

The Partners

Polk-Norman-Mahnomen Community Health Services is a community health service partnership comprised of two local health departments and three counties (Polk County Public Health and Norman-Mahnomen Public Health).

Polk-Norman-Mahnomen staff retreat *Team Building Challenge*



The Idea

Polk-Norman-Mahnomen Community Health Board was established in October of 2012.

PNM wanted to participate in the SSLC in order to learn about system level changes to improve the efficiency and effectiveness of the **Maternal Child Health- Family Home Visiting (FHV) programs** provided by the two local health departments. The project goal is to improve/combine at least 5 policies, procedures or practices to ensure consistent, high quality services for clients across the jurisdictions.

Process:

- Establishment of a FHV Workgroup
- Quarterly meetings of the workgroup
- Review and revise and develop common forms utilizing the CHB name
- Establish a formal cross-jurisdictional Requesting and Responding Document
- Consistent Evidence based FHV Models

Minnesota Shared Services Learning Collaborative *Polk-Norman-Mahnomen Community Health Services*

The Outcomes

- ❖ Developed a Force Field Analysis
- ❖ Established common forms and documentation
- ❖ PNM Community Health Assessment and Strategic Planning began involving staff
- ❖ Electronic Health Information Exchange test completed by LHDs.
- ❖ Completed a PNM FHV Staff Feedback Survey
- ❖ PNM CHB Quality Improvement Culture Self Assessment Completed
- ❖ “Real Colors” strengths-based team building exercise for staff.
- ❖ PNM CHB Receiving and Responding Agreement Approved to facilitate cross jurisdictional staff sharing.

Reflections

- ❖ The Change Management webinar and “The Change Curve” Model were infinitely useful tools in improving the cross jurisdictional sharing process. It’s a challenge to keep board members, local county boards, staff and stakeholders involved in the change process rather than just informing them of the process. The buy-in and involvement improves when everyone is involved in the change process.
- ❖ Surveying staff and facilitating board discussions were helpful.
- ❖ Working across county lines under separate health departments raises issues related to contracts, billing, and release of information.

Minnesota Shared Services Learning Collaborative

Polk-Norman-Mahnomen Community Health Services



Polk-Norman-Mahnomen Community Health Services

This Shared Services Learning Collaborative partner is located in northwest Minnesota and includes:

- Polk County Public Health
- Norman-Mahnomen Public Health

The project is supported in part by the Center for Sharing Public Health Services through funding from the Robert Wood Johnson Foundation.

What is the Purpose of the Project?

Assure strong family home visiting within public health, by improving efficiency and effectiveness for Maternal Child Health-Family Home Visiting (FHV) efforts within Polk County Public Health (PCPH) and Norman-Mahnomen Public Health (NMPH).

This project will 1) expand the sharing of FHV programs, services, and resources across Polk-Norman-Mahnomen Community Health Services (PNM CHS); 2) expand the quality of infrastructure and availability of services; 3) improve health IT processes, including electronic communication related to continuity of care; and 4) emphasize collaboration.

Aim Statement

By January 2015, the PNM FHV staff will improve at least five policies, procedures, or practices across jurisdictions, resulting in improved quality and consistency of services.

Why Now?

With a new, formal governance structure in place (effective January 2013), PNM CHS now has increased opportunities to collaborate and improve capacity across county boundaries.

PNM CHS' board of directors, administration, and local public health staff are committed to quality improvement and systems change through a meaningful planning, implementation, and evaluation processes.

Key Activities and Outcomes

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| January 2013 | PCPH and NMPH FHV Planning committee meets every other month |
| Spring 2013 | Create common agency referral form for PNM FHV. |
| Summer 2013 | Develop a PNM CHS force field analysis to highlight background (past) and vision (future). This analysis allows PNM CHS to check progress and tend to restraining forces that may hamper progress. |
| Summer 2013 | Establish a common PNM CHS contact letter outlining services, which is mailed to clients that can't be reached via phone. |
| Summer 2013 | Establish common PNM CHS TANF and high-risk eligibility forms |

For More Information

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