

Oregon Quality Connection

Quality and accreditation news for the Oregon public health system



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The *Oregon Quality Connection* supports a culture of continuous improvement across the public health system by sharing success stories and best practices related to quality improvement, performance management, and public health accreditation. The newsletter is published by the Performance Management Program of the Oregon Health Authority Public Health Division.

Meet the new VISTA team members!



Pictured from left to right, back row: Erin Osgood, Jaclyn Testani, Ashley Bower, Marina Rogers, Lucy Moore, Sam Bakkila, Lindsey Cullums, Chelsa Greene, Jocelyn Lang. Middle row: Sophia Grimm, Brittany Cosola, Leela Patel, Alyssa Bruhn, Erica DeJong, Bridget Nickol, Rhianna Wallace, Jayvin Green. Front row: Ramon Martinez and David Ambuel.

Working with accreditation

Lindsey Cullums will be serving in Albany with the Linn County Medical Reserve Corps (MRC). Lindsey received a bachelor's degree in natural resource management from Ohio State University in 2013. She has done volunteer work with Local Matters, an Ohio-based nonprofit, focused on strengthening the local food system.

Ashley Bower will be serving at the Tillamook County Public Health Department. Ashley received a bachelor's degree in biomedical sciences from Grand Valley State University in 2013. She was the Health and Wellness chair of her college sorority and helped organize a campus-wide kickball tournament to raise money for the National Kidney Foundation.

Rhianna Wallace will be serving in McMinnville at the Yamhill County PHD. Rhianna graduated with a bachelor's degree in health education from Linfield College in 2013. Previously she worked on summer service projects, including working in King County, Wash., on youth service projects and traveling to Loveland, Colo., to set up home repair projects for low-income youth.

Have a QI story you would like to share?



The Robert Wood Johnson

Foundation has launched the Public Health Quality Improvement Exchange (PHQIX). State and local QI practitioners worked with national partners to build a centralized communication hub dedicated to supporting quality improvement efforts in public health practices throughout the United States.

Take a moment to explore what other public health agencies are doing at www.phqix.org/.

Do you have a quality improvement or accreditation success story that you would like to share?

If so, email Matt Gilman at matt.s.gilman@state.or.us to have your article included in a future newsletter.

Working with coordinated care organizations

Jaclyn Testani will be serving in Portland with the Columbia Pacific Coordinated Care Organization (CCO). Jaclyn graduated with bachelor's degrees in pre-med and history from Columbia University in 2013. She already has an extensive service background, from fundraising for AIDS awareness to assisting medical technicians at Planned Parenthood. This experience should make her a great fit for her site's growing needs.

Ramon Martinez will be serving in Corvallis with the Inter-Community Health Network CCO. Ramon completed his bachelor's degree in Spanish and Latin American studies from Viterbo University in 2013. He previously served a year with AmeriCorps NCCC in Vinton, Iowa. In 2011, he biked cross-country from Charleston, S.C., to Santa Cruz, Calif., building low-income housing along the way as part of Bike and Build.

TRAIN systems coordinator

Sam Bakkila will be serving in Portland to focus on statewide MRC and TRAIN activities. Sam graduated with a bachelor's degree in inequality and health from Harvard University in 2012. In 2009, he traveled to Thailand to volunteer at a rural orphanage. He served as the director of the Harvard Square Homeless Shelter and was the co-chair for the Harvard Queer Students and Allies.

CLHO welcomes a new accreditation manager!



Kathleen Johnson is the new program manager for the Coalition of Local Health Officials (CLHO). Her work will focus on building capacity and supporting the local health departments in accreditation work. Kathleen will also be working on public health policy issues.

Kathleen has a background in health and received her Master of Public Health with a focus in health promotion from Oregon State University. Most recently, she worked with the Benton County Health Department on a diversity of projects that included a Health Impact Assessment, policy, and health promotion. Kathleen enjoys gardening, cooking, and all of the outdoor activities Oregon has to offer.

