

NPHPSP USER CALL SERIES
STORY FROM THE FIELD: USING THE LOCAL NPHPSP ASSESSMENT
INSTRUMENT
May 19th, 2009 at 2:00 PM ET

Links to Presentation:

Click [here](#) to access the presentation slides

Click [here](#) to access the presentation audio, including live meeting slides

Introduction: Jennifer McKeever (National Network of Public Health Institutes)

Jennifer welcomed the participants to the NPHPSP User Call Series and provided users with a brief overview of Microsoft Live Meeting features as well as multiple ways they can access the presentation slides and ask questions.

Announcements:

Jennifer informed participants that the next User Call will take place on June 16th at the same time.

Story from the Field: Using the Local NPHPSP Assessment Instrument:

On this call, Keri Houser, RN, MSN, MPH from the Virginia Department of Health, Peninsula Health District, shared about their recent experiences using the NPHPSP Local Assessment Instrument. Keri also presented her successes and lessons learned during the NPHPSP Annual Training in Columbus, Ohio last month. Because her talk received such positive feedback in Ohio, we asked Keri to share an encore presentation on this teleconference/web meeting.

Questions:

Q: You stated that it was important to purchase food to provide at these types of meetings. Where did you get the funds to provide food? I agree that food can be a draw for a meeting but given funding restrictions, this can be a problem for some

A: We were fortunate enough to work into our grant, money tied to refreshments/venue for these types of meetings and large-scale events. Working for a government institution makes it a little harder to get this type of resource but if there are any opportunities for receiving outside, private funding, even in a small amount, it would be helpful. It doesn't have to be anything too large-scale but if you're having people there all day, I think it's important to have some sort of food there. Maybe even donations from local businesses could be a possible route. Maybe brainstorming with your community partners could be helpful, as they may have some possible ideas about this.

Q: Is your report available online?

A: It's not right now but I will be working with Heidi Deustch (from NACCHO) to have it on the MAPP website. I'm still in the process of getting this up, but in the meantime please email me (keri.houser@vdh.virginia.gov) and we will be happy to send you a copy.

Q: Has there been any discussion about how MAPP and the Performance Standards will tie into accreditation? Did the participants understand how their role in the public health system could tie into accreditation or were the partners aware of accreditation at all?

A: About a year ago when we were doing this, accreditation was there and we were aware of it but we didn't make it a focus of this assessment. Now, in light of all the progress that has been

made, I think it would have been nice to highlight it and show how this process fits into accreditation.

Q: Regarding the letter that was sent out to possible participants, did you do any follow-up on that letter to encourage folks to participate?

A: Yes, the letter from the health commissioner was our initial point of contact that outlined what we were trying to do and we did ask for a response to that letter. For those who did not respond, we did make follow-up phone calls to see if there were any questions and to see what the reasons were for not being able to make it. I think this type of follow-up is essential if you want people to be involved. Some people receive the letter and are interested but put it aside thinking they'll get to it later and this follow-up serves as a reminder. Also, we did send that letter to the directors and leaders of the different organizations to raise their awareness about it and also to get their support from the beginning, even if they weren't the person designated to be directly involved in this process.

Q: This question is in regards to the orientations that you did. From what I understood, there were 3 different orientations: one for participants, one for facilitators, and one for recorders. The question is, were the orientations in person?

A: Yes, they were. The orientations with participants were in-person so people were able to ask questions and it was very interactive. The orientation with the recorders was also in-person with the students. Now, the orientation with the facilitators was done over video-conferencing (using "Polycom") where we could see each other, so it still was very interactive though we all weren't in the same room.

Q: On these calls and on other venues, we learn so much from what went right, but we also learn a lot from what didn't go exactly as planned, so I'm wondering that in retrospect, is there anything that you would do differently if you had to do it again?

A: I think to have more of a variety of participants would have been an improvement; to get a larger variety of organizations represented with differing consumer input. I think that's a challenge when you're going into this because ideally you want to have everybody at the table. Also, given the result, I would have liked to given the results presentation earlier than I did to keep the momentum going and keep a little tighter timeframe.



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PARTICIPANT LIST

Illinois

Curtis Fenton
Director of Nursing
Peoria City/County Health Department
2116 N Sheridan Road
Peoria, IL 61604
(309) 679-6090
cfenton@peoriacounty.org

Indiana

Kathy Weaver
Contractor, PH & Medicine Partnerships
Indiana State Department of Health
2 North Meridian Street
Indianapolis, IN 46204
(307) 233-7451
kweaver@isdh.in.gov

Navajo Nation

Andrea Tsatoke
Community Outreach Specialist
Navajo County Public Health District
251 N. Penrod Road
Show Low, AZ 85901
(928) 532-6050
andrea.tsatoke@navajocountyaz.gov

Nebraska

Pat Lopez
Public Health Association of Nebraska
1321 South 37th Street
Lincoln, NE 68510
(402) 489-5097
jpic75@aol.com

North Carolina

Mary Davis
Director, Evaluation Services
North Carolina Institute for Public Health
CB #8165
Chapel Hill, NC 27599
(919) 966-4032
mvdavis@email.unc.edu

Pennsylvania

Jessica Wolfe
Workforce Reports Coordinator
Division of Plan Development
Bureau of Health Planning
Pennsylvania Department of Health
625 Forster Street
Harrisburg, PA 17120
(717) 772-5298
jeswolfe@state.pa.us

Virginia

Keri Houser
Public Health Nurse Senior
Virginia Department of Health
Peninsula Health District
416 J. Clyde Morris Blvd
Newport News, VA 23601
(757) 594-7535
keri.houser@vdh.virginia.gov



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PARTICIPANT LIST

Association of State & Territorial Health Officials (ASTHO)

Laura Landrum
ASTHO
3762 N. Lakewood Avenue
Chicago, IL 60613
(773) 348-6538
llandrum@rcn.com

Centers for Disease Control & Prevention

Teresa Daub
Public Health Advisor
CDC
1600 Clifton Road, MS-D30
Atlanta, GA 30329
(404) 639-5067
evr6@cdc.gov

Trina Pyron
Public Health Advisor
CDC
1600 Clifton Road, MS-D30
Atlanta, GA 30329
(404) 639-5069
trina.pyron@cdc.hhs.gov

National Association of County & City Health Officials (NACCHO)

Grace Ibanga
NACCHO
1100 17th Street NW
Second Floor
Washington, DC 20036
(202) 507-4232
gibanga@naccho.org

Lisa Jacobs
Program Associate
NACCHO
1100 17th Street NW
Second Floor
Washington, DC 20036
(202) 507-4233
ljacobs@naccho.org

National Association of Local Boards of Health (NALBOH)

Yolanda Savage
Project Director
Performance Standards & Accreditation
NALBOH
1840 East Gypsy Lane Road
Bowling Green, OH 43402
(419) 353-7714
yolanda@nalboh.org

National Network of Public Health Institutes (NNPHI)

Jennifer McKeever
Program Manager
NNPHI
1115 Massachusetts Ave, NW
Washington, DC 20005
(202) 842-2022
jmckeever@nnphi.org

Anooj Pattnaik
Program Coordinator
NNPHI
1515 Poydras Street
STE 1200
New Orleans, LA 70112
(504) 301-9811
apattnaik@nnphi.org

Unknown Contact Information

Carrie H
Herman Hale
Carleen Mitchell
Suzanne Sanders
Ginny Seyler
Mike Smeltzer
Michelle Smith
Mary Stobierski