

PHAB SITE VISIT REPORT
FOR ACCREDITATION OF SAN DIEGO COUNTY PUBLIC HEALTH SERVICES
Extracted from E-PHAB on April 14, 2016

OVERALL COMMENTS

Three Greatest Strengths:

HHSA Public Health Service Division has demonstrated a strong commitment to a culture of improvement. It is clear that staff is trained, engaged and excited about the possibilities engaging in QI can bring to the Division. Performance management and quality improvement has been in place for over 10 years, including the performance improvement management committee. The staff understands it is ok to fail and are committed to always asking "why."

The Division is mission driven and aligns their work with the Strategic Plan, Live Well San Diego and the County Operational Plans. There is horizontal and vertical alignment across all work of the Division, HHSA and the County. The Division threads all of their work across Branches and really works collaboratively both internally and externally.

The Division has strong ties to the community residents as well as community partners. Partners acknowledge and own Live Well San Diego through their engagement with the regional leadership teams as well as infusing it throughout their own organizations.

The Division is committed to evaluating the work they do, using data to inform interventions and ensuring that evidence based and/or evidence informed work is at the forefront. The division is committed to partnering with academic partners and research institutions to conduct these evaluations as well as to host technical experts within the Branches to bring greater staff expertise. The Division contributes to the development of evidence based interventions and works with the community to localize data so that interventions can be targeted in the most localized manner.

Finally, there is a spirit of problem solving that extends from internal operations to community health challenges and provides a healthy environment for innovation.

Three Most Serious Challenges or Opportunities for Improvement:

HHSA Public Health Services Division is responsible for nearly 3.2 million people serving a very diverse population. There are over 57 languages and 17 tribes that the Division serves. There is an opportunity to continue to grow staff competencies in working with these populations and further leverage community assets that may be better equipped to provide these services in a cultural appropriate manner.

Since the workforce development plan is very new, the Division has an opportunity to determine how best to monitor the implementation and further assess staff competencies against the core competencies. This is also an opportunity to determine the best infrastructure needed to support division-wide workforce development assessment and training.

While commitment to the QI culture is evident, there is an opportunity to assess the performance management and quality improvement system regularly as well as further imbed training for all staff on QI tools and principles.

Overall Impression of the Department as a Functioning Health Department

Overall, HHSa Public Health Services Division is working to improve the health of San Diego, most importantly through Live Well San Diego. The brand is visualized within the Division as well as across the County. The community partners embrace Live Well San Diego as their own and appreciate the opportunity to bring the values and strategies outlined to their own businesses.

The Division is working upstream (and adaptable to future public health needs) by having diverse, multi-sector partners to address the complex needs of the large and diverse community of San Diego. The Division has demonstrated its ability to engage community residents through the resident leadership academy to the Board of Supervisors spearheading “Love your Heart”.

Live Well San Diego is truly embraced county-wide.

HHSa Public health services staff are experts and credible reference for the community. The Community Health Statistics unit is committed to working in partnership with the community to collect data and share data in a manner that is relevant and actionable for communities.