

## Public Health 101

Association of Ohio Health  
Commissioners  
New Employee Training

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## Welcome

- Getting to know you!
  - <https://forms.office.com/r/dZ95Q416p3>



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## PUBLIC HEALTH OVERVIEW

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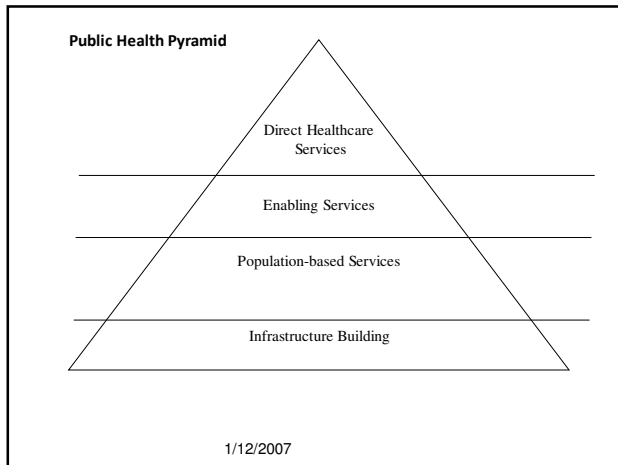
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**What is the Difference Between Medicine and Public Health?**

The logo features a stylized 'C' made of three concentric arcs, followed by the text 'LET'S LEARN PUBLICHEALTH'. Below it is the URL [https://youtu.be/t\\_eWESXTnic](https://youtu.be/t_eWESXTnic).

To the right is a diagram with an upward-pointing arrow labeled 'COST' and a pyramid labeled with levels of care: Tertiary Care, Secondary Care, Primary Care, Public Health, and Population's Health Needs.

1/12/2007

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**Core Functions of Public Health**

- Assessment
- Assurance
- Policy Development

...IOM Report

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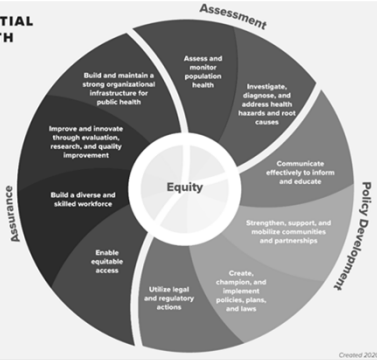
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**THE 10 ESSENTIAL PUBLIC HEALTH SERVICES**

To protect and promote the health of all people in all communities

The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems, and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination, and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.



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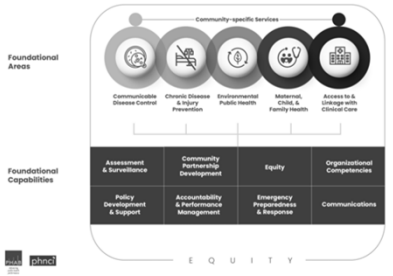
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**Foundational Public Health Services**



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Foundational Capability	Measure	Description
Accountability & Performance Management	9.1.1 A	Establish a performance management system.
	9.1.5 A	Implement quality improvement projects.
	9.2.1 A	Identify and use applicable research and practice-based information for program development and implementation.
Assessment & Surveillance	1.1.1 A	Develop a community health assessment.
	1.2.1 A	Collect primary non-surveillance data.
	1.2.2 T/L	Participate in data sharing with other entities.
	1.2.2 S	Engage in data sharing and data exchange with other entities.
	1.3.1 A	Analyze data and draw public health conclusions.
	2.1.1 A	Maintain surveillance systems.
	2.1.3 A	Ensure 24/7 access to resources for rapid detection, investigation, containment, and mitigation of health problems and environmental public health hazards.

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Foundational Capability	Measure	Description
Communications	2.2.5 A	Maintain and implement a risk communication plan for communicating with the public during a public health crisis or emergency.
	3.1.1 A	Maintain procedures to provide ongoing, non-emergency communication outside the health department.
	3.2.2 A	Implement health communication strategies to encourage actions to promote health.
Community Partnership	4.2.1 A	Participate actively in community health coalitions(s).
	5.2.2 A	Adopt a community health improvement plan.
	7.2.1 A	Collaborate with other sectors to improve access to social services.

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Emergency Preparedness & Response	2.2.6 A	Maintain and implement a process for urgent 24/7 communications with response partners.
	2.2.7 A	Conduct exercises and use After Action Reports (AARs) to improve preparedness and response.
	2.2.1 A	Maintain a public health emergency operations plan (EOP).
	2.2.2 A	Ensure continuity of operations during response.
Equity	5.2.4 A	Address factors that contribute to specific populations' higher health risks and poorer health outcomes.
	10.2.1 A	Manage operational policies including those related to equity.
Policy Development	1.1.1A	Conduct enforcement actions.
	5.1.2 A	Examine and contribute to improving policies and laws.

