


**WELCOME!**  
**NPHPSP User Webinar**

**August 17, 2010**  
Call in Information: 1-800-504-8071, code 8422006

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Please mute your line by pressing \*6

You can un-mute your line by pressing \*7

*Do not put your phone on hold.*

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**East Central District  
Health Department**

Local Public Health System  
Performance Standard Assessment  
Lessons Learned

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**Demographics of our area**

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- Multi-Jurisdictional
  - Four Counties in Rural Nebraska
- Agriculturally based
- Four cows to every person
- Nearly 52,000 pop. in 2,200 sq miles



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## 1<sup>st</sup> MAPP process in our area

- MAPP Tool chosen in 2001 because it was a community based tool and we were a new health department
- Process started in April of 2002- Very successful MAPP implementation the first cycle.

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## What is MAPP?



- **Mobilizing** – community engagement
- **Action** – implementation of a Health Improvement Plan
- **Planning** – built on strategic planning concepts
- **Partnerships** – the public's health is more than the concern of the health department

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## MAPP Overview



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## NPHPSA – Local Public Health System

Assessing what Public & Private organizations contribute to public health at the local level.



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## Public Health System Assessment History in ECDHD

- Completed the first time in 2002
  - Completed all four MAPP assessments simultaneously
  - Used an internal facilitator – Health Director
  - The NPHPSA was completed in 10 separate sessions – one essential service per session in order 1-10
  - Each meeting we had less participants in attendance
  - Absolutely no fun for staff or community partners

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## Public Health System Assessment History in ECDHD

- Completed the second time in 2004
  - Used outside facilitator in meetings taking place over two days.
  - Grouped invitees according to essential services they would have a direct relationship with- some stayed one hour some all day or two days.
  - Used a recorder to take notes that we wanted to remember when we identified strategic issues
  - Voted with Red and Green ballot cards
  - More pleasant but not yet fun!

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## Preparing for the 3<sup>rd</sup> time

- Our health department had used the ToP method of facilitation for agency meetings with great successes
- We have eight trained ToP facilitators within the department and use the technique for anyone who works with community coalitions
- We wanted greater community participation but needed a process that could be completed in a timely manner.

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## The Science of Group Process: Facilitation



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## What is ToP? The Technology of Participation is...



- **A structured approach that sparks individuals**
- **A methodology that pools participant contributions**
- **A process that builds commitment**
- **A world renowned approach that enables strong participation in all sized groups**

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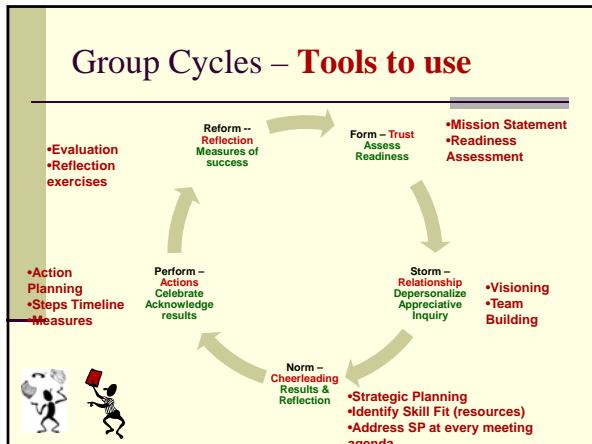
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- ## Tools in Facilitator Toolkits
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| <p><b>Relational</b></p> <ul style="list-style-type: none"> <li>■ Discussions</li> <li>■ Focused Conversations</li> <li>■ Strategies for conflict management</li> <li>■ Leading meetings</li> <li>■ Processing complex material</li> <li>■ Building consensus</li> <li>■ Hearing each voice</li> </ul> | <p><b>Directional</b></p> <ul style="list-style-type: none"> <li>■ Focused Conversations</li> <li>■ Brainstorming</li> <li>■ Priority Setting</li> <li>■ Visioning</li> <li>■ Strategy Planning</li> <li>■ Work Plan Development</li> <li>■ Implementation</li> <li>■ Action Planning</li> <li>■ Workshops</li> </ul> |
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**Want to get everyone Started on the same page?**

**Use a Wall of Wonder !**

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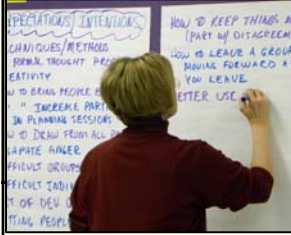
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## Want to Hear **EVERY** Voice?



- Put each comment on the wall
- Open with a verbal exercise
- Recognize and honor each one
- Lay ground rules
- Listen to what is not said

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Make it  
**Fun**

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## NPHPSA & Top What is the purpose?

