



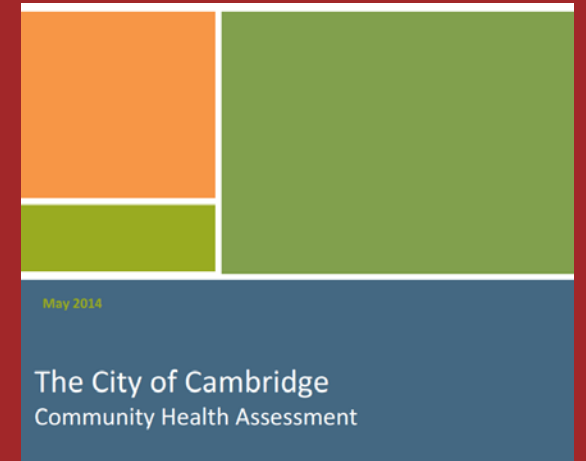
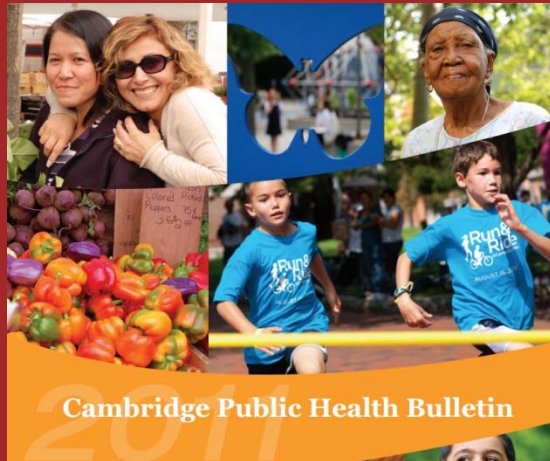


Welcome to the Cambridge Public Health Department Workforce Development Program





WELCOME TO THE CAMBRIDGE PUBLIC HEALTH DEPARTMENT





Objectives

- Orient staff to the contents of the Workforce Development Plan
- Discuss the implications of the plan