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Organizational Competencies	8.1.2 A	Recruit a qualified and diverse health department workforce.
	8.2.1 A	Develop a workforce development plan that assesses workforce capacity and includes strategies for improvement.
	8.2.2 A	Provide professional and career development opportunities for all staff.
	10.1.2 A	Adopt a department-wide strategic plan.
	10.2.2 A	Maintain a human resource function.
	10.2.3 A	Support programs and operations through an information management infrastructure.
	10.2.4 A	Protect information and data systems through security and confidentiality policies.
	10.2.6 A	Oversee grants and contracts.
	10.2.7 A	Manage financial systems.
	10.3.3 A	Communicate with governance routinely and on an as-needed basis.
	10.3.4 A	Access and use legal services in planning, implementing, and enforcing public health initiatives.

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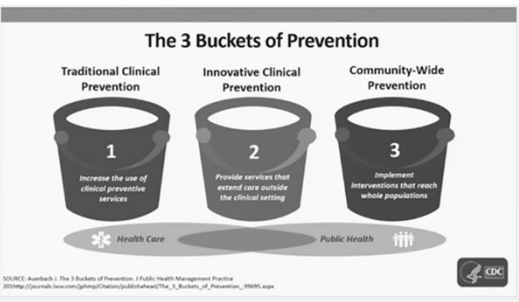
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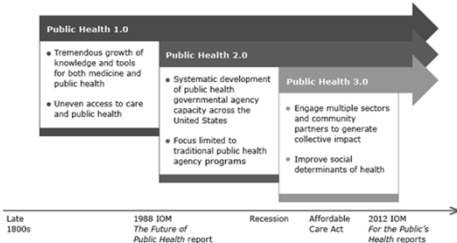
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Public Health 3.0 – YouTube  
(1.38)

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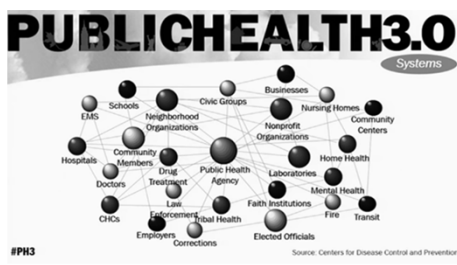
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Health District Formation -  
Hughes Griswold Act 1919

## **PUBLIC HEALTH SYSTEM - OHIO**

# State vs. Local

- Role of ODH
- Partnership
  - ORC
  - Role of employee
  - Guidance vs. policy

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# Ohio Health Districts

- City Health Districts (5,000 population)
- General Health Districts (balance of County)
- 340+ Districts in the state

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# Ohio 2022

- Local Health Departments 112
  - 24 City Health Departments
  - 88 Combined or General Health Districts

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Map of  
AOHC  
Districts

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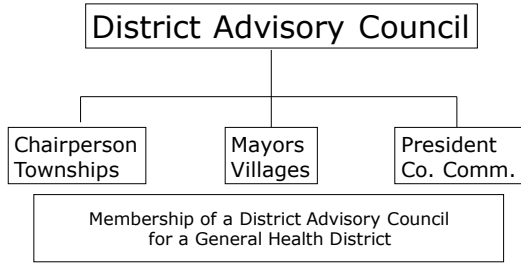
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## General Health District




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## DAC Responsibilities

- Annual Meeting - March
- Appoint 1 Board member/yr, 5 yr term
- Appoint District Licensing Council (2015 Change)
- Receive Annual Report
- Enter into Contracts
- Advise Health Department

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## City Health Departments

- Chief Executives
- City Council
- All Ohio City Health Departments have a board of health except one – Cleveland City

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City Organizational Options

- City Health Department
- Contract for services
- Combine with General Health District

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Health Department Responsibilities

- Fulfill Mission of Health Board through provision of needed services
- Conduct Assessments of Health status and assure services are available
- Assist Board in their responsibilities
- Conduct all state required services
- Meet all professional and legal requirements
- Work with the community to increase services to the public

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ACCREDITATION

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# Accreditation

- Public Health Accreditation Board
- Currently 299 Local and 40 State
- Ohio 62 Local and ODH

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# Ohio Nationally Accredited Local Public Health

