



SHIP Vision

Optimal physical, mental and social well-being for all people in Illinois through a high-functioning public health system comprised of active public, private and voluntary partners.



Illinois
State Health Improvement Plan
Public Health System Assessment

Illinois State Board of Health

May 2007

Prepared by



**State Health Improvement Plan
Illinois Public Health System Assessment**

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Illinois Public Health System Assessment: Executive Summary

The Illinois Public Health System Assessment considers the performance of the public health system in delivering the 10 essential public health services. It asks the question: What are the components, activities, competencies and capacities of our public health system?

This assessment is the culmination of a great deal of work. IPHI assembled people who represent public, private and voluntary public health sector entities. This group reviewed Illinois' state-level National Public Health Performance Standards assessment, *Silos to Systems: Assessing Illinois' Public Health System*. From their review of the assessment, the group developed a set of findings and priorities for the State Health Improvement Plan (SHIP) planning team. These priorities informed the SHIP planning team's assessment of the Illinois' public health system. For more information, please see [Silos to Systems](#).

Collect Data and Use Information Effectively

- 1.1.1 Develop surveillance programs to measure health status in Illinois
- 1.2.3 Provide a standard set of health-related data to partners
- 2.1.1 Operate surveillance systems that recognize threats to public health
- 2.3.1 Periodically review effectiveness to improve surveillance system responsiveness to health threats
- 5.4.5 Use information systems that provide useful data for policy development and planning
- 7.1.1 Assess availability of statewide personal health care services
- 10.1.1 Develop a public health research agenda
- 10.1.2 Implement the public health research agenda
- 1.1.7 Enforce laws and use protocols to protect personal health information and maintain confidentiality of data with personal identifiers

Garner, Leverage and Manage Resources for a More Proactive Public Health System

Effectively manage the allocation of current resources and develop new resources to support

- 1.4.1 Health status monitoring
- 2.4.1 Diagnosis and investigation
- 5.4.1 Health planning and policy development
- 7.4.1 The provision of personal health care
- 9.4.1 Evaluation

Coordinate system-wide resources (workforce, technology development, and financing) to:

- 3.4.2 Implement health communication, health education and health promotion services
- 4.4.2 Develop constituencies and mobilize partnerships
- 5.4.2 Implement health planning and policy development

- 6.4.2 Implement enforcement activities
- 10.4.2 Conduct research
- 4.4.4 Sustain partnerships
- 2.4.6 Use in-state laboratories to investigate key diseases and conditions

Integrate State and Local Action

- 1.1.1 Develop surveillance programs to measure health status in Illinois
- 2.2.1 Provide assistance to local public health systems and state partners to interpret epidemiologic findings
- 3.2.1 Enable partners to develop skills to improve community and personal health
- 3.2.3 Assist partners to develop effective health communication, health education, and health promotion strategies
- 4.1.2 Build state-level partnerships to identify and solve health problems
- 4.2.1 Provide consultation to local public health systems and state partners to build partnerships for community health
- 4.2.2 Provide technical assistance to integrate health issues and strategies into other local community development planning initiatives (e.g., Chamber of Commerce, United Way, etc.)
- 5.4.5 Use information systems that provide useful data for policy development and planning
- 7.2.2 Assist local public health systems in developing partnerships to reduce barriers and promote access to health care for underserved populations
- 9.2.4. Share results of performance evaluations with partners to use for local health improvement and strategic planning
- 10.2.2 Assist partners in use of research findings
- 10.1.3 Implement a statewide communication process for sharing research findings on innovative public health practices

Continuously Improve the Quality of the Public Health System

- 9.1.1 Evaluate statewide population-based health services
- 9.1.2 Evaluate statewide personal health services
- 9.1.3 Establish and use standards to assess performance of the state health system
- 3.3.3 Apply evaluation findings to improve health communication and health education\promotion interventions
- 4.3.1 Review (and monitor) constituency-building and partnership facilitating activities
- 5.3.3 Modify health improvement and policy actions based on evaluation
- 6.3.4 Make improvements in enforcement activities based on evaluation findings
- 6.1.3 Provide education and incentives to encourage compliance with public health laws or regulations

- 7.4.2 Assign an entity to be responsible for monitoring statewide personal health care delivery

Infuse Cultural Competency throughout the System

- 8.4.5 Use programs to develop cultural competencies among public and personal health workforces
- 3.1.3 Deliver culturally and linguistically appropriate health education and health promotion materials and activities
- 6.1.5 Ensure administrative processes are customer-centered

Invest in the Public Health and Personal Health Care Workforce

- 8.1.1 Assess workforce needs to deliver statewide health care services
- 8.1.2 Develop a statewide workforce development plan to guide workforce development
- 8.2.4 Facilitate partner linkages to improve educational offerings
- 8.4.2 Share system-wide resources to conduct workforce activities
- 1.4.4 Use personnel with statistical, epidemiological, and systems management expertise for health status monitoring
- 6.2.2 Assure enforcement training for enforcement personnel

Illinois Public Health System: Full Assessment

The purpose of the Illinois Public Health System Assessment is to consider the performance of the public health system in delivering the 10 essential public health services. It asks the question: What are the components, activities, competencies and capacities of our public health system?

In June 2004, the Illinois Public Health Institute collaborated with the Illinois departments of Public Health and Human Services to implement the state-level National Public Health Performance Standards assessment. The assessment, *From Silos to Systems: Assessing Illinois' Public Health System*, found that overall the Illinois public health system scores are fairly low on meeting the optimal standards for delivering the 10 essential public health services.