Performance Management Program contacts:

Danna Drum
Performance Improvement Manager

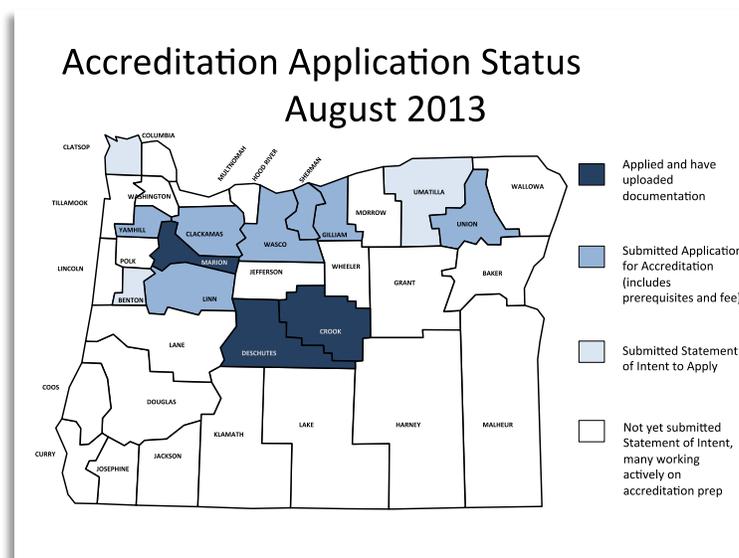
Kristen Lacijan
Strategic Plan Coordinator

Matt Gilman
Quality Improvement Specialist

Anona Gund
Performance Specialist

Niani Dunner
Accreditation Specialist

Local health department accreditation update



Current as of August 2013 based on status updates and surveys conducted by CLHO. Please note: This may not represent all health departments' current progress toward accreditation as accreditation readiness evolves quickly.

Overall readiness and highlights

- Eleven local health departments have submitted a Statement of Intent (SOI) to apply for accreditation.
- Eight of these have submitted applications, which entails submitting three prerequisite documents and accreditation fees.
- Of those eight, three have uploaded their documentation to the online *ePHAB* system and are now in the process of scheduling site visits with PHAB site reviewers.
- Twenty-two local health departments have completed a Community Health Assessment.
- Twelve local health departments have formal QI programs (QI plans complete or in process and formal QI activities).
- Twenty-one have started actively collecting and reviewing accreditation documentation.

Workforce needs assessment update

In partnership with the Conference of Local Health Officials (CLHO), the Public Health Division (PHD) Performance Management Program (PMP) contracted with the Northwest Center for Public Health Practice (NWCPHP) at the University of Washington to conduct a workforce needs assessment among Public Health Division staff and staff from participating local health departments.

The assessment is an adapted version of a tool NWCPHP previously developed, based on the Core Competencies for Public Health Professionals developed by the Council on Linkages between Academia and Public Health Practice. The online survey was fielded in September. NWCPHP is currently developing a report that will

outline the aggregate results across the Oregon public health system. In addition, each participating local health department will receive their aggregate results. These data can be used to inform documentation that demonstrates competency in the workforce development Public Health Accreditation Board measures.

Key informant interviews are also being conducted among state and local public health leadership to better understand their perspectives on workforce needs and trends. A separate key informant interview report will be forthcoming this fall.

The PHD/CLHO Joint Leadership Team previously identified workforce development as a high priority. The key informant and assessment data will be used to inform work on this priority area. The PMP will be collaborating with the CLHO Healthy Structures Subcommittee, the Office of Community Liaison, PHD leadership, and many other public health workforce development stakeholders to outline and implement a plan that addresses the training and development needs of the current and future public health workforce.

Public Health Division Strategic Plan update

The Public Health Division's Strategic Plan continues to move forward. Each of the plan's priorities has a champion and each champion has developed a draft priority work plan with timelines and activities. Under the guidance of the Public Health Division Leadership Team's executive group,* the champions and Performance Management Program staff will work closely with the Public Health Leadership Team (PHLT)* to develop a process for continuing to move the plan forward while also seeking additional feedback about the strategic plan from staff and partners. Work on the priority areas continues during this planning process and key successes to date include:

- Implementation of the Governor's Tobacco-Free State Property Executive Order;
- Creation of a cross-division workgroup on obesity prevention and education;
- Development of a Safe and Nurturing Environments blueprint;
- Successful completion of sodium reduction testing in bread;
- Hiring a Health System Transformation analyst; and
- Continued work on Public Health Division accreditation.

Stay tuned for more information!

* The PHLT executive group is comprised of the Director, Deputy Director, State Epidemiologist, Center Administrators, Section Managers, Senior Advisors, and Program Support Managers.

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