Facilitating the National Public Health Performance Standards State Assessment Process
Facilitating Version 3.0 Instrument

June 24, 2013

Brenda M. Joly, PhD, MPH
Master of Public Health Program
University of Southern Maine
Training will Cover...

- Brief Background
  - Purpose, roles and agenda

- Guidance for facilitators and note-takers
  - Setting you up for success
  - Walk-through

- Meeting logistics
  - Tips and lessons learned
Background

- A bit of history
  - Version 3 (new and improved!)

- The assessment
  - What is the purpose?
  - Why conduct the assessment now?
  - What is the role of the State Public Health Agency?
  - How are the days organized?
  - What do we plan to do with the findings?
Tips for Preparing

- Understand previous assessment
  - What was the process and who participated?
  - What were the overall results?

- Have confidence in the process
  - Tool is validated
  - Several types of meetings work
    - Retreat styles have proven effective
  - Discussion is important
  - Results will guide action
Let’s discuss…
- Expectations
- Ground rules
- Documents needed
- Getting started
- The Tool
- Voting process
- Capturing scores and comments
Expectations

- **Facilitators**
  - Come prepared
  - Guide discussion
  - Provide recaps
  - Work seamlessly with note-takers

- **Note-takers**
  - Record all votes on paper copy of instrument
  - Record comments on laptop
  - Provide definitions
Ground Rules

- Have common set across all breakouts

- Examples:
  - Everyone invited because he/she has something to contribute
  - Agree to work with imperfect process
  - Okay to respectfully disagree (tell us why)
  - Work through questions without getting bogged down on process
  - Others?
Documents Needed

- **Facilitators**
  - Instrument (or sections)
  - Agenda
  - Other (seating plan?)

- **Note-takers**
  - Instrument for recording scores
  - Notes template (optional)
  - Glossary
Introductory comments
- Welcome group
- Introduce self and note-takers
- Conduct brief introduction (with ice breaker)
- Reiterate key points from *general* discussions
- Articulate roles and expectations
- Review response options and voting process
- Discuss ground rules
- Jump in....
The Tool

- 10 Essential Public Health Services
- Model Standards
  1. Planning and Implementation
  2. State–Local Relationships
  3. Performance Management and Quality Improvement
  4. Public Health Capacity and Resources
- Discussion Toolbox
What should you do?
- Read the EPHS and the questions it addresses
- Briefly summarize what the EPHS includes
- Highlight the major players
- Transition to *general* discussion
  - Discuss what and how we are doing
  - Focus on the system
  - Summarize key points
- Transition to first model standard
Getting Into the Questions

- Read model standard
  - Get a volunteer
  - Use the abbreviated version in Facilitator Guide
- Let group know how many questions this section addresses
- Ask the question
  - Use the discussion toolbox to guide conversation
  - Repeat the question to keep group focused
# The Voting

<table>
<thead>
<tr>
<th>Activity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimal Activity</td>
<td>The public health system is doing absolutely everything possible for this activity and there is no need for improvement.</td>
</tr>
<tr>
<td>(76-100%)</td>
<td></td>
</tr>
<tr>
<td>Significant Activity</td>
<td>The public health system participates a great deal in this activity, and there is opportunity for minor improvement.</td>
</tr>
<tr>
<td>(51-75%)</td>
<td></td>
</tr>
<tr>
<td>Moderate Activity</td>
<td>The public health system somewhat participates in this activity, and there is opportunity for greater improvement.</td>
</tr>
<tr>
<td>(26-50%)</td>
<td></td>
</tr>
<tr>
<td>Minimal Activity</td>
<td>The public health system provides limited activity, and there is opportunity for substantial improvement.</td>
</tr>
<tr>
<td>(1-25%)</td>
<td></td>
</tr>
<tr>
<td>No Activity</td>
<td>The public health system does not participate in this activity at all.</td>
</tr>
<tr>
<td>(0%)</td>
<td></td>
</tr>
</tbody>
</table>
Decide when group is ready to vote
- No new comments
- Significant agreement
- Running out of time
- Ask group

Instruct participants
- Use of voting cards or clicker technology
- Move on…
Capturing Score & Comments

- **Use instrument to record data**
  - Can get group to help confirm numbers if meaningful to capture
  - Otherwise, record one “final” response

- **Comments**
  - Model standard #
  - Strengths, weaknesses, immediate improvements
  - Priorities
  - Other comments
A “Walk–Through”

- Example:
  Essential Public Health Service 1
    - 1.1 Planning and Implementation
Tips for Facilitators

- Facilitators may want to:
  - Provide incentives
  - Recognize progress
  - Periodically review findings
  - Refer to ground rules
  - Other ideas?
Meeting Logistics

- **Tips**
  - Room assignments
  - Name tags
  - Seating layout
  - Packets
  - Flip charts
  - Best place for facilitator and note-taker
  - Other?
In Summary

- Do your homework
- Be confident
- Share your enthusiasm
- Have fun with the process!
For further information or assistance on the National Public Health Performance Standards please contact:

Denise Pavletic, Director Public Health Systems Improvement
dpavletic@astho.org