WELCOME

New Employee Orientation

Merit

Healthy People. Healthy Community. Healthy Future.

WHAT IS CCHD?

- Our Mission - To improve the health of Cecil County and its residents, in partnership with the community, by providing leadership to find solutions to our health problems through assessment, policy development and assurance of quality health services and education.

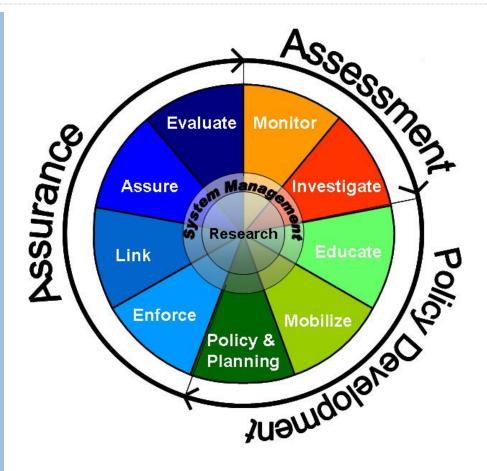Healthy People. Healthy Community. Healthy Future.

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HEALTH
DEPARTMENT

HEALTHY PEOPLE,
HEALTH COMMUNITY
HEALTH FUTURE

WHAT IS PUBLIC HEALTH?

- **Personal.**
- **Global.**

- **It protects families.**
- **It improves communities**

- **Safety.**
- **Security.**

- **Coordination.**
- **Partnerships.**

Video compliments of NACCHO

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ESSENTIAL PUBLIC HEALTH SERVICES

1. Monitor health status to identify community health problems.

2. Diagnose & investigate health problems & hazards within the community.

3. Inform, educate & empower.

4. Mobilize community partnerships.

5. Develop policies & plans that support individual & community efforts.

6. Enforce laws and regulations.

7. Link people to personal health services and assure provision of care when otherwise unavailable.

8. Assure competent public health & personal health care workforce.

9. Evaluate effectiveness, accessibility, & quality of health services.

10. Research for new insights to health problems.

3 CORE FUNCTIONS:

Assessment
Policy Development
Assurance

Image adapted from the Public Health Functions Project, coordinated by The Local Public Health Institute of Massachusetts and by the New England Alliance for Public Health Workforce Development (Alliance).

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CASE STUDY
West Nile Virus:

In partnership with local hospitals, NYC Health Department began to monitor patients being tested for unique diseases.

Monitor annual statistics; anticipate research advances.

Dead birds lead scientists to test birds. As a result, a link was discovered… mosquitoes!

Coordinate efforts for preventative spraying, monitoring businesses & sharing information.

Assessment
Assurance
Policy Development

Evaluate | Monitor
Assure | Investigate
System Management
Research
Link | Educate
Enforce | Mobilize
Policy & Planning

Press conferences held & developed web pages to inform the public,

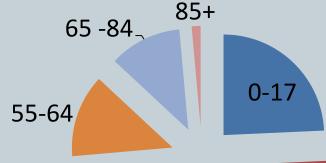Establishing policies to regulate business. Environmental Specialists weigh in.

Health Departments work with a variety of groups to address health issues: hospitals, other LHD, veterinarians, neighborhood groups, law enforcement, to name a few.
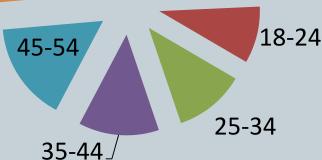
CECIL COUNTY HEALTH DEPARTMENT

WHO IS CECIL COUNTY?

Population: 102,349

88.19% White;
6.76% Black/African American

Population by Age

Life expectancy:
76.9 years
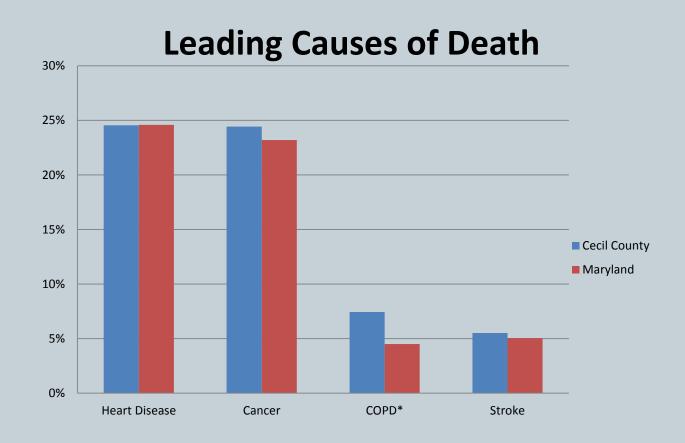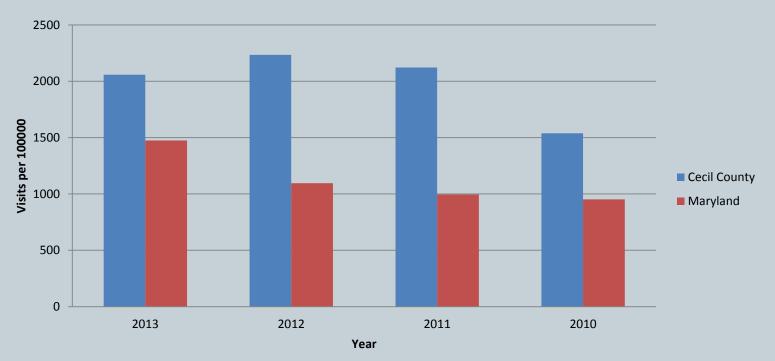
Median Income: $62,660

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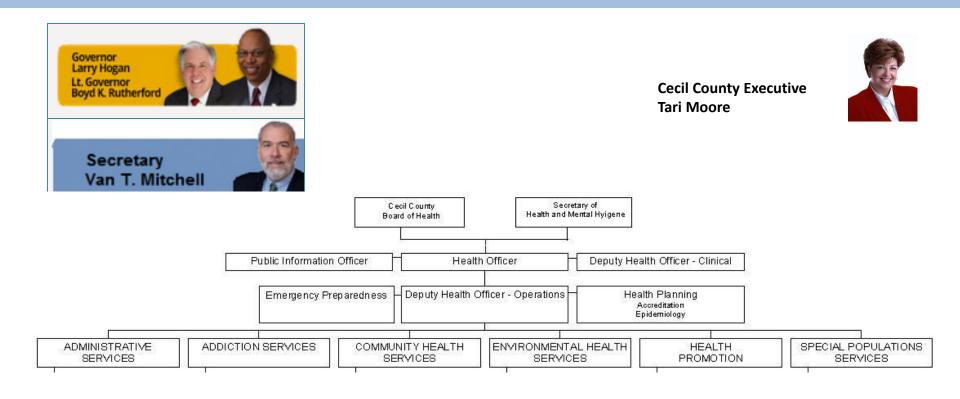# Community Health Needs Assessment