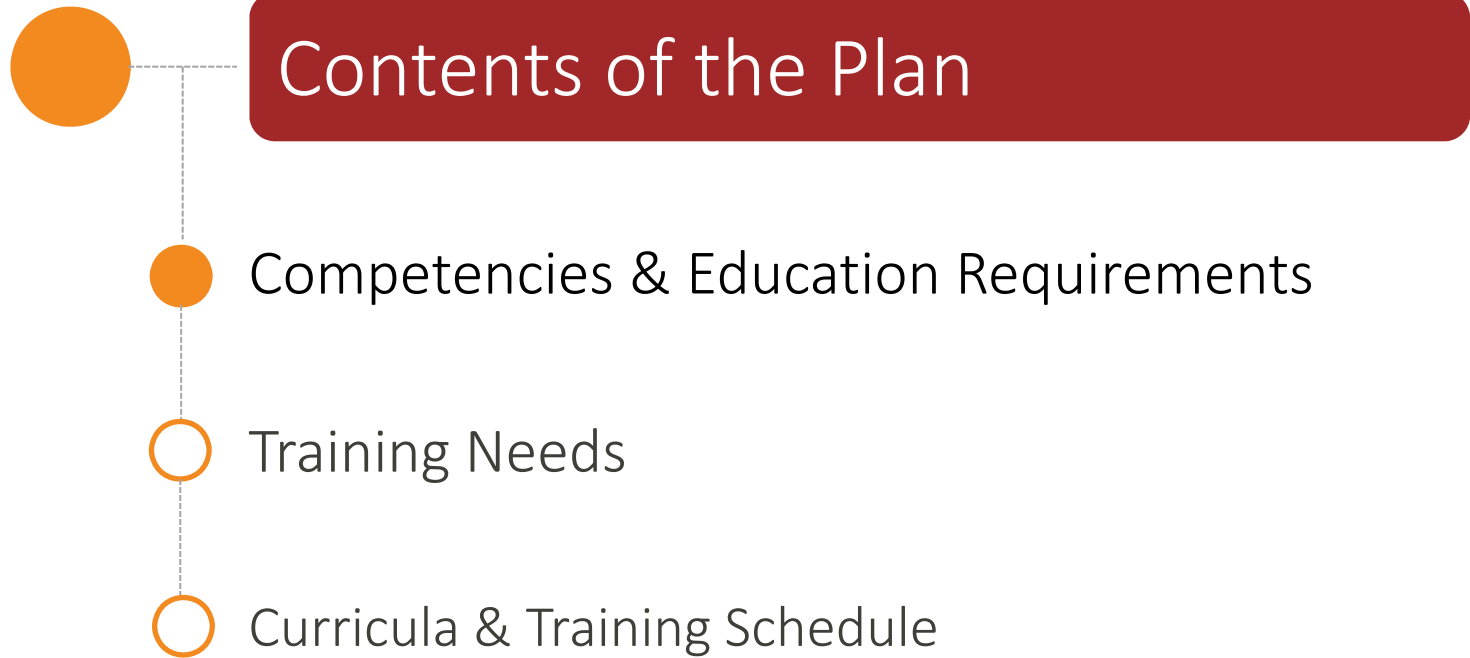
Reaching for quality





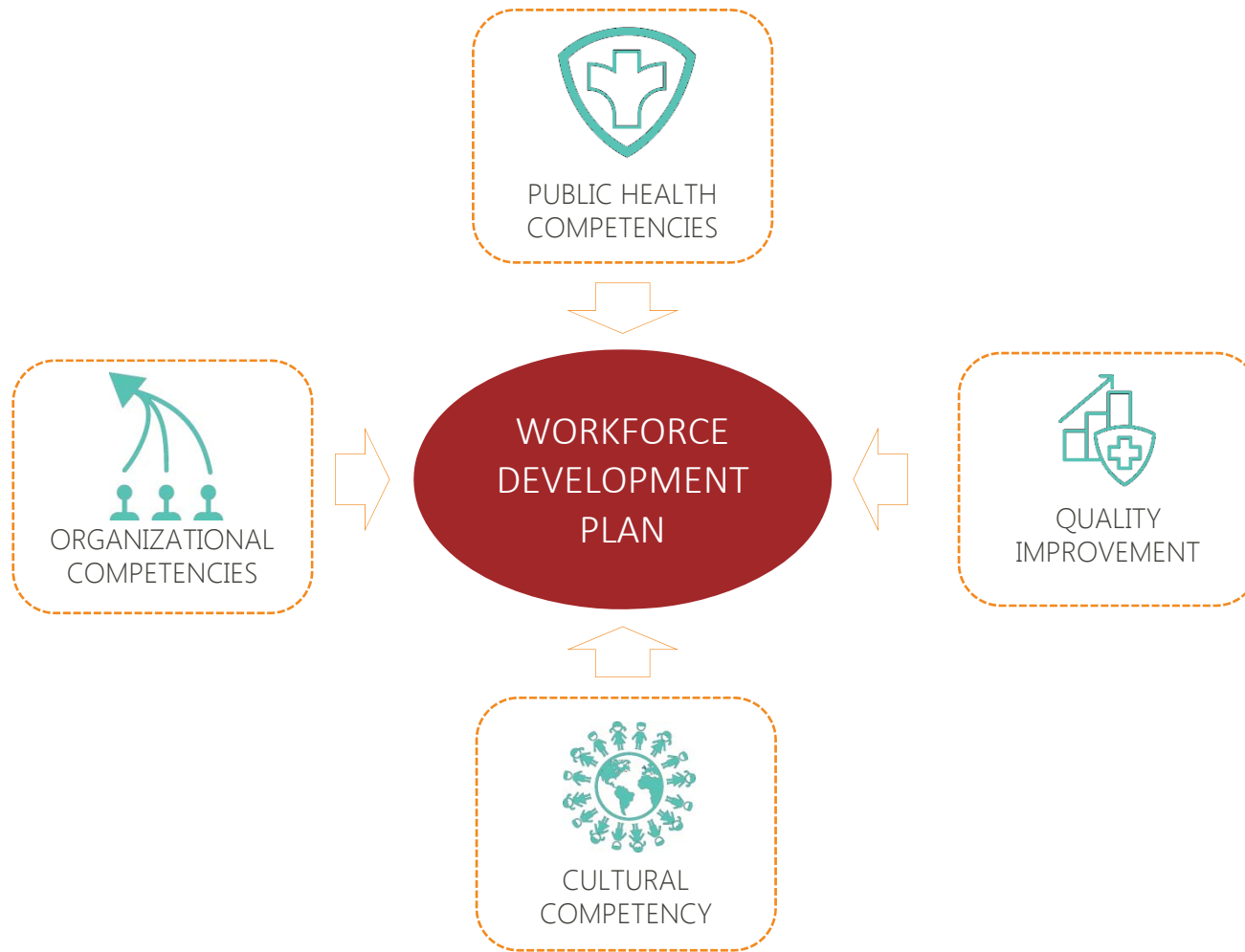
Contents of the Plan

- Competencies & Education Requirements
- Training Needs
- Curricula & Training Schedule



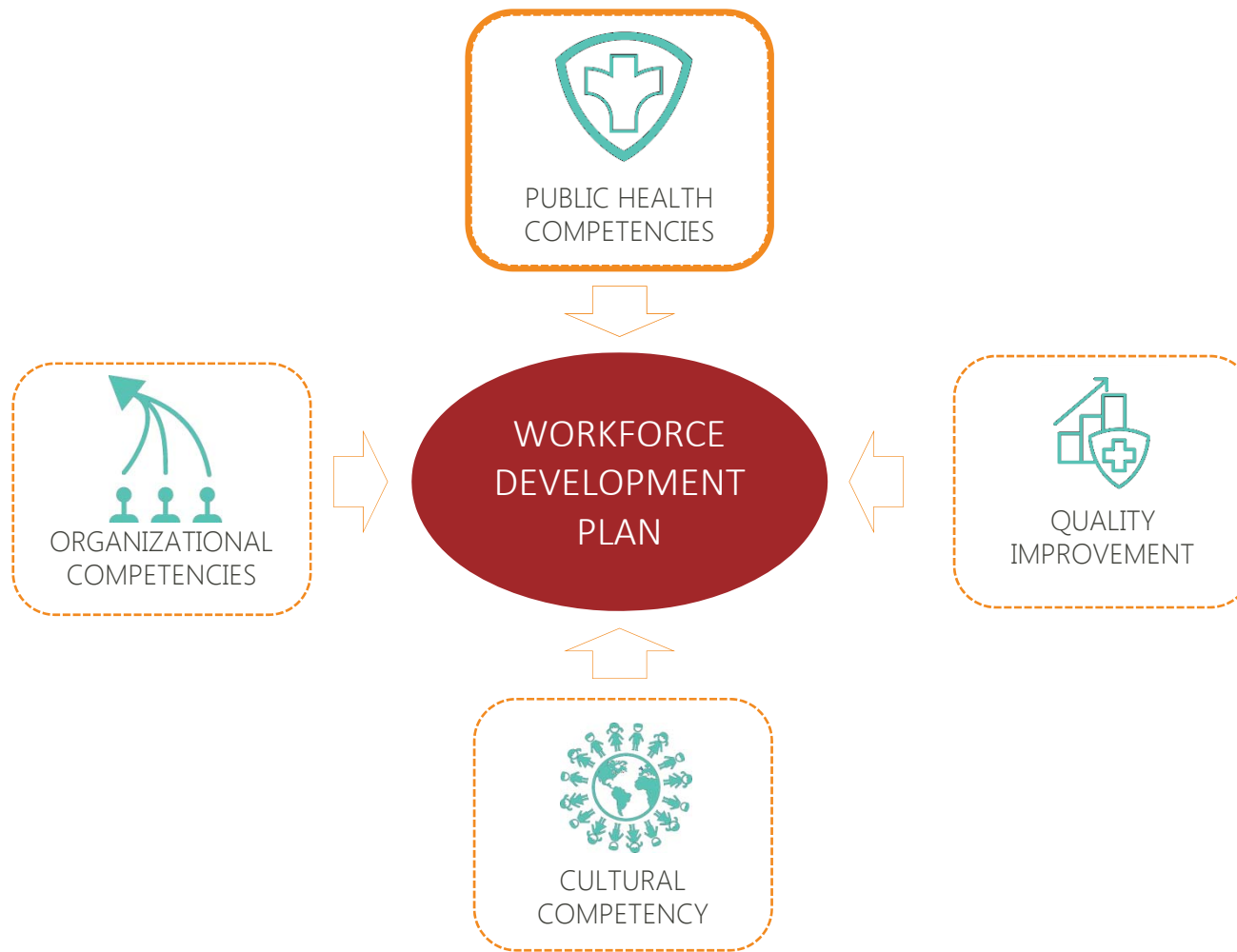


Competencies





Competencies





Core Competencies for Public Health Professionals

- The *Council on Linkages Core Competencies for Public Health Professionals 2010* is a nationally recognized set of broad public health skills

