

NPHPSP USER CALL SERIES
WHETHER AT THE BEGINNING, END, OR IN A LULL: MOVING FORWARD WITH
PERFORMANCE IMPROVEMENT
July 21st, 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 August 18th at the same time and will address the topic area of facilitation

Whether at the Beginning, End, or in a Lull: Moving Forward with Performance Improvement:

The July teleconference/webinar for Users of the NPHPSP aimed to help sites understand strategies that can be used at the beginning of the assessment process to avoid a post-assessment lull, or used to re-ignite performance improvement efforts if you do find yourself in a lull. Jennifer McKeever from the National Network of Public Health Institutes and Teresa Daub from the Centers of Disease Control and prevention presented. The NPHPSP Assessment results are intended to serve as a powerful tool for improving the performance of public health systems. However, many sites find that moving forward with performance improvement efforts once the assessment has been completed is a challenge. That is, some NPHPSP users find themselves facing a "post-assessment lull" when it comes to taking the results and using them to improve. This User Call aimed to address this lull issue.

Questions:

Q: Would you recommend involving somebody in the process that has a background in quality or performance improvement, even if they aren't experts in one or all of the essential services that make up the assessment?

A: That sounds like a great idea, particularly if that person is going to be involved post-assessment with things like facilitation. It strikes me as a really good idea to involve them in the process and give them the opportunity to get to know the partners and see how the assessment results are generated.

Q: If you are conducting the MAPP process, is it best to wait to start performance improvement until you get to the action steps with all the data collected?

A: I think of a recent User Call in which Keri Houser presented about having that tension. One of the things they undertook in their community in Virginia was actually reaching for some low-hanging fruit. This refers to completing actions that they wanted to get done right away anyways (things like developing a partnership directory), so they were able to get things started right away and there was a lot of energy and momentum around that. I would say it really depends most on how you read your partners. If you think there are people ready to act and they need to act on something immediately in order to stay involved and it's not going to

detract from the overall effort, then I don't see why you shouldn't engage in that. However, if you make the judgment that the resources (people, time) don't exist to do that, you are probably best served to keep your attention and focus on the overall effort. You have to be careful because you're making a judgment call and weighing the pros and cons for your particular community, as it is different for each situation. A successful performance improvement process does require the right mix of addressing immediate issues and addressing long-term issues, and the right mix of having vision and also taking action, leadership and staff support.



July 21, 2009
USER CALL
2:00 PM EST
PARTICIPANT LIST

Alaska

Jayne Andreen
Manager
Chronic Disease Prevention and
Health Promotion
Alaska Division of Public Health
PO Box 110614
Juneau, Alaska 99811
(907) 465-5729
jayne.andreen@alaska.gov

Connecticut

Barbara Dingfelder
Connecticut Department of Public Health
410 Capitol Avenue
Hartford, CT 06134
(860) 509-7202
barbara.dingfelder@po.state.ct.us

Florida

Laura Reeves
Performance Consultant
Florida Department of Health
4052 Bald Cypress Way, Bin C24
Tallahassee, FL 32399
(850) 245-4007
laura_reeves@doh.state.fl.us

Iowa

Joy Harris
Iowa Department of Public Health
321 E. 12th Street
Des Moines, IA 50319
(515) 281-3377
Jharris@idph.state.ia.us

Kansas

Sonja Armbruster
Community Assessment Coordinator
Sedgwick County Health Department
1900 E. 9th Street
Wichita, KS 67214
316-660-7335
sarmbrus@sedgwick.gov

Kentucky

Melody Stafford
Health Planner
Three Rivers District Health Department
510 South Main Street
Owenton, KY
melodyl.stafford@ky.gov

Missouri

Colleen Beckwith
Public Health Coordinator
St. Louis County Health Department
111 S. Meramec Ave
Clayton, MO 63105
(314) 615-6869
cbeckwith@stlouisco.com

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

New Jersey

Kevin McNally
NJ Dept of Health and Senior Services
Office of Public Health Infrastructure
PO Box 360
Trenton, NJ 08625
(609) 292-1245
kevin.mcnally@doh.state.nj.us



July 21, 2009
USER CALL
2:00 PM EST
PARTICIPANT LIST

New Jersey (cont'd)

Elizabeth Moody
NJ Dept of Health and Senior Services
Office of Public Health Infrastructure
PO Box 360
Trenton, NJ 08625
(609) 984-4154
elizabeth.moody@doh.state.nj.us

Ohio

Ken Pearce
Health Commissioner
Lorain County General Health District
9880 S. Murray Ridge Road
Elyria, OH 44035
(440) 284-3219
kpearce@loraincountyhealth.com

South Carolina

Carlton Mitchell
South Carolina Department of Health and
Environmental Control - Region 7
2600 Bull Street, Columbia, SC 29201
(843) 740-1580
mitcheccj@dhec.sc.gov

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

National Association of Local Boards of Health

Carrie Hribar
Project Coordinator, Education & Training
NALBOH
1300 L Street, NW, Suite 800
Washington, D.C. 20005
(202) 218-4414
carrie@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

Public Health Foundation

Julia Gray
PHF
Program Administrator
1300 L Street, NW, Ste 800
Washington DC, 20005
202-218-4410
jgray@phf.org

Lynne Stauff
PHF
Quality Improvement Project Manager
1300 L Street, NW, Ste 800
Washington DC, 20005
202-218-4421
lstauff@phf.org



July 21, 2009
USER CALL
2:00 PM EST
PARTICIPANT LIST

Unknown Contact Information

Deborah Alexander

Mark Kassouf

Mary Lolly

Michelle Devis

Kathy

Ruth Anne Watt