

## 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

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## 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.

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