On August 9, 2005, 91 people representing public, private and voluntary sector entities that provide public health services or contribute to the public's health participated in a second retreat. This group reviewed the *Silos to Systems* assessment results and developed a set of findings and priorities to be considered by the State Health Improvement Plan (SHIP) planning team in order to assist it in designing the next steps to improve the Illinois public health system.

The state model standards include planning and implementation, technical assistance and support, evaluation, and quality improvement and resources. These were summarized and used as a starting point for discussions.

The participants were divided into five working groups. These groups were assigned two essential public health service categories to review, discuss and prioritize standard components. The overall task of each group was to prioritize five components for each essential public health service that reflects the group's consensus of their highest priorities. Each group's priorities were recommended as areas of focus to the SHIP process.

The group used five decision criteria for selecting a public health system priority issue. Is the problem: 1) widespread; 2) in need of special attention; 3) a systems issue that needs partner involvement; 4) of high importance, but rated at low or inadequate performance levels; and 5) related to other issues and can be a foundation for other improvements.

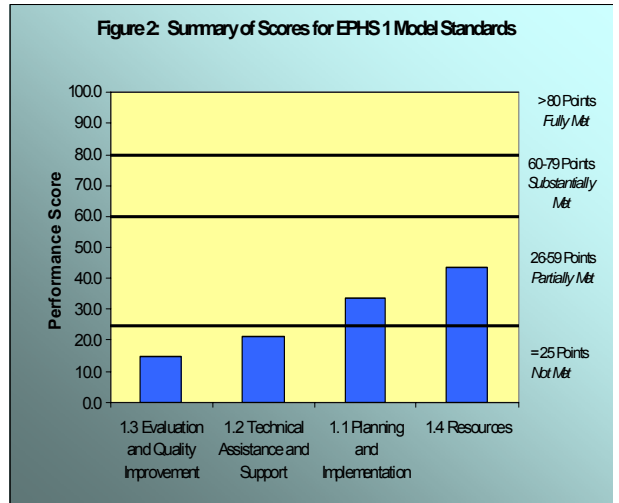
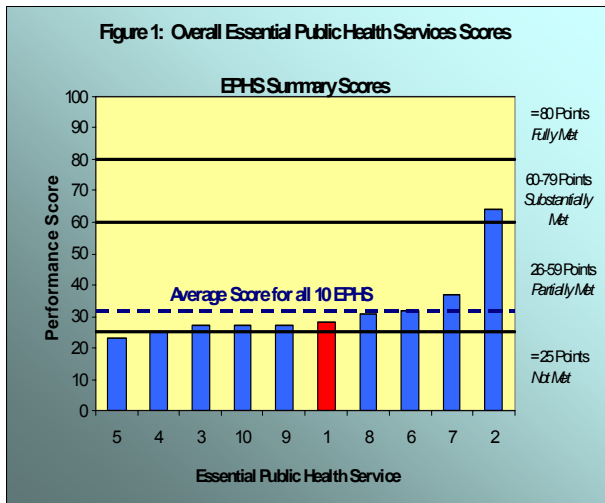
Presented in this assessment are the summary scores from the 2004 *Silos to Systems* assessment and the priorities identified by the participants in the 2005 retreat. The SHIP Team considered these data and created linkages and identified relationships among the essential services to form.

EPHS 1: Monitor Health Status to Identify and Solve Health Problems

Model Standards Summary

1.1 Planning and Implementation	1.2 Technical Assistance and Support	1.3 Evaluation and Quality Improvement	1.4 Resources
Measure, analyze and report on the health status of the state by— <ul style="list-style-type: none"> Collecting health data and collaborating with data reporting entities Producing a state health profile Tracking and compiling data for surveillance Managing a uniform data set from diverse sources Protecting confidentiality 	Assist locals and other state entities by— <ul style="list-style-type: none"> Offering training in data interpretation Helping others to develop data systems and prepare and publish health data Providing a uniform set of health indicators Communicating the availability of state technical assistance 	Periodically review and improve monitoring activities by— <ul style="list-style-type: none"> Determining sufficiency and relevance of health monitoring efforts Using results of review for quality improvement Improving the state health profile, in collaboration with users 	Manage resources to monitor health status by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Using state-of-the-art computer resources Using workforce expertise in collecting and analyzing data and managing data systems

Illinois Summary Performance Scores for EPHS #1



Major Priorities for EPHS #1

Planning and Implementation

- 1.1.2 Develop surveillance programs to measure health status
- 1.1.7 Enforce laws and use protocols to protect personal health information and maintain confidentiality of data with personal identifiers

