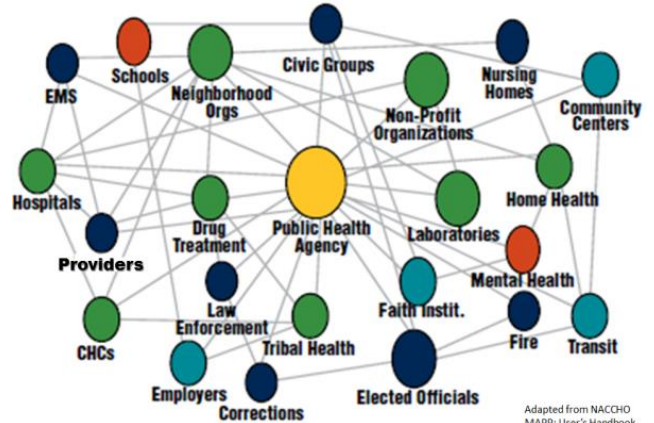




Marion-Polk Community Health System Assessment (2018)

The Community Health System

A community health system is more than just a health department, it is all entities (public & private) that work together to improve the health and well-being of the community. To assess our system, we convened meetings with local partners from Marion and Polk County, using a standardized tool to evaluate the performance around the Ten Essential Community Health Services.



Scoring the Ten Essential Services

- Essential Services were scored on the amount of “activity” taking place (0-100%)
- Systems with higher activity are functioning “optimally”, whereas systems with lower activity have room for growth
- Strengths and areas for improvement were identified from partner discussions



Optimal Activity (76–100%)
Significant Activity (51–75%)
Moderate Activity (26–50%)
Minimal Activity (1–25%)
No Activity (0%)

Overall Results

- Overall average score: “moderate activity” (41%)
- Most Essential Services scored “moderate activity” with a few scoring “significant activity”

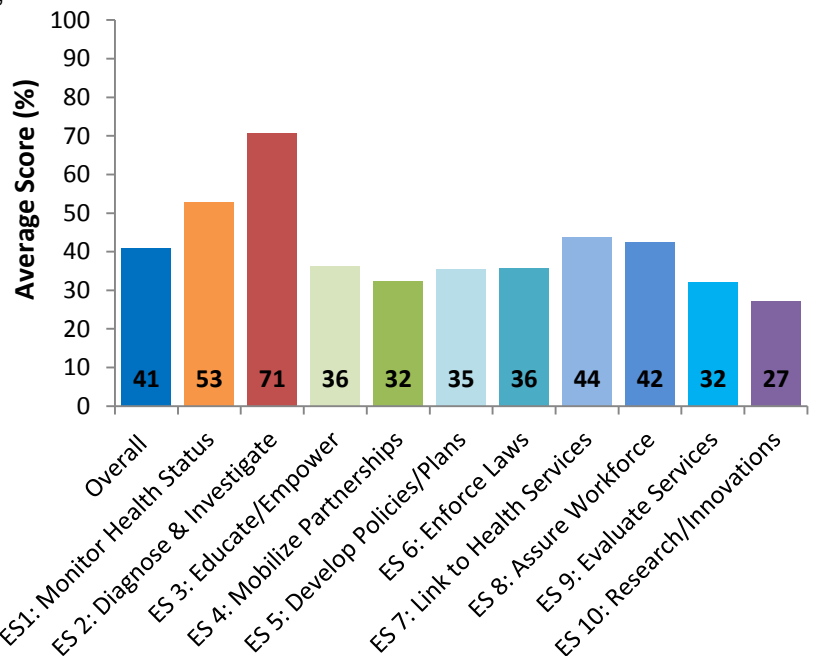
Top Scoring Essential Services

- Diagnose and Investigate
- Monitor Health Status
- Linking to Health Services

Lowest Scoring Essential Services

- Mobilize Partnerships
- Evaluate Services
- Research/Innovations

Average Essential Service Scores



Key Strengths

- Data Collection/Analysis
- Planning
- Local Partnerships
- Health Education
- Ensuring Care

Key Improvements

- Communication
- Policy Development
- Health Resources
- Evaluation
- Community Engagement
- Collaboration
- Workforce Development

Essential Service #1 – Monitor Health Status

This essential service helps us determine how healthy we are by assessing and continually monitoring our community.

