

# **METRO PUBLIC HEALTH DEPARTMENT**

## **Department Vision**

People Creating Healthy Conditions Everywhere

## **Mission Statement**

To protect and improve the health and well-being of all people in Metropolitan Nashville

# METRO PUBLIC HEALTH DEPARTMENT

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# METRO PUBLIC HEALTH DEPARTMENT

## Strategic Goals

- 1. Access to Health Services - MPH will improve access for everyone to needed preventive, medical, behavioral health and dental services as demonstrated by:**
  - Increase in number of HIV patients receiving care and decrease HIV related deaths
  - Increase in number of uninsured clients linked to medical, behavioral health and dental services
  - Increase in number of WIC participants served
  
- 2. Healthy Eating, Active Living and Tobacco - Prevent death and promote well-being by increasing physical activity and healthy eating and reducing tobacco use in Nashville as demonstrated by:**
  - Decrease in percent of children in WIC who are overweight or obese
  - Increase in percent of children who exercise regularly (three or more times per week)
  - Increase in percent of adults who are neither overweight nor obese
  - Increase in percent of adults who exercise regularly
  - Decrease in percent of adults who are current smokers
  - Decrease in percent of high school students who smoke
  
- 3. Children's Wellbeing - Improve the health and wellbeing of children 0-21 years of age as demonstrated by:**
  - Decrease in percent of infants born with low birth weight
  - Decrease in the number of preventable child deaths
  - Increase in percent of children evaluated who are free from untreated oral disease
  - Maintaining a high percent (90%) of 24 month old children adequately immunized against preventable disease
  
- 4. Control of Epidemics and Public Health Threats and Emergencies - MDPH will prevent, detect, and alleviate outbreaks of infectious disease and other public health threats and emergencies as demonstrated by:**
  - Sound emergency plans, trained staff, and effective emergency responses
  - Decrease in the rate of active tuberculosis cases
  - Decrease in the rate of sexually transmitted diseases
  - Decreases in new HIV infections
  
- 5. Cleaner Air and a Safer Environment - Ensure cleaner air and a safer environment as demonstrated by:**
  - High percent of days with air quality in good to moderate range
  - Decrease in animal bites
  - Decrease in the number of reported animals running at large
  - Maintain high standards in food service establishments

# METRO PUBLIC HEALTH DEPARTMENT

## Executive Leadership Line of Business

The purpose of the Executive Leadership Line of Business is to provide vision, leadership, and management support to the Health Department so it can efficiently and effectively deliver results for customers.

### Executive Leadership Program

The purpose of the Executive Leadership Program is to provide business policy and decisions to the Metro Public Health Department so it can deliver results for customers.

#### Result Measure

- 90% of departmental key result measures will be achieved

#### Output Measures

- Number of departmental key result measures
- Number of performance management review sessions conducted

#### Demand Measure

- Number of departmental key result measures

## Public Health Emergency Preparedness Program

The purpose of the Public Health Emergency Preparedness Program is to provide planning, preparation, response, and recovery services to the residents of Davidson County in order to minimize the impact of natural and man-made public health emergencies.

#### Result Measure

- 100% of CDC emergency preparedness standards will be achieved

#### Output Measures

- Number of preparedness exercises conducted
- Number of training sessions conducted

#### Demand Measure

- Number of preparedness exercises needed

# METRO PUBLIC HEALTH DEPARTMENT

## Executive Leadership Line of Business

The purpose of the Executive Leadership Line of Business is to provide vision, leadership, and management support to the Health Department so it can efficiently and effectively deliver results for customers.

### Office of Civil Service Medical Examiner Program

The purpose of the Office of the Civil Service Medical Examiner is to provide physical examination reports and disability evaluation assessments in a timely manner so that accurate and comprehensive information is available to Metro Departments and agencies upon which to make informed and appropriate employment benefit decisions.

#### Result Measure

- 100% of examinations and disability evaluation assessments will be provided in a timely manner (timely manner is the time frame established by department served)

#### Output Measure

- Number of physical examination reports and disability evaluation assessments provided

#### Demand Measure

- Number of physical exam reports and disability evaluation assessments requested

### Epidemiology and Data Program

The purpose of the Epidemiology and Data Program is to provide health information, data, and consultation to the Director and community so they can create sound public health policy and assure best practices.