Technical Assistance and Support

- 1.2.4 Provide a standard set of health-related data to partners

Resources

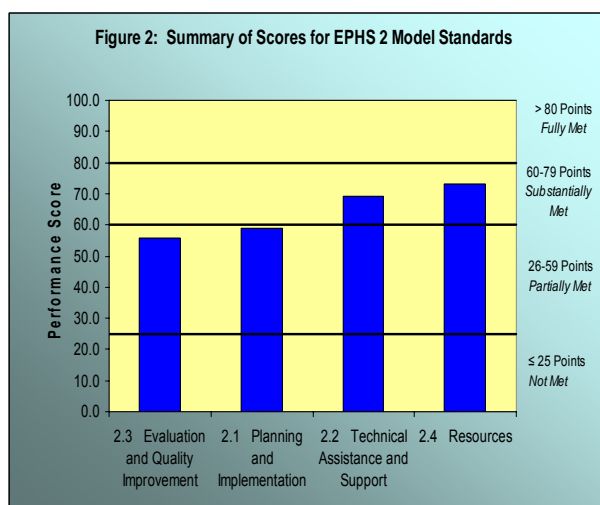
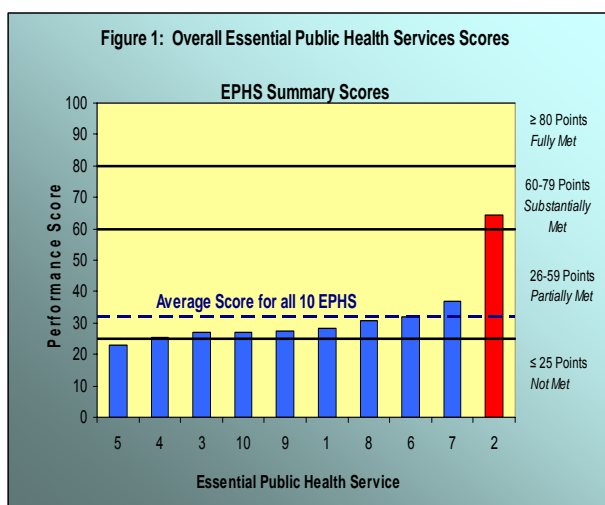
- 1.4.1 Effectively manage current health status monitoring resources and develop new resources
- 1.4.2 Use personnel with statistical, epidemiological and systems management expertise for health status monitoring

EPHS 2: Diagnose and Investigate Health Problems and Health Hazards

Model Standards Summary

2.1 Planning and Implementation	2.2 Technical Assistance and Support	2.3 Evaluation and Quality Improvement	2.4 Resources
Identify and respond to public health threats (including infectious disease, chronic disease, injury, disasters, and environmental exposures) by— <ul style="list-style-type: none"> • Operating state surveillance system(s) • Operating systems to receive and transmit reportable disease data • Collaborating with laboratories to assure capacity to analyze specimens • Developing investigation and response plans 	Assist locals and other state entities by— <ul style="list-style-type: none"> • Helping with epidemiologic analysis • Providing laboratory assistance • Communicating information about public health threats • Sending trained personnel to local communities to assist in investigation and response to threats 	Periodically review and improve diagnosis and investigation activities by— <ul style="list-style-type: none"> • Reviewing the effectiveness of state surveillance systems • Reviewing and testing the effectiveness of threat investigation and response plans • Using results of review for quality improvement 	Manage resources to diagnose and investigate threats by— <ul style="list-style-type: none"> • Allocating resources to areas of highest need and seeking new resources • Leveraging system-wide resources • Using laboratories capable of screening, testing, and identifying disease pathogens • Utilizing expertise in epidemiology • Using multidisciplinary teams for investigations

Illinois Summary Performance Scores for EPHS #2



Major Priorities for EPHS #2

Planning and Implementation

2.1.1 Operate surveillance systems that recognize threats to public health

Technical Assistance and Support

2.2.2 Provide assistance to local public health systems and state partners to interpret epidemiologic findings

Evaluation and Quality Improvement

2.3.3 Review information to improve surveillance system responsiveness to health threats

Resources

2.4.1 Manage current resources to support diagnosis and investigation and develop new resources

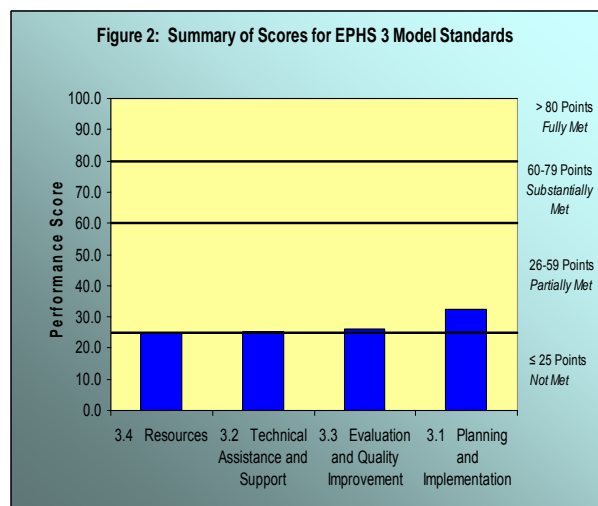
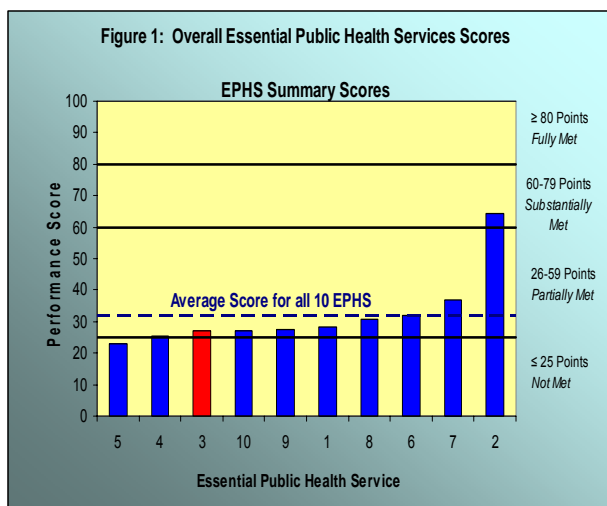
2.4.7 Use in-state laboratories to investigate key diseases and conditions