Community Health Needs Assessment

Emergency Department Visits For Addictions-Related Conditions

Organization

Governor
Larry Hogan
Lt. Governor
Boyd K. Rutherford

Secretary
Van T. Mitchell

**Cecil County Executive
Tari Moore**

```
            Cecil County                    Secretary of
            Board of Health           Health and Mental Hyigene

Public Information Officer    Health Officer    Deputy Health Officer - Clinical

Emergency Preparedness   Deputy Health Officer - Operations    Health Planning
                                                               Accreditation
                                                               Epidemiology

ADMINISTRATIVE   ADDICTION SERVICES   COMMUNITY HEALTH   ENVIRONMENTAL HEALTH   HEALTH      SPECIAL POPULATIONS
SERVICES                              SERVICES           SERVICES               PROMOTION   SERVICES
```

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**HEALTH
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LEADING THE WAY

Stephanie Garrity, MS
Health Officer

- 12 yrs. at CCHD
- 7 yrs. as Health Officer
- Empowering
- Open door

Robin Waddell, RN, MSN, CRNP
Deputy Health Officer, Ops

- 32 yrs. at CCHD
- Experienced
- Resourceful

Henry Taylor, MD
Deputy Health Officer, Clinical

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Alcohol & Drug Recovery Center

Ken Collins, Program Administrator and Mike Massuli, Clinical Director

Administrative Services

Laurie Humphries, Director

- Budget & Fiscal Management
- Human Resources & Information Technology
- Vehicle fleet & Building Maintenance
- Training & Quality Improvement
- VITAL STATISITICS (Birth & Death Certificates)
- MEDICAL AID TRANSPORATION (non-emergency)
- HEALTH INSURANCE (MD Children's Health Insurance Program & Eligibility Determination)

Community Health Services
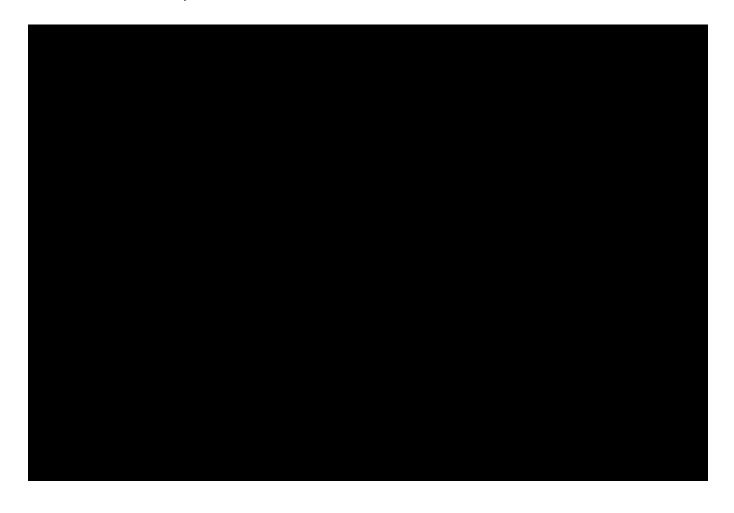
Judi Rodemich Director

- Maternal Child Health
  - Immunization Tracking
  - Infant & Toddlers Program
  - Case Management
- Communicable Disease Control
  - Disease Surveillance & Investigation
  - TB Screening & Treatment
  - Rabies Exposure Follow-up
  - AIDS/HIV Testing & Counseling
  - Vaccination Clinics
- Family Planning/STD
  - Birth Control & Exams
  - Emergency Contraception
  - STD Screening & Treatment
  - Pregnancy Counseling

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Environmental Health Services

Fred vonStaden, Director

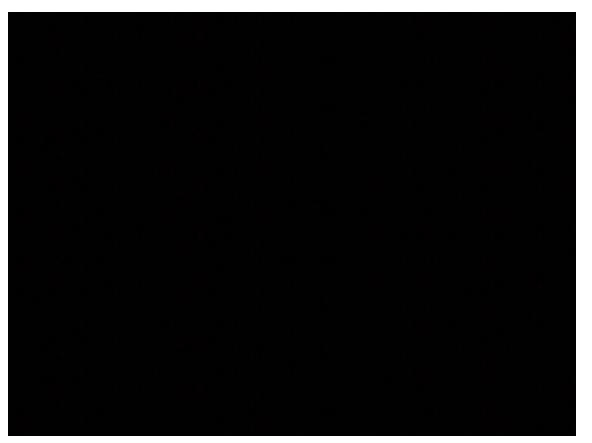CECIL COUNTY
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Health Promotion

Mary Ellen Rapposelli, Director

- Health Education & Community Outreach Programs
    - Cancer Control
    - Cardiovascular Risk Reduction
    - Childhood Immunization Awareness

- Improved Pregnancy Outcomes
    - Community Action Teams
    - Fetal & Infant Mortality Review Board

- MD Cigarette Restitution Fund
    - Tobacco Use Prevention & Smoking Cessation

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Special Population Services

Gwen Parrack, Director

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COMMUNITY PARTNERSHIPS

DEPT OF JUVENILE SERVICES

PUBLIC SCHOOLS

DEPT OF EMERGENCY SERVICES

UNION HOSPITAL

DEPT OF SOCIAL SERVICES.

WEST CECIL HEALTH CENTER

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STRATEGIC PLAN 2014-2019

COMMUNITY HEALTH NEEDS ADVISORY COMMITTEE (CHAC)

1. Drug & Alcohol Abuse Council
2. Cancer Task Force
3. Tobacco Task Force
4. Health Lifestyles Task Force
5. Mental Health Core Service Agency Advisory Board
6. Child Maltreatment Task Force

PRIORITIES

1. Expand the number of behavioral health provider options.

2. Offer preventative health services.

3. Ensure optimal access to and utilization of..services and funding.

4. Address top health issues in Cecil County.

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Employee Health

FACT SHEETS

AIDS and HIV

Hepatitis B

Hepatitis C

Tuberculosis

- **Day 1: 1st Step PPD (TB)***

- **Day10:**

1. Employee Skin Test Questionnaire
2. Employee Health Form
3. Blood borne Pathogen Quiz
4. Infection Control Training Form

- **Day 14: 2nd Step PPD (TB)***

SCHEDULE:

Monday, Tuesday, & Friday

8-11AM and 1-4PM

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Employee Health

DHMH Policy on Influenza Vaccination

for DHMH Employees working in …Local Health Department Clinical Buildings.

- **Safety is our priority!**
- Policy mandates:
  - Annual vaccinations for all staff.
  - Declination:
    - Medical
    - Bona Fide religious beliefs
  - Anyone not vaccinated may be required to wear masks during direct patient contact, provided by CCHD.

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JOHN M. BYERS BUILDING
401 Bow Street

SECURITY

- ✓ Security Officer
- ✓ Panic Alarm
- ✓ Badges
- ✓ Hours:

  M-Th 8A – 8:30PM

  F 8AM - 5PM

Tobacco Free Building

The following are prohibited: cigarettes, cigars, cigarillos, hookah, oral tobacco and vaping products.