#### Result Measure

- 95% of customers will say the information provided met their needs

#### Output Measures

- Number of consultations provided
- Number of data request responses provided

#### Demand Measures

- Number of consultations demanded
- Number of data request responses demanded

# METRO PUBLIC HEALTH DEPARTMENT

## Finance and Administration Line of Business

The purpose of the Finance and Administration Line of Business is to provide financial management and support services to the department so it can be a good steward of public resources.

### Records Management Program

The purpose of the Records Management Program is to maintain departmental records and provide vital records, permits, and reports to qualified representatives so they can obtain the records they need.

#### Result Measure

- 100% of persons who request certified birth and death records will receive them in accordance with the Tennessee Department of Health Handbook of Instructions for Local Registrars

#### Output Measures

- Number of birth records provided
- Number of death records provided

#### Demand Measure

- Number of birth records demanded
- Number of death records demanded

### Office of Forensic Medical Examiner

The purpose of the Office of Forensic Medical Examiner is to perform forensic procedures, investigations, examinations, and death determinations for Metro Government so that the correct cause of death can be determined.

#### Result Measure

- 100% of cases will receive a valid cause of death in accordance with National Medical Association Guidelines

#### Output Measure

- Number of death reports issued

#### Demand Measure

- Number of death reports required

### Correctional Health Services Program

The purpose of the Correctional Health Services Program is to assure appropriate treatment and health care are provided to inmates in Nashville so that standards of care and contractual requirements can be met.

#### Result Measure

- 98% of detainees seen in intake will receive a health assessment within 12 hours by a qualified health care professional

#### Output Measure

- Number of intake assessments provided within 12 hours

#### Demand Measure

- Total number of detainees put into incarceration

# METRO PUBLIC HEALTH DEPARTMENT

## Finance and Administration Line of Business

The purpose of the Finance and Administration Line of Business is to provide financial management and support services to the department so it can be a good steward of public resources.

### Information Technology Program

The purpose of the Information Technology Program is to provide information technology support to the Metro Public Health Department so it can efficiently and securely meet its business needs.

#### Result Measure

- 90% of projects will be completed satisfactorily and on time (IT Committee sets priorities and timelines)

#### Output Measure

- Number of projects completed satisfactorily and in a timely manner

#### Demand Measure

- Number of projects approved by the IT committee for completion during the fiscal year

### Facilities Management Program

The purpose of the Facilities Management Program is to provide operational support products to the Metro Public Health Department so it can constantly function in a clean, safe, and operational work environment.

#### Result Measure

- 95% of customers surveyed will indicate satisfactory or higher ratings of housekeeping and maintenance services

#### Output Measure

- Square footage of building space maintained

#### Demand Measure

- Square footage of building space utilized

### Human Resources Program

The purpose of the Human Resources Program is to provide recruiting, training, evaluation, and records maintenance for applicants and employees so the department will retain competent staff to carry out needed functions.

#### Result Measure

- 80% of full time employees hired and not subject to lay off will still be employed by MPHDP after 12 months

#### Output Measure

- Number of employees trained

#### Demand Measure

- Number of employees needing training

# METRO PUBLIC HEALTH DEPARTMENT

## Finance and Administration Line of Business

The purpose of the Finance and Administration Line of Business is to provide financial management and support services to the department so it can be a good steward of public resources.

### Finance Program

The purpose of the Finance Program is to provide financial management to the Metro Public Health Department so it can effectively manage its financial resources.

### Result Measure

- 95-100% of MPHD's operating budget will be expended during the fiscal year

### Output Measure

- Number of business unit expenditure reports issued

### Demand Measure

- Number of business unit reports required

# METRO PUBLIC HEALTH DEPARTMENT

## Environmental Health Line of Business

The purpose of the Environmental Health Line of Business is to provide assessment and information to everyone in Nashville so they can experience healthy living conditions through clean air, safe food, and reduced exposure to environmental health and safety hazards.