EPHS 3: Inform, Educate and Empower People about Health Issues

Model Standards Summary

3.1 Planning and Implementation	3.2 Technical Assistance and Support	3.3 Evaluation and Quality Improvement	3.4 Resources
Conduct communication and health education/promotion initiatives by— <ul style="list-style-type: none"> Offering programs to meet health needs and respond to emergent public health issues Designing programs in collaboration with target populations Using culturally and linguistically appropriate messages Delivering health campaigns through the appropriate media 	Assist locals and other state entities by— <ul style="list-style-type: none"> Enabling partners to develop strategies that meet their needs Assisting in development of local/other resources Assisting in development of effective strategies for target populations Providing consultation and training 	Periodically review and improve activities to inform, educate and empower people by— <ul style="list-style-type: none"> Reviewing effectiveness of health communication and education/promotion activities Designing reviews of interventions with active participation of populations served Using results of review for quality improvement 	Manage resources to inform, educate, and empower people by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Providing resources necessary to plan, implement and evaluate interventions Using expertise and skill sets in communication and health education and promotion

Illinois Summary Performance Scores for EPHS #3



Major Priorities for EPHS #3

Planning and Implementation

3.1.4 Deliver culturally and linguistically appropriate health education and health promotion materials and activities

Technical Assistance and Support

3.2.1 Enable partners to develop skills to improve community and personal health

3.2.3 Assist partners to develop effective health communication, health education, and health promotion strategies

Evaluation and Quality Improvement

3.3.3 Apply review findings to improve health communication and health education/promotion interventions

Resources

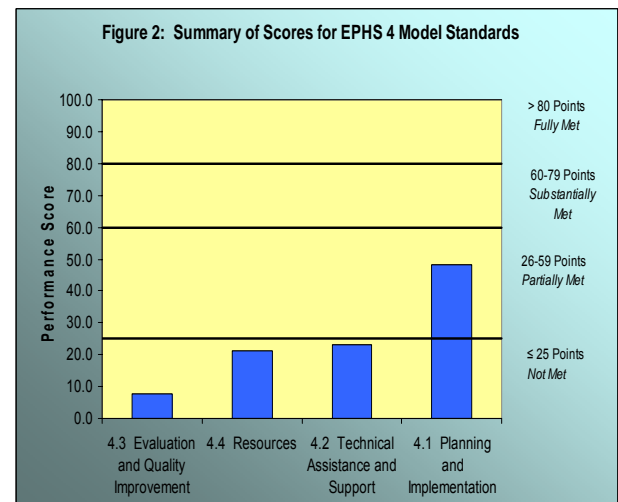
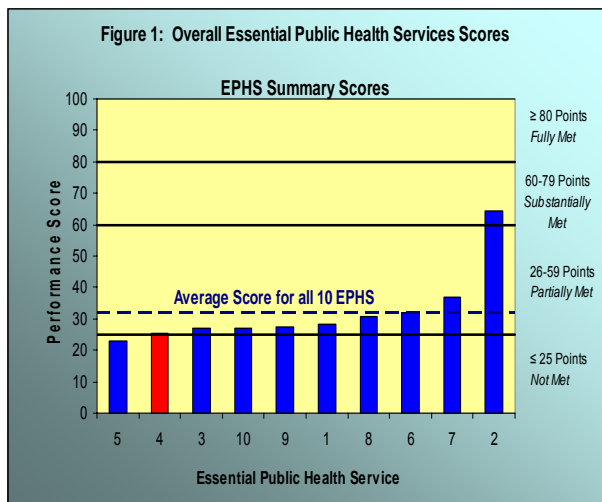
3.4.2 Share system-wide resources to implement health communication, health education, and health promotion services

EPHS 4: Mobilize Partnerships to Identify and Solve Health Problems

Model Standards Summary

4.1 Planning and Implementation	4.2 Technical Assistance and Support	4.3 Evaluation and Quality Improvement	4.4 Resources
Mobilize partnerships by— <ul style="list-style-type: none"> Engaging public health constituencies around specific health issues Organizing partnerships to share responsibilities for public health Communicating regularly with constituencies about priority health issues 	Assist locals and other state entities by— <ul style="list-style-type: none"> Providing consultation on constituency development and partnership facilitation Providing training to enhance skills in community mobilization 	Periodically review and improve partnership mobilization activities by— <ul style="list-style-type: none"> Reviewing constituency and partnership activities and using results to improve processes Reviewing the commitment of state policy leaders and others in partnership efforts 	Manage resources to mobilize partnerships by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Supporting partnership growth Using collaboration expertise to organize and mobilize partners

