

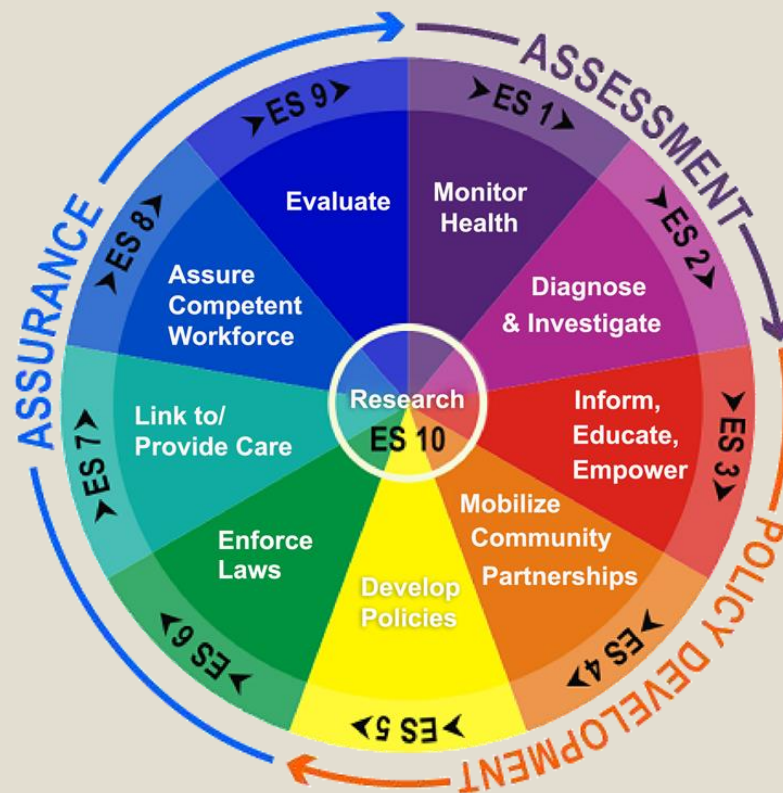
# Essential Service 7:

Link people to needed personal health services and assure the provision of healthcare when otherwise unavailable

Breakout Session D:  
9:05AM-11:00AM

Facilitators:  
Peggy Rios, PhD  
Ann-Karen Weller, RN, BSN, MBA-HSM

- Are people in my community receiving the health services they need?



# Session Outline

- ❖ **Introductions**
- ❖ Review ground rules
- ❖ **Process and material overview**
- ❖ Essential service and activities review
- ❖ **Review current Essential Service activity**
- ❖ Repeat the following for each Model Standard:
  - **Read Model Standard**
  - Discuss Model Standard activity (i.e., examples)
  - **Facilitate Discussion Questions**
  - Score Performance Measures
  - **Further discussion as needed/re-vote if necessary**
  - Consensus on final score
  - **Summarize strengths, weaknesses, and short- and long-term improvement opportunities for the Model Standard**
- ❖ Session Summary and Recap

# Ground Rules

- Stay present (phones on silent/vibrate, limit side conversations)
- Speak one at a time
- Be open to new ideas
- Step up/step back (to make sure all participate)
- Avoid repeating previous remarks
- Allow facilitator to move conversation along
- Welcome all perspectives
- Use electronic device to vote (everyone votes at same time)
- Raise hand to request additional discussion before voting
- Prepare to provide examples and explanation to inform group and increase understanding of your rating



**NACCHO**  
National Association of County & City Health Officials

National Public Health  
Performance Standards  
**Local Assessment Instrument**  
Version 3.0

## Essential Service 7

### Linking people to needed personal health services and assuring the provision of healthcare when otherwise unavailable

- Ensuring effective entry for socially disadvantaged and other vulnerable persons into a coordinated system of clinical care
- Providing culturally and linguistically appropriate materials and staff to ensure linkage to services for special population groups

## Essential Service 7

**Linking people to needed personal health services and assuring the provision of healthcare when otherwise unavailable**

- Ensuring ongoing care management
- Ensuring transportation services
- Orchestrating targeted health education/promotion/disease prevention to vulnerable population groups



# Essential Service 7 Partners

## Model Standard 7.1: Identifying Personal Health Service Needs of Populations

- Identify personal health service needs of the community
- Identify the barriers to receiving these services, especially among particular groups that may have particular difficulty accessing personal health services
- Define roles and responsibilities for the local health department (or other governmental public health entity) and other partners (e.g., hospitals, managed care providers, and other community health agencies) in relation to overcoming these barriers and providing services





## Model Standard 7.1: Identifying Personal Health Service Needs of Populations

To accomplish this, members of the LPHS work together to:

- Identify groups of people in the community who have trouble accessing or connecting to personal health services
- Identify all personal health service needs and unmet needs throughout the community
- Define roles and responsibilities for partners to respond to the unmet needs of the community
- Understand the reasons that people do not get the health services and healthcare they need



# Discussion Questions for Model Standard 7.1

## Awareness



What does the LPHS do to understand which personal health services are used by populations who may experience barriers to care?

