

# 2010-2011 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.

\* This is a cross cutting issue. See Cross Cutting section below.

**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 - Substance Abuse:** Substance abuse 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 (Issue Statement 1 & 5)

Owner – Immunizations Activity

By 2012, the Pinal County childhood population will receive appropriate immunizations thus reducing the risk of childhood illness as evidenced by:

- 80% childhood immunization coverage rate achieved

### Strategic Goal 2 Public Health Accessibility (Issue Statement 1, 2 & 5)

Owner – Public Health Administration

By 2010, the Pinal County population will experience better access to Public Health services as evidenced by:

- 70% of the Pinal County population will have a Public Health service with 10 miles of where they live

### Strategic Goal 3 Diabetes (Issue Statement 1, 2, 3 and 5)

Owner – Diabetes Activity

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

### Strategic Goal 4 Substance Abuse Education (Issue Statement 4)

Owner – Health Education Activity

By 2012, the percentage of students who use alcohol, marijuana, methamphetamines and prescription medications in grades 8, 10 and 12 will be less than or equal to the state average, as published by the Arizona Criminal Justice Commission, Arizona Youth Survey. Current rates are:

Type	Grade 8 County	Grade 8 State	Grade 10 County	Grade10 State	Grade 12 County	Grade 12 State
Alcohol	29.5%	23.2%	41.6%	37.7%	52.8%	46.8%
Marijuana	11.3%	7.6%	15.9%	15.1%	20.5%	18.7%
Methamphetamines	0.3%	0.4%	0.5%	0.6%	1.8%	0.8%
Prescription Drugs	10.9%	8.6%	14.3%	12.2%	13.8%	13.1%

### Strategic Goal 5 Communicable Diseases (Issue Statement 1, 2, 5 and 6)

Owner – TB Management and Intervention Activity

By 2010, the Pinal County population will benefit from a reduced threat of tuberculosis as evidenced by:

- 90% of active Tuberculosis cases in the community complete treatment within one year

### Strategic Goal 6 Cost of Services (Issue Statement 1, 2, 5 and 6)

Owner – Public Health Administration

- 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

**Goal 4:** Substance Abuse

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

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

**Issue:** Non-Issue Statement

**Cross Cutting With:** Emergency Management Services

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

### **1. Administrative Program**

- 1.1. Human Resources Activity** *page 13*
- 1.2. Training Activity** *page 14*
- 1.3. Records Management Activity** *page 15*
- 1.4. Vehicle Management Activity** *page 16*
- 1.5. Financial Services Activity** *page 17*
- 1.6. Department Director Activity** *page 18*

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

- 2.1. Preparedness and Response Activity** *page 19*

### **3. Nutrition Program**

- 3.1. Special Supplemental Nutrition for Women, Infants and Children Activity** *page 20*
- 3.2. Diabetes Activity** *page 21*

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

- 4.1. TB Management and Intervention Activity** *page 22*
- 4.2. STD/HIV Management and Intervention Activity** *page 23*
- 4.3. Infectious Disease Detection and Investigation Activity** *page 24*

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

- 5.1. Well Woman Activity** *page 25*
- 5.2. Immunization Activity** *page 26*
- 5.3. Family Planning Activity** *page 27*

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

- 6.1. Health Education Activity** *page 28*

# 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**

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)
2. 85% of training dollars spent that directly align to County or Department strategic goals
3. 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)
4. 95% of department vehicles with preventative maintenance performed as scheduled  
(# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles)
5. 95% of department vehicles operated more than 10,000 miles per year  
(# of department vehicles operated more than 10,000 miles per year/ total department vehicles)
6. 90% of non-construction payment authorizations 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)
7. 100% of applicable Key Results achieved  
(# of key results achieved/total # of key results)
8. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Public Health Services District Department.  
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

## *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**

- 90% of emergencies and emergency exercises responded to within 15 minutes of initial notification. (*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 Activity)*
  - 90% of clients who say they are satisfied or very satisfied with information and WIC services received  
*(Special Supplemental Nutrition for Woman, Infants, and Children (WIC) 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)*
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## *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 suspected cases of TB evaluated within 1 month (*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**
- 15% increase in the 24 month immunization rate from 58% to 73% (Arizona Department of Health Services (ADHS) reported childhood immunization rate) (*Immunizations Activity*)
  - Maintain a <1% unplanned pregnancy rate due to failed contraceptives for family planning clients. (*Family Planning Activity*)
  - 90% of clients who say they are satisfied or very satisfied with family planning services. (*Family Planning Activity*)
  - 90% of clients with abnormal mammogram/clinical breast exam with completed work-up and final diagnosis recorded within 60 days of screening. (*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**
- 90% of participating School Health Liaison Program schools requesting substance abuse education will receive said training within the current school year. (*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.