Illinois Summary Performance Scores for EPHS #4



Major Priorities for EPHS #4

Planning and Implementation

4.1.2 Build partnerships to identify and solve health problems

Technical Assistance and Support

4.2.3 Provide consultation to local health systems and state partners to build partnerships for community health

Evaluation and Quality Improvement

4.3.1 Review constituency-building and partnership facilitating activities

Resources

4.4.1 Share system-wide resources to develop constituencies and mobilize partnerships

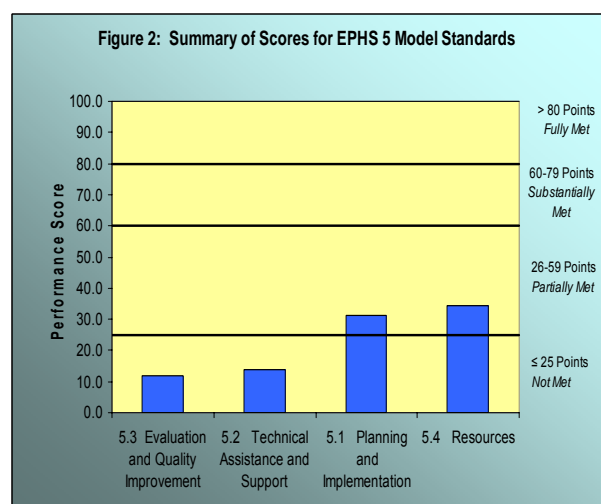
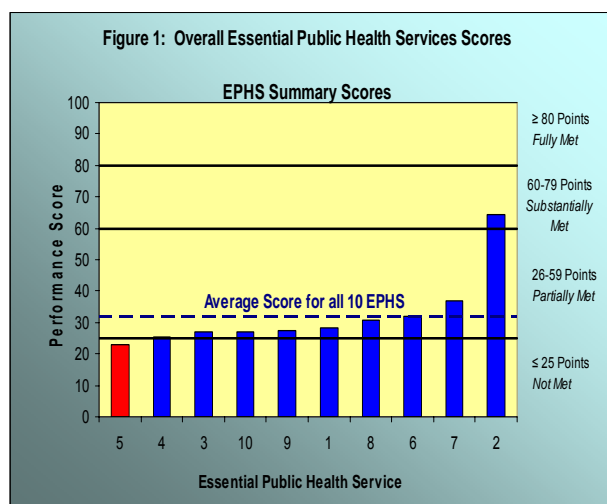
4.4.5 Commit resources to sustain partnerships

EPHS 5: Develop Policies and Plans that Support Individual and Statewide Health Efforts

Model Standards Summary

5.1 Planning and Implementation	5.2 Technical Assistance and Support	5.3 Evaluation and Quality Improvement	5.4 Resources
Implement comprehensive health improvement planning and policy development by— <ul style="list-style-type: none"> • Convening partners and facilitating a planning process • Establishing a state health improvement plan • Advocating for needed health policy changes 	Assist locals and other state entities by— <ul style="list-style-type: none"> • Providing assistance, training and support in community health improvement planning • Linking state and local planning • Assisting in local health policy development 	Periodically review and improve planning and policy development activities by— <ul style="list-style-type: none"> • Reviewing progress in achieving health objectives • Reviewing impact of health policies • Using review results to improve plans and policies 	Manage resources to develop policies and plans by— <ul style="list-style-type: none"> • Allocating resources to areas of highest need and seeking new resources • Leveraging system-wide resources • Using expertise in planning, policy analysis and data use

Illinois Summary Performance Scores for EPHS #5



Major Priorities for EPHS #5

Technical Assistance and Support

5.2.2 Provide technical assistance to integrate health issues and strategies into local community development plan

Evaluation and Quality Improvement

5.3.3 Modify health improvement and policy actions based on reviews

Resources

5.4.1 Manage current resources for health planning and policy and develop new resources

5.4.2 Share system-wide resources to implement health planning and policy development

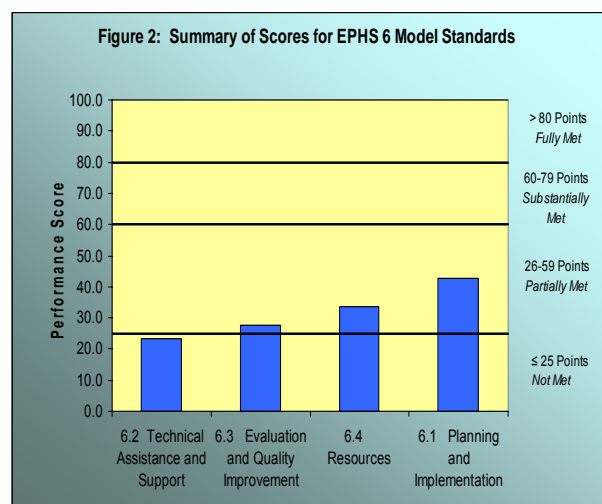
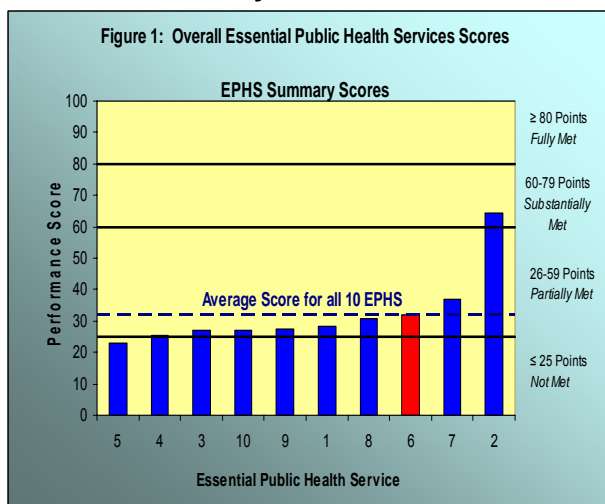
5.4.5 Use information systems that provide useful data for policy development and planning