Strengths

- A Community Health Assessment is conducted and updated regularly
- Local health data is gathered from various reliable sources and compared to national/state benchmarks; health disparities or differences are identified
- Assessments inform work and determine priority funding areas

Areas for Improvement

- More sharing of health data with the community across various formats and languages
- Increased collaboration with community and partners in assessment processes
- Technology is out of date, unavailable, or underutilized



SCORE

53/100

“Significant Activity”

Essential Service #2 – Diagnose and Investigate

This essential services is focused on diagnosing and investigating health problems and health hazards in our community. It allows us to determine how quickly we respond and how effective we are.

Strengths

- The community health system conducts timely surveillance using various reporting entities
- Plans are in place, practiced, and ready to be rapidly deployed in emergencies/outbreaks
- Specialists and lab resources are available to diagnose and investigate health problems

Areas for Improvement

- Not enough resources, inadequate technology to support surveillance efforts
- More evaluation of the effectiveness of response to incidents and supporting plans



SCORE

71/100

“Significant Activity”

Essential Service #3 – Inform, Educate, and Empower

This essential service considers how well we inform, educate, and empower community members regarding health issues.

Strengths

- Health information is regularly communicated and promoted
- Health promotion and education is coordinated, targeted, and delivered at various levels
- Plans and resources are in place to share information rapidly during an emergency

Areas for Improvement

- Greater education and outreach to sectors that aren't usually engaged (e.g. businesses)
- Communicating information in a clear, timely, and consistent manner during crises
- Providing education and information that is culturally responsive and/or linguistically appropriate
- Approaching health education as a campaign with a layered approach that empowers the community



SCORE

36/100

“Moderate Activity”

Essential Service #4 – Mobilize Community Partnerships

This essential service convenes and facilitates partnerships among associations to identify and solve health problems.

Strengths

- Community directories with partner organizations are available and updated
- Partnerships are developed that work strategically on community health issues

Areas for Improvement

- Need for a formal process to identify and engage constituents, especially underserved
- Shift to more of an environmental approach to solving health problems to have lasting effects
- Community engagement efforts can be passive, narrow, and/or don't happen where people are
- Not enough diversity, low representation of underserved groups on health committees
- Partnerships feel unequal at times, with one or several organizations playing a dominant role
- More continuous relationship building that carries on after the initial need is addressed
- Need for more evaluation on the effectiveness of partnerships and committees



SCORE

32/100

“Moderate Activity”

Essential Service #5 – Develop Policies and Plans

This essential services focuses on what local policies and laws are in place to promote community health.

Strengths

- Accredited local health department (Marion County Health & Human Services)
- Community Health Improvement Plan (CHIP) and emergency preparedness plans are in place

Areas for Improvement

- Need for more resources and support from the larger system to local health departments in providing essential services
- More regular review of the impact and effectiveness of policies on community health and communication of these impacts to decision makers and the community
- More of a health presence on advisory boards and councils to help shape policy



SCORE

35/100

“Moderate Activity”

Essential Service #6 – Enforce Laws

This essential services focuses on health laws, ordinances and regulations that protect health and ensures safety.

Strengths

- System has knowledge of existing public health laws, enforces them, and provides education about these laws to the community

Areas for Improvement

- More identification and engagement by system partners around health issues that could be improved through laws and regulations
- Increased access to legal resources for review and drafting of laws that impact health



SCORE

36/100

“Moderate Activity”

Essential Service #7 – Link to and Provide Care

This service is about providing links to needed health services and assuring referrals when other services cannot be provided.