Smoking permitted across Bow Street.

Smoking cessation: 410-996-5168

Parking

No parking on Bow Street.

Reserved spaces are for Medical Transportation.

Access to Cecil College, Elkton Station.

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HUMAN RESOURCES

1. Probation
2. Performance
3. Compensation
4. Benefits
5. Time Away

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PROBATION PERIOD

- 90 day written evaluation by supervisor

- 6 month minimum
  - Limited access to leave
  - Written evaluation
  - Possible 3 – 6 month extension of probation

PERFORMANCE EVALUATION PROCESS (PEP)

To evaluate an employee's performance;

To increase communication between employees and supervisors;

To determine training and development needs.

- 6 month intervals (mid- & end- cycle)

- Appraisal by supervisor, joint review & discussion, rating.

- 3 Tier (outstanding, satisfactory, unsatisfactory)

- Participate

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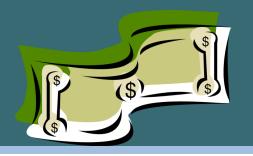
COMPENSATION

- Timesheets

- 8.0 hours/day

- Mandatory lunch taken during the day

- Overtime: comp time or cash
  - Based on 40 hr/week (Wed – Tues)
  - Depends on classification; see supervisor
  - PRIOR approval required

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COMPENSATION

- 1st PAYCHECK IS PAPER

- Direct deposit thereafter, if applicable

- CHECK # FOR ACCESS TO POSC

MANDATORY DEDUCTIONS

- Federal withholding tax
- State withholding tax
- Social Security
- Retirement Pension
  - 7% contribution
  - Vested at 10 yrs.
- Employee organization dues, if applicable

OPTIONAL DEDUCTIONS

- Credit Union
- Health insurance
- Deferred compensation
- Charity
- 401K (Nationwide, phone: 443-886-9402)
- Death Benefit
- Employee Assistance

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SALARY SCALE

BASE

20 INCREMENTS

INCREMENTS MAY BE DENIED

- Step Increase
  - Statewide increase
  - Budget availability
  - Based on start date
  - Satisfactory & outstanding ratings required

- COLA
  - Cost of Living Adjustment
  - Approved by General Assembly

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TIME AWAY

Holidays

- Based on calendar year
- Mandated by DHMH
- See Onboarding Toolkit

Sick Leave

- Accrue 1.5 hr sick/26 hrs worked; max 15 days/yr
- Access as accrued
- Personal or immediate family illness
- Medical appointments
- Monitor occurrences: w/o doctors notes, max. 6/yr
- Conserve

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TIME AWAY

Personal Leave

- Access immediately

- Prorated upon start date
- Use it or lose it
- Maximum – 6 days

Annual Leave

- Available after probationary period
- Accrue from start date
- Rolls over to next year
- 6 mth – 5 yrs = 10 days
  (accrue 1 hr leave = 26 hrs work)

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TIME AWAY

- Bereavement
- FMLA
- Leave Bank

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EMERGENCY PREPAREDNESS

CCHD EMPLOYEES ARE FIRST RESPONDERS

BE PREPARED

CALL DOWN EXERCISES

BE PREPARED

FEMA TRAINING

BE PREPARED

DISASTER KIT AT WORK AND AT HOME

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Plan 9

You can do this!
Collect these nine essential items to help you shelter-in-place in the event of an emergency.

Start here

1 Water
One gallon per person, per day for three days.

2 Food
Non-perishables such as canned or packaged food.

3 Clothes
One change of clothes and footwear per person.

4 Medications
Three days' worth of prescription medications.

5 Flashlight
A bright flashlight and extra batteries.

6 Can Opener
Manual can opener in case there's no electric power.

7 Radio
Battery-powered radio and extra batteries.

8 Hygiene Items
Basics like soap, toilet paper and a toothbrush.

9 First Aid
Basics like antiseptic, bandages, and non-prescription medicines.

Done!

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REQUIRED
EMERGENCY PREPAREDNESS TRAINING
due (3 months) _____

- **FEMA EMERGENCY MANAGEMENT INSTITUTE**
  - Welcome letter from EP provides links and hints.
  - IS-100.b – Introduction to Incident Command System, ICS100
  - IS-200.b – ICS for Single Resources and Initial Action Incidents
  - IS-700.a – National Incident Management System (NIMS) An Introduction
  - IS-703.a – NIMS Resource Management

- **ADDITIONAL TRAINING**
  - New Employee EP Training scheduled January/June.
  - Watch for invitation.

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POLICIES

- Dress Code
- Substance Abuse
- Sexual Harassment
- Building Policy

- AWOL
- Emergency Release
- Confidentiality
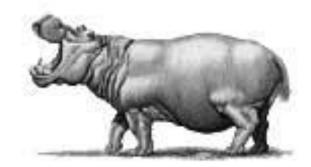- Telephone Policy

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Health Insurance Portability and Accountability Act

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What is "HIPAA"?

- Federal legislation that requires health care entities to:
  - standardize certain electronic healthcare transactions and identifiers
  - ensure the privacy rights of patients
  - ensure security protections to maintain the confidentiality of personal health information

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HIPAA Privacy Principles for Protected Health Information (PHI)

Always keep patient information confidential and secure.

➢ Treatment – OK
➢ Payment – OK
➢ Healthcare Operations

➢ Use and release the minimum necessary PHI to accomplish each purpose.

What Is Confidential?

Any information about a patient in any form – written on paper, saved on a computer, spoken, etc. – is confidential. Any information that can be tied to an individual is called **Protected Health Information** *(PHI) including:*

- Name & Address
- Age
- Social Security number
- Phone number
- E-mail address

- Medical record number
- Diagnosis
- Medical history
- Medications
- Observations of health
- And more…

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Protect Patient Privacy

- **Don't** leave patient records lying around.
- DO PUT FILES IN LOCKED DRAWERS OR PUT IN CROSS-CUT SHREDDER

- **Don't** discuss patients in public areas or in front of family & friends.
- DO MOVE TO PRIVATE SPACE.

- **Don't** leave information about a patient's health voice mail.
- DO REQUEST CALL BACK.

- **Don't** leave computer screens "unlocked" with active connections to client databases when you are not at your desk.
- DO LOG OFF COMPUTERS WHEN FINISHED

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Notice of Privacy Practices (NPP)

WHAT

- Use and disclosure of patient information.

- Patients' rights regarding their PHI, and how to use those rights.

ACCESS

- Handed to every new patient (acknowledgement of receipt)

- Posted prominently in our facility & website.