EPHS 6: Enforce Laws and Regulations that Protect Health and Ensure Safety

Model Standards Summary

6.1 Planning and Implementation	6.2 Technical Assistance and Support	6.3 Evaluation and Quality Improvement	6.4 Resources
Conduct enforcement activities based on current science by— <ul style="list-style-type: none"> • Reviewing laws and regulations to align with current scientific knowledge • Soliciting input on existing and proposed laws and regulations • Encouraging compliance through education and collaboration with those being regulated • Establishing clear guidelines for enforcing laws • Ensuring customer-centered administrative processes 	Assist locals and other state partners by— <ul style="list-style-type: none"> • Providing protocols, consultation, and training on enforcement practices • Providing direct assistance for difficult enforcement operations • Assisting local governing bodies in developing laws, regulations, and ordinances 	Periodically review and improve enforcement activities by— <ul style="list-style-type: none"> • Reviewing enforcement workforce, technical assistance, and administrative processes • Monitoring procedures and actions to correct abuse or misuse • Using review results to improve enforcement practices 	Manage resources to conduct enforcement activities by— <ul style="list-style-type: none"> • Allocating resources to areas of highest need and seeking new resources • Leveraging system-wide resources • Using expertise in legislative and regulatory development processes • Using health education and enforcement expertise to strengthen compliance

Illinois Summary Performance Scores for EPHS #6



Major Priorities for EPHS #6

Planning and Implementation

6.1.3 Provide education and incentives to encourage compliance with public health laws or regulations

6.1.5 Ensure administrative processes are customer-centered

Technical Assistance and Support

6.2.2 Assure enforcement training for enforcement personnel

Evaluation and Quality Improvement

6.3.4 Make improvements in enforcement activities based on review findings

Resources

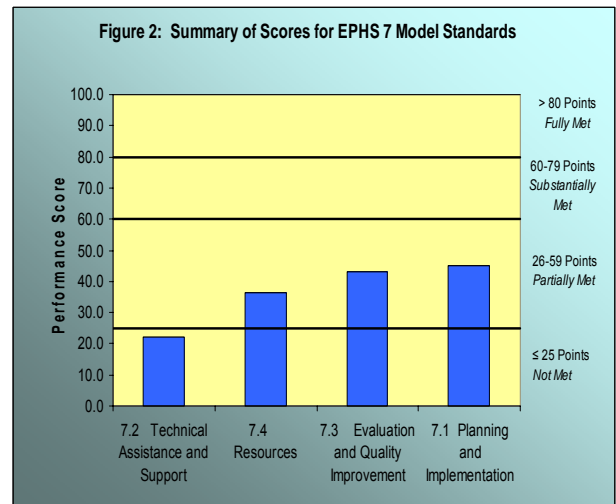
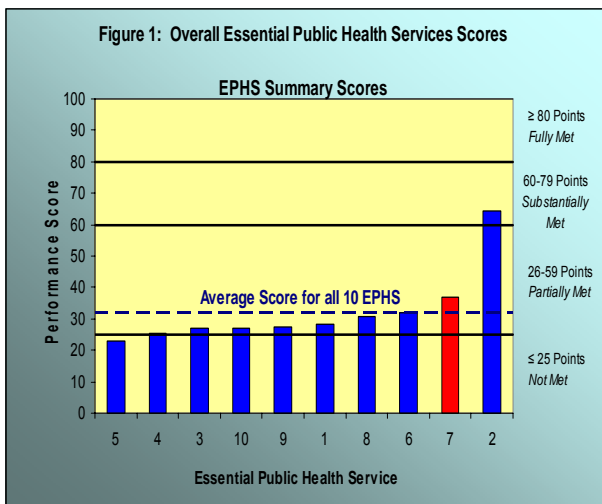
6.4.2 Share system-wide resources to implement enforcement activities

EPHS 7: Link People to Needed Personal Health Services and Assure the Provision of Health Care when Otherwise Unavailable

Model Standards Summary

7.1 Planning and Implementation	7.2 Technical Assistance and Support	7.3 Evaluation and Quality Improvement	7.4 Resources
Assess availability of personal health care and assure access by -- <ul style="list-style-type: none"> • Assessing availability and utilization statewide • Identifying underserved populations and improving their access to care • Collaborating with health professionals to assure access and quality • Informing policymakers about access issues and recommending improved policies • Delivering services 	Assist locals and other state entities by— <ul style="list-style-type: none"> • Identifying and meeting the service needs of underserved populations • Providing services at the local level when the local system cannot • Providing technical assistance to improve health care delivery and coordination of safety-net providers 	Periodically review and improve performance in addressing access to appropriate health care by— <ul style="list-style-type: none"> • Reviewing health care programs, including availability and appropriateness of services • Engaging in participation of underserved populations in reviews • Using review results to improve access to care 	Manage resources to address access to care by— <ul style="list-style-type: none"> • Allocating resources to highest need and seeking new resources • Leveraging system-wide resources • Designating a single state entity responsible for monitoring and evaluating access • Using expertise in health care services, systems analysis and outreach

Illinois Summary Performance Scores for EPHS #7



Major Priorities for EPHS #7

Planning and Implementation

7.1.1 Assess availability of statewide personal health care services

Technical Assistance and Support

7.2.3 Assist local public health systems in developing partnerships to reduce barriers and promote access to health care for underserved populations