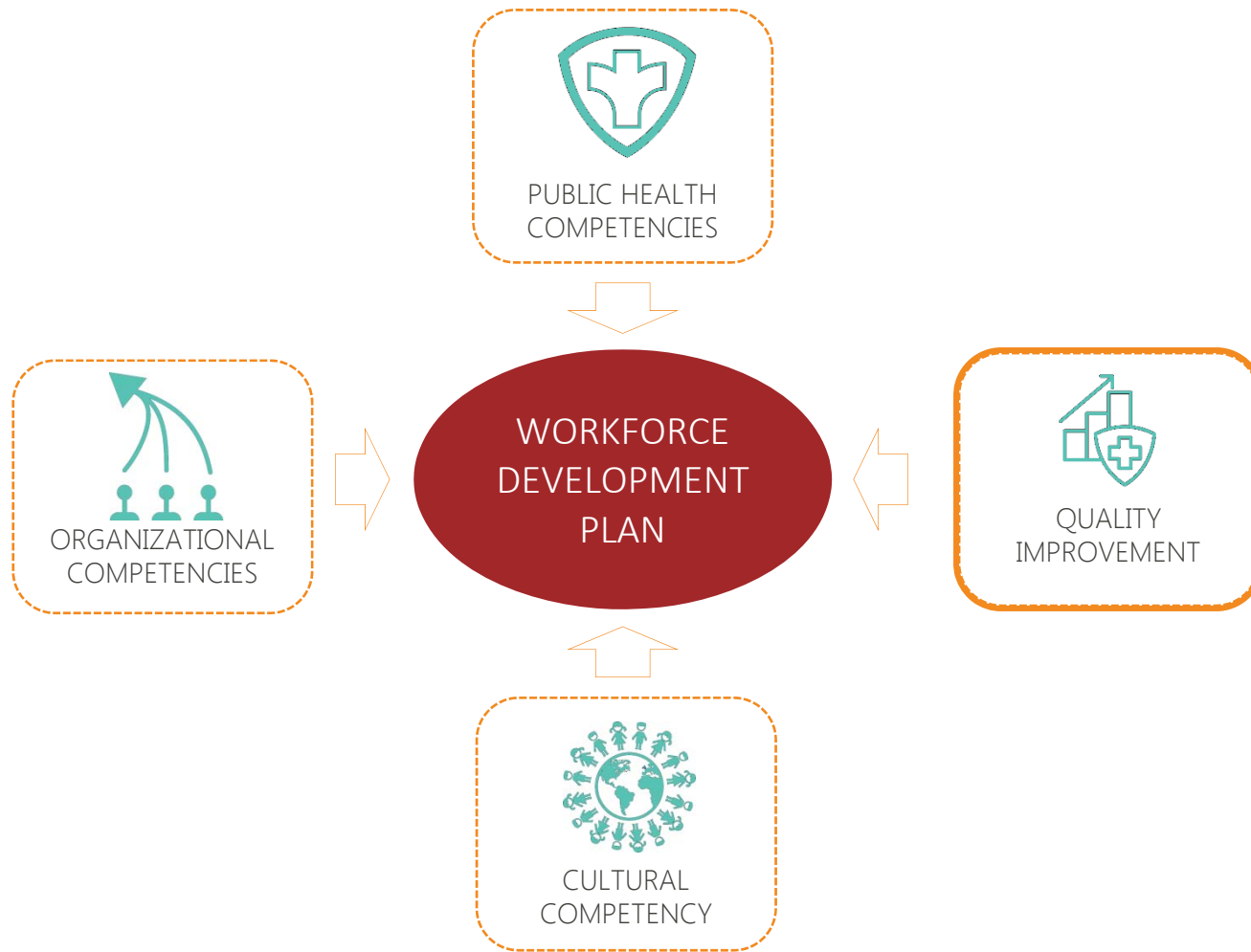
1. Analytic/Assessment
2. Policy & Program Development
3. Communication
4. Cultural Competency

5. Community Dimensions of Practice
6. Public Health Sciences
7. Financial Planning and Management
8. Leadership and Systems Thinking

- Tier 1 – Front Line and Entry Level
- Tier 2 – Program Management/Supervisory Level
- Tier 3 – Senior Management/Executive Level