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Summary of Patients' Rights

- To view and keep a copy of the facility's **NPP**

- To view and copy their own PHI

- To request amendments to information

- To request confidential communications (such as through a post office box)

- To ask for restrictions on uses and disclosures of their PHI for treatment, payment, and healthcare operations

- To receive a report of certain disclosures (releases) of their PHI

- To complain about privacy violations

- To opt out of the patient directory

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What Is Information Security?

Information security protects PHI . . .

- **Confidentiality**—Only people with a "need to know" have access to patient records.

- **Integrity**—Lab results, etc., aren't changed or destroyed accidentally or maliciously.

- **Availability**—Patient records are there when you need them . . . computer systems are up and running, your user ID and password are working, etc.

Can I disclose a substance abuse patient's information?

➢ Be careful!

➢ With the patient's written consent

➢ Without consent:

  1) To medical personnel to the extent necessary to meet a bona fide emergency.

  2) With a court ORDER (not a subpoena).

  3) For limited research and evaluation purposes.

  4) If state law requires you to report suspected child abuse or neglect.

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What else should I know about substance abuse patient privacy?

➤ Privacy rules are in effect even if the patient leaves the program.

➤ Fine for the PERSON who violates substance abuse patient privacy is:

- $500 for the first offense; and
- No more than $5,000 for each subsequent offense

➤ In most cases, patient records can not be used in criminal proceedings.

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Rules for Including PHI in Email

- CCHD's policies and procedures for including PHI in e-mail messages is as follows:

    - Protect **ALL** e-mail messages that contain PHI using encryption.

- Be aware that laws may prohibit sending sensitive health information (such as information regarding mental health or substance abuse) in e-mail.

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Rules for Faxing Patient Information

BEFORE SENDING –

- Call the intended recipient.

- Double-check the fax number.

- If you send a fax to the wrong number, contact the recipient to destroy the document, and let your privacy or security official know what happened. This is a security incident to be recorded and reviewed

Rules for Receiving Patient Info Faxes

- ***ANTICIPATING FAXES** –*
- Request a call to warn of faxes.

- Remove faxes from machines immediately.

- Do not let faxed patient information lie around unattended.

- Pull the paper drawer out of the fax machine after hours to ensure PHI it is not unattended.

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What is the HITECH Act?

➢ The Health Information Technology for Economic and Clinical Health (HITECH) Act was passed on February 17, 2009.

➢ The HITECH Act:

- Provides incentives for the adoption of electronic health records (EHRs).

- Places both the Privacy Rule and the Security Rule as front and center issues for health care providers.

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Enforcement

- HIPAA was implemented but not enforced
- HITECH is the enforcement and strengthening of HIPAA.
- The Federal Government will be conducting audits of covered entities AND they have increased penalties for non-compliance.

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How is HITECH changing HIPAA?

Key provisions related to HIPAA

- ➢ Business Associates
- ➢ Breach
- ➢ Notification
- ➢ Enforcement
- ➢ Penalties

Breach – HIPAA v. HITECH

- Substantially the same
- Privacy violations that compromise the security of the protected health information
- Must be significant risk of harm to the individual.

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So if you see something…..

- You notice people having confidential conversations where others can hear them.

- You notice the file room isn't being locked

- You notice an unauthorized person looking through medical records.

- You lose a flash drive with PHI on it.

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Report an incident

- Report ANY suspected violations to your local HIPAA Officer.

- Don't wait.

- Even if you aren't sure if something is a violation it's better to be safe.

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Notification

- 60 days from the date they knew or should have known of the breach to notify the individual(s) involved.

- Begins the date ANY employee or agent discovers the breach.

- Only applies to "unsecured" PHI.

- Breach < 500 people in covered entity
  - Individuals breached
  - Log to report to HHS annually
- > 500
  - HHS
  - Individuals breached
  - Media
  - Post on our website.

Penalties

Kind of Breach	HIPAA	HITECH
Reasonable Cause (not willful neglect)* Max: $25,000	$100 a violation Max: $25,000	$1000 a violation Max: $100,000
Willful Neglect - Corrected Max: $25,000	$100 a violation Max: $25,000	$10,000 a violation Max: $250,000
Willful Neglect – Not corrected Max: $25,000	$100 a violation Max: $25,000	$50,000 a violation Max: $1,500,000

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Going forward. . .

- Increased awareness of what constitutes a violation of privacy.

- Internal audits.

- Enhanced policies and procedures.

- Security Mentor training for all our employees.

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What do you need to do?

- Be personally responsible
- Report any possible breaches to your local HIPAA officer.
- Be aware of your actions and conversations
- Realize that DHMH will be cracking down on privacy.
  - Ask if you have any questions.

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Final Tips - HIPAA

- Be sure you know who your privacy and security officials are, and how to contact them.
  - Privacy Officer, Robin Waddell, e-mail: robin.waddell@maryland.gov, ext. 3794
  - Security Officer, Lisa Pennell, e-mail: lisa.pennell@maryland.gov, ext. 3748

- Be sure to ask if you're not sure what's the "right" thing to do—whether it's about releasing PHI, disposing of an old disk, or anything else related to privacy or security.

- Be sure to report any suspected privacy or security violation or breach.

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General Computer Information

- Electronic Information Systems
  - Provided to employees for business purposes only.
  - DO NOT install any software on agency owned computers or related equipment.
  - NO one except state employees should use state provided equipment.
  - DO NOT move agency owned computers and related equipment. Only the IT staff is permitted to move equipment.
  - DO NOT connect personal computer equipment to agency owned computers or related equipment.

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Workstation Security

- Log off when no longer needed for use (end of day).

- Lock your system whenever leaving the area.

- DO NOT download software and install to the workstation.

- DO NOT share your login and password with anyone.

Password Management

- All accounts will have a password
- Synced with Active Directory password
- Must be at least 8 characters long.
- Must contain at least 1 number.
- Must contain at least 1 upper case letter.
- Changed every 45 days.
- Lock-out account after 3 failed login attempts.

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Password Management Security Measures

- DO NOT…
  - write down your password(s)
  - share your password
  - use personal data such as names, dates, places for your password that may be traced to you.

Password "Best Practices"

- Strong passwords are complex and often hard for users to create.

- A good password length is 8 to 15 characters.

- Contain a combination of upper and lower case letters, numbers, punctuation, symbols and underscore.

- New passwords must differ from old passwords by at least 6 characters.

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Virus Protection

- Always use anti-virus software on your home or work computer.

- All CCHD computers use Symantec Endpoint Protection.

- Virus definitions are updated daily on all CCHD computers.

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Internet Usage

- Is monitored by CCHD and DHMH.

- Internet usage is a privilege and may be revoked at anytime.

- Downloading software of any type is prohibited.

- CCHD does permit limited personal usage of the internet as long as it is not inappropriate.

- DO NOT access any Social Networking website for personal use.