### Air Quality Program

The purpose of the Air Quality Program (includes Vehicle Inspection and Maintenance) is to provide assessment and information to everyone in Nashville so they can experience healthy living conditions through clean air and reduced exposure to environmental health and safety hazards.

#### Result Measure

- 95% of days in the year, Nashville's air quality will be in the good or moderate range according to EPA's Air Quality Index (AQI)

#### Output Measure

- Number of days AQI in "good" or "moderate" range X 100  
365 days

#### Demand Measure

- Number of compliance inspections needed

### Food Protection Services Program

The purpose of the Food Protection Services Program is to provide assessment and information to everyone in Nashville so they can enjoy safe food

#### Result Measure

- 99% of the three critical CDC risk factors (hand washing, food temperatures, sanitation of work surfaces) identified will be abated

#### Output Measure

- Number of CDC risk factors properly addressed X 100  
Number of CDC risk factors identified

#### Demand Measure

- Number of food related inspections needed

# METRO PUBLIC HEALTH DEPARTMENT

## Environmental Health Line of Business

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### Animal Care and Control Program

The purpose of the Animal Care and Control Program is to provide field and shelter based animal control services and investigation and assessment, adoption, and information products to the public so that everyone can experience reduced risk of animal bites and rabies.

#### Result Measure

- 90% of the time, Metro Animal Care and Control will respond to and properly abate priority incidents (person in danger, animal in danger, or urgent), within a two (2) hours response period

#### Output Measure

- $\frac{\text{\# of requests/complaints for priority incidents}}{\text{\# of requests/complaints received}} \times 100$

#### Demand Measure

- # of requests/complaints received

### Environmental Engineering Program

The purpose of the Engineering Program is to provide septic assessment, training, design, and information services to property owners in Nashville so that all septic systems in Nashville operate safely.

#### Result Measure

- 98% of failed septic systems will be properly abated

#### Output Measure

- $\frac{\text{Number of systems failures abated}}{\text{Number of system failures identified}} \times 100$

#### Demand Measure

- Number of engineering investigations needed

### Public Facilities Program

The purpose of the Public Facilities Program is to provide inspections, training, assessment, and information services to establishments frequented by the public so they can reduce environmental health and safety hazards.

#### Result Measure

- 90% of environmental complaints and violations will be abated

#### Output Measure

- Number of complaints abated

#### Demand Measure

- Number of compliance related inspections needed

## Environmental Health Line of Business

The purpose of the Environmental Health Line of Business is to provide assessment and information to everyone in Nashville so they can experience healthy living conditions through clean air, safe food, and reduced exposure to environmental health and safety hazards.

### General Sanitation Program

The purpose of the General Sanitation Program is to provide inspections, training, assessment, and information services to people in Davidson County so they can experience reduced exposure to environmental health and safety hazards.

#### Result Measure

- 80% of environmental complaints and violations identified will be abated

#### Output Measure

- $\frac{\text{Number of complaint/violations successfully addressed}}{\text{Number of complaints/violations identified}} \times 100$

#### Demand Measure

- Number of compliance related inspections needed

### Pest Management Services Program

The purpose of the Pest Management Services Program is to provide training, assessment, and information to people in Nashville so they can experience reduced risk of diseases from exposure to mosquitoes, rodents, and other pests.

#### Result Measure

- 90% of identified pest threats will be successfully abated

#### Output Measure

- Number of sites inspected and/or treated

#### Demand Measure

- Number # of pest management related inspections needed

# METRO PUBLIC HEALTH DEPARTMENT

## Family, Youth, and Infant Health Line of Business

The purpose of the Family, Youth, and Infant Health Line of Business is to provide assessment, intervention, and education for the families, youth, and infants in Davidson County so they can experience health and wellness.

### Oral Health Services Program

The purpose of the Oral Health Services Program is to provide prevention, education, clinical services, and outreach to K-8 children in high needs schools so they are free from untreated oral disease.

#### Result Measure

- 65% of K-8 children in high needs schools will be free from untreated oral disease

#### Output Measure

- Number of dental sealants placed

#### Demand Measure

- Number of K-8 children in high needs schools who need a dental sealant

### Home Visiting Program

The purpose of the home Visiting Program (includes HUGS, Bright Beginnings, and Healthy Start) is to provide public health home visits to at risk families so that they may receive the health and/or social services that they need.