Strengths

- Various community resources are available to link people to health services
- Safety net clinics and others provide services when otherwise unavailable or inaccessible

Areas for Improvement

- Roles and responsibilities of system partners to provide unmet needs is unclear
- Individual organizations do well internally to link people to care, but as a system there are gaps due to isolation, which leads to an inefficient use of resources
- Not enough local providers, especially in mental health to meet community needs
- More delving into who is experiencing barriers to health care and why they experience them
- Greater identification and sharing of health services are available and who is providing them

SCORE

44/100

“Moderate Activity”



Essential Service #8 – Assure a Competent Workforce

This service focuses on having a competent public and personal healthcare workforce, which includes ongoing education, trainings, and personnel assessment.

Strengths

- The community health work force receives regular trainings, and has the required certifications/education required for their positions
- Various organizations provide incentives for continued education and development

Areas for Improvement

- Need to conduct a community health workforce assessment
- Limited resources and encouragement to complete training and continue education
- Increased diversity of the healthcare work force (public and private) at every level of authority
- Need more collaboration between system partners to share learning and training opportunities

SCORE

42/100

“Moderate Activity”



Essential Service #9 – Evaluate

This service assesses if we are meeting the needs of the populations we serve through monitoring and the evaluation of interventions.

Strengths

- In general, personal and population-based health services are evaluated by individual organizations and this information is used to improve plans and processes
- Our community evaluates the community health system as part of the Community Health Assessment (CHA)

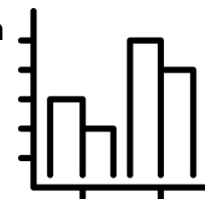
Areas for Improvement

- More communication about what evaluations are happening and who is doing them
- Results from evaluations aren't necessarily used to inform improvements or make changes
- More evaluation needed across the system utilizing standard approaches

SCORE

32/100

“Moderate Activity”



Essential Service #10 – Research and Innovation

This service is about how the community health system is using research for new insights and innovative solutions to health problems.

SCORE

27/100

“Moderate Activity”

Strengths

- Many local higher education and research entities exist in our community
- The health system partners with higher education via internship opportunities
- Best practices are used and implemented as informed by reliable research studies

Areas for Improvement

- More resources to support research and innovation as it's not been a system priority
- Increased communication around what research is happening locally, who is doing it, and what was found
- More relationship building between community health system and research entities on projects/trainings
- More evaluation of research and implemented best practices to ensure that they are working



Summary

This assessment measured the amount of activity occurring within the community health system in Marion & Polk County around the provision of the Ten Essential Community Health Services. These Essential Services provide the foundation for what every community health system strives to do on a regular basis. Our system was found to be operating at a moderate level of activity overall, which was true for most services, and a few services even had a significant amount of activity. The top three scoring services were Diagnose & Investigate, Monitor Health Status, and Link to Health Services, while the three lowest were Mobilize Partnerships, Evaluation, and Research/Innovation. Additionally, participants identified strengths around data collection and analysis, planning, partnerships, health education, and ensuring care. However, like any system, opportunities for improvement emerged and clustered around communication, policy development, health resources, evaluation, engagement, collaboration, and workforce development. Strengths can be leveraged to make improvements in these areas to bolster the capacity and performance of our community health system. Examples of some short term and long term improvements are found below:

Short term improvements

- Improving system communication in terms of what services others are providing, roles in the community, and assessment/evaluation of results
- Create and sustain partnerships within the system

Long term improvements

- Continuing to strive to hire a diverse work force in the public and private sector at all levels of authority
- Increase the footprint of the community health system, by engaging in shaping policy and providing representation on advisory councils
- Active continuous engagement with underserved/underrepresented groups

Background

This profile is one of four parts of the new 2018 Community Health Assessment (CHA) for Marion and Polk County. It builds upon our previous CHA and provides an opportunity to have a conversation about health. Our community uses the *Mobilization for Action through Planning and Partnerships* (MAPP) framework, which is a collaborative process that uses the CHA to identify and target areas for improvement, which are addressed in a Community Health Improvement Plan (CHIP). For more information please visit: <http://www.co.marion.or.us/HLT>