

KEY INFORMANT INTERVIEW INSTRUMENT

DPHI has a contract with the Delaware Division of Public Health to manage Delaware’s comprehensive quality assessment and improvement activities, in support of the State Health Improvement Plan (SHIP). An important element of that effort is your opinions about what works in the public health system currently, and what areas need improvement. The following questionnaire is based on an evaluation method created by the National Public Health Performance Standards Program to assess how well the 10 Essential Public Health Services are being delivered within the state. Your thoughtful and thorough answers are appreciated. Individual responses are anonymous, and will not be shared with the Delaware Division of Public Health, your organization, or the communities you serve. Aggregate (i.e. group) results will be included in the statewide needs assessment report, available in early 2017.

These first set of questions make up a brief screener that helps us compare responses from different types of organizations. This information is for DPHI use only.

SCREENER	
Name [fill in prior to interview]:	Title [fill in prior to interview]:
Organization/Entity [fill in prior to interview]:	Target Population [if any]:
Service Area: <input type="checkbox"/> Statewide <input type="checkbox"/> New Castle County <input type="checkbox"/> Kent County <input type="checkbox"/> Sussex County [check all that apply]	
Primary affiliation as it relates to public health activities: <input type="checkbox"/> State Public Health Division staff <input type="checkbox"/> Other state office <input type="checkbox"/> Healthcare provider <input type="checkbox"/> Healthcare administrator <input type="checkbox"/> Not-for-profit organization <input type="checkbox"/> Education/University	

ESSENTIAL PUBLIC HEALTH SERVICE 1.0

We begin the questionnaire with 4 questions relating to the first essential public health service or EPHS which is, *to Monitor health status in order to identify community health problems.*

This includes: Assessment of a statewide health status and its threats and the determination of health service needs; Attention to the vital statistics and health status of specific groups that are at higher risk of health threats than the general population; Identification of community assets and resources, which support the SPHS in promoting health and improving quality of life; Utilization of technology and other methods to interpret and communicate health information to diverse audiences in different sectors; Collaboration in integrating and managing public health related information systems.

1.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to monitoring health status to identify community problems?

[Range 1-5]

1.2 Please tell us about what works well in your service area for monitoring health status to identify community problems.

- 1)
- 2)
- 3)

1.3 Please identify the primary gaps or areas for improvement you have observed in your service area for this essential public health service.

- 1)
- 2)
- 3)

1.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 2.0

The second essential public health service is *to Diagnose and investigate health problems and health hazards in the community.*

This includes: Epidemiologic investigation of disease outbreaks and patterns of infectious and chronic diseases, injuries, and other adverse health conditions; Population-based screening, case finding, investigation, and the scientific analysis of health problems; Rapid screening, high volume testing, and active infectious disease epidemiology investigations.

2.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to diagnosing and investigating health problems and health hazards in the community?

[Range 1-5]

2.2 Please tell us about what works well in your service area or with your population for diagnosing and investigating health problems and health hazards in the community.

- 1)
- 2)
- 3)

2.3 Please identify the primary gaps or areas for improvement you have observed in your service area or with your population for this essential public health service.

- 1)
- 2)
- 3)

2.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 3.0

The third EPHS is *to Inform, Educate, and Empower People about Health Issues.*

This includes: Health information, health education, and health promotion activities designed to reduce health risk and promote better health; Health communication plans and activities such as media advocacy and social marketing; Accessible health information and educational resources; Health education and promotion program partnerships with schools, faith communities, work sites, personal care providers, and others to implement and reinforce health promotion programs and messages.

3.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to informing, educating, and empowering people about health issues?

[Range 1-5]

3.2 Please tell us about what works well in your service area/with your population for informing, educating, and empowering people about health issues.

- 1)
- 2)
- 3)

3.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

3.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 4.0

The fourth EPHS is *to Mobilize Partnerships to Identify and Solve Health Problems.*

This includes: The organization and leadership to convene, facilitate, and collaborate with statewide partners (including those not typically considered to be health-related) to identify public health priorities and create effective solutions to solve state and local health problems; The building of a statewide partnership to collaborate in the performance of public health functions and essential services in an effort to utilize the full range of available human and material resources to improve the state's health status; Assistance to partners and communities to organize and undertake actions to improve the health of the state's communities.

4.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to mobilizing partnerships to identify and solve health problems?

[Range 1-5]

4.2 Please tell us about what works well in your service area or with your population for mobilizing partnerships to identify and solve health problems.

- 1)
- 2)
- 3)

4.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

4.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 5.0

The fifth EPHS is to *Develop Policies and Plans that Support Individual and Statewide Health Efforts.*

This includes: Systematic health planning that relies on appropriate data, develops and tracks measurable health objectives, and establishes strategies and actions to guide community health improvement at the state and local levels; Development of legislation, codes, rules, regulations, ordinances and other policies to enable performance of the Essential Public Health Services, supporting individual, community, and state health efforts; The democratic process of dialogue and debate between groups affected by the proposed health plans and policies is needed prior to adoption of such plans and policies.