#### Result Measure

- 75% of eligible families referred to a MPHD home visiting program will receive a home visit within 15 working days

#### Output Measure

- Number of families receiving a home visit within two weeks

#### Demand Measure

- Number of families referred for services

### Children's Special Services Program

The purpose of the Children's Special Services (CSS) Program is to provide payment for eligible medical expenses and care coordination services so that chronically ill children can obtain needed health care services and have a medical home.

#### Result Measure

- 95% of CSS children will have a documented medical home within three months after enrolling or recertifying

#### Output Measure

- # of CSS children enrolled or recertified

#### Demand Measure

- # of children needing enrollment or recertification in the CSS program during the fiscal year

# METRO PUBLIC HEALTH DEPARTMENT

## Family, Youth, and Infant Health Line of Business

The purpose of the Family, Youth, and Infant Health Line of Business is to provide assessment, intervention, and education for the families, youth, and infants in Davidson County so they can experience health and wellness.

### School Health Program

The purpose of the School Health Program is to provide skilled nursing services for students with special health care needs so that they will be able to attend school.

#### Result Measure

- 98.5% of provider ordered scheduled procedures will be completed

#### Output Measure

- # of provider ordered, scheduled medical procedures completed

#### Demand Measure

- # of expected provider ordered medical procedures

### Fetal Infant Mortality Initiatives Program

The purpose of the Fetal Infant Mortality Initiatives (FIMI) Program is to provide information and education on infant health (to prevent infant deaths) to Davidson County providers and citizens so that they will be better informed and active in reducing risk factors that put infants at risk for early death.

#### Result Measure

- 85% of fetal and infant deaths will be assessed by a review team within 9 months of fetal/infant death to identify factors contributing to the death

#### Output Measure

- # of participants attending a Fetal Infant Mortality information/education activity and completing an evaluation who commit to changing a health behavior

#### Demand Measure

- # of participants who are expected to attend Fetal Infant Mortality Initiative activities

# METRO PUBLIC HEALTH DEPARTMENT

## Community Health Line of Business

The purpose of the Community Health Line of Business is to provide direct services and improve service delivery systems for preventive care, supplemental nutrition, and medical care for people in need so that they can be healthier.

### Nutrition Services Program

The purpose of the Nutrition Services Program is to provide nutrition education, assessment, intervention, and referral along with supplemental food products/vouchers to eligible residents in Davidson County so that they can provide nutritional meals for their families.

#### Result Measure

- 70% of potentially eligible participants will receive WIC (Women, Infants, Children) vouchers

#### Output Measure

- # of persons that receive WIC vouchers

#### Demand Measure

- # of persons eligible to receive WIC vouchers

### Health Care Access Program

The purpose of the Health Care Access Program is to provide screening, referral, and linkage services to uninsured residents of Nashville so that they can obtain primary health care from a regular source.

#### Result Measure

- 4.5% of the estimated uninsured residents in Nashville will be linked to a source of primary care

#### Output Measure

- # of uninsured residents of Davidson County linked to a regular source of primary health care

#### Demand Measure

- # of uninsured residents that do not have a regular source of primary health care

### Clinical Services and Immunization Program

The purpose of the Clinical Services and Immunization Program is to provide comprehensive health screenings, care coordination, and intervention services to target populations of Davidson County in need of preventive health care so that they can experience the earliest possible detection of health indicators and protection against preventable disease.

#### Result Measure

- 90% of 24 month old children are adequately immunized against preventable disease

#### Output Measure

- # of immunizations given

#### Demand Measure

- # of children needing immunizations

# METRO PUBLIC HEALTH DEPARTMENT

## Community Health Line of Business

The purpose of the Community Health Line of Business is to provide direct services and improve service delivery systems for preventive care, supplemental nutrition, and medical care for people in need so that they can be healthier.

### Health Care for the Homeless Program

The purpose of the Health Care for the Homeless Program is to provide medical, dental, mental health, substance abuse, and social services to adults, families, and children who are homeless so they can have access to appropriate health care services designed to meet their needs.