- Ohio Department of Health (Columbus)
- Allen County Public Health (Lima)
- Athens City County Health Department (Athens)
- Butler County General Health District (Hamilton)
- Canton City Public Health (Canton)
- Carroll County General Health District (Carrollton)
- Champaign Health District (Urbana)
- Cincinnati Health Department (Cincinnati)
- Clark County Combined Health District (Springfield)
- Clermont County Public Health (Batavia)
- Cleveland Department of Public Health (Cleveland)
- Columbus Public Health (Columbus)
- Cuyahoga County Board of Health (Parma)
- Darke County General Health District (Greenville)
- Defiance County General Health District (Defiance)
- Delaware Public Health District (Delaware)
- Erie County Health Department (Sandusky)
- Fairfield Department of Health (Lancaster)
- Franklin County Public Health (Columbus)
- Fulton County General Health District (Wauseon)
- Gallia County General Health District (Gallipolis)
- Geauga Public Health (Chardon)
- Greene County Public Health (Xenia)
- Hamilton County Public Health (Cincinnati)
- Hancock Public Health (Findlay)
- Henry County Health Department (Napoleon)
- Hocking County Health Department (Logan)
- Huron County Public Health (Norwalk)
- Kent City Health Department (Kent)
- Kenton-Hardin Health Department (Kenton)
- Knox County Health Department (Mount Vernon)
- Lake County General Health District (Mentor)
- Licking County Health Department (Newark)
- Logan County Health District (Bellevue)
- Lorain County General Health District (Elyria)
- Mahoning County District Board of Health (Youngstown)

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- Marion Public Health (Marion)
- Massillon City Health Department (Massillon)
- Medina County Health Department (Medina)
- Meigs County Health Department (Pomeroy)
- Miami County Public Health (Troy)
- Pickaway County Public Health (Circleville)
- Perry County Health Department (New Lexington)
- Portage County Combined General Health District (Ravenna)
- Portsmouth City Health Department (Portsmouth)
- Preble County General Health District (Laton)
- Public Health - Dayton & Montgomery County (Dayton)
- Putnam County Health Department (Ottawa)
- Richland Public Health (Mansfield)
- Ross County Health District (Chillicothe)
- Sandusky County Health Department (Hermont)
- Seneca County General Health District (Tiffin)
- Stark County Health Department (Canton)
- Summit County Combined General Health District (Akron)
- Toledo-Lucas County Health Department Toledo
- Trumbull County Combined Health District (Warren)
- Tuscarawas County Health Department (Dover)
- Union County General Health District (Marysville)
- Vinton County Health Department (McArthur)
- Warren County Health District (Lebanon)
- Williams County Combined Health District (Montpelier)
- Wood County Health District (Bowling Green)
- Youngstown City Health Department (Youngstown)

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## Core Documents

- Community Health Assessment
- CHIP
- Strategic Plan

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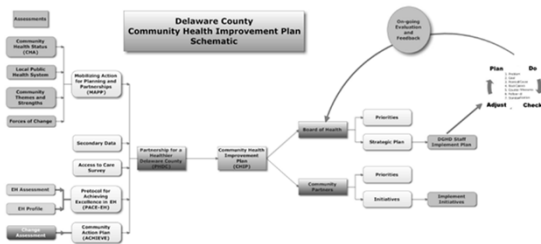
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## QUALITY IMPROVEMENT

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## Quality Improvement

- Goal: PHAB is to promote high performance and continuous quality improvement
- Domain 9: Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement.
  - Standard 9.1: Build and foster a culture of quality.
  - Standard 9.2: Use and contribute to developing research, evidence, practice-based insights, and other forms of information for decision making.

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## Continuous Quality Improvement

***“Quality improvement in public health is the use of a deliberate and defined improvement process, such as Plan-Do-Check-Act, which is focused on activities that are responsive to community needs and improving population health.”***

Riley, W., Moran, J., Corso, L., Beltsch, L., Bialek, R., and Cofsky, A. *Defining Quality Improvement in Public Health*. *J Public Health Management Practice* 2010; 16(1):5-7.

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## Why QI?