# Discussion Questions for Model Standard 7.1 Quality and Comprehensiveness



How does the LPHS identify populations that may experience barriers to personal health services?



Which populations are taken into account?

# Discussion Questions for Model Standard 7.1

## Quality and Comprehensiveness



How has the LPHS identified the personal health service needs of populations in its jurisdiction, including the needs of populations who may experience barriers to care?



Which types of personal health services has the LPHS assessed?

We will be using Participoll in this presentation.  
Please have this website ready:

**<http://lphsa.participoll.com/>**

<http://LPHSA.participoll.com/>



**If technical difficulties are encountered during the polling, please use the five assorted color index cards found in your welcome packet to vote.**

# Scoring Chart



<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
<b>C</b>	<b>Moderate</b> Greater than 25% but no more than 50% of the activity described within the question is met.
<b>D</b>	<b>Minimal</b> Greater than zero but no more than 25% of the activity described within the question is met.
<b>E</b>	<b>No Activity</b> 0% or absolutely no activity.

To vote, visit <http://lphsa.participoll.com/>

If technical difficulties are encountered during the polling, please use the five assorted color index cards found in your welcome packet to vote.

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# Performance Measures for Model Standard 7.1

At what level does the LPHS...

7.1.1 Identify groups of people in the community who have trouble accessing or connecting to personal health services?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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<b>E</b>	<b>No Activity</b> 0% or absolutely no activity.



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# Performance Measures for Model Standard 7.1

At what level does the LPHS...

7.1.2 Identify all personal health service needs and unmet needs throughout the community?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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# Performance Measures for Model Standard 7.1

At what level does the LPHS...

7.1.3 Defines partner roles and responsibilities to respond to the unmet needs of the community?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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<b>E</b>	<b>No Activity</b> 0% or absolutely no activity.



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# Performance Measures for Model Standard 7.1

At what level does the LPHS...

7.1.4 Understand the reasons that people do not get the care they need?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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# Discussion Notes for Model Standard 7.1

**Strengths**

**Weaknesses**

**Short-Term  
Improvement  
Opportunities**

**Long-Term  
Improvement  
Opportunities**

# Model Standard 7.2: Ensuring People are Linked to Personal Health Services

- Partners work together to meet the diverse needs of all populations
- Partners see that persons are signed up for all benefits available to them and know where to refer people with unmet personal health service needs
- Develops working relationships between public health, primary care, oral health, social services, mental health systems, and organizations that are not traditionally part of the personal health service system

# Model Standard 7.2: Ensuring People are Linked to Personal Health Services

To accomplish this, members of the LPHS work together to:

- Connect (or link) people to organizations that can provide the personal health services they may need
- Help people access personal health services, in a way that takes into account the unique needs of different populations
- Help people sign up for public benefits that are available to them (e.g., Medicaid or medical and prescription assistance programs)
- Coordinate the delivery of personal health and social services so that everyone has access to the care they need

# Discussion Questions for Model Standard 7.2

## Involvement



How does the LPHS coordinate the delivery of personal health and social services to optimize access to services for populations who may encounter barriers to care?

# Discussion Questions for Model Standard 7.2

## Usability



How does the LPHS coordinate the delivery of personal health and social services to optimize access to services for populations who may encounter barriers to care?

# Discussion Questions for Model Standard 7.2

## Quality and Comprehensiveness



How does the LPHS link populations to needed personal health services?



How does the LPHS ensure the provision of services to populations who may encounter barriers to care?



How does the LPHS provide assistance to vulnerable populations in accessing needed health services?



What types of initiatives does the LPHS have available to enroll eligible individuals in public benefit programs, such as Medicaid and/or other medical or prescription assistance programs?



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## Performance Measures for Model Standard 7.2

At what level does the LPHS...

7.2.1 Connect or link people to organizations that can provide the personal health services they may need?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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## Performance Measures for Model Standard 7.2

At what level does the LPHS...

7.2.2 Help people access personal health services in a way that takes into account the unique needs of different populations?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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## Performance Measures for Model Standard 7.2

At what level does the LPHS...

7.2.3 Help people sign up for public benefits that are available to them (e.g., Medicaid or medical and prescription assistance programs)?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
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To vote, visit <http://lphsa.participoll.com/>



## Performance Measures for Model Standard 7.2

At what level does the LPHS...

7.2.4 Coordinate the delivery of personal health and social services so that everyone in the community has access to the care they need?

<b>A</b>	<b>Optimal</b> Greater than 75% of the activity described within the question is met.
<b>B</b>	<b>Significant</b> Greater than 50% but no more than 75% of the activity described within the question is met.
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# Discussion Notes for Model Standard 7.2

**Strengths**

**Weaknesses**

**Short-Term  
Improvement  
Opportunities**

**Long-Term  
Improvement  
Opportunities**

## Essential Service 7:

Link people to needed personal health services and assure the provision of healthcare when otherwise unavailable

## Session Summary