#### Result Measure

- 100% of homeless clients specified in the contract with United Neighborhood Health Services (UNHS) will receive mental health, substance abuse, and dental services at UNHS clinics

#### Output Measure

- # of homeless persons that received service at UNHS clinics

#### Demand Measure

- # of homeless persons needing medical, dental, mental health, and substance abuse services

### TENNderCare Program

The purpose of the TENNderCare Program is to provide outreach and information to children, parents and caregivers so that children can benefit from the early detection of health problems.

#### Result Measure

- 30% of parents and caregivers of Davidson County children and youth (ages 0-20) will receive information regarding the importance of well child check ups

#### Output Measure

- Number of children, parents and caregivers who receive information regarding well child check ups

#### Demand Measure

- Number of children, parents and caregivers who need information

# METRO PUBLIC HEALTH DEPARTMENT

## Population Health Line of Business

The purpose of the Population Health Line of Business is to provide information, advocacy, clinical services, and service coordination products to people in Nashville so that everyone can enjoy healthier conditions, make healthier choices, and reduce their risk of communicable diseases, chronic diseases, and injury.

### Tuberculosis Elimination Program

The purpose of the Tuberculosis Elimination Program is to provide education, screening, assessment, treatment, and referral products to anyone in Nashville with risk for tuberculosis infection (TB) or disease so that the community can be free from TB exposure.

#### Result Measures

- 90% of treatment courses for active TB cases will be completed
- 50% of treatment courses for latent (non-infectious) TB cases will be completed

#### Output Measures

- # of completed treatment courses provided for active TB cases
- # of completed treatment courses provided for latent (non-infectious) TB Cases

#### Demand Measures

- # of treatment courses required for infectious active TB cases
- # of treatment courses requested for latent (non-infectious) TB cases

### STD/HIV Prevention and Intervention Program

The purpose of the STD/HIV Prevention and Intervention Program is to provide education, screening, assessment, treatment, and referral products to persons with Sexually Transmitted Diseases and/or HIV infection.

#### Result Measure

- 90% of reported cases of Chlamydia, Gonorrhea, and Syphilis will be appropriately treated

#### Output Measure

- # of reported cases of Chlamydia, Gonorrhea, and Syphilis that were appropriately treated based on the 2006 CDC Sexually Transmitted Diseases Guidelines

#### Demand Measure

- # of treatments needed for Chlamydia, Gonorrhea, and Syphilis

# METRO PUBLIC HEALTH DEPARTMENT

## Population Health Line of Business

The purpose of the Population Health Line of Business is to provide information, advocacy, clinical services, and service coordination products to people in Nashville so that everyone can enjoy healthier conditions, make healthier choices, and reduce their risk of communicable diseases, chronic diseases, and injury.

### Tobacco Control Program

The purpose of the Tobacco Control Program is to provide health education sessions, information, policy related research, and tobacco compliance assessments to the Nashville community so it can be empowered to make healthy lifestyle choices by eliminating and avoiding the use of tobacco products.

#### Result Measure

- 70% of patients, 13 years of age and older, seen in MPHD clinics will be screened for tobacco use

#### Output Measure

- # of tobacco compliance surveys completed

#### Demand Measure

- # of tobacco retailers surveyed

### Healthy Eating and Active Living Program

The purpose of the Healthy Eating and Active Living Program is to provide health education sessions, information, health risk assessments and policy related advice to the Nashville community so it can be empowered to make healthy lifestyle choices by increasing healthy eating and active living.

#### Result Measure

- 90% of Communities Putting Prevention to Work (CPPW) objectives will be achieved

#### Output Measure

- % of objectives achieved

#### Demand Measure

- # of objectives in CPPW grant proposal

### Behavioral Health Services Program

The purpose of the Behavioral Health Services Program is to provide screening, education, service linkage, and assurance of quality mental health and substance abuse treatment to qualifying participants so that they may experience a healthy life.

#### Result Measure

- 70% of behavioral health clients (A&D/co-occurring and mental health) will be linked with a community provider

#### Output Measure

- # of clients linked to services

#### Demand Measure

- # of clients referred to program for assessment