Competencies



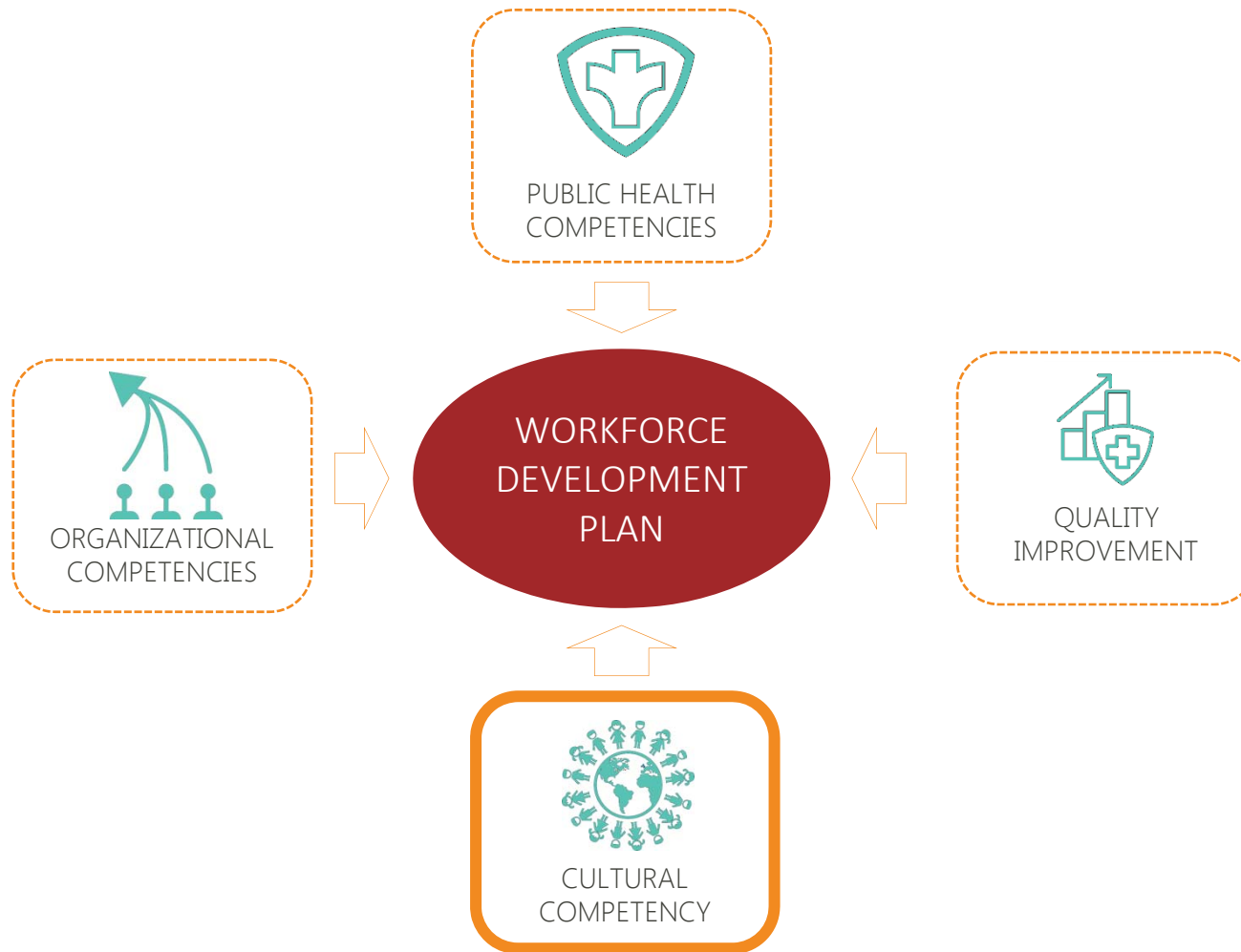
**Foster a culture of
quality improvement
through:**



- Staff participation in quality improvement projects
- Staff confidence in participating in quality improvement processes
- Staff familiarity with quality improvement tools



Competencies





Cultural Competency & Health Equity

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Staff & Leadership

- Staff reflect the diversity of the community
- Policies for recruitment and retention of diverse staff
- Professional development in cultural competency



Cultural Competency & Health Equity

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Language Access

- Providing professional interpreter services.
- Providing written notices about rights to language assistance services.
- Providing Disability Access Notices
- Using culturally and linguistically appropriate resources to promote health.



Cultural Competency & Health Equity

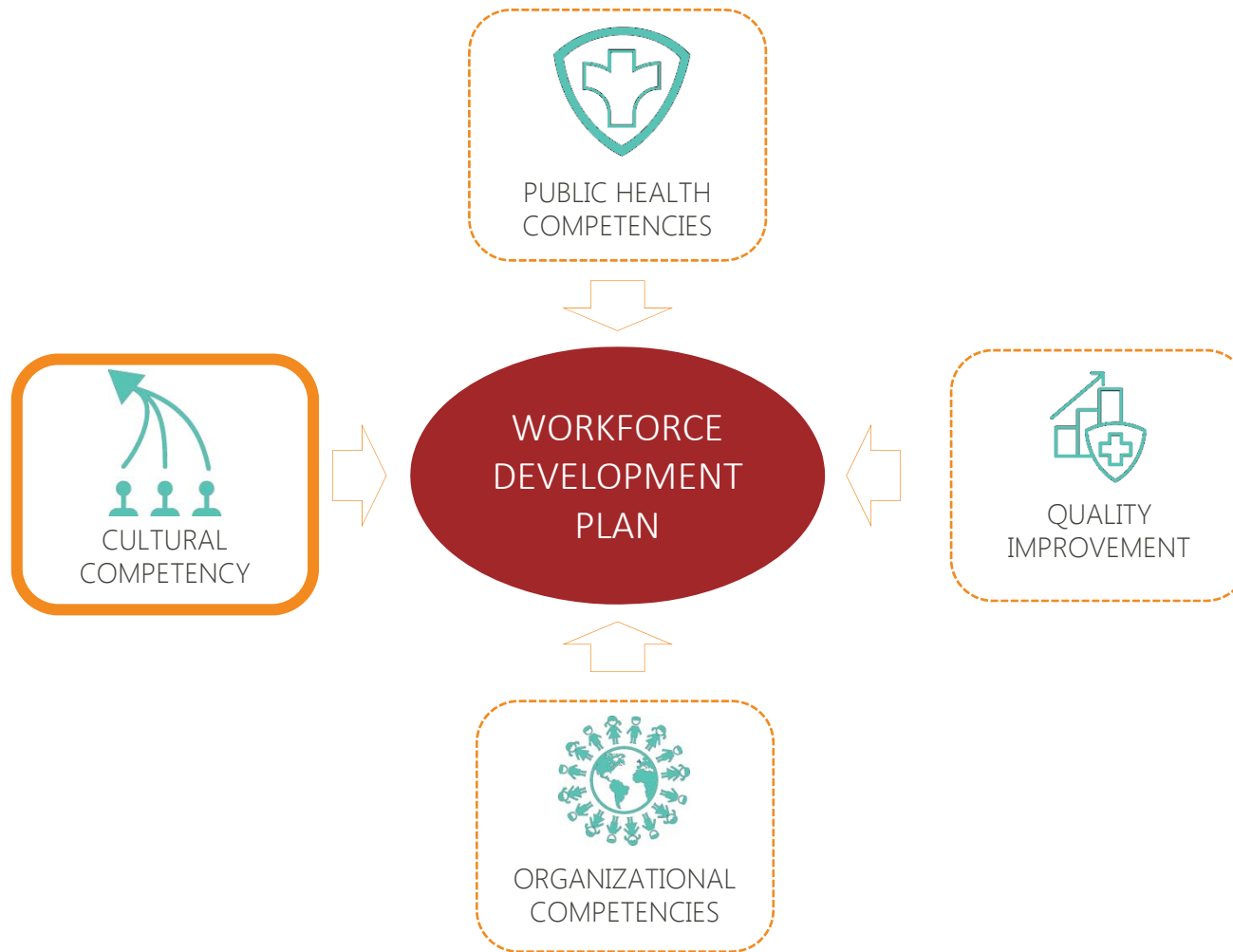
National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Organizational Support