### 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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<b>Family of Measures</b>	<p><u>Results</u></p> <p>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)</p> <hr/> <p><u>Outputs</u></p> <p>1. 97 employee appraisals submitted on/by due date</p> <hr/> <p><u>Demands</u></p> <p>1. 97 employee appraisals anticipated to be submitted</p> <hr/> <p><u>Efficiencies</u></p> <p>N/A</p>
<b>Activity Manager(s)</b>	<ul style="list-style-type: none"> <li>• Tom Schryer</li> </ul>
<b>Activity Budget</b>	\$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.

## **1.2. 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

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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.

### 1.3. Records Management

**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.

**Activity Services**

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

**Family of Measures**

Results

1. 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives  
( # of record series managed in compliance with legal and policy requirements/ total # of record series managed)

Outputs

1. 17 record series in compliance with legal and policy requirements

Demands

1. 17 record series anticipated to be in compliance with legal and policy requirements

Efficiencies

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

**Activity Manager(s)**

- Tom Schryer

**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.

### 1.4. 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.

**Activity Services**

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

**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 10,000 miles per year (# of department vehicles operated more than 10,000 miles per year/ total # of department vehicles)

Outputs

1. 8 department vehicles operated

Demands

1. 8 department vehicles anticipated to be operated
2. 8 department vehicles operated more than 10,000 miles a year

Efficiencies

1. Vehicle Management Activity \$ expenditure per vehicle operated

**Activity Manager(s)**

- Andrea Huerta

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

## 1. Administrative Program

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.

### 1.5. Financial Services

#### 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.

#### Activity Services

- Grant Reports
- Grant Applications
- Grant Programmatic Progress Reports
- Payment Authorizations
- Employee Reimbursement Authorizations
- Year-end Accounting Records
- Cash Receipts
- Budget Proposal
- Spending Requests
- Appropriation Adjustments
- Expenditure Projections
- Performance Reports

#### 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 / # of total payment authorizations)

##### Outputs

1. 1400 of payment authorizations received within three business days of physical receipt of item(s)

##### Demands

1. 1400 of payment authorizations (requisitions) anticipated to be entered into the system

##### Efficiencies

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

#### Activity Manager(s)

- **Kandi Harris**

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.

### **1.6. 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.

**Activity Services**

- Reports
- Direction
- Employee Supervision Meeting
- Inquiry Responses
- Strategic Business Plans
- Issue Resolutions
- Special Projects
- Budgets
- Department Structures
- Policies/Procedures
- Employee Evaluations
- Program Evaluations
- Recommendations
- Leadership

**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 Department.  
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

**Outputs**

1. 2,000 of customers responding to the department survey -or- # of customers surveyed

**Demands**

1. 2,000 of customers expected to respond to the survey

**Efficiencies**

1. Department Director Activity \$ expenditures per customer served

**Activity Manager(s)**

- Tom Schryer

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

## 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.

### 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. 90% of emergencies and emergency exercises responded to within 15 minutes of initial notification (# of personnel responded within 15 minutes divided by the total # of personnel notified).

#### Outputs

1. 25 Emergency Preparedness sessions provided to outside partners.
2. 15 Emergency Preparedness sessions provided to Pinal County employees

#### Demands

1. 25 Emergency Preparedness sessions requested by outside partners.
2. 15 Emergency Preparedness sessions requested by Pinal County Employees.

#### Efficiencies

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

### Activity Manager(s)

- **Kore Redden**

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.

