

# Public Health Services District Strategic Business Plan

## Vision

**Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.**

### COUNTY MISSION

**Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.**

### DEPARTMENT MISSION

The Mission of the Pinal County Public Health Services District is to provide disease prevention, health promotion and nutrition services to the residents of Pinal County so they can live healthy and productive lives.

### ISSUE STATEMENTS

#### Issue 1: Access to Care

Increasing population combined with a lack of growth in the healthcare provider network, if not addressed, will result in:

- Higher rate of preventable childhood disease as a result of low (43%) childhood immunization rate.
- Lack of preventive care.
- A decrease in workforce productivity.
- An increase in the number of residents who do not have a healthcare provider within 15 miles.
- Average wait time for a non emergency medical appointment of 3 weeks or more.
- An increase in total healthcare costs.
- An increase in incidence/transmission of communicable disease.

## **Issue 2: Workforce Recruitment**

Increasing pace of expansion, staff and expectations, combined with the lack of qualified bi-lingual healthcare workers available, if not addressed, will result in

- Decreased access to prompt and adequate care.
- Barriers to expanded services.
- Decrease in customer satisfaction.

## **Issue 3: Diabetes/Asthma Incidence**

The increasing incidence of diabetes and asthma (as evidenced by a 5% and 20% increase in hospital discharge, respectively) if not addressed, will result in:

- Increased sickness and disability.
- Increased healthcare cost due to hospital stays and emergency room visits for Diabetes and Asthma. (Currently 750 million is spent on Diabetes annually in Pinal County.)
- Decreased student attendance and achievement (as evidence by 14 million school days missed in Arizona, 2005.)
- Decreased workforce productivity due to increased number of missed days at work.
- Continued higher death rate from diabetes (currently twice the rate in Pinal County than the state.)
- Continued higher asthma death rates for adults in Pinal County than the state.

## **Issue 4: Methamphetamine Use**

The use of methamphetamine creates a tremendous burden on the health, legal and social systems of the county. If not abated this will result in:

- Substantial healthcare costs
- Increased need for correctional facilities
- Increase in children at risk for health and social problems
- This is a cross cutting issue. See Cross Cutting section below.

## **Issue #5: Access to Primary Care Services**

Pinal County faces significant challenges in meeting the healthcare needs of a rapidly growing population. If not addressed this problem will result in:

- Increased healthcare costs due to a lack of preventive care.
- Increased burden on emergency rooms due to a lack of physician availability.
- Economic losses from a lack of local healthcare activity

## **Issue #6: Communicable Disease Rates**

Increasing rates of communicable disease (such as TB, STD's, and other infectious diseases) will if not addressed,

- Increase sickness and disability
- Increase healthcare cost
- Decrease worker productivity
- Decrease student attendance

## **STRATEGIC GOALS**

### **Strategic Goal 1: Improve Childhood Immunizations** (Issues 1, 5)

By 2010, achieve an 80% childhood immunization rate.

### **Strategic Goal 2: Public Health Accessibility** (Issues 1, 2, 5)

By 2010, 70% of the Pinal County population will have a Public Health service with 10 miles of where they live.

### **Strategic Goal 3: Diabetes** (Issues 1, 2, 3, 5)

By 2012, the hospitalization rate for participants in the diabetes support group will be reduced by 10%.

### **Strategic Goal 4: Methamphetamine Education** (Issue 4)

By 2012, 80% of students in the fifth grade in Pinal County will have received methamphetamine prevention education.

### **Strategic Goal 5: Communicable Diseases** (Issues 1, 2, 5, 6)

By 2010, reduce the threat of tuberculosis and sexually transmitted diseases (Chlamydia, Gonorrhea and Syphilis) as evidenced by;

- 90% of active Tuberculosis cases in the community complete treatment within one year
- 68% of Chlamydia cases treated
- 85% of Gonorrhea cases treated
- 90% of Syphilis cases treated

**Strategic Goal 6: Cost of Services** (Issues 1, 2, 5, 6)

By 2010, reduce cost per client visit by 15%.