- Having policies or procedures place for identifying diverse communities.
- Considering cultural and linguistic differences in developing programs
- Using race, ethnicity, and language (REL) service area data in delivering program services
- Collecting client satisfaction data to inform further culturally and linguistically appropriate service (CLAS) delivery
- Participating in partnerships with other agencies that target the diverse cultural groups
- Use of the *Making CLAS Happen* manual

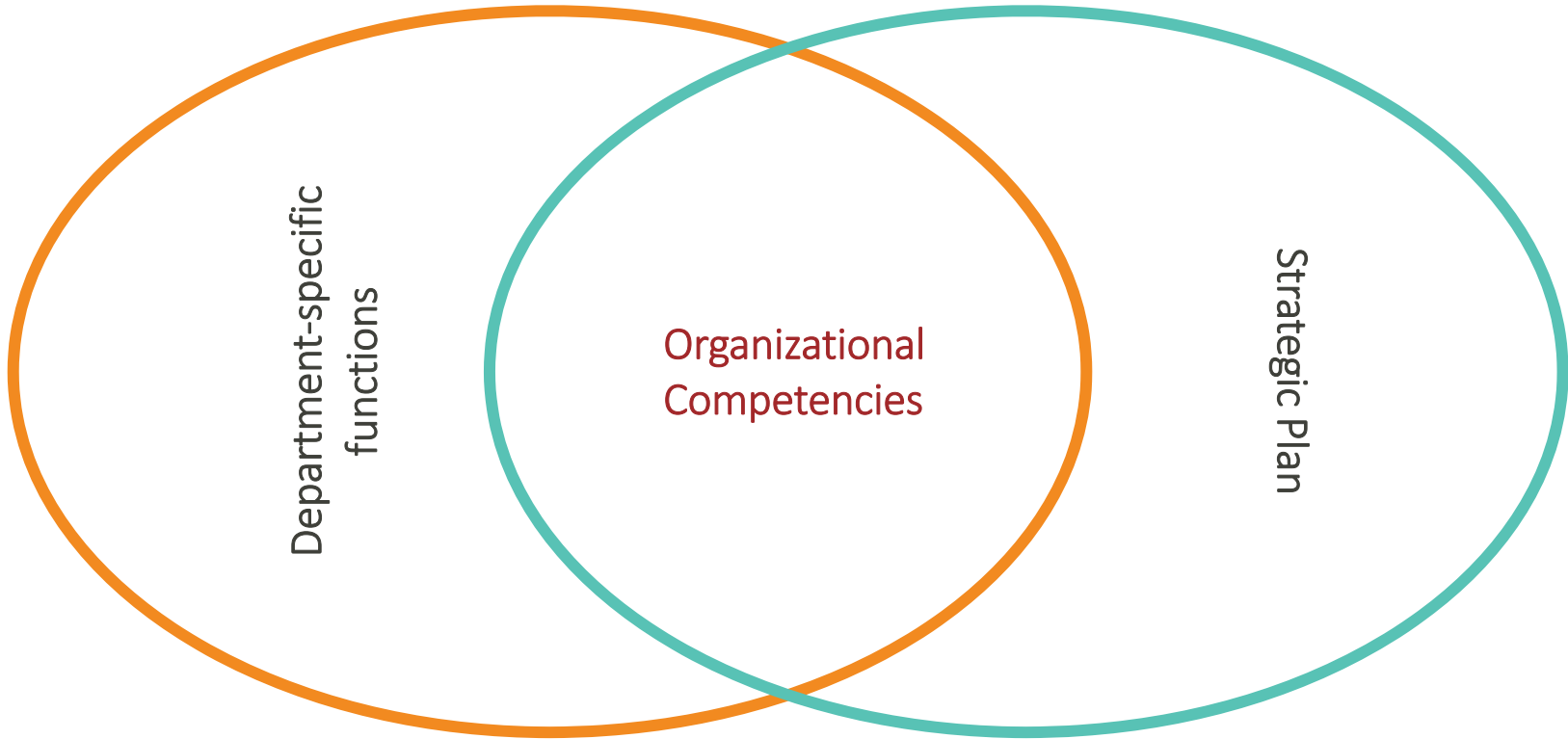


Competencies





Organizational Competencies





Continuing Education Credits

Discipline	Massachusetts CE Requirements
Nursing (RN, LPN)	15 CEUs every 2 years
Registered Environmental Health Specialist / Registered Sanitarian (REHS/RS)	24 CEUs every 2 years
Asthma Educator (AE-C)	35 CEUs every 5 years
Dietitian (RD, LD)	75 CEs every 5 years
Principal Investigator (PI) or research member	9 CEs every 3 years
Veterinarian (DMV)	15 CEs every year



