



# Local Public Health System Performance Assessment Instrument

Version 3.0

*10 Essential Public Health Services*

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## Essential Public Health Service #1: Monitor Health Status to Identify Community Health Problems

**Consider:**

- What is going on in our community?
- Do we know how healthy we are?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
1.1.1 Conduct regular community health assessments?					<b>X</b>
1.1.2 Continuously update the community health assessment with current information?		<b>X</b>			
1.1.3 Promote the use of the community health assessment among community members and partners?			<b>X</b>		
1.2.1 Use the best available technology methods to display data on the public's health?			<b>X</b>		
1.2.2 Analyze health data, including geographic information, to see where health problems exist?		<b>X</b>			
1.2.3 Use computer software to create charts, graphs, and maps to display complex public health data (trends over time, sub-population analyses, etc.)?		<b>X</b>			
1.3.1 Collect timely data consistent with current standards on specific health concerns in order to provide the data to population health registries?		<b>X</b>			
1.3.2 Use information from population health registries in community health assessments or other analyses?		<b>X</b>			

## Essential Public Health Service #2: Diagnose and Investigate Health Problems and Health Hazards in the Community

**Consider:**

- Are we ready to respond to health problems or health hazards in our county?
- How quickly do we find out about problems?
- How effective is our response?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
2.1.1 Participate in a comprehensive surveillance system with national, state, and local partners to identify, monitor, and share information and understand emerging health problems and threats?		X			
2.1.2 Provide and collect timely and complete information on reportable diseases and potential disasters, emergencies and emerging threats (natural and manmade)?				X	
2.1.3 Assure that the best available resources are used to support surveillance systems and activities, including information technology, communication systems, and professional expertise?			X		
2.2.1 Maintain written instructions on how to handle communicable disease outbreaks and toxic exposure incidents, including details about case finding, contact tracing, and source identification and containment?					X
2.2.2 Develop written rules to follow in the immediate investigation of public health threats and emergencies, including natural and intentional disasters?				X	
2.2.3 Designate a jurisdictional Emergency Response Coordinator?				X	
2.2.4 Prepare to rapidly respond to public health emergencies according to emergency operations coordination guidelines?				X	
2.2.5 Identify personnel with technical expertise to rapidly respond to possible biological, chemical, or and nuclear public health emergencies?				X	
2.2.6 Evaluate incidents for effectiveness and opportunities for improvement (through After Action Reports and Improvement Plans)?			X		
2.3.1 Have ready access to laboratories that can meet routine public health needs for finding out what health problems are occurring?			X		
2.3.2 Maintain constant (24/7) access to laboratories that can meet public health needs during emergencies, threats, and other hazards?			X		
2.3.3 Use only licensed or credentialed laboratories?					X
2.3.4 Maintain a written list of rules related to laboratories, for handling samples (including collecting, labeling, storing, transporting, and delivering), determining who is in charge of the samples at what point, and reporting the results?					X

## Essential Public Health Service #3: Inform, Educate, and Empower Individuals and Communities about Health Issues

**Consider:**

- How well do we keep all segments of our community informed about health issues?
- Educating and empowering includes:  
community development activities; social marketing and targeted media public communication; accessible health information resources at community levels; active collaboration with personal healthcare providers to reinforce health promotion messages and programs; joint health education programs with schools, churches, worksites and others.

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
3.1.1 Provide policymakers, stakeholders, and the public with ongoing analyses of community health status and related recommendations for health promotion policies?			<b>X</b>		
3.1.2 Coordinate health promotion and health education activities to reach individual, interpersonal, community and societal levels?			<b>X</b>		
3.1.3 Engage the community throughout the process of setting priorities, developing plans and implementing health education and promotion activities?		<b>X</b>			
3.2.1 Develop health communication plans for media and public relations and for sharing information among LPHS organizations?			<b>X</b>		
3.2.2 Use relationships with different media providers (e.g. print, radio, television, and the internet) to share health information, matching the message with the target audience?			<b>X</b>		
3.2.3 Identify and train spokespersons on public health issues?			<b>X</b>		
3.3.1 Develop an emergency communications plan for each stage of an emergency to allow for the effective dissemination of information?				<b>X</b>	
3.3.2 Make sure resources are available for a rapid emergency communication response?				<b>X</b>	
3.3.3 Provide risk communication training for employees and volunteers?			<b>X</b>		

## Essential Public Health Service #4: Mobilize Community Partnerships to Identify and Solve Health Problems

**Consider:**

- How well do we truly engage people in local health issues?
- Are we able to draw on the full range of potential human and material resources to improve community health?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
4.1.1 Maintain a complete and current directory of community organizations?				<b>X</b>	
4.1.2 Follow an established process for identifying key constituents related to overall public health interests and particular health concerns?			<b>X</b>		
4.1.3 Encourage constituents to participate in activities to improve community health?			<b>X</b>		
4.1.4 Create forums for communication of public health issues?			<b>X</b>		
4.2.1 Establish community partnerships and strategic alliances to provide a comprehensive approach to improving health in the community?			<b>X</b>		
4.2.2 Establish a broad-based community health improvement committee?				<b>X</b>	
4.2.3 Assess how well community partnerships and strategic alliances are working to improve community health?			<b>X</b>		