## CROSS CUTTING

**Issues:** 1, 2, 3, & 5

**Goal 3:** Diabetes

**Cross Cutting With:** Long Term Care, Horizon Home Health

**Need:** Pinal County Public Health District does not provide primary health care to persons with diabetes; while primary health care providers do not provide education and support services and the two functions do not coordinate services.

**Issue:** 4 Methamphetamine Use

**Goal 4:** Methamphetamine Education

**Cross Cutting With:** PCSO, County Attorney

**Need:** Meth use is a legal, social and healthcare issue. All meth prevention and control issues must take into account the role of all disciplines.

**Issue:** Non-Issue Statement

**Goal:** Not a Strategic Goal

**Cross Cutting With:** Emergency Management Services

**Need:** Development of a standardized optimal emergency responding system that is recognized and implemented by both areas.

## DEPARTMENT ORGANIZATION

### **1. Administrative Program**

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- 1.2. Reserved Activity, page 11
- 1.3. Training Activity, page 12
- 1.4. Records Management Activity, page 13
- 1.5. Vehicle Management Activity, page 14
- 1.6. Financial Services Activity, page 15
- 1.7. Department Director Activity, page 16

### **2. Emergency Services Program**

- 2.1. Preparedness and Response Activity, page 17

### **3. Nutrition Program**

- 3.1. Special Supplemental Nutrition for Women, Infants and Children Activity, page 18
- 3.2. Diabetes Prevention and Education Activity, page 19

### **4. Communicable Disease Control Program**

- 4.1. TB Management and Intervention Activity, page 120
- 4.2. STD/HIV Management and Intervention Activity, page 21
- 4.3. Infectious Disease Detection and Investigation Activity, page 22

### **5. Clinical Services Program**

- 5.1. Well Woman Activity, page 23
- 5.2. Immunization Activity, page 24
- 5.3. Family Planning Activity, page 25

### **6. Education and Outreach Program**

- 6.1. Health Education Activity, page 26

## PROGRAMS

### *Administrative Program*

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### **Key Results**

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
- 85% of training dollars spent that directly align to County or Department strategic goals
- 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.
- 95% of department vehicles with preventative maintenance performed as scheduled
- 95% of department vehicles operated more than 10,000 miles per year
- 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods.
- 100% of applicable Key Results achieved
- 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Horizon Home Care Department.

### ***Emergency Services Program***

**Purpose Statement** The purpose of the Emergency Services Program is to provide Public Health Preparedness and Emergency Response and resource coordination services to government, healthcare, and private sector so they can receive timely response to health threats and be prepared to respond to emergency incidents

**Key Results**

- 80% of identified partners that have signed off on their roles in Public Health emergency plans through preparedness sessions.  
*(Preparedness and Response Activity)*

### ***Nutrition Program***

**Purpose Statement** The purpose of the Nutrition Program is to provide nutrition education, nutrition assessment, supplemental foods, and Diabetes education information to eligible Pinal County residents so they can achieve improved nutritional health and manage nutrition related disease.

**Key Results**

- 90% of support group participants that attend four or more sessions  
*(Diabetes Prevention and Education Activity)*
- 1% increase in the \*overall breastfeeding rate among Pinal County WIC infant population from 34.50% to 34.85%.  
*(Special Supplemental Nutrition for Woman, Infants, and Children (WIC) Activity)*

## ***Communicable Disease Control Program***

**Purpose Statement** The purpose of the Communicable Diseases Control Program is to provide detection, investigation, management and intervention of communicable diseases to Pinal residents so they can reduce the risk and illness due to infectious diseases.

### **Key Results**

- Confirmed cases treated.
  - 3% increase in the combined community and correctional Chlamydia cases treated from 65% to 68%
  - 5% increase in the combined community and correctional Gonorrhea cases treated from 80% to 85%
  - 5% increase in the combined community and correctional Syphilis cases treated from 85% to 90%  
*(STD/HIV Management and Intervention Activity)*
- 60% of reportable conditions with investigation initiated within recommended timeframe suggested in compliance with CDC (Center for Disease Control) guidelines.  
*(Infectious Disease Detection and Investigation Activity)*
- 90% of people completing tuberculosis treatment within one year  
*(TB Management and Intervention Activity)*

## ***Clinical Services Program***

**Purpose Statement** The purpose of the Clinical Services Program is to provide Immunizations, Family planning, and Well Woman Services to the residents of Pinal County so they can have access to immunizations, family planning and breast and cervical cancer screenings.

