

**Supervision**

Wisconsin Association of Local Health  
Departments and Boards  
New Health Officer Orientation

July 14, 2016



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Waushara County Health Department

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Public Health Officer/Manager  
Outagamie County Health & Human Services



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**Waushara County**



- ▶ 626 Square Miles
- ▶ Population 24,496
- ▶ 20% over age of 65
- ▶ 94% Caucasian
- ▶ Poverty 13.3%
- ▶ Highest employment is government and schools
- ▶ 1 City, 11 Villages
- ▶ 11 County Board Supervisors



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### Waushara County Health Department

- ▶ Health Services Model
- ▶ 17 staff:
  - Director
  - Environmental Health Manger
  - Environmental Specialist -2
  - Support Staff -2
  - Financial Manager
  - Public Health Nurses-5
  - Health Educator
  - Public Health Tech
  - Dental Hygienist
  - MCH Grant staff -2



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### Outagamie County

- ▶ 640 square miles
- ▶ Sixth largest county
- ▶ Features strong agricultural, manufacturing and service sectors.
- ▶ City of Appleton Health Department
- ▶ 117,910 residents in rest of county
- ▶ 20 towns, 10 villages, and 3 cities
- ▶ 36 member board of supervisors
- ▶ Health and Human Services Model



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### Outagamie Public Health Division

- ▶ Community Health
  - Public Health Officer, 1 FTE
  - Preparedness Planner, 1 FTE
  - Community Health Educators, 2 FTE
- ▶ Environmental Health
  - EH Supervisor: 1 FTE
  - EH Sanitarians: 4 staff, 3.6 FTE
- ▶ Public Health Nursing
  - PHN Supervisor: 1 FTE
  - PHN's: 8 staff, 7 FTE
- ▶ WIC
  - WIC Supervisor: 1 FTE
  - Nutrition Educators: 4 staff, 3.5 FTE
  - Health Aides: 3 FTE
- ▶ Support Staff (HHS Centralized Supervision)
  - 3 staff, 2.5 FTE



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### Challenges and Change

- ▶ Challenges: What supervisory approaches would you use based on discussion about characteristics of effective supervisors and personal strengths to build a collaborative team, build trust, inspire/coach and manage conflict.
- ▶ Change : Who moved my cheese?  
Written by Dr. Spencer Johnson ( Co- Authors of The One Minute Manager)  
A way to deal with change in your workplace and life  
Sniff, Scurry, Hem and Haw are faced with the challenges of change. Cheese is what you are looking for in life/work and the maze is your organization, family or community. Deal with change with less stress and more success.



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### Do we need more staff?

- ▶ The pros and cons of varying solutions to needing more staff
- Data based decision-Why
- Financial considerations
- Staff input
- Other options



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### Professional Development

- ▶ Accreditation Workforce Development Plan
- ▶ Funding required trainings
  - Preparedness
  - MCH
  - WIC
  - Food & Drug Administration Program Standards
- ▶ Agency requirements
- ▶ Budget limitations



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