- The NPHPSA is only one of four assessments we need community input on for MAPP and only one of many community meetings we would hold in 2010
- Wanted discussion to enrich the data and also wanted for community participants to enjoy themselves
- Needed to complete all 10 essential services
- To validate the communities role in the Public Health System

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## 2010 Taking the NPHPSA 3<sup>rd</sup> time



- **Used Top**
- **Organized for Success**
- **300** invitations sent out
- **55** Individuals attended
- **20** agencies represented

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## What happened in each meeting?

- Meetings taking place over two days in a central location
- Introductions with “ice breaker” questions
- Defined the “community”
- Every group was given a verbal description of the NPHPSA and its importance in the MAPP assessment process – step toward a new Community Health Improvement Plan
- Every group was given an orientation to the public health system before starting

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## What happened in each meeting?

- Participants all had a copy of the essential service evaluation tool
- Introduction to what participants would be doing in their session
- Used a ToP room set-up
  - “Sticky Walls”
  - Toys, colors and pipe cleaners for creativity
  - Room set up for discussion and interaction
  - Egg Diagram and Essential services on tables

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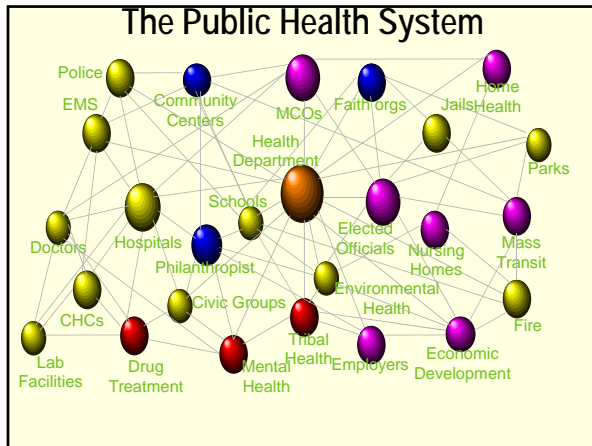
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- ### Grouping of Essential Services
- **First Day Morning**
    - Essential Service #3 – Inform, Educate and Empower Individuals/Communities about Health
    - Essential Service #9 – Evaluate Effectiveness, Accessibility and Quality of Personal and Population Based Health Services
    - Essential Service #7 – Link people to Needed Personal Health Services
    - Essential Service #4 – Mobilize Partnerships

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- ### Who was invited to each session?
- American Red Cross- Center for Survivors- School Nurses- Hospital Educators – ARC of Platte County – Hospital Nurses – Health Department Staff – Community Health Nurses- Health Center Staff – Catholic Charities – American Heart Association – Area Agency on Aging – Emergency Management – Connect Columbus – Occupational Health – Special Populations Group Members – Local Community College
  - And on and on....

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## What did the agenda look like?

- Introductions & Icebreaker activity
- Divided the room up into groups
- Local Public Health System Discussion about what the Essential Service is by sub category
  - 3.1 Health Education and Promotion-
    - "Who is providing this service and what is provided" - American Lung Association – Tobacco Health Education
  - 3.2 Health Communication
  - 3.3 Risk Communication

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## Evaluating the Essential Services

- Discussing the General Essential Service
- Reviewing the "Gold or Ideal Standard" for each sub-section
- Discussing how our "community" compared to the ideal public health system
- Listing out which agencies did what in our community in relationship to this standard.
- Identifying any gaps in our public health system

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## Essential Service Reviews- 5.4- Plan for PH emergencies

- Local Emergency Manager reporting out for his sub-group
- The work of each member was captured
- The entire group added in to the discussion.



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## Facilitated Discussion

- Where do agencies complement one another?
- Where are their gaps in our community?
- Where are their opportunities to work together in the future to close the gaps?



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## Essential Service #3 Final Board



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## Rating the Public Health System



- Entire group voted on each section
- Used pre-printed ballots to vote
- Votes were captured on grids made up in advance

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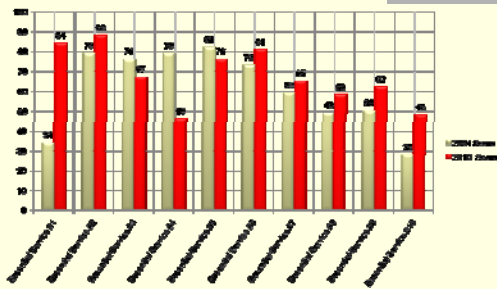
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### So what were the final results?




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### Benefits:

- Great comments about the process – A first for us during the NPHPSP
- Participants learned more about the system
- All participants voice was heard as everyone was involved in card making and reporters changed with each essential service
- We ended the day with a list of 54 identified gaps
- Several partners learned more about us!

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### Community Planning should be fun

**LETS TALK**




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