## Essential Public Health Service #5: Develop Policies and Plans that Support Individuals and Community Health Efforts

**Consider:**

- What local policies in both the government and private sector promote health in my community?
- How well are we setting healthy local policies?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
5.1.1 Support the work of a governmental public health entity to make sure the essential public health services are provided?			<b>X</b>		
5.1.2 See that the local health department is accredited through the national voluntary accreditation program?					<b>X</b>
5.1.3 Assure that the local health department has enough resources to do its part in providing essential public health services?			<b>X</b>		
5.2.1 Contribute to public health policies by engaging in activities that inform the policy development process?			<b>X</b>		
5.2.2 Alert policymakers and the community of the possible public health impacts (both intended and unintended) from current and/or proposed policies?			<b>X</b>		
5.2.3 Review existing policies at least every three to five years?			<b>X</b>		
5.3.1 Establish a community health improvement process, with broad-based diverse participation, that uses information from both the community health assessment and the perceptions of community members?				<b>X</b>	
5.3.2 Develop strategies to achieve community health improvement objectives, including a description of organizations accountable for specific steps?			<b>X</b>		
5.3.3 Connect organizational strategic plans with the Community Health Improvement Plan?		<b>X</b>			
5.4.1 Support a workgroup to develop and maintain preparedness and response plans?			<b>X</b>		
5.4.2 Develop a plan that defines when it would be used, who would do what tasks, what standard operating procedures would be put in place, and what alert and evacuation protocols would be followed?			<b>X</b>		
5.4.3 Test the plan through regular drills and revise the plan as needed, at least every two years?				<b>X</b>	

## Essential Public Health Service #6: Enforce Laws and Regulations that Protect Health and Ensure Safety

**Consider:**

- When we enforce health regulations are we technically competent, fair and effective?
- Enforcing laws and regulations that protect health and ensure safety includes: sanitary codes, especially in the food industry; protection of drinking water; clean air standards; animal control activities; hazards/preventable injuries and exposure-related diseases in occupational and community settings.

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
6.1.1 Identify public health issues that can be addressed through laws, regulations, or ordinances?				<b>X</b>	
6.1.2 Stay up-to-date with current laws, regulations, and ordinances that prevent, promote, or protect public health on the federal, state, and local levels?					<b>X</b>
6.1.3 Review existing public health laws, regulations, and ordinances at least once every five years?			<b>X</b>		
6.1.4 Have access to legal counsel for technical assistance when reviewing laws, regulations, or ordinances?			<b>X</b>		
6.2.1 Identify local public health issues that are inadequately addressed in existing laws, regulations, and ordinances?		<b>X</b>			
6.2.2 Participate in changing existing laws, regulations, and ordinances, and/or creating new laws, regulations, and ordinances to protect and promote the public health?			<b>X</b>		
6.2.3 Provide technical assistance in drafting the language for proposed changes or new laws, regulations, and ordinances?		<b>X</b>			
6.3.1 Identify organizations that have the authority to enforce public health laws, regulations, and ordinances?				<b>X</b>	
6.3.2 Assure that a local health department (or other governmental public health entity) has the authority to act in public health emergencies?			<b>X</b>		
6.3.3 Assure that all enforcement activities related to public health codes are done within the law?					<b>X</b>
6.3.4 Educate individuals and organizations about relevant laws, regulations, and ordinances?				<b>X</b>	
6.3.5 Evaluate how well local organizations comply with public health laws?				<b>X</b>	

## Essential Public Health Service #7: Link People to Needed Personal Health Services and Assure the Provision of Health Care when Otherwise Unavailable

**Consider:**

- Are people in my community receiving the health services they need?
- This service includes:  
 Assurance of effective entry for socially disadvantaged people; culturally and linguistically appropriate materials and staff; “care management;” transportation services; targeted health education to at-risk population groups

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
7.1.1 Identify groups of people in the community who have trouble accessing or connecting to personal health services?				<b>X</b>	
7.1.2 Identify all personal health service needs and unmet needs throughout the community?				<b>X</b>	
7.1.3 Defines partner roles and responsibilities to respond to unmet needs of the community?				<b>X</b>	
7.1.4 Understand the reasons that people do not get the care they need?				<b>X</b>	
7.2.1 Connect (or link) people to organizations that can provide the personal health services they may need?				<b>X</b>	
7.2.2 Help people access personal health services, in a way that takes into account the unique needs of different populations?				<b>X</b>	
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>X</b>
7.2.4 Coordinate the delivery of personal health and social services so that everyone has access to the care they need?				<b>X</b>	

