

# **Galveston County Health District**

## **Strategic Health Plan 2010-2015**



**Annual Progress Report**  
**February 2011**

# **Priorities of the SHP 2010-2015**

- 1. Improve Access to Care for the Indigent and Uninsured**
- 2. Improve the Health of our Community and Environment**
- 3. Prepare for and Respond to Public Health Emergencies**
- 4. Modernize Facilities and Use of Technology**
- 5. Strengthen the Efficiency and Effectiveness of Business Practices**
- 6. Developing a Competent and Professional Public Health Workforce**
- 7. Continue to Improve and Strengthen the Credibility of the Health District**

## **Improve Access to Care for the Indigent and Uninsured**

### ***Major Accomplishments***

- Applied for HRSA grant to expand clinic medical capacity to meet demands for walk-in and acute care visits during evenings and on Saturdays.
- Completed roll out of electronic practice management system for appointments, check-in, financial screening, billings, and collections
- Updated and streamlined processes for county residents who apply for the County Indigent Healthcare Program
- Streamlined clinic flow at front desk by re-routing pharmacy patients to cashiers assigned to pharmacy

# **Improve Access to Care for the Indigent and Uninsured**

## ***Next Steps***

- Pending HRSA grant implementation
- Complete the planned billing and collections improvements to include updating processes, procedures, and Governing Board policy (Goal: maximize revenue to support services)
- Issue RFP for improved pharmacy services located outside of clinics (Goal: secure before late 2011 move into Mid County Annex)
- Track and discern changes in state and federal healthcare policy and plan for impacts
- Inform and educate the public and policymakers

# Improve the Health of our Community and Environment

## *Major Accomplishments*

- Issued health advisories (e.g. benzene exposures, influenza, Dengue, West Nile, etc) and gave presentations about diseases/conditions
- Helped coordinate a county-wide household hazardous waste collection event with City of Dickinson, etc
- Hosted a statewide conference to educate public health officials and medical professionals about key communicable diseases and the roles of local health authorities (funded by social service block grant)
- GAAA medics were trained on life-saving measures for heart attack patients, to include interpreting 12 lead EKG findings.

# Improve the Health of our Community and Environment

## *Next Steps*

- Develop a public awareness campaign about wellness, fitness, and proper nutrition to include services offered by GCHD
- Develop a system to provide wellness visits in 4C's clinic, including preventive health guidelines and screenings.
- Recognize and promote best practices - Gold Ribbon Awards for local restaurants; awards to public health partner
- Use technology to improve disease reporting
- **ENGAGE COMMUNITY PARTNERS IN THE ISSUE OF WELLNESS TO IDENTIFY BEST PRACTICES, LOCAL RESOURCES IN THE COUNTY, ETC**

# Prepare for and Respond to Public Health Emergencies

## *Major Accomplishments*

- UTILIZED NEW BLACKBOARD CONNECT TECHNOLOGY TO NOTIFY STAFF AND PUBLIC OFFICIALS ABOUT FREEZE HAZARDS. PUBLIC MEMBERS MAY SUBSCRIBE ON WEBSITE.
- Received grant funds totaling more than \$1 million for a variety of emergency equipment and supplies (i.e., for mass vaccination clinics, communications, and transport)
- Designed volunteer program for emergency responses (GCHD's medical reserve corp, AKA HEART) to include training and recruitment

# Prepare for and Respond to Public Health Emergencies

## *Next Steps*

- Expand use of Blackboard Connect for public information releases and health advisories and alerts
- Apply for available grant funds to expand the volunteer base or secure equipment needed to assure readiness for a variety of possible disasters
- Evaluate the effectiveness of HEART-MRC volunteer program for worse case scenario of running 11 mass vaccination clinics
- Seek environmental inter local agreements for mutual aid during disasters with local and state agencies to clarify roles and responsibilities.

# Modernize Facilities and Use of Technology

## *Major Accomplishments*

- Construction is underway for a facility for an animal resource center
- CONSTRUCTION IS UNDER WAY FOR MID COUNTY ANNEX THAT WILL HOUSE PUBLIC HEALTH PROGRAMS AND THE TEXAS CITY 4C'S CLINIC
- New Galveston EMS station and improved Hitchcock temporary station
- New practice management system in 4C's Clinics
- NEW ELECTRONIC TIMESHEETS AND PURCHASING SYSTEM
- COMPLETED INITIAL STEP OF IT INFRASTRUCTURE IMPROVEMENTS FOR DISASTER RECOVERY

# Modernize Facilities and Use of Technology

## *Next Steps*

- COORDINATE MOVES INTO ANIMAL RESOURCE CENTER & MID COUNTY ANNEX, ONCE FACILITIES ARE READY FOR OCCUPANCY
- Go-Live with 4C's electronic medical records system
- Go-Live with 4C's electronic dental records system
- GO-LIVE WITH ELECTRONIC PERSONNEL RECORD SYSTEM
- GO-LIVE WITH FIXED ASSET TRACKING SYSTEM
- Integrate accounting system with other program systems (e.g., 4C's Nextgen, environmental Decade, animal services ShelterPro, etc)
- Explore on-line reporting of communicable diseases and contract tracking software.