### **Key Results**

- 13% increase in the 24 month immunization rate from 53% to 66% (Arizona Department of Health Services (ADHS) reported childhood immunization rate) *(Immunizations Activity)*
- Maintain a <1% unplanned pregnancy rate for family planning clients. *(Family Planning Activity)*
- 80% of clients returning for annual re-screening for breast and cervical cancer. *(Well Woman Activity)*

## ***Education and Outreach Program***

**Purpose Statement** The purpose of the Education and Outreach Program is to provide educational and home visiting services to residents so they can make informed health decisions to live healthy and productive lives

**Key Results**

- 5% of 5<sup>th</sup> graders in Pinal County who have received meth prevention education. (*Health Education Activity*)

# ACTIVITIES

## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.1: Human Resources Activity

**Activity Purpose Statement** The purpose of the Human Resource Activity is to provide employee selection, evaluation and support services to department management so they can hire, manage and retain a qualified and diverse workforce.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Candidate Selection Recommendations</li> <li>• Job Postings</li> <li>• Policy Interpretations</li> <li>• Employee Relations Management</li> <li>• Employee Interviews</li> <li>• Grievance hearings</li> <li>• Employee Inquiry Responses</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Appraisals/ Evaluations</li> <li>• Employee Assistance Referrals</li> <li>• Employee Orientation Sessions</li> <li>• Exit Interviews</li> <li>• Personnel Reports</li> <li>• Police and Procedure Updates</li> <li>• Employee Awards</li> <li>• “Silent Whistle” Investigations</li> </ul>
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**Family of Measures**

Results

1. 98% of all employee appraisals will be submitted to Human Resources by the end of January due date  
(# of employee appraisals submitted by due date/total # of appraisals)

Outputs

1. 142 of employee appraisals submitted on/by due date

Demands

1. 142 of employee appraisals anticipated to be submitted

Efficiencies

N/A

**Activity Manager(s)** • Tom Schryer

**Activity Budget** \$X,XXX,XXX

### Section 1.2: Reserved

## **1. Administrative Program**

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### **Section 1.3: Training Activity**

**Activity Purpose Statement** The purpose of the Training Activity is to provide department specific training services to employees so they can more effectively meet the County and/or department strategic goal.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Training Sessions</li><li>• Safety Training Sessions</li><li>• Employee Handbooks</li></ul>	<ul style="list-style-type: none"><li>• Training Assessments</li><li>• Training Records</li><li>• Training Schedules/Arrangements</li></ul>
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**Family of Measures**

Results

1. 85% of training dollars spent that directly align to County or Department strategic goals. (# of training dollars spent that directly align to County or Department strategic goals / total number of training dollars spent)

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Outputs

1. Training \$ spent that directly align to County or Department strategic goals

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Demands

1. Training \$ spent that directly align to County or Department strategic goals anticipated to be spent

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Efficiencies

- 1 Training Activity \$ spent that directly align to County or Department strategic goals

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**Activity Manager(s)**

- **Mary Clements**

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**Activity Budget** \$x,xxx,xxx

## **1. Administrative Program**

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### **Section 1.4: Records Management Activity**

**Activity Purpose Statement** The purpose of the Records Management Activity is to provide record retention, disposal and retrieval services to departments so they can access, provide, retain and dispose of records in a timely manner and as legally required.

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**Activity Services**

- Record Archives
- Record Disposals
- Record Disposition Authorizations
- Records Destruction List
- Records Inventory
- Records Requests Responses

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**Family of Measures**

Results

1. 95% of records managed in compliance with legal and policy requirements  
( # of records managed in compliance with legal and policy requirements/ total # of records managed)

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Outputs

1. \*of records in compliance \* no historical data

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Demands

1. \* of records anticipated to be in compliance \* no historical data

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Efficiencies

1. Records Management Activity \$ expenditure per record in compliance

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**Activity Manager(s)**

- Tom Schryer

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**Activity Budget** \$x,xxx,xxx

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## ***1. Administrative Program***

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### ***Section 1.5: Vehicle Management Activity***

**Activity Purpose Statement** The purpose of the Vehicle Management Activity is to provide maintenance scheduling, reporting and vehicle requirement definition services to the department so they can have cost effective, safe vehicles that meet the department's needs.

