



Public Health
Prevent. Promote. Protect.

Iredell County Health Department

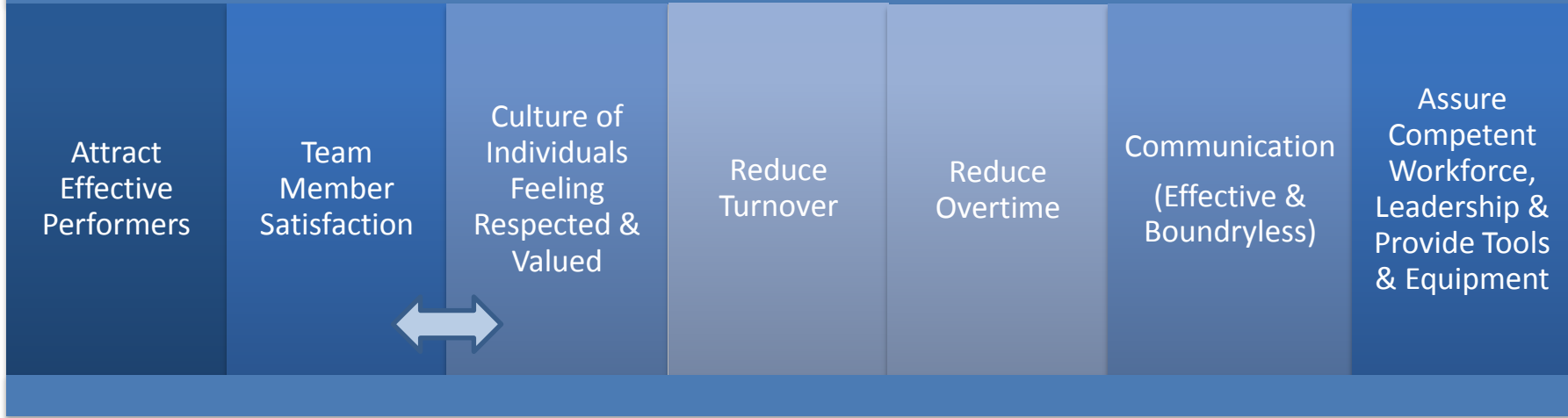
Iredell County Health Department

Public Health Pillars of Excellence

The public health pillars of excellence are based on Quint Studer's commitment to excellence principle. The core functions and the ten essential services of public health have been embedded into the pillars to make their use more applicable to the field of public health. The Iredell County Health Department's leadership team uses the public health pillars of excellence as a way to guide the strategic direction of the organization. A commitment to excellence positively impacts the bottom line while also allowing an organization to live out its mission and values.

People

(Team Members)



<p>No organization can do better than the people it has so hire strong performers.</p> <p>A strong team and agency attracts a strong candidate. Promote Strengths of Agency Highlight & Promote talent within</p> <p>Develop Regional and State Relationships</p> <p>Staff Diversity</p> <p>Communicate Agency Successes</p>	<p>Moral Scheduling Positive Staff Reinforcement Team Member Safety</p>	<p>New Ideas are Encouraged</p> <p>Good Work is Rewarded</p> <p>Stretch to New Roles and Responsibilities</p> <p>Input on company direction</p> <p>Regular Feedback Ask what is needed</p>	<p>Advancement Opportunities Servant Leadership Style Learning Organization (Continuous Opportunity to Learn)</p>	<p>EH Food & Lodging Specialist Needed</p> <p>Full Time EH Specialist Needed in Statesville</p> <p>H. Ed Specialist Needed</p> <p>Utilize staff at the highest leverage possible</p> <p>Temps & Contractors during peaks</p>	<p>All Staff Fun Activities</p> <p>Staff interact with one another</p> <p>Photos on Bulletin Board</p> <p>Transparency</p>	<p>Eligibility training Understand what HD programs do Enhance Orientation Workforce Development Issues Leadership Development Issues Sensitive to Teen & Targeted Population Issues: Cultural Diversity Training</p>
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Service

(Customers, Clients & Partners)

Agency is
Customer
Focused

Customer
Satisfaction
(Delight)