- Use data to identify need for improvement
- Identify exemplary practices
  - Local and state health departments
  - CDC, national organizations\*
  - Industries
- Describe process (logic model or flow chart)
- Study exemplary practice process
- Adopt or adapt as needed

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## Key Principles of Quality Improvement

- Customer Focus
- Continuous Quality Improvement as an on-going process to emphasize error prevention & increase problem-solving
- Data-Fact-Measurable Outcome driven
- Involves all employees

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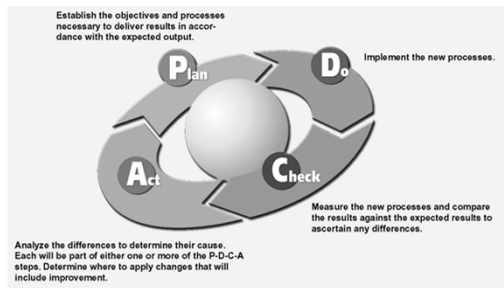
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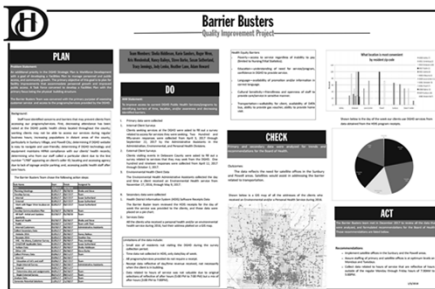
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## Storyboard




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## PUBLIC HEALTH SYSTEM - FINANCE

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### Funding Sources

- State Law Provides Funding sources:
  - Fees
  - Contracts
  - State subsidy
  - Inside millage (subdivision funds)
  - Grants
  - County Commissioners
  - Levy
- **Emergency Situation**
  - Inside millage

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### Fees

- Environmental Regulatory programs
  - Cost based on daily log time studies
  - Certain Costs limited by state rule
  - Subject to state review
  - Inaccurate food fees result in penalties
  - State cost added
  - Established by Board Rule

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## Fees

- Nursing
  - Usually set below cost
  - Limit on state supplied vaccine
  - CFHS requires sliding fee scale
  - Established by Board Resolution

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## Fees

- Education /Projects
  - Established in relation to cost
  - Established by Board resolution

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## Contracts and Grants

- Board has Broad authority to enter into contracts and receive grants
- Board or their designee must sign for all grants and approve all expenses
- Reimbursement based on accurate time studies and grant allowable.
- Staff subject to LHD policies

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## State Subsidy

- Tied to PHAB Standards and Quality Indicators
- Based on a base amount and per capita
- Currently about \$0.17
  - 2018 Accredited Health Districts receive 2x

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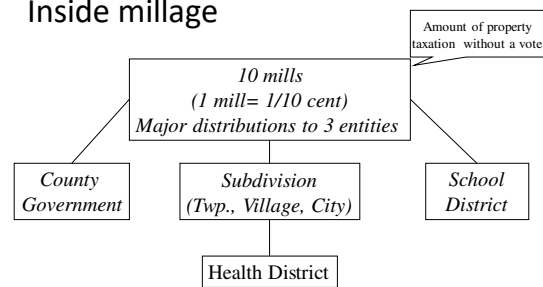
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## Inside millage




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## Health Levy Restrictions

- Maximum length of time 10 years
- Allowed in General elections only
  - State or Federal primary and fall elections
- 'Factored back'
  - Millage adjusted based on first year of collection.

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## PUBLIC RECORDS AND SUNSHINE LAW

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### Public Records Law Training

- The Sunshine Laws
  - Public Records Act
  - Records Retention
  - Open Meeting Act
- Public Records Act Overview
- How to Comply with Public Records Requests
- Records Retention
- Q&A

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### Statement of Principles

The Public Office:

- Will ensure that all personnel become and remain fully trained in and aware of the provisions of the acts
- Will adopt policies that encourage employees to immediately report incidents of non-compliance with the acts that they may observe
- Will do nothing that abridges the public's right to obtain information about their government or that inhibits or discourages citizens from doing so

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## Statement of Principles

The Public Office:

- Will do everything possible to aid those who are seeking information, including but not limited to, fully explaining the scope and operation of the Acts and assisting Citizens in the formulation of Requests
- Will construe the provisions of the Acts in a manner that favors compliance with requests for information
- Will seek guidance from the Office of the Ohio Attorney General whenever a question arises about the application of the Acts or about the appropriateness of a request for information
- Will clearly and concisely state the reason or reasons why a request for information has been denied

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## Definitions

Public Records

- A **record** kept by a **public office** that:
  - Has information stored on a **fixed medium**, AND
  - Is created or received by, or coming **under the jurisdiction** of a public office, AND
  - **Documents** what the public office does;

Public Offices

- Any local or state governmental entity

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## Obligations

- Provide **prompt** inspection of public records
- Upon request, provide copies within a **reasonable** period of time
- To **any person**

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## Negotiation




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## Rules of Special Note

- **Any "person"** can make a public records request including corporations, other governmental agencies and non US citizens.
- **No special format or special language** required for request
- A request may be **written** or **verbal**
- The requester's motive **is not relevant**. However, the request must at least be specific and describe in detail the records being sought.
- A public office cannot require the requester to put it in **writing** or reveal his/her **name**

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## Redaction

Obscuring or deleting any information that is exempt from the duty to permit public inspection or copying from an item that otherwise meets the definition of a record.