Resources

7.4.1 Manage current resources and develop future resources to assure the provision of personal health care

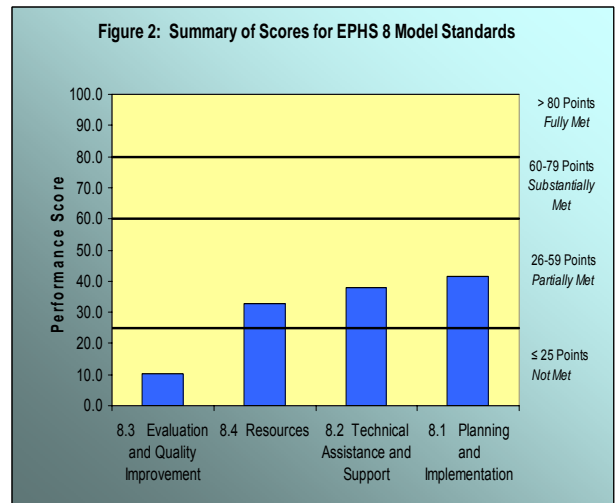
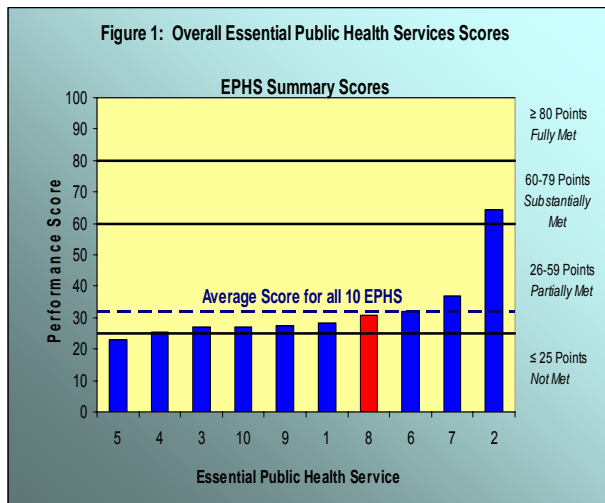
7.4.2 Assign an entity to be responsible for monitoring statewide personal health care delivery

EPHS 8: Assure a Competent Public and Personal Health Care Workforce

Model Standards Summary

8.1 Planning and Implementation	8.2 Technical Assistance and Support	8.3 Evaluation and Quality Improvement	8.4 Resources
Identify and meet the state's needs for a high quality public health workforce by— <ul style="list-style-type: none"> Assessing workforce needs and competencies Establishing workforce development plans Providing resource development programs in leadership, management, and cultural competency Assuring regulated professionals meet prescribed competencies Encouraging life-long learning at work and in the community 	Assist locals and other state entities by— <ul style="list-style-type: none"> Assisting with workforce assessments Providing help with recruitment, retention, and performance improvement strategies Assuring continuing educational course work to enhance skills Facilitating linkages among state, local, and academic institutions to improve educational programs 	Periodically review and improve workforce development activities by— <ul style="list-style-type: none"> Using workforce assessments to evaluate how current and future demand is met Assessing the impact of the statewide workforce development plan in meeting goals Using performance appraisals to stimulate quality improvement 	Manage resources in workforce development by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Utilizing programs in leadership and cultural competency Supporting pre-service and in-service educational opportunities Using expertise in human resource development Investing resources to recruit and retain qualified professionals

Illinois Summary Performance Scores for EPHS #8



Major Priorities for EPHS #8

Planning and Implementation

8.1.3 Assess workforce needs to deliver statewide health care services

8.1.4 Develop a statewide workforce development plan to guide workforce development

Technical Assistance and Support

8.2.5 Facilitate partner linkages to improve educational offerings

Resources

8.4.3 Share system-wide resources to conduct workforce activities

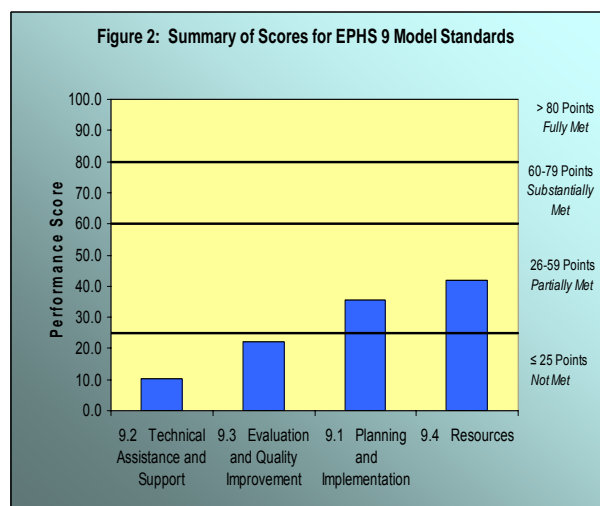
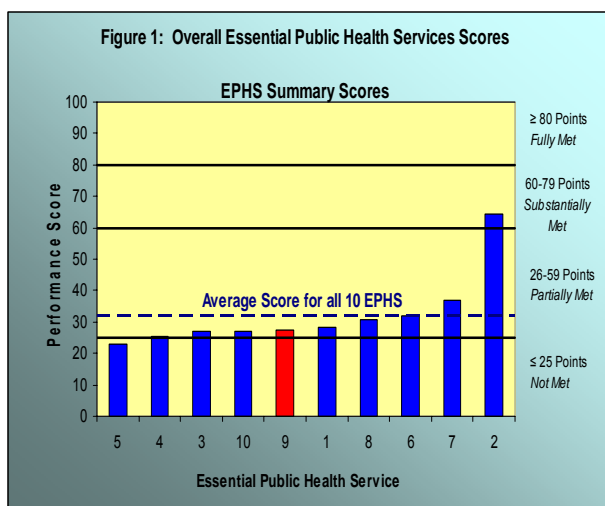
8.4.5 Use programs to develop cultural competencies among public and personal health workforces