#### 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.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Lab results (Ht/Wt hemoglobin)</li> <li>• Breast pumps</li> <li>• Individual nutrition education sessions</li> <li>• WIC appointments</li> <li>• WIC food coupons</li> <li>• Nutrition information</li> <li>• Folic acid</li> <li>• High risk nutrition education sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Breast feeding education classes and counseling sessions</li> <li>• Nutrition incentives (books, pens, bags, coupon holders, magnets)</li> <li>• Referrals (Community services and medical)</li> <li>• Nutrition risk assessment results</li> <li>• Food Boxes</li> <li>• Food Box Deliveries</li> <li>• Farmer's market coupons</li> </ul>
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**Family of Measures**

Results

1. 1% increase in the \*overall breastfeeding rate among Pinal County WIC infant population from 34.50% to 34.85%. (current % - prior % divided by current %)

\*Overall Breastfeeding Rate based on Arizona Department of Health Service Data

2. 90% of clients who say they are satisfied or very satisfied with information and WIC services received.

Outputs

1. 109,500 WIC visits completed
2. 656 of breastfeeding counseling sessions provided WIC participants by Nutritionist/BF Coordinator
3. 2,500 high risk nutrition counseling sessions provided to WIC participants by Nutritionists

Demands

1. 109,500 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
- Kathleen 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 disease.

#### 3.2. Diabetes 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. 350 support group participants served  
2. 315 support group participants that attend 4 or more sessions

Demands

1. 350 support group participants anticipated

Efficiencies

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

**Activity Manager(s)**

- Rosanna Ringer
- Mary Gonzales

**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.

#### **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 suspected cases of TB evaluated within 1 month  
(# of suspected cases of TB evaluated within the month divided by the total # of suspected cases within the month)

Outputs  
2. 30 suspected cases evaluated for TB per month

Demands  
3. 30 suspected cases of TB per month

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.

#### 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

7. 700 people receiving STD treatment.

Demands

8. 1000 people in need of treatment

Efficiencies

9. 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.

#### **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.

**Activity Services**

- Communicable disease education sessions
- Annual reports
- Information pamphlets
- Emergency Operations Center resource coordination's
- Public Health Emergency responses
- Disease activity reports
- Post exposure prophylaxis
- Outbreak responses
- Contact identifications and evaluations
- Communicable disease monthly activity reports
- Surveillance Reports
- Referrals

**Family of Measures**

Results  
1. 60% of reportable conditions with investigation initiated within recommended timeframe (# of investigations of reportable conditions initiated within the recommended timeframe divided by the total # of investigations)

Outputs  
2. 700 reported cases investigated

Demands  
3. 1500 of reported cases anticipated in need of investigation

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

**Activity Manager(s)** • **Graham Briggs**

**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.

### 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. 90% of clients with abnormal mammogram/clinical breast exam with completed work-up and final diagnosis recorded within 60 days of screening. (# of abnormal results with final diagnosis recorded within 60 days / # of abnormal results at 60 days with and without final diagnosis recorded.)

#### Outputs

1. 540 breast and cervical cancer screenings provided

#### Demands

1. 540 clients requesting service

#### Efficiencies

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

### Activity Manager(s)

- Kathryn Matthews

### 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.

### 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. 15% increase in the 24 month immunization rate from 58% to 66% (Arizona Department of Health Services (ADHS) reported childhood immunization rate)

Outputs

1. 4300 children immunized on schedule

Demands

1. 4300 children immunized (based on 12 month average of 24 month old children immunized)

Efficiencies

Immunization Activity \$ expenditure per client immunized.

**Activity Manager(s)**

- Kathryn Matthews
- 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.

### 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 due to failed contraceptives for family planning clients. (# of family planning clients who experience failed contraceptive / total # 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 total # of clients surveyed)

Outputs

3. 3869 clients served.

Demands

4. 3869 clients as identified in AZFPC contract.

Efficiencies

Family Planning Activity \$ expenditure per client served.

**Activity Manager(s)**

- Kathryn Matthews

**Activity Budget**

\$x,xxx,xxx

## 6. Education and Outreach Program

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

### 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. 90% of participating School Health Liaison Program schools requesting substance abuse education will receive said training within the current school year (#of schools that have received substance abuse prevention education divided by the total number of schools that have requested substance abuse prevention education )

Outputs  
1. 15 School Health Liaison Program schools receiving substance abuse education

Demands  
1. 15 School Health Liaison Program schools requesting substance abuse education

Efficiencies  
1. Health Education Activity \$ expenditure per Substance Abuse education session provided.

**Activity Manager(s)**

- Rosanna Ringer
- Jan Vidimos

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