5.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to developing policies and plans that support individual and statewide health efforts?

[Range 1-5]

5.2 Please tell us about what works well in your service area or with your population for policy development and planning that supports individual and statewide health efforts.

- 1)
- 2)
- 3)

5.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

5.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

5.5 In what ways, if any, have you or your organization worked in support of any one of the first five essential public health services we just covered?

- 1)
- 2)
- 3)

ESSENTIAL PUBLIC HEALTH SERVICE 6.0

The sixth EPHS is *to Enforce Laws and Regulations that Protect Health and Ensure Safety*.

This includes: The review, evaluation, and revision of laws and regulations designed to protect health and safety to assure that they reflect current scientific knowledge and best practices for achieving compliance; Education of persons and entities obligated to obey or to enforce laws and regulations designed to protect health and safety in order to encourage compliance; Enforcement activities in areas of public health concern, including, but not limited to the protection of drinking water; Enforcement of clean air standards; Regulation of care provided in health care facilities and programs; Re-inspection of workplaces following safety violations; Review of new drug, biological and medical device applications; Enforcement of laws governing the sale of alcohol and tobacco to minors; Seat belt and child safety seat usage; And childhood immunizations.

6.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to enforcing laws and regulations that protect health and ensure safety?

[Range 1-5]

6.2 Please tell us about what works well in your service area or with our population for enforcing laws and regulations that protect health and ensure safety.

- 1)
- 2)
- 3)

6.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

6.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 7.0

The seventh EPHS is *to Link People to Needed Personal Health Services & Assure the Provision of Health Care when Otherwise Unavailable.*

This includes: Assessment of access to and availability of quality personal health care services for the state's population; Assurances that access is available to a coordinated system of quality care which includes outreach services to link population to preventive and curative care, medical services, case management, enabling social and mental health services, culturally and linguistically appropriate services, and health care quality review programs; Partnership with public, private, and voluntary sectors to provide populations with a coordinated system of health care; Development of a continuous improvement process to assure the equitable distribution of resources for those in greatest need.

7.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to linking people to needed health services and assuring the provision of care when services aren't available?

[Range 1-5]

7.2 Please tell us about what works well in your service area or with your population for linking people to needed health services and assuring the provision of care when services aren't available.

- 1)
- 2)
- 3)

7.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

7.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 8.0

The eighth EPHS is *to Assure a Competent Public and Personal Health Care Workforce*.

This includes: Education, training, development, and assessment of health professional - including partners, volunteers and other lay community health workers - to meet statewide needs for public and personal health services; Efficient processes for credentialing technical and professional health personnel; Adoption of continuous quality improvement and life-long learning programs; Partnerships with professional workplace development programs to assure relevant learning experiences for all participants; Continuing education in management, cultural competence, and leadership development programs.

8.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to assuring a competent health care workforce?

[Range 1-5]

8.2 Please tell us about what works well in your service area or with your population for assuring a competent health care workforce.

- 1)
- 2)
- 3)

8.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

8.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 9.0

The ninth EPHS is *to Evaluate Effectiveness, Accessibility, and Quality of Personal and Population-Based Health Services*

This includes: Evaluation and critical review of health program, based on analyses of health status and service utilization data, are conducted to determine program effectiveness and to provide information necessary for allocating resources and reshaping programs for improved efficiency, effectiveness, and quality; Assessment of and quality improvement in the State Public Health System's performance and capacity.

9.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to evaluating personal and population based health services?

[Range 1-5]

9.2 Please tell us about what works well in your service area or with your population for evaluating personal and population based health services.

- 1)
- 2)
- 3)

9.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

9.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

ESSENTIAL PUBLIC HEALTH SERVICE 10.0

The tenth and last EPHS is *to Research for New Insights and Innovative Solutions to Health Problems*.

This includes: A full continuum of research ranging from field- based efforts to foster improvements in public health practice to formal scientific research; linkage with research institutions and other institutions of higher learning; Internal capacity to mount timely epidemiologic and economic analyses and conduct needed health services research.

10.1 On a scale of 1 to 5, one being not at all aware and 5 being very aware, to what extent are you aware of the public health system in your service area or with your population conducting activities related to researching new and innovative solutions to health problems?

[Range 1-5]

10.2 Please tell us about what works well in your service area or with your population for researching new and innovative solutions to health problems.

- 1)
- 2)
- 3)

10.3 Please identify the primary gaps or areas for improvement you have observed for this essential public health service.

- 1)
- 2)
- 3)

10.4 In your opinion, what is the primary reason these gaps have not been addressed?

A) Lack of funding

C) Perceived importance

B) Lack of coordination

D) Other [specify]:

10.5 In what ways, if any, have you or your organization worked in support of any one of the first five essential public health services we just covered?

- 1)
- 2)
- 3)

If you have any questions about this assessment, the State Health Improvement Plan, or the Delaware Public Health Institute, you can contact us at info@delawarephi.org.