Competencies





Contents of the Plan

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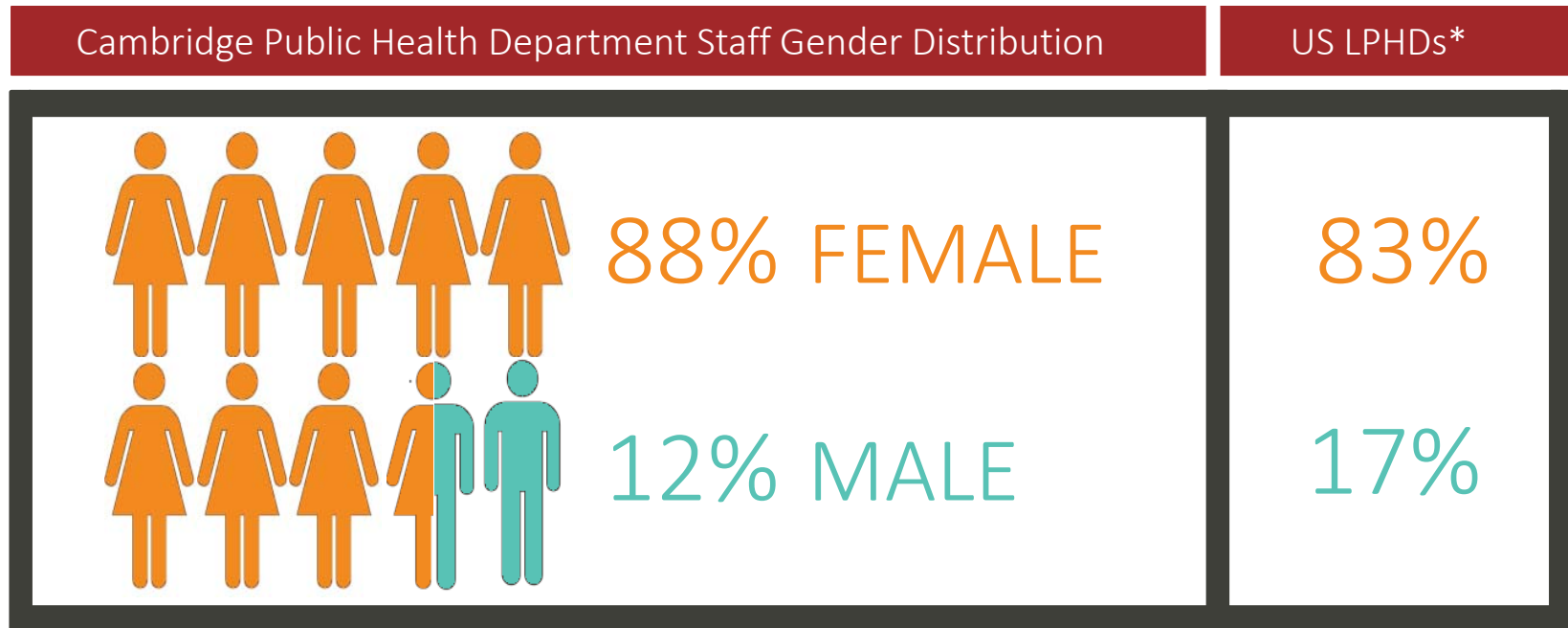
Workforce Assessment