## **Strengthen the Efficiency and Effectiveness of Business Practices**

### ***Major Accomplishments***

- **UPDATED ORIENTATION PROGRAM FOR NEW BOARD MEMBERS**
- **ADDED BRIEF PROGRAM SNAPSHOTS TO BOARD MEETINGS**
- **PROVIDED A JOINT BOARD TOUR IN FEBRUARY 2011**
- Started monitoring no quorum UBOH meetings (per Board review)
- Established trainings in EMS to reduce employee injuries & improve supervision
- Evaluated pros and cons of in-house vs. outsourced EMS billing

## Strengthen the Efficiency and Effectiveness of Business Practices

### *Next Steps*

- Explore opportunities to consolidate administrative functions with the County to achieve efficiencies.
- Develop a plan to manage District capital equipment
- Evaluate contract compliance trends and make recommendations to eliminate repeated findings/deficiencies: state grants, Joint Commission surveys, EMS 911 response times, financial audits, etc.

# Developing a Competent and Professional Public Health Workforce

## *Major Accomplishments*

- Trained Employees
  - ELECTRONIC TIMESHEETS
  - ELECTRONIC PURCHASING
  - Incident Command System
  - JOB EVALUATION TRAINING
  - New electronic practice management system (4C's)
  - IMMUNIZATION TRAINING FOR NURSES
- RECOGNIZE EXCEPTIONAL EMPLOYEES & TEAMS ON INTRANET
- USE BLUE BOARD TECHNOLOGY TO COMMUNICATE POLICIES, HAPPENINGS, AND DEADLINES WITH ALL EMPLOYEES
- HUMAN RESOURCES EDUCATES EMPLOYEES ABOUT POLICIES AND BENEFITS THROUGH “*DO YOU KNOW....*” EMAILS.
- GCHD hosts 3 CDC apprentices to learn about local public health programs
- Limited salary increases for 4C's positions with highest turnover and most difficulty recruiting

# Developing a Competent and Professional Public Health Workforce

## *Next Steps*

- IMPLEMENT SUPERVISORY TRAINING FOR NEWLY HIRED GCHD SUPERVISORS (GOAL: LEARN HOW TO BE A SUCCESSFUL SUPERVISOR AT GCHD)
- PROVIDE OPPORTUNITIES FOR COACHING AND MENTORING NEW EMPLOYEES
- Explore feasibility of budgeting dollars to pay for job-required continuing education for 4C's licensed/certified staff
- EVALUATE EMPLOYEE WELLNESS ACTIVITIES AND MAKE RECOMMENDATIONS FOR IMPROVEMENT

# Continue to Improve and Strengthen the Credibility of the Health District

## *Major Accomplishments*

- PREPARED AND DISSEMINATED EDUCATIONAL INFORMATION DOCUMENTS OUTLINING “WHO WE ARE,” “WHERE WE CAME FROM,” “WHAT WE DO,” AND “WHERE WE ARE GOING”
- Update 4C’s clinic web pages to include services, special programs, county indigent, providers, hours of service, locations, etc
- Use Video DVD technology to create educational programs in 4C’s waiting rooms
- Using new Blackboard technology to better engage public desiring to subscribe and to receive routine and emergency notifications
- Convened community groups on issues involving access to care, child lead poisoning, senior health, animal services, drug and alcohol issues, post-Ike case management, infant mortality, EMS services, etc

# Continue to Improve and Strengthen the Credibility of the Health District

## *Next Steps*

- Prepare and submit an environmental risk assessment for county and member city jurisdictions
- PREPARE ON WEBSITE AN ON-LINE CUSTOMER FEEDBACK OPTION. CUSTOMERS CAN SUBMIT IDEAS, KUDOS, AND COMPLAINTS TO EXECUTIVE OFFICERS ABOUT ANY AREAS IN THE HEALTH DISTRICT.
- Prepare, disseminate and post on website a list of
  - frequently asked questions regarding the District
  - contacts for various types of public inquiries
- Prepare reports on (1) response times of animal control officers & EMS ambulances and (2) types of citizen inquiries made to District
- Change the name of the 4C's Clinic to invite a new image
- Relocate Texas City's 4C's Clinic to Mid-county annex
- Implement electronic medical and dental records (get rid of paper records!)
- Inform the public about 4C's improvements, remarkable quality of care, and qualified providers.

**THANK YOU!**

4 more years

to complete

the 2010 – 2015

Strategic Health Plan!