.0
5.3 CHIP/Strategic Planning	75.0	5.0
5.4 Emergency Plan	100.0	3.0
ES 6: Enforce Laws	67.9	5.0
6.1 Review Laws	68.8	6.0
6.2 Improve Laws	50.0	6.0
6.3 Enforce Laws	85.0	3.0
ES 7: Link to Health Services	56.3	9.0
7.1 Personal Health Service Needs	62.5	8.0
7.2 Assure Linkage	50.0	10.0
ES 8: Assure Workforce	72.2	5.8
8.1 Workforce Assessment	66.7	8.0
8.2 Workforce Standards	83.3	4.0
8.3 Continuing Education	70.0	5.0
8.4 Leadership Development	68.8	6.0
ES 9: Evaluate Services	58.8	7.0
9.1 Evaluation of Population Health	43.8	8.0
9.2 Evaluation of Personal Health	70.0	8.0
9.3 Evaluation of LPHS	62.5	5.0
ES 10: Research/Innovations	64.6	7.7
10.1 Foster Innovation	56.3	7.0
10.2 Academic Linkages	75.0	8.0
10.3 Research Capacity	62.5	8.0
Average Overall Score	66.6	6.4
Median Score	61.7	6.4

Priority of Model Standards Questionnaire Section (Optional Survey)

If you completed the Priority Survey at the time of your assessment, your results are displayed in this section for each Essential Service and each Model Standard, arrayed by the priority rating assigned to each. The four quadrants, which are based on how the performance of each Essential Service and/or Model Standard compares with the priority rating, should provide guidance in considering areas for attention and next steps for improvement.

Quadrant A	(High Priority and Low Performance) – These activities may need increased attention.
Quadrant B	(High Priority and High Performance) – These activities are being done well, and it is important to maintain efforts.
Quadrant C	(Low Priority and High Performance) – These activities are being done well, consideration may be given to reducing effort in these areas.
Quadrant D	(Low Priority and Low Performance) – These activities could be improved, but are of low priority. They may need little or no attention at this time.

Note - For additional guidance, see Figure 4: Identifying Priorities - Basic Framework in the Local Implementation Guide.

Table 3 below displays priority ratings (as rated by participants on a scale of 1-10, with 10 being the highest priority) and performance scores for Model Standards, arranged under the four quadrants. Consider the appropriateness of the match between the importance ratings and current performance scores and also reflect back on the qualitative data in the Summary Notes section to identify potential priority areas for action planning. Note – Table 3 will be blank if the Priority of Model Standards Questionnaire is not completed.

Table 3. Model Standards by Priority and Performance Score

Quadrant	Model Standard	Performance Score (%)	Priority Rating
Quadrant A	10.3 Research Capacity	62.5	8
Quadrant A	10.1 Foster Innovation	56.3	7
Quadrant A	9.1 Evaluation of Population Health	43.8	8
Quadrant A	7.2 Assure Linkage	50.0	10
Quadrant A	7.1 Personal Health Services Needs	62.5	8
Quadrant A	4.1 Constituency Development	50.0	8
Quadrant A	3.2 Health Communication	50.0	8
Quadrant A	3.1 Health Education/Promotion	50.0	9
Quadrant A	1.2 Current Technology	50.0	7
Quadrant B	10.2 Academic Linkages	75.0	8
Quadrant B	9.2 Evaluation of Personal Health	70.0	8
Quadrant B	8.1 Workforce Assessment	66.7	8
Quadrant B	5.2 Policy Development	75.0	8
Quadrant B	4.2 Community Partnerships	66.7	8
Quadrant C	8.4 Leadership Development	68.8	6
Quadrant C	8.3 Continuing Education	70.0	5
Quadrant C	8.2 Workforce Standards	83.3	4
Quadrant C	6.3 Enforce Laws	85.0	3
Quadrant C	6.1 Review Laws	68.8	6
Quadrant C	5.4 Emergency Plan	100.0	3
Quadrant C	5.3 CHIP/Strategic Planning	75.0	5
Quadrant C	3.3 Risk Communication	75.0	5
Quadrant C	2.3 Laboratories	100.0	4
Quadrant C	2.2 Emergency Response	100.0	3
Quadrant C	2.1 Identification/Surveillance	91.7	3
Quadrant D	9.3 Evaluation of LPHS	62.5	5
Quadrant D	6.2 Improve Laws	50.0	6
Quadrant D	5.1 Governmental Presence	50.0	5
Quadrant D	1.3 Registries	62.5	5
Quadrant D	1.1 Community Health Assessment	58.3	5