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**Activity Services**

- Vehicle Maintenance and Repair Service Schedules
- Vehicle Utilization Reports
- Maintenance Records
- Fleet Credit Card Usage Reports
- Vehicle Usage Assessment

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**Family of Measures**

**Results**

1. 95% of department vehicles with preventative maintenance performed as scheduled  
(# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles)
2. 95% of department vehicles operated more than 1,000 miles per month  
(# of department vehicles operated more than 1,000 miles per month/ total department vehicles)

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**Outputs**

1. 20 of department vehicles operated

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**Demands**

1. 20 of department vehicles anticipated to be operated
2. 20 of department vehicles operated more than 1000 miles a month

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**Efficiencies**

1. Vehicle Management Activity \$ expenditure per vehicle operated

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**Activity Manager(s)** • **Mary Clements**

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**Activity Budget** \$x,xxx,xxx

## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.6: Financial Services Activity

**Activity Purpose Statement** The purpose of the Financial Services Activity is to provide financial, budget information and purchasing services to department managers so they can ensure appropriate allocation, acquisition, utilization and control of County resources and stay within their budget at the activity level.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Grant Reports</li><li>• Grant Applications</li><li>• Grant Programmatic Progress Reports</li><li>• Payment Authorizations</li><li>• Employee Reimbursement Authorizations</li></ul>	<ul style="list-style-type: none"><li>• Year-end Accounting Records</li><li>• Cash Receipts</li><li>• Budget Proposal</li><li>• Spending Requests</li><li>• Appropriation Adjustments</li><li>• Expenditure Projections</li><li>• Performance Reports</li></ul>
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**Family of Measures** Results  
1. 90% of non-construction payment authorizations (requisitions) entered into the system within three business days of receipt of goods.  
(# of payment authorizations entered on the date of receipt of goods/total payment authorizations)

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Outputs  
1. \*# of payment authorizations received within three business days of physical receipt of item(s) \* no historical data available

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Demands  
1. \*# of payment authorizations (requisitions) anticipated to be entered into the system \* no historical data available

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Efficiencies  
1. Financial Services Activity \$ expenditure per payment authorization entered within three business days

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**Activity Manager(s)** • **Kandi Harris**

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**Activity Budget** \$x,xxx,xxx

## **1. Administrative Program**

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### **Section 1.7: Department Director Activity**

**Activity Purpose Statement** The purpose of the Department Director Activity is to provide results oriented leadership and management services to Pinal County residents and businesses so they can benefit from effective and efficient County services.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Reports</li><li>• Direction</li><li>• Employee Supervision Meeting</li><li>• Inquiry Responses</li><li>• Strategic Business Plans</li><li>• Issue Resolutions</li><li>• Special Projects</li></ul>	<ul style="list-style-type: none"><li>• Budgets</li><li>• Department Structures</li><li>• Policies/Procedures</li><li>• Employee Evaluations</li><li>• Program Evaluations</li><li>• Recommendations</li><li>• Leadership</li></ul>
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**Family of Measures**

Results

1. 100% of applicable Key Results achieved  
(# of key results achieved/total # of key results)
2. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Public Health Services District.  
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

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Outputs

1. of customers served by the Department -or- # of customers responding to the department survey -or- # of customers surveyed

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Demands

1. # of customers anticipated to request services -or- # of customers expected to be surveyed -or- # of customers expected to respond to the survey

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Efficiencies

1. Department Director Activity \$ expenditures per customer served

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**Activity Manager(s)** • Tom Schryer

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**Activity Budget** \$x,xxx,xxx

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## 2. Emergency Services Program

**Purpose Statement** The purpose of the Preparedness and Response Program is to provide Public Health Preparedness and Emergency Response and resource coordination services to government, healthcare, and private sector so they can receive timely response to health threats and be prepared to respond to emergency incidents.