Link Customers
to Personal
Health Services

Public Health
Literacy

Enforce Policies
& Laws

Reduce Agency
Risks

<p>Walk ins accepted White coats vs other colors Improve Customer Service</p>	<p>Go the Extra Mile Carpet Mooresville Paint Mooresville</p>	<p>Identify & communicate to community and to individuals resource opportunities for customers & patients</p>	<p>Deliver all information and communication to the targeted population or individual in a way that they will comfortably obtain, process and understand the information to make appropriate decisions. Hard Copy, Electronic Vernal, other languages</p>	<p>On-Site Inspections According to Administrative Code Front Desk Confidentiality</p>	<p>Reduce possible agency related professional or client litigation Children on Stairs HR Issues</p>
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Finance

Improve Operating
Income

Improve
Team Member
Productivity

Financial
Stewardship &
Accountability

Sustain Current &
Future Funding

Increase Accounts
Receivable &
Collections

<p>Funding source for each program Reduce cost per participant per program Run Program Promotions Conduct Energy Audit</p>	<p>System Wide Prioritization Culture Reduce number of unnecessary meetings Pointed Meetings limiting non-work related discussions Other Keep team members motivated Report actions taken Smart Objective with timelines</p>	<p>Manages and takes care of physical and financial resources for public purposes Compliance with laws, policies and regulations Internal Controls Account and Program Management Increase bulk order where space allows Take advantage of competitive vendor contracts to reduce expenses Allocate resources based on PH priorities Limit construction to secure savings during downturn of economy.</p>	<p>Evaluation of sustainability. Consider human, social, economic, internal, environmental issues related to sustainability and future funding. Fee Scheduling Donor or funders</p>	<p>Reduce Write Offs Increase Accounts Receivable Process Maximize Billing Capacity Other</p>
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Growth



<p>Strategies related capital and financial health of agency</p>	<p>Follow-up No Shows to Find Out Why More Interpreter Help Needed On-Site Permit Waiting Times CH Physicals – Streamline Eligibility – Waits Improve Question & Interview Clients Family Planning Flow</p>	<p>Product Development Sports Physicals Parenting Diabetes Weight Loss Postpartum newborn home visits Childbirth Classes Travel Vaccines Evening Clinics</p> <p>Product Proliferation: variations of same product to meet needs of different targeted segments</p>	<p>Investing in a promising business outside of the current scope of the existing business</p> <p>Expanding into a new segment of an industry that the business is already in</p>	<p>Reduce services that have low impact, are expensive, and/or is provided in the community to meet needs.</p>	<p>Market Development: Strategy targets non-buying customers in current targeted segments</p>	<p>System partners come together and plan for community health improvement processes, policies, environmental changes, programs</p> <p>Enhances</p>	<p>Improve Service Delivery Gather Data Paperless System Workstations HR Tracking Etc...</p>
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Quality

Monitor, Diagnose & Investigate
Public Health Problems & Hazards

Monitor
Community
Health Status

Health
Improvement
Indicators
(Healthy Choices)

Health Protection
Indicators
(Major Incidents and
Other Threats)

Preventing
Prematurity
Indicators

Lean
Research for
Evidence-Based
Processes &
Practices

Internal &
External Agency
Audits and
Analysis
(Program Audits,
Strategic Planning &
Accreditation)

<p>Quality Processed, Tools & Data: Community Health Assessment State of the County Health Report Root Cause Primary & Secondary Data Collection</p>	<p>Improve Measures: Tobacco Use Breastfeeding Excess Weight Physical Activity Healthy Eating Cancer Screenings Drug Treatment</p>	<p>Improve Measures: Bioterrorism exercise Vaccination coverage Treatment completion of TB Chlamydia Diagnoses & Treatment Air Pollution Ability to Respond to PH Incidents</p>	<p>Improve Measures: Infant Mortality Mortality from Heart Disease & Stroke Mortality Cancer Mortality Respiratory Diseases Mortality Suicide Mortality CD Mortality</p>	<p>Strategically research for best tools, programs, services, systems, processes and practices that employ effectiveness in creating positive outcomes related to our public health work.</p>	<p>Measurement/Outcome Reports: Assessing Agency for Improvement Opportunities</p>
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