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Internet – Inappropriate Use

- Examples of inappropriate use:
  - Listening to web radio
  - Viewing music or other streaming videos
  - Auction sites (e.g., e-bay)
  - Shopping sites (buying or browsing)
  - Wagering or betting (except for the State Lottery)
  - Pornography sites
  - Sports sites
  - Playing games
  - Using internet-based instant messaging services
  - Downloading unauthorized programs – including screen savers
  - Composing and sending inappropriate e-mail.
  - Downloading pictures (even family ones)
  - Sending protected health information (PHI) without approved encryption or password protection

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HEALTHY PEOPLE,

HEALTHY COMMUNITY,

HEALTHY FUTURE

- ENGAGE
  - Welcome
  - Team

- EDUCATE
  - Training
  - Quality Improvement

- EMPOWER
  - Toolkit
  - Bulletin Board Service

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HEALTHY PEOPLE,

HEALTHY COMMUNITY,

HEALTHY FUTURE

- EMPOWER
  - Toolkit
  - Bulletin Board Service

- EDUCATE
  - Training
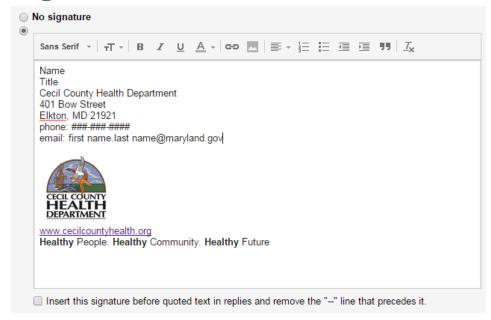 - Quality Improvement

- ENGAGE
  - Team
  - Why are we here?

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GOOGLE MAIL

❖ Tutorials are helpful

❖ Consistency

❖ Efficiency

❖ Groups

❖ Teamwork

❖ Shared Drive

❖ Google Docs

❖ Standard Signature

- Standard Signature
  - ⚙ ▾ Settings
  - Signature:

  ◯ No signature
  ◉

  | Sans Serif ▾ | ┬T ▾ | B | I | U | A ▾ | ⌐⌐ | 🖼 | ≡ ▾ | ≟ | ≡ | �≣ | ≣ | 99 | I_x |

  Name
  Title
  Cecil County Health Department
  401 Bow Street
  Elkton, MD 21921
  phone: ### ### ####
  email: first name.last name@maryland.gov

  CECIL COUNTY
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  DEPARTMENT

  www.cecilcountyhealth.org
  Healthy People. **Healthy** Community. **Healthy** Future

  ☐ Insert this signature before quoted text in replies and remove the "--" line that precedes it.

  - 🖼 Add logo (see Links for URL)
  - ⌐⌐ Add website (see Links for URL)

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GOOGLE MAIL

- GROUPS
  - CONTACTS
    - **New Group**
      - Enter new group name
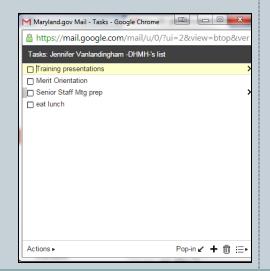   - **Select Group**
      - "Add to GROUP"

  Enter Group as email address.
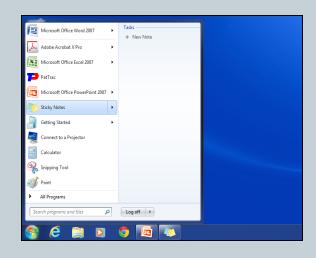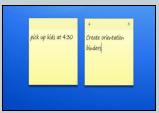
WORK SMARTER, NOT HARDER
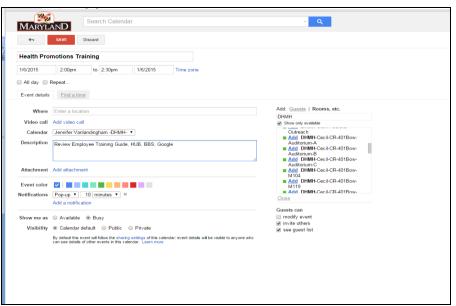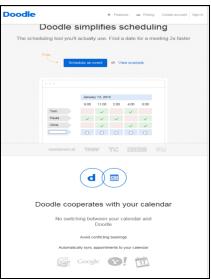
GOOGLE TASKS

- Track
- Organize

STICKY NOTES

CALENDAR

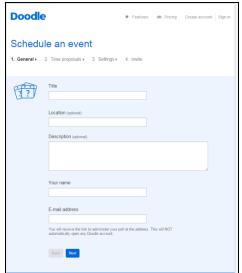- Organize day, reminders
- Email guests
- Book rooms

DOODLE POLL

- Coordinate multiple schedules
- Free with option to set up with email address
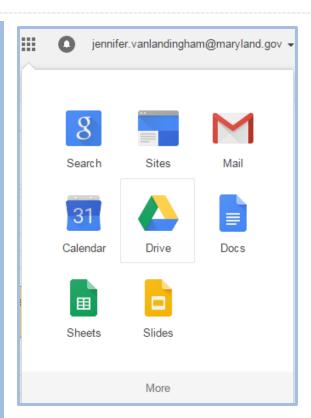- Opt for FREE
- http://doodle.com/

GOOGLE DOCS

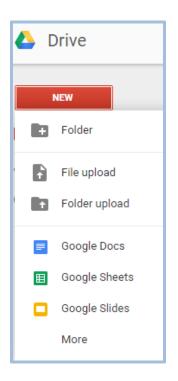## INTRODUCTION

Collaborative tool for editing documents in real time.

- **Shared access**

- **Automatic save feature**

- **Tracks revision by user**
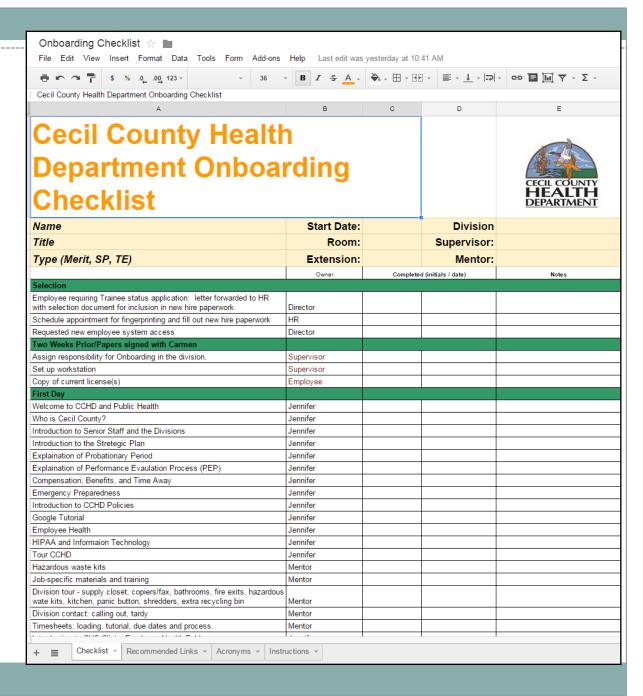
jennifer.vanlandingham@maryland.gov

