

Improvement Plan for an Essential Service (Example)

The following is an example of a team's improvement plan for one priority area. In this example, the priority area is an Essential Service. The section headings in this improvement plan may be tailored to meet the needs of the public health system or board of health.

Priority Area: Essential Service #1 – Monitor Health Status

FOCUS OF IMPROVEMENT: Community health profile (data and planning)

GOAL: Develop a comprehensive community health profile for Spring County.

OBJECTIVES:

- Identify priority indicators, format, and analysis desired for the health profile by June 2004. Analysis may include the following: inappropriate use of emergency room, EMS diversion, and supply of primary care physicians and other health workers, and hospital capacity.
- Identify data gaps, prioritize feasible solutions, and build new mechanisms for gathering needed data by September 2004. Known gaps include delivery system access and capacity.
- Collect and analyze data to identify key issues to address in a community health improvement process by December 2005.
- Compile data into a community health profile by March 2005, and annually thereafter.

LEADERSHIP SUPPORT: Leadership support and commitments are particularly needed from executives of the Spring County Health Department, the Spring County Board of Commissioners, and Memorial Hospital by June 2004 to proceed. Leadership support is needed to develop the profile, convene advisors, and ensure profile data will be used for health improvement decisions.

RESOURCES & EXPERTISE:

- Staff: The Health Department can commit staff to conduct and coordinate the data collection process, as well as staff the advisory group below.
- Technical Advisory Group: Several health-related coalitions are active in Spring County (e.g., tobacco, maternal and child health). Representatives can be pulled from these groups to oversee the development of the profile and ensure its usefulness to guide budget and program decisions. Memorial Hospital will supply a quality improvement expert to facilitate QI meetings and help staff to analyze and address quality issues.

PERFORMANCE MEASURES/TARGETS: Completion of profile by deadline; inclusion of data for 60% of high priority health indicators; 75% of partner organization executives report use of data to plan annual budgets and programs.

REPORTING OF PROGRESS: Health Department staff will report progress to the NPHPSP Steering Committee and Technical Advisory Group quarterly.

QUALITY IMPROVEMENT (QI) PROCESS: The Technical Advisory Group will be responsible for making decisions semi-annually to improve the quality of the profile.

FUTURE PLANNING: Spring County needs a comprehensive planning process such as MAPP. The community health profile can provide crucial data for a broad community health improvement process.