EPHS 9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

Model Standards Summary

9.1 Planning and Implementation	9.2 Technical Assistance and Support	9.3 Evaluation and Quality Improvement	9.4 Resources
Use evaluation to improve the effectiveness of services by— <ul style="list-style-type: none"> Evaluating population-based and personal health services, using national guidelines Establishing standards for public health systems Reviewing mid-course to assure that multi-year activities meet objectives 	Assist locals and other state entities by— <ul style="list-style-type: none"> Assisting with formal evaluations Assisting in evaluating performance of EPHS Consulting in assessing consumer satisfaction Sharing evaluation results for use in improvement planning 	Periodically review and improve evaluation activities by— <ul style="list-style-type: none"> Establishing a schedule for reviewing evaluation activities Reviewing evaluations when weaknesses in quality assurance become apparent Using results of reviews for quality improvement 	Manage resources in evaluation activities by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Using appropriate analytical tools Using expertise in standards, evaluation, and quality improvement

Illinois Summary Performance Scores for EPHS #9



Major Priorities for EPHS #9

Planning and Implementation

- 9.1.4 Evaluate statewide population-based health service
- 9.1.5 Evaluate statewide personal health services
- 9.1.6 Establish and use standards to assess performance of the state health system

Technical Assistance and Support

- 9.2.4 Share results of performance evaluations with partners for health improvement and strategic planning

Resources

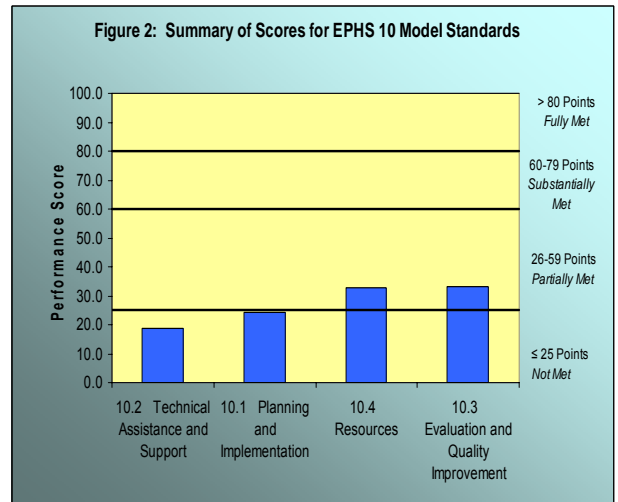
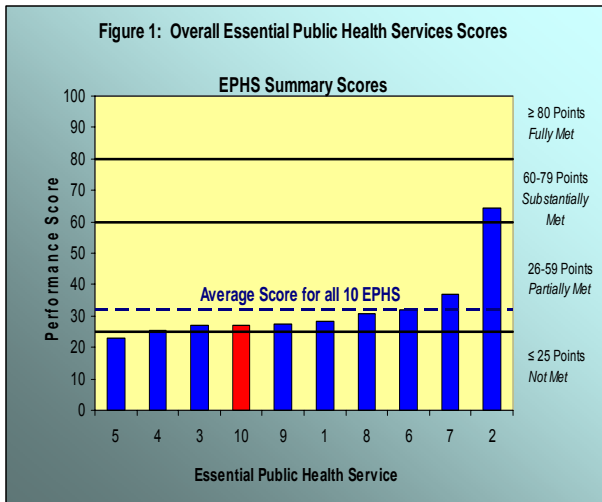
- 9.4.1 Manage current evaluation resources and develop new resources

EPHS 10: Research for New Insights and Innovative Solutions to Health Problems

Model Standards Summary

10.1 Planning and Implementation	10.2 Technical Assistance and Support	10.3. Evaluation and Quality Improvement	10.4 Resources
Identify and participate in EPHS-focused research by— <ul style="list-style-type: none"> Partnering with research institutions to develop a public health research agenda Conducting research and drawing conclusions relevant to practice Sharing research findings 	Assist locals and other state entities by— <ul style="list-style-type: none"> Assisting in research activities Assisting in the interpretation and application of research findings 	Periodically review and improve research activities by— <ul style="list-style-type: none"> Reviewing ability to conduct research and communicate findings Reviewing ability to apply research findings Reviewing relevance of research to practice Using results of reviews for quality improvement 	Manage resources in research by— <ul style="list-style-type: none"> Allocating resources to areas of highest need and seeking new resources Leveraging system-wide resources Using expertise in planning and research Using appropriate analytical tools and expertise

Illinois Summary Performance Scores for EPHS #10



Major Priorities for EPHS #10

Planning and Implementation

- 10.1.3 Have a public health research agenda
- 10.1.4 Implement the public health research agenda
- 10.1.5 Implement a statewide communication process for sharing research findings on innovative public health practices

Technical Assistance and Support

- 10.2.2 Assist in use of research findings

Resources

- 10.4.2 Share system-wide resources to conduct research activities