Search Sites Mail

Calendar Drive Docs

Sheets Slides

More

Drive

NEW

Folder

File upload

Folder upload

Google Docs

Google Sheets

Google Slides

More

CECIL COUNTY
HEALTH
DEPARTMENT

ONBOARDING TOOLKIT

Progress

Communication

Online

1. CHECKLIST

2. RECOMMENDED LINKS

3. ACRONYMS

4. INSTRUCTIONS

Onboarding Checklist ☆ ▉

File Edit View Insert Format Data Tools Form Add-ons Help   Last edit was yesterday at 10:41 AM

Cecil County Health Department Onboarding Checklist

Cecil County Health Department Onboarding Checklist

Name		Start Date:		Division	
Title		Room:		Supervisor:	
Type (Merit, SP, TE)		Extension:		Mentor:	
	Owner	Completed (initials / date)		Notes	
Selection					
Employee requiring Trainee status application: letter forwarded to HR with selection document for inclusion in new hire paperwork.	Director				
Schedule appointment for fingerprinting and fill out new hire paperwork	HR				
Requested new employee system access	Director				
Two Weeks Prior/Papers signed with Carmen					
Assign responsibility for Onboarding in the division.	Supervisor				
Set up workstation	Supervisor				
Copy of current license(s)	Employee				
First Day					
Welcome to CCHD and Public Health	Jennifer				
Who is Cecil County?	Jennifer				
Introduction to Senior Staff and the Divisions	Jennifer				
Introduction to the Stretegic Plan	Jennifer				
Explaination of Probationary Period	Jennifer				
Explaination of Performance Evaulation Process (PEP)	Jennifer				
Compensation, Benefits, and Time Away	Jennifer				
Emergency Preparedness	Jennifer				
Introduction to CCHD Policies	Jennifer				
Google Tutorial	Jennifer				
Employee Health	Jennifer				
HIPAA and Informaion Technology	Jennifer				
Tour CCHD	Jennifer				
Hazardous waste kits	Mentor				
Job-specific materials and training	Mentor				
Division tour - supply closet, copiers/fax, bathrooms, fire exits, hazardous wate kits, kitchen, panic button, shredders, extra recycling bin	Mentor				
Division contact: calling out, tardy	Mentor				
Timesheets: loading, tutorial, due dates and process.	Mentor				

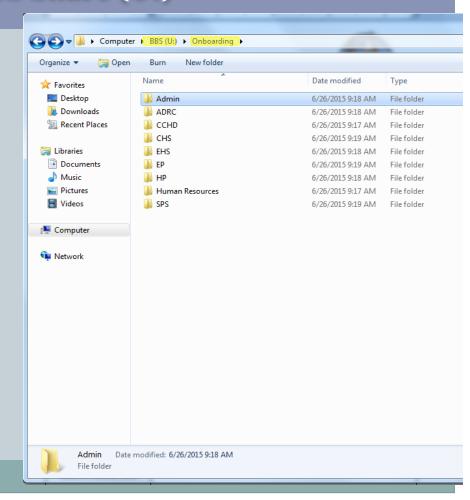Checklist ▾   Recommended Links ▾   Acronyms ▾   Instructions ▾

INFORMATION SHARING

BULLETIN BOARD SERVICE, BBS Share (U:)

➢ COMMUNICATION
- ➢ Meeting minutes
- ➢ Policies and Procedures
- ➢ Templates

➢ SEARCH FUNCTIONALITY
- ➢ Updated forms
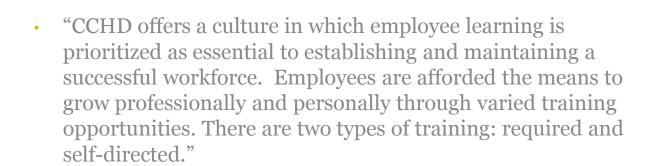- ➢ Living documents

➢ ONBOARDING RESOURCE

Name	Date modified	Type
Admin	6/26/2015 9:18 AM	File folder
ADRC	6/26/2015 9:18 AM	File folder
CCHD	6/26/2015 9:17 AM	File folder
CHS	6/26/2015 9:19 AM	File folder
EHS	6/26/2015 9:18 AM	File folder
EP	6/26/2015 9:19 AM	File folder
HP	6/26/2015 9:18 AM	File folder
Human Resources	6/26/2015 9:17 AM	File folder
SPS	6/26/2015 9:19 AM	File folder

Computer ▸ BBS (U:) ▸ Onboarding ▸

Organize ▾   Open   Burn   New folder

Favorites
- Desktop
- Downloads
- Recent Places

Libraries
- Documents
- Music
- Pictures
- Videos

Computer

Network

Admin   Date modified: 6/26/2015 9:18 AM
File folder

CECIL COUNTY
HEALTH
DEPARTMENT

CECIL COUNTY HEALTH DEPARTMENT

HEALTHY PEOPLE.

HEALTHY COMMUNITY.

HEALTHY FUTURE.

TRAINING
Requirements & Opportunities

EMPLOYEE TRAINING GUIDE

- "CCHD offers a culture in which employee learning is prioritized as essential to establishing and maintaining a successful workforce. Employees are afforded the means to grow professionally and personally through varied training opportunities. There are two types of training: required and self-directed."

- Mandatory Training
- Licensure CEU
- Professional Development

CECIL COUNTY
HEALTH
DEPARTMENT

HUB

- Toolbox of knowledge
- DHMH facilitated series
- Mandatory Online
  - New Hire
  - Varied Frequency
- Annual training
  - Corporate Compliance
  - Nurse Dispensing
- Every 2 years
  - Interview Panel Briefing
- Every 5 years
  - Driver Improvement Program

SkillSoft

- Online courses
- Business & personal development
- 1-6 hours
- Jennifer, x3761, for login

**Living material.
Expanding options.
Communication.**

INTRODUCTION TO THE HUB

LOGGING ON:

- TO BE CONFIRMED WITH NEW PROCESS…
- Access The Hub at the following web address: https://stateofmaryland.csod.com.
- Enter your username in the Username field. NOTE: Your username is the "W" employee ID number. For example, "W1234567". If you do not know your Employee ID, please see the instructions for New Employees that precedes this section.
- If you have already visited The Hub before, you would have set up a personal and unique password for yourself. If you have not visited before, the default password for The Hub is **"P4ssword"** (capitol P, 4, and zero). You will be asked to change this password to your personal password upon entry to the website.
- Click the Log In button to access The Hub home page

➢ Options: Curriculum, Online and Event.
➢Certificates – Save as file and email as attachment.