Must be plainly  
visible, or advise  
requester

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## Issues of Note



NOTES/DRAFTS



HOME ADDRESSES



CALENDARS



E-MAILS

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## Examination of Exemptions

Unless the public office can identify an exemption which clearly requires or permits withholding a requested record, it must disclose the record.

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## Liabilities for Violating the Public Records Act

1. No Criminal Liability
2. Attorney General CANNOT investigate or enforce
3. **Mandamus Action** by requester  
*A legal action filed in common pleas, appellate court, or the Ohio Supreme Court to enforce the public records act*
4. **Civil Penalty--\$100/day up to \$1000**
5. **Attorney's fees** and court costs

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## Note

- No obligation to provide complete duplication of the voluminous files of a public office
- No obligation to provide Internet Access to Electronic Public Records
- No obligation to create new Electronic Records or store records on particular media

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## Obligations of Public Offices for Records Retention

- ***Shall make only such records as are necessary*** to document the organization, functions, and essential transactions of the agency, and to protect the legal and financial rights of the state and persons directly affected. R.C. 149.40
- ***May not destroy, mutilate, or otherwise dispose of records*** except as provided by law or under the rules of the records commissions. R.C. 149.351
- ***Shall organize and maintain public records*** in a manner that they can be made available for inspection or copying, and
- ***Shall have available a copy of its current records retention schedule*** at a location readily available to the public. R.C. 149.43(B)(2)

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## Liabilities for Violation of Records Retention Laws

Any person may file either or both of the following, in common pleas court:

- A civil action for *injunctive relief* to compel compliance with this section, and an award of reasonable attorney's fees, and/or
- A civil action to recover a forfeiture of *one thousand dollars for each violation*, and an award of *reasonable attorney's fees*

R.C. 149.351

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### Records Retention Schedule Contents

- Record Series Title (Meeting Minutes, Board Reports, etc)
- Series Description - include information that:
  - Describes the purpose and function of the record series
  - Tells what types of information can be found in the records
  - Describes how the records are arranged
- Set retention period, format(s) to be retained, and disposal method(s)

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### Factors Determining Retention Periods

- **Administrative Purposes**
  - Records used by the office to carry out its duties
- **Fiscal Tracking**
  - Pertaining to the receipt, transfer, payment, adjustment, or encumbrances of funds. Documents subject to audit.
- **Legal Value**
  - Documents relating to rights or obligations of citizens, or of the agency that created it
- **Historical Value**
  - Documents an agency's organization, policies, decisions, procedures, operations, and other activities
  - Contains significant information about people, places, or events
  - Secondary value: source of information for persons other than the creator

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### CUSTOMER SERVICE

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What is kind of customer server do you want to be?

- Maria Garcia <https://youtu.be/8T54rQrMleA>



- Poor vs. Great  
[https://www.youtube.com/watch?v=Zy1h49\\_L8ME](https://www.youtube.com/watch?v=Zy1h49_L8ME)

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## Principles

1. Understand your role in customer service
2. Treat every customer with respect
3. Smile
4. Respond promptly
5. Listen

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## Principles

6. Offer an empathetic ear
7. Customer may not always be right, but they should never be made to feel that are wrong
8. Take ownership for the situation
9. Go the extra mile
10. Employers need to empower staff to take care of the issue

Hogg an Associates  
<https://www.billhogg.ca/10-service-principles-every-employee-should-know/>

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## Pickle Philosophy

- Service
- Attitude
- Consistency
- Teamwork

Farrell, Robert E.  
<https://www.youtube.com/watch?v=ISJ1V8vBiiI>

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## Before you even speak

- “Government”
  - Rules
  - Regulations
  - Fixed fees
  - I can do X
- “Public Health”

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## Working together!



- <https://www.youtube.com/watch?v=oQtArj5U5I4>

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## Who is the customer?

- Internal
  - Teammates
  - Leadership
- External
  - Partners
  - Politicians
  - Clients
  - Patients

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Public Health is preparing for whatever comes next!



1/12/2007

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Special thanks to Jennifer Thrush, Union County Public Health for sharing her slides.



740-203-2002  
740-972-8635  
shiddleon@delawarehealth.org

**SHELIA L. HIDDLESON, RN, MS**

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