### Section 2.1: Preparedness and Response Activity

**Activity Purpose Statement** The purpose of the Preparedness and Response Activity is to provide planning, preparedness education, interagency coordination, emergency and disaster response services to Government, Healthcare, and the private sector so they can be prepared to respond to emergency incidents.

**Activity Services**

- NIMS training sessions
- Emergency Response Exercise Reports
- MOA Development
- Compile Preparedness Inventories
- Information pamphlets
- Public Health Preparedness Education sessions
- Operational Disasters Responses
- Resource Coordinations
- Information/Presentations (Pandemic Influenza Disaster Preparedness)
- Preparedness Plans
- Emergency Preparedness meetings
- Volunteer Coordination
- Interagency coordination's and collaborations
- 24 hour Public Health Emergency Responses

#### Results

1. 80% of identified partners that have signed off on their roles in Public Health emergency plans through preparedness sessions.  
(# of partners that have signed off on their roles in public health emergency plans divided by the number of partners that have been contacted through emergency preparedness sessions)
2. 90% of emergencies and emergency exercises responded to within 15 minutes of initial notification call  
(# of responses within 15 minutes divided by the # of emergencies and emergency exercises responded to)

#### Outputs

1. 25 Emergency Preparedness sessions provided

#### Demands

1. 25 Emergency preparedness sessions anticipated

#### Efficiencies

1. Preparedness and Response Activity \$ expenditure per Emergency Preparedness session provided

**Activity Manager(s)** • Rick Jones

**Activity Budget** \$x,xxx,xxx

### 3. Nutrition Program

**Purpose Statement** The purpose of the Nutrition Program is to provide nutrition education, nutrition assessment, supplemental foods, and Diabetes education information to eligible Pinal County residents so they can achieve improved nutritional health and manage nutrition related diseases.

#### Section 3.1: Special Supplemental Nutrition for Women, Infants and Children (WIC) Activity

**Activity Purpose Statement** The purpose of the special supplemental nutrition for women, infants, and children (WIC) activity is to provide food voucher, referral, nutrition and breast feeding educational services to income eligible pregnant, post-partum or breast feeding women, infants, and children up to 5 years old who are at nutrition risk so they can achieve improved health status.

- Activity Services**
- Lab results (Ht/Wt hemoglobin)
  - Breast pumps
  - Individual nutrition education sessions
  - WIC appointments
  - WIC food coupons
  - Nutrition information
  - Folic acid
  - High risk nutrition education sessions
  - Breast feeding education classes and counseling sessions
  - Nutrition incentives (books, pens, bags, coupon holders, magnets)
  - Referrals (Community services and medical)
  - Nutrition risk assessment results
  - Food Boxes
  - Food Box Deliveries
  - Farmer's market coupons

- Family of Measures**
- Results
1. 3% reduction in \*low birth weight rate from 3.24% to 3.14% within the Pinal County Public Health WIC infant population.  
(prior % - current % low weight birth rate / prior % low weight birth rate within Pinal County)
  2. 1% increase in the \*overall breastfeeding rate among Pinal County WIC infant population from 34.50% to 34.85%.  
(current % - prior % breastfeeding rate / current % breastfeeding rate in Pinal County)  
\*Overall Breastfeeding Rate based on Arizona Department of Health Service Data
  3. 1% reduction in the Anemia rate among the WIC population in Pinal County from 6.84% to 6.77%.  
(prior % - current % anemia rate / prior % anemia rate in Pinal County)

Outputs

1. 98,847 of WIC visits completed
2. 656 of breastfeeding counseling sessions provided WIC participants by Nutritionist/BF Coordinator
3. 3,873 of high risk nutrition counseling sessions provided WIC participants by Nutritionists

Demands

1. 97,700 of WIC visits anticipated

Efficiencies

1. Special Supplemental Nutrition for Women, Infants and Children (WIC) Activity \$ expenditure per WIC visit completed

- Activity Manager(s)**
- Rosanna Ringer
  - Bernadette Landers
  - Claudia Engleman

**Activity Budget** \$x,xxx,xxx

### 3. Nutrition Program

**Purpose Statement** The purpose of the Nutrition Program is to provide nutrition education, nutrition assessment, supplemental foods, and Diabetes education information to eligible Pinal County residents so they can achieve improved nutritional health and manage nutrition related disease.