REQUIRED
DHMH TRAINING
due (1 month) _____

- **HUB**
  - DHMH – New Employee Corporate Compliance (ANNUALLY)
  - DHMH – Domestic Violence (ONCE)
  - DHMH – Drug Testing Policy (ONCE)
  - DHMH – Driver Improvement Program (5 YEARS)
  - DHMH – Limited English Proficiency (ONCE)
- *SUPERVISORS*
  - *DHMH – Supervisor Training (ONCE)*
  - *DHMH – Americans with Disabilities Act (ONCE)*
  - *DHMH – PEP for Supervisors (ONCE)*

- **ADDITIONAL**
  - DHMH- Interview Panel Briefing (2 YEARS)
  - DHMH - Nurse Dispensing Program (ANNUALLY)
  - DHMH - Corporate Purchasing Card (ONCE)

**CECIL COUNTY
HEALTH
DEPARTMENT**

REQUIRED
EMERGENCY PREPAREDNESS TRAINING
due (3 months) _____

- **FEMA EMERGENCY MANAGEMENT INSTITUTE**
  - Welcome letter from EP provides links and hints.
  - IS-100.b – Introduction to Incident Command System, ICS100
  - IS-200.b – ICS for Single Resources and Initial Action Incidents
  - IS-700.a – National Incident Management System (NIMS) An Introduction
  - IS-703.a – NIMS Resource Management

- **ADDITIONAL TRAINING**
  - New Employee EP Training scheduled January/June.
  - Watch for invitation.

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OUT SERVICE

- BBS/TRAINING
- Allocation
- Signatures
- Out of State Travel, see Jennifer

COURSE SYNOPSIS

- BBS/TRAINING
- Training database
- Alternative to certificates

Educational Hour

- BBS/Policies and Procedures; dated 9/8/06
- 1 hour per week
- Track per division policy
- Approved by supervisor
- Reading
- Self-study courses
- Educational meetings
- Other job related activities

QUALITY IMPROVEMENT

CULTURE

Healthy People. Healthy Community. Healthy Future.

IMPROVEMENT

QUESTION

- Directions or navigate aimlessly?

- Proactive or reactive?

- Micromanaged?

- Pass/Fail or A+?

ANSWER

- Directions

- Proactive

- Participate; share your voice

- …

CECIL COUNTY
HEALTH
DEPARTMENT

# of course,

Healthy People. Healthy Community. Healthy Future.

They are not the same…

QUALITY ASSURANCE

- Reactive
- Works on problems after they occur
- Led by management
- Responds to a mandate or crisis
- Meets a standard –

PASS / FAIL

QUALITY IMPROVEMENT

- Proactive
- Works on processes
- Led by staff
- Proactively selects a process to improve
- Exceeds expectations –

A +

CECIL COUNTY
HEALTH
DEPARTMENT

www.naccho.org

Plan Do Study Act

Graphic from bing.com/images

W. Edward Demming

•Considered by many to be the father of modern quality control.

•Developed the PDSA, learning and improvement cycle.

Healthy People. Healthy Community. Healthy Future.

This is really what we already do every day.

CECIL COUNTY HEALTH DEPARTMENT

P D S A

ACT

PLAN

STUDY

DO

Flowchart
Chart/Graph
or
begin
again...

Aim
Brainstorm
Flowchart
Fishbone
5 Whys
Charts
Improvement

Evaluate
Chart/Graph
Improvement

Collect Data
Chart/Graph

CECIL COUNTY
HEALTH
DEPARTMENT

Healthy People. Healthy Community. Healthy Future.

CCHD QI TOOLBOX

BBS/QUALITY IMPROVEMENT/TEMPLATES

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DEPARTMENT

QI TOOLBOX
BBS/QUALITY IMPROVEMENT/TEMPLATES

- Aim Statement
- Fishbone Diagram
- Affinity Diagram
- Flowchart
- 5 Why's
- Force Field Diagram
- Matrix
  - Control Influence
  - Impact Effort

- Gant Chart
    (under construction)
- Storyboard
- Sign-In Sheet
- Agenda
- Minutes
- Encyclopedia

- …expanding

CECIL COUNTY
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BASIC QI TOOLS

People - centric

- Aim Statement
- Brainstorm
- Affinity Diagram
- Flowchart
- Fishbone Diagram
- Force Field
- Gant Chart

Data – centric

- Charts and graphs:
  - Pareto Chart
  - Histogram
  - Scatter Plot
  - Pie Chart

CECIL COUNTY
HEALTH
DEPARTMENT

HANDS-ON

SCENARIO

Percentage of school children being vaccinated each flu season is decreasing. Use QI tools to address this negative trend.

Data:
2011, 3009
2012, 2493
2013, 2345
2014, 2298

- AIM STATEMENT

- 5 Why's

- Fishbone Diagram

CECIL COUNTY
HEALTH
DEPARTMENT

AIM STATEMENT

It is very important to have a clearly defined and measureable goal. The success of the project is determined by the ability to meet this aim statement.

Specific?
Measureable?
Achievable?
Relevant?
Time-sensitive?

a) By   (Date),   (quantifiable value) of (name of process to be addressed)   will be (desired action).

b) An opportunity exists to improve / redesign (name of process)   for   (the customer). The process starts at (value) and ends at (value) (boundaries) . Success will be measured by achieving (outcome) by (date).

c (Measure of change) + (in what) + (by whom) + (by when).

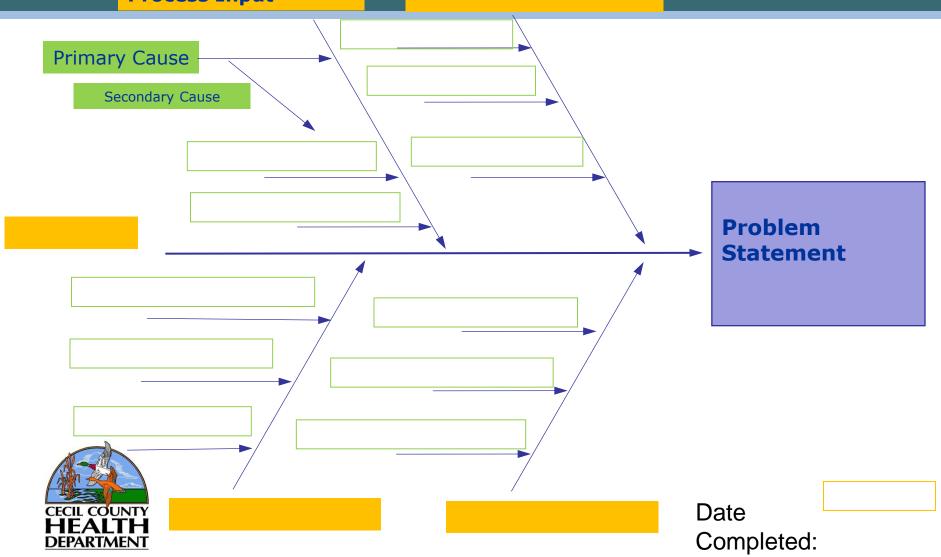CECIL COUNTY
HEALTH
DEPARTMENT

5 WHY's

DEFINE THE PROBLEM:

Why is that happening?