Agency Profile - Gender

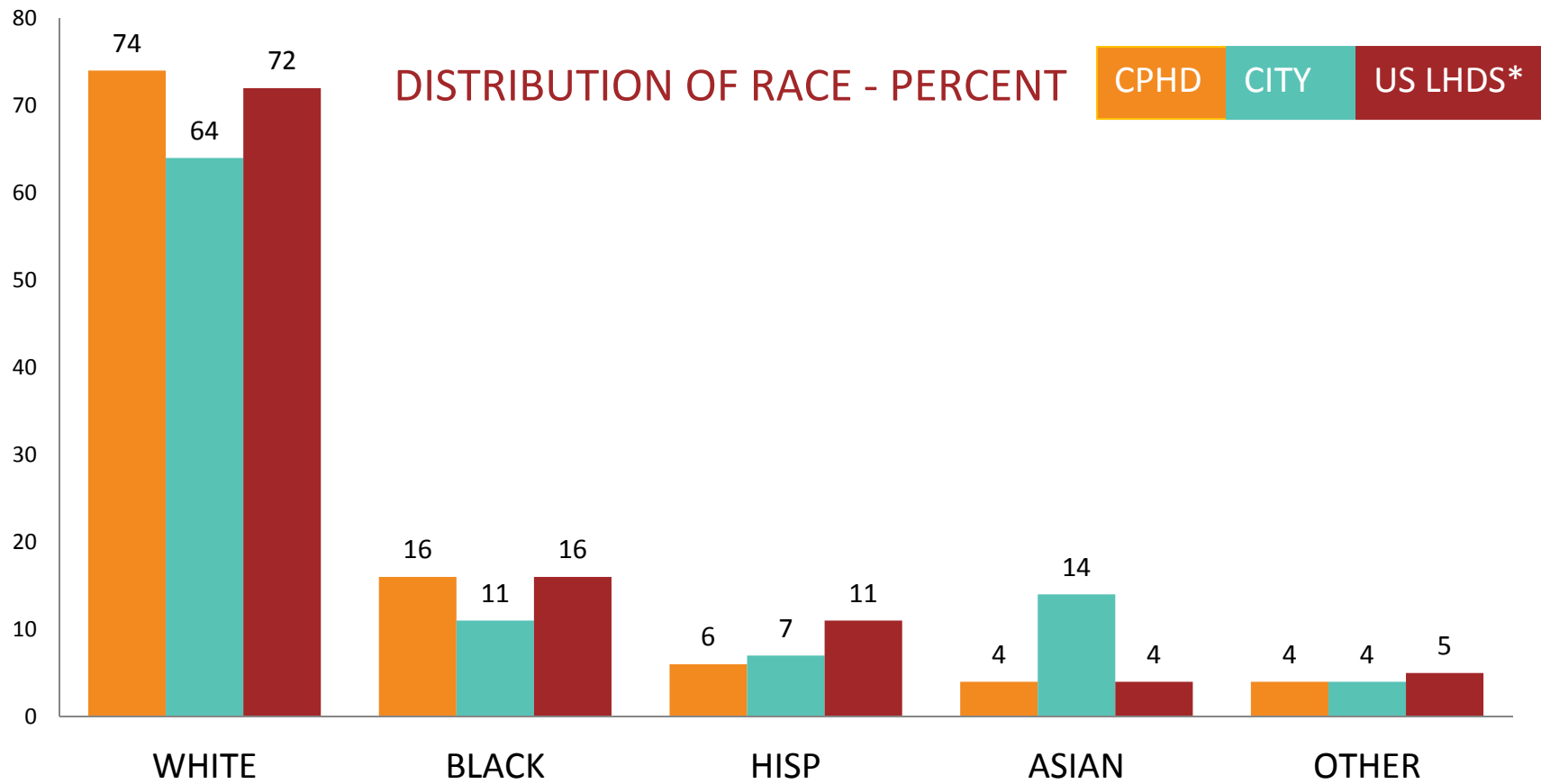
Total number of staff = 57



* NACCHO's National Profile of Local Health Departments



Agency Profile - Race



* NACCHO's National Profile of Local Health Departments



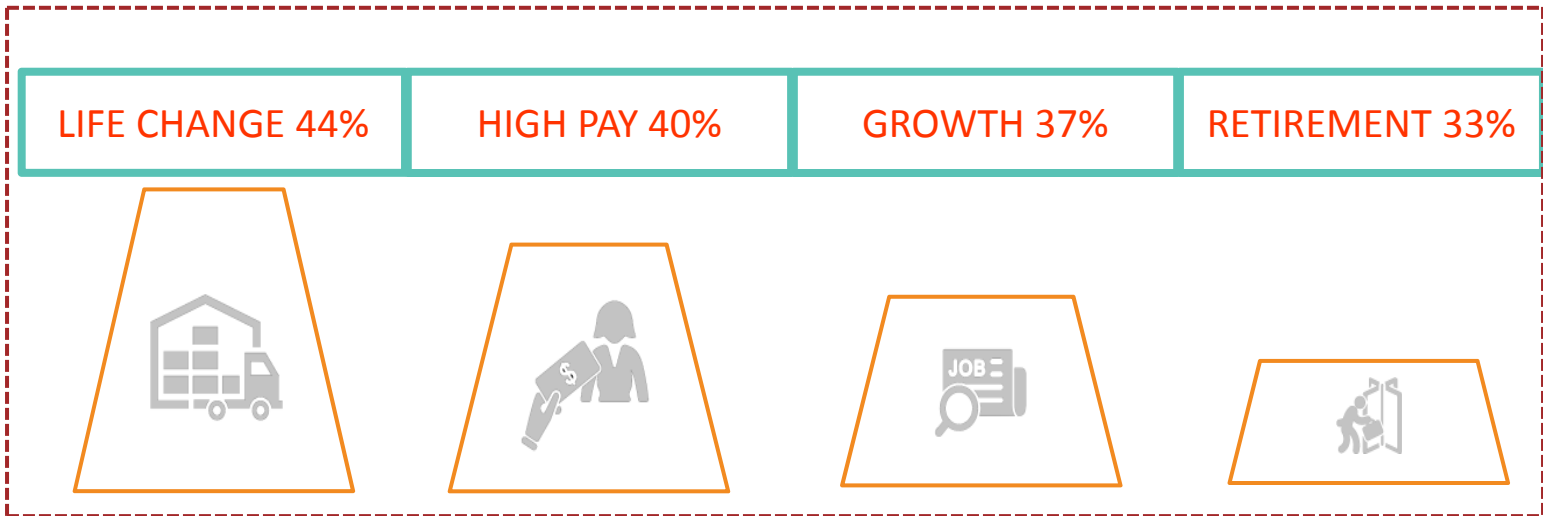
Agency Profile - Age



■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+



Workforce Stability and Retention



Staff Educational Interests

HOW STAFF OBTAINED PUBLIC HEALTH TRAINING



80%
STAFF WITH
COLLEGE DEGREE

PREFERRED TRAINING METHODS

IN-PERSON



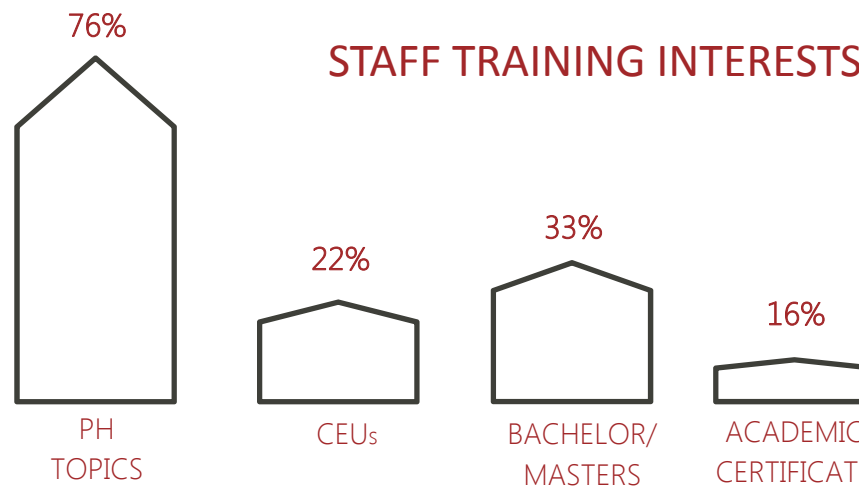
88%

CLOUD-BASED



74%

STAFF TRAINING INTERESTS





Barriers to training

CLASSES ARE NOT
EASILY ACCESSIBLE

8%

NOT AVAILABLE
DURING WORK
HOURS

16%

COST
20%

TIME
47%



Competencies to be addressed

- Local Public Health Departments and the Essential Public Health Services
- Introduction to Data in Public Health
- Communications and Social Marketing in Public Health
- Cultural Competency
- Evidence-Based Practice



Quality Improvement & Performance Management



Staff Quality Improvement Skills

84%

UNDERSTAND
IMPORTANCE OF QI

57%

PARTICIPATED IN
1-3 QI PROJECTS

41%

FEEL CONFIDENT
PARTICIPATING IN QI



**MORE THAN
66 PERCENT
UNFAMILIAR WITH
10 OF 14 QI TOOLS**



Cultural Competency Assessment



Implications for the Plan

Policies:

- The recruitment, retention, training, and promotion practices of diverse staff
- Identifying diverse communities and their needs
- Using race, ethnicity, and language (REL) community/service area data in delivering program services where available
- Collecting client satisfaction data to inform culturally and linguistically appropriate service (CLAS) delivery
- Considering cultural and linguistic differences in developing programs or processes



Implications for the Plan

Training:

- Cultural competency
- The Provision of timely professional interpreter services, at no cost, to all Limited English Proficiency (LEP) clients, including those clients who use American Sign Language
- The Provision of Disability Access Notices to deaf or hard of hearing clients and clients with disabilities
- The Provision of verbal and written notices about the right to language assistance services to English proficiency (LEP) or deaf or hard of hearing clients
- Use of the MDPH *Making CLAS Happen* manual



Organizational Competencies



Organizational Training Needs

Strategic Plan:

- How to effectively use data
- Brand ambassadorship
- Website and social media policies
- Program-specific social marketing
- Organizational effectiveness including High Performance Teams
- Leadership development