#### Section 3.2: Diabetes Prevention and Education Activity

**Activity Purpose Statement** The purpose of the Diabetes Prevention and Education Activity is to provide prevention and disease self management training services to people at risk of developing diabetes and those currently living with the disease so they can have the information they need to prevent complications associated with the disease.

**Activity Services**

- Diabetes support groups
- Diabetes Education classes
- Health fairs
- Diabetes Coalition-
- Risk Assessments
- Food Preparation Demonstrations

**Family of Measures**

Results

1. 90% of support group participants that attend four or more sessions  
(# of support group participants attending 4 or more sessions divided by the total number of support group participants)

Outputs

1. 40 support group participants served
2. 35 support group participants that attend 4 or more sessions

Demands

1. 40 support group participants anticipated

Efficiencies

1. Diabetes Activity \$ expenditure per support group participant.

**Activity Manager(s)**

- Mary Gonzales
- Rosanna Ringer

**Activity Budget** \$x,xxx,xxx

#### **4. Communicable Disease Control Program**

**Purpose Statement** The purpose of the Communicable Diseases Control Program is to provide detection, investigation, management and intervention of communicable diseases to Pinal residents so they can reduce the risk and illness due to infectious diseases.

#### **Section 4.1: TB Management and Intervention Activity**

**Activity Purpose Statement** The purpose of the Tuberculosis Management and Intervention Activity is to provide identification, evaluation, education, and treatment services to those with Tuberculosis infection so they can reduce illness due to tuberculosis.

**Activity Services**

- Contact investigation interviews
- TB Treatments
- Suspect evaluations
- Education sessions
- Resource coordination's
- Post exposure prophylaxis (PEP – Medication to prevent disease)

**Family of Measures**

Results

1. 90% of people completing treatment within one year  
(# of people completing treatment in one year divided by the # of people treated)

Outputs

2. 2 people completing treatment within 1 year

Demands

3. 30 people with active TB anticipated in need of treatment.

Efficiencies

4. TB Management and Intervention Activity \$ expenditure per person treated

**Activity Manager(s)**

- Graham Briggs

**Activity Budget** \$x,xxx,xxx

**4. Communicable Disease Control Program**

**Purpose Statement** The purpose of the Communicable Diseases Control Program is to provide detection, investigation, management and intervention of communicable diseases to Pinal residents so they can reduce the risk and illness due to infectious diseases.

**Section 4.2: STD/HIV Management & Intervention Activity**

**Activity Purpose Statement** The purpose of the Sexually Transmitted Disease/HIV Management and Intervention Activity is to provide identification evaluation, education, and treatment services to Pinal County residents so they can reduce the illness and the spread of Sexually Transmitted Diseases/HIV.

- Activity Services**
- Communicable disease education
  - STD treatments
  - Annual reports
  - Communicable disease monthly activity reports
  - EOC representatives
  - Contact identification and evaluation
  - Case contact identifications and evaluations
  - Outbreak responses and control
  - Disease activity reports
  - Information pamphlets
  - Post Exposure Prophylaxis (PEP – Medication to prevent disease)
  - Treatment/PEP Referral (Post Exposure Prophylaxis)

**Family of Measures**

**Results**

- Treatment of Sexually Transmitted Diseases will improve as evidenced by;
1. 3% increase in the combined community and correctional Chlamydia cases treated from 65% to 68%
  2. 5% increase in the combined community and correctional Gonorrhea cases treated from 80% to 85%
  3. 5% increase in the combined community and correctional Syphilis cases treated from 85% to 90%  
(# of confirmed cases treated divided by the # of confirmed cases - Same formula for each measure above)

- The spread of Sexually Transmitted Diseases will reduced as evidenced by;
4. 5% increase in the number of identified contacts for both the community and correctional Chlamydia cases treated from 80% to 85%
  5. 5% increase in the number of identified contacts for both the community and correctional Gonorrhea cases treated from 80% to 85%
  6. 5% increase in the number of identified contacts for both the community and correctional Syphilis cases treated from 80% to 85%  
(# of confirmed community and correctional contacts treated/ # of confirmed community and correctional cases - Same formula for each measure above)

- Outputs**
1. 43 people receiving treatment.