1. Why is that?

2. Why is that?

3. Why is that?

4. Why is that?

5.

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HEALTH
DEPARTMENT

FISHBONE DIAGRAM

Process Input

Primary Cause

Secondary Cause

Problem Statement

Date Completed:

FOCUS ON PROCESSES

- 85% of poor quality is a result of poor work processes, not of staff doing a bad job.

- Processes often 'go wrong' at the point of the 'handoff'.

- Some of the most complex processes are the result of creating a 'work around'.

Walton, Mary. (1986) The Demming Management Method. NY Berkeley Publishing Group
MARMASON Consulting: Quality Imrpovement in Public Health: It's Not Another Program

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DEPARTMENT

HANDS-ON

- Flowchart

- Improvement Theory
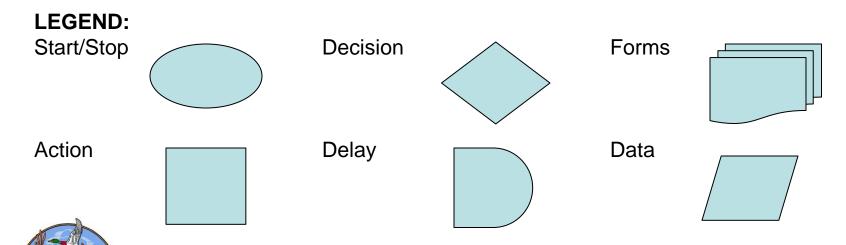
FLOWCHART

Flowcharts illustrate processes and programs. Visualizing the individual steps can highlight opportunities for improvement: delays, unnecessary steps, bottlenecks, etc.

When processes involve multiple people, department or organizations a swim lane version is recommended.

Flow runs top to bottom or left to right.

LEGEND:

Start/Stop

Decision

Forms

Action

Delay

Data

QI PROJECT MASTER LIST

Division	Opportunity or Aim Statement	Team Leader	Kick-Off Date	Status	Long-Term Short-Term	Completion Date	CQUIC review	Project Review Date	Perf Measure / Strategic Plan reference
	CECIL COUNTY HEALTH DEPARTMENT								
	QUALITY IMPROVEMENT PROJECT								
Admin	An opportunity was presented to improve and formalize the Cecil County Health Dept's Professional Development for Employees; beginning with the orientation and training program and continuing with professional development. This training regimen should increase educational levels, improve job skills and etend knowledge of the staff, which affects customers	Laurie/ Jen		Training funds budgeted; Training Specialist hired; Employee Training Guide implemented. To review storyboard at CQuIC meeting.			6/17/2015		3.3.2
Admin	SECOND PORTION OF #1. Implementing an onboarding program to establish a cohesive and consistent process to effectively educate and engage new individuals entering CCHD, including but not limited to new hires, volunteers and student interns. The process starts on their first scheduled day and ends two months later.	Jen		Orientation presentation completed for merit, SP/TE and student/volunteers. Pilot - check. Handouts - drafted; ready for team review. Onboarding - checklist and online reference materials ready for final review. To be done - BBS online ref by division to be compiled.					3.3.2
Admin	Streamline clinic flow to improve data integrity and increase customer satisfaction prior to implementation of nurse despensing in PatTrac.	Tina Magnum		Anaylsis of three possible solutions. Flow chart of new process envisioned		6/1/2014		6/1/2015	3.1

- COMMUNICATION
- TRACKING PROGRESS
- MOMENTUM

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CECIL COUNTY HEALTH DEPARTMENT

Quality Improvement Plan

- BBS/Quality Improvement/Quality Improvement Plan/
- Organizational Culture

High Performance Teams

What is a team?

- Offers opportunity for individual employee growth
- Members who are empowered to accomplish task
- Individual and group accountability to goals

Characteristics of an Effective Team
Alignment (Common vision)
Interdependence
Shared leadership/ Followship
Trust/Respect
Problem solving skills
Confrontation/Conflict handling skills
Common terms/Language
Experimentation/Creativity
Assessment/Action
Celebration (Reward/Recognition)

Who makes a team?

- Management/Sponsor
- Leader
- Facilitator
- Recorder/Scribe
- Timekeeper
- Members

NACCHO (2015) Leadership Development Institute. Management Essentials Series: Successful People Management.

QI MYTHS VS. TRUTHS

- Myth: If I don't achieve my goal, I've failed.

- Truth: When doing QI there is no such thing as failure.

QI MYTHS VS. TRUTHS

- Myth: QI is about weeding out the bad apples.

- Truth: QI is about processes – series of steps or actions performed to achieve a specific purpose.

CECIL COUNTY
HEALTH
DEPARTMENT

QI MYTHS VS. TRUTHS

- Myth: All change = improvement

- Truth: All improvement = change

CECIL COUNTY HEALTH DEPARTMENT

ACCREDITATION

- **WHAT IS ACCREDITATION*?**
  - The development and acceptance of a set of national public health department accreditation standards;
  - The development and acceptance of a standardized process to measure health department performance against those standards'
  - The periodic review, refining and updating...accreditation standards and the process for measuring and awarding accreditation recognition.

- **INFORMATIONAL RESOURCES**
  - Local Health Improvement Plan (BBS/Accreditation/PHAB Documentation/Prerequisite Documents)
  - Quality Improvement Plan (BBS/Quality Improvement/Quality Improvement Plan)
  - Performance Management (BBS/Performance Management)

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HEALTH
DEPARTMENT

Continuous Quality Improvement-

CQI is an ongoing effort to increase an agency's approach to manage performance, motivate improvement, and capture lessons learned in areas that may or may not be measured as part of accreditation. It is an ongoing effort to improve the efficiency, effectiveness, quality, or performance of services, processes, capacities, and outcomes.

Domain –

A sphere of knowledge identified by a name; a field of action, thought or influence.

Learning Organization:

A Learning Organization is one in which people at all levels, individually and collectively, are continually increasing their capacity to produce results and improve efficiencies.

Performance Management –

1) setting organizational objectives across all levels of the department, 2) identifying indicators to measure progress toward achieving objectives on a regular basis and 3) identifying responsibility for monitoring progress and reporting and 4) identifying areas where achieving objectives require focused quality improvement processes.

PDSA (Plan, Do, Study, Act) –

PDSA is a way to test a change that is implemented. By going through the prescribed four steps, it guides the thinking process into breaking down the task into steps and then evaluating the outcome, improving on it, and testing again.

Quality Improvement Plan (QIP):

QIP identifies specific areas of current operational performance for improvement within the agency. A quality improvement initiative that is in the QIP may also be in the Strategic Plan These plans can and should cross-reference one another.

Workforce Development:

enhancing the training, skills and performance of public Health workers.

* PHAB Acronyms and Glossary of Terms, 2011

**CECIL COUNTY
HEALTH
DEPARTMENT**

PILOT

- Evaluation

- Enhancements

- Division-specific Onboarding

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