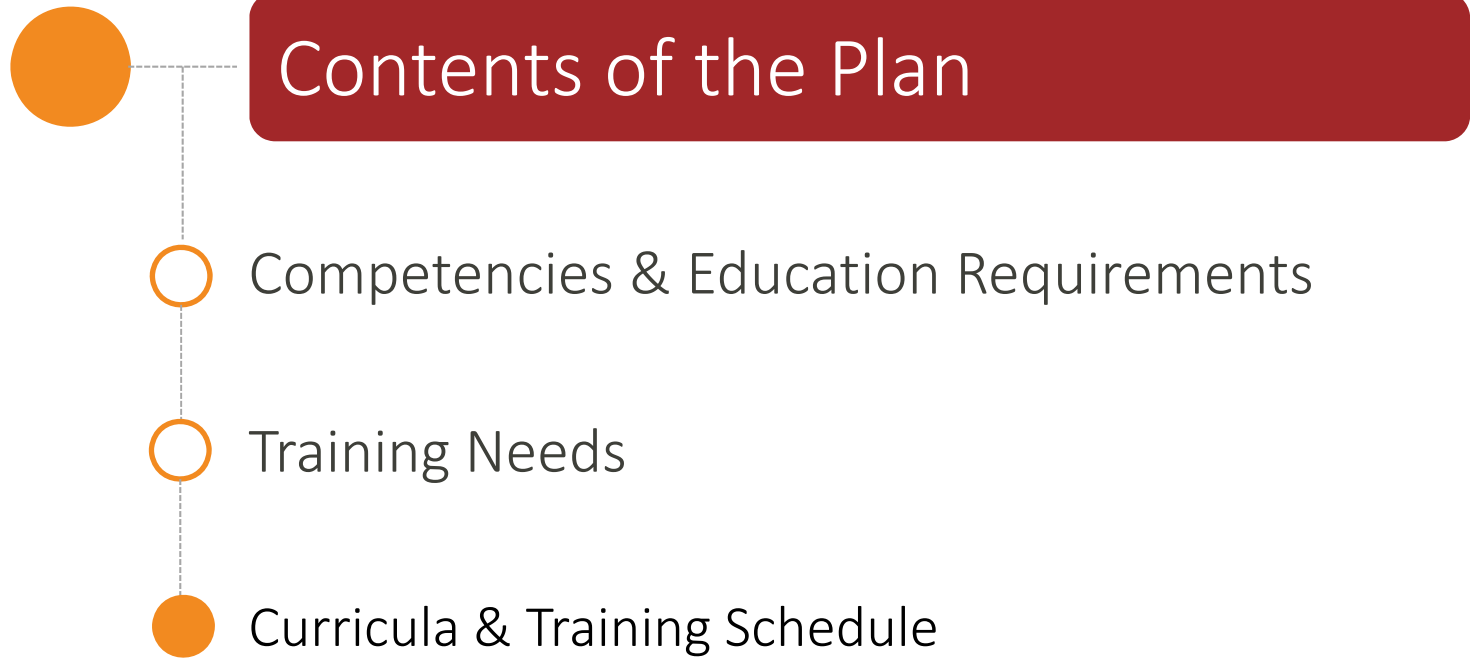


Organizational Training Needs

Orientation Needs:

- Organizational Chart and Program Descriptions
- Relationship between CPHD, CHA, and City of Cambridge
- CPHD Regulatory Activities and Powers
- Administrative Standard Operating Procedures
- Introduction to CPHD's Accreditation Process

CPHD- or discipline-specific skills





Within 1 month of hire date

CPHD Orientation



Organizational Chart and Program Descriptions



Relationship between CPHD, CHA, and City



CPHD Regulatory Activities and Powers



Standard Operating Procedures



CPHD's Accreditation Process



Within 3 month of hire date



HR Orientation



CHA Privacy Training



ICS 100 and NIMS 700 Trainings



Within 6 month of hire date



Introduction to Quality Improvement



Introduction to Performance Management



Within 1 year of hire



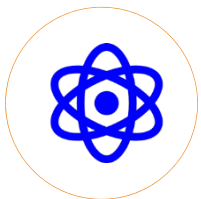
Introduction to Public Health



Introduction to Communications



Introduction to Data in Public Health



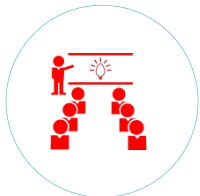
Evidence-Based Practice



Within 1 year and annually thereafter



CHA Rapid Regulatory Compliance



CHA annual trainings (e.g. SMART test)



Cultural Competency (every two years)



Trainings for specific groups of staff



Tier 2-3: Program Management/Supervisory Level

Annually



Leadership Effectiveness



Community Health and Wellness Staff

Within 6 months

- Communications for Programs
 - Program-specific Social Marketing

Every two years

- Public Health Law



Administrative staff

3 months

- Admin Orientation
 - Electronic Death Registration System (VIP)
 - Meditech
 - MIIIS Vaccine
- TB Clinic Training
 - Using EPIC for TB Clinic
 - State billing
 - Scanning paperwork



Epidemiology and Data Services

Within 1 month

- Surveillance
 - Surveillance of Infectious Diseases
 - MAVEN

Within 3 months

- Public Health Law
 - Isolation and Quarantine Laws Parts 1 and 2



Public Health Nursing

Within 1 month

- Orientation on Surveillance and EMR

Annually

- Public Health Law

Every two years

- CPR Certification



School Health

Within 1 year

- School Health Orientation

Annually

- School Health Annual Meeting/ Public Health Law

Every two years

- CPR Certification



Emergency Preparedness

Within 1 month

- Introduction to Public Health Emergency Preparedness

Every two years

- Public Health Law



Environmental Health

Every two years

- Public Health Law



QI & PM Champions

Annually

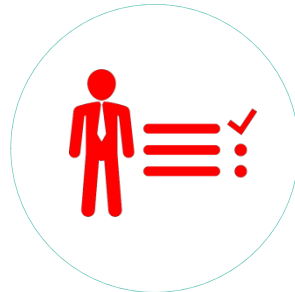
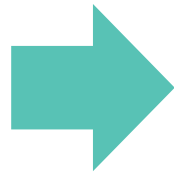
- Advanced Quality Improvement
- Advanced Performance Management



What this means for you



What do I want to achieve in 3 years?



What training & support do I need?



Here are my aspirations and this is the help I need.



I have a professional development plan with my goals for the year!