## Essential Public Health Service #8: Assure a Competent Public and Personal Health Care Workforce

**Consider:**

- Do we have competent staff?
- How can we be sure our staff stays current?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
8.1.1 Complete a workforce assessment, a process to track the numbers and types of LPHS jobs, both public and private sector and the associated knowledge, skills, and abilities required of the jobs?		<b>X</b>			
8.1.2 Review the information from the workforce assessment and use it to find and address gaps in the local public health workforce?		<b>X</b>			
8.1.3 Provide information from the workforce assessment to other community organizations and groups, including governing bodies and public and private agencies, for use in their organizational planning?	<b>X</b>				
8.2.1 Make sure that all members of the public health workforce have the required certificates, licenses, and education needed to fulfill their job duties and comply with legal requirements of the law?					<b>X</b>
8.2.2 Develop and maintain job standards and position descriptions based in the core knowledge, skills, and abilities needed to provide the essential public health services?			<b>X</b>		
8.2.3 Base the hiring and performance review of members of the public health workforce in public health competencies?			<b>X</b>		
8.3.1 Identify education and training needs and encourage the workforce to participate in available education and training?			<b>X</b>		
8.3.2 Provide ways for workers to develop core skills related to the Essential Public Health Services?			<b>X</b>		
8.3.3 Develop incentives for workforce training, such as tuition reimbursement, time off for class, and pay increases?		<b>X</b>			
8.3.4 Create and support collaborations between organizations within the public health system for training and education?		<b>X</b>			
8.3.5 Continually train the public health workforce to deliver services in a cultural competent manner and understand social determinants of health?			<b>X</b>		
8.4.1 Provide access to formal and informal leadership development opportunities for employees to all organizational levels?		<b>X</b>			
8.4.2 Create a shared vision of community health and the public health system, welcoming all leaders and community members to work together?				<b>X</b>	
8.4.3 Ensure that organizations and individuals have opportunities to provide leadership in areas where they have knowledge, skills, or access to resources?				<b>X</b>	
8.4.4 Provide opportunities for the development of leaders whom represent of the diversity within the community?			<b>X</b>		

## Essential Public Health Service #9: Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services

**Consider:**

- Are we meeting the needs of the population we serve?
- Are we doing things right?
- Are we doing the right things?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
9.1.1 Evaluate how well population-based health services are working, including whether the goals that were set for programs were achieved?		<b>X</b>			
9.1.2 Assess whether community members, including those with a higher risk of having a health problem, are satisfied with the approaches taken toward preventing disease, illness, and injury?		<b>X</b>			
9.1.3 Identify gaps in the provision of population-based health services?			<b>X</b>		
9.1.4 Use evaluation findings to improve plans, processes, and services?			<b>X</b>		
9.2.1 Evaluate the accessibility, quality, and effectiveness of personal health services?			<b>X</b>		
9.2.2 Compare the quality of personal health services to established guidelines?			<b>X</b>		
9.2.3 Measure satisfaction with personal health services?			<b>X</b>		
9.2.4 Use technology, like the internet or electronic health records, to improve quality of care?			<b>X</b>		
9.2.5 Use evaluation findings to improve services and program delivery?		<b>X</b>			
9.3.1 Identify all public, private, and voluntary organizations that provide Essential Public Health Services?				<b>X</b>	
9.3.2 Evaluate how well LPHS activities meet the needs of the community at least every five years, using guidelines that describe a model LPHS and involving all entities contributing to Essential Public Health Services?				<b>X</b>	
9.3.3 Assess how well the organizations in the LPHS are communicating, connecting, and coordinating services?			<b>X</b>		
9.3.4 Use results from the evaluation process to improve the LPHS?			<b>X</b>		

## Essential Public Health Service #10: Research for New Insights and Innovative Solutions to Health Problems

Consider:

- Are we discovering and using new ways to get the job done?

Question	No Activity	Minimal	Moderate	Significant	Optimal
<b>At what level does the local public health system...</b>					
10.1.1 Provide staff with the time and resources to pilot test or conduct studies to test new solutions to public health problems and see how well they actually work?		X			
10.1.2 Suggest ideas about what currently needs to be studied in public health to organizations that do research?		X			
10.1.3 Keep up with information from other agencies and organizations at the local, state, and national levels about current best practices in public health?		X			
10.1.4 Encourage community participation in research, including deciding what will be studied, conducting research, and sharing results?	X				
10.2.1 Develop relationships with colleges, universities, or other research organizations, with a free flow of information, to create formal and informal arrangements to work together?			X		
10.2.2 Partner with colleges, universities, or other research organizations to do public health research, including community-based participatory research?		X			
10.2.3 Encourage colleges, universities, and other research organizations to work together with LPHS organizations to develop projects, including field training and continuing education?		X			
10.3.1 Collaborate with researchers who offer knowledge and skills to design and conduct health-related studies?		X			
10.3.2 Support research with the necessary infrastructure and resources, including facilities, equipment, databases, information technology, funding, and other resources?	X				
10.3.3 Share findings with public health colleagues and community broadly, through journals, websites, community meetings, etc.?		X			
10.3.4 Evaluate public health systems research efforts throughout all stages of work from planning to impact on local public health practice?	X				