- Demands**
1. 1000 people anticipated in need of treatment

- Efficiencies**
1. STD/HIV Management & Intervention Activity \$ expenditure per person treated.

**Activity Manager(s)**

- Graham Briggs

**Activity Budget** \$x,xxx,xxx

#### 4. Communicable Disease Control Program

**Purpose Statement** The purpose of the Communicable Diseases Control Program is to provide detection, investigation, management and intervention of communicable diseases to Pinal residents so they can reduce the risk and illness due to infectious diseases.

#### Section 4.3: Infectious Diseases Detection and Investigation Activity

**Activity Purpose Statement** The purpose of the Infectious Disease Detection and Investigation Activity is to provide education, surveillance and response services to Pinal County residents so their risk of infection is minimized by timely investigation.

- |                          |  |  |
|--------------------------|--|--|
| <b>Activity Services</b> | <ul style="list-style-type: none"> <li>• Communicable disease education sessions</li> <li>• Annual reports</li> <li>• Information pamphlets</li> <li>• Emergency Operations Center resource coordination's</li> <li>• Public Health Emergency responses</li> </ul> | <ul style="list-style-type: none"> <li>• Disease activity reports</li> <li>• Post exposure prophylaxis</li> <li>• Outbreak responses</li> <li>• Contact identifications and evaluations</li> <li>• Communicable disease monthly activity reports</li> <li>• Surveillance Reports</li> <li>• Referrals</li> </ul> |
|--------------------------|--|--|

**Family of Measures**

Results

1. 60% of reportable conditions with investigation initiated within recommended timeframe  
(investigation of reportable conditions initiated within recommended timeframe/total # of investigations)

Outputs

2. 700 reported cases investigated

Demands

3. 800 of reported cases anticipated

Efficiencies

4. Infectious Diseases Detection and Investigation Activity \$ expenditure per infectious disease case investigated

**Activity Manager(s)**

- Graham Briggs
- Diane Reed

**Activity Budget** \$x,xxx,xxx

## 5. Clinical Services Program

### Purpose Statement

The purpose of the Clinical Services Program is to provide Immunizations, Family planning, and Well Woman Services to the residents of Pinal County so they can have access to immunizations, family planning and breast and cervical cancer screenings.

### Section 5.1: Well Woman Activity

### Activity Purpose Statement

The purpose of the Well Woman Activity is to provide breast and cervical diagnostic screening and referral services to uninsured and underinsured women so they can be appropriately screened for breast and cervical cancer.

### Activity Services

- Breast cancer screenings
- Cervical cancer screenings
- Diagnostic referral services
- Case management
- Appointments
- Counseling sessions and literature
- Referrals (Diagnostic, Community resources)
- Folic acid supplements
- Pregnancy tests and referrals
- AHCCCS (Arizona Health Care Cost Containment System) Breast and Cervical cancer emergency enrollments
- Outreach information (newspapers, Health Fairs, pamphlets)
- Education Counseling sessions
- Case management services (follow-ups and referrals)

### Family of Measures

#### Results

1. 80% of clients returning for annual re-screening for breast and cervical cancer. (# of clients re-screened for breast and cervical cancer divided by the total # of clients initially screened.)

#### Outputs

1. 100 breast and cervical cancer screenings provided

#### Demands

1. 100 clients anticipated to request service

#### Efficiencies

1. Well Woman Activity \$ expenditure per breast and cervical screenings provided.

### Activity Manager(s)

- Barbara Schaffer

### Activity Budget

\$x,xxx,xxx

## 5. Clinical Services Program

**Purpose Statement** The purpose of the Clinical Services Program is to provide Immunizations, Family planning, and Well Woman Services to the residents of Pinal County so they can have access to immunizations, family planning and breast and cervical cancer screenings.

### Section 5.2: Immunizations Activity

**Activity Purpose Statement** The purpose of the Immunization Activity is to provide vaccination and tuberculosis screening services to the general public so they can receive appropriate immunizations thus reducing the risk of childhood illness.

**Activity Services**

- Immunizations (children)
- Immunizations (adults)
- Flu shots
- Tuberculosis tests
- Rabies vaccinations

**Family of Measures**

Results

1. 13% increase in the 24 month immunization rate from 53% to 66%  
(current % rate – prior % in 24 mo. Immunization rate / current % of immunization rate)  
(Arizona Department of Health Services (ADHS) reported childhood immunization rate)

Outputs

1. 8000 children immunized

Demands

1. \*18,200 children anticipated to require immunizations  
(\*Based on 2006 AZ Health Status and Vital Statistics)

Efficiencies

1. Immunization Activity \$ expenditure per client immunized.

**Activity Manager(s)**

- Barbara Schaffer
- Andrea Huerta

**Activity Budget** \$x,xxx,xxx

## 5. Clinical Services Program

**Purpose Statement** The purpose of the Clinical Services Program is to provide Immunizations, Family planning, and Well Woman Services to the residents of Pinal County so they can have access to immunizations, family planning and breast and cervical cancer screenings.

### Section 5.3: Family Planning Activity

**Activity Purpose Statement** The purpose of the Family Planning Activity is to provide reproductive health services to the general public so they can have the information they need to space the birth of their children and control the size of their family.

**Activity Services**

- Family planning education
- Appointments
- Birth control services
- STD treatment
- Case management family planning
- Pregnancy tests
- STD screenings

**Family of Measures**

Results

1. Maintain a <1% unplanned pregnancy rate for family planning clients  
(% of prior – % of current unplanned pregnancy rate for family planning clients/ % of family planning clients)
2. 90% of clients who say they are satisfied or very satisfied with family planning services.  
(# of clients who said they were satisfied or very satisfied with the information and services received divided by the # of clients surveyed)

Outputs

1. 1200 clients served.

Demands

1. 1200 clients as identified in AZFPC contract anticipated.

Efficiencies

Family Planning Activity \$ expenditure per client served.

**Activity Manager(s)**

- Barbara Schaffer
- Andrea Huerta

**Activity Budget** \$x,xxx,xxx

## 6. Education and Outreach Program

**Purpose Statement** The purpose of the Education and Outreach Program is to provide educational and home visiting services to residents so they can make informed health decisions to live healthy and productive lives

### Section 6.1: Health Education Activity

**Activity Purpose Statement** The purpose of the Health Education Activity is to provide Prevention Education, Skill Building and Outreach Services to youth and adults in Pinal County so they can gain knowledge and skills to influence healthy behavior choices.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Physical Activity Education Sessions</li> <li>• Tobacco Prevention Education Sessions</li> <li>• Meth Prevention Education sessions</li> <li>• Parent Education Sessions</li> <li>• Teen Pregnancy Prevention Education Sessions</li> <li>• Health Information Presentations (see above)</li> </ul>	<ul style="list-style-type: none"> <li>• Curriculum training Sessions</li> <li>• Health Education materials(pamphlets)</li> <li>• Life Skills ( communication skills, refusal skills, goal setting skills, decision making skills, leader skills, character education sessions)</li> <li>• Presentation skills</li> <li>• Educational trips</li> </ul>
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**Family of Measures**

Results

1. 5% of 5<sup>th</sup> graders in Pinal County who have received meth prevention education (% of 5<sup>th</sup> graders in Pinal County who have received meth prevention education divided by total number of 5<sup>th</sup> graders)

Outputs

1. 400 of 5<sup>th</sup> graders who received Meth Prevention education

Demands

1. 400 of Meth Prevention education sessions anticipated.

Efficiencies

1. Health Education Activity \$ expenditure per Meth Prevention education session provided.

**Activity Manager(s)** • Juli Kelly

**Activity Budget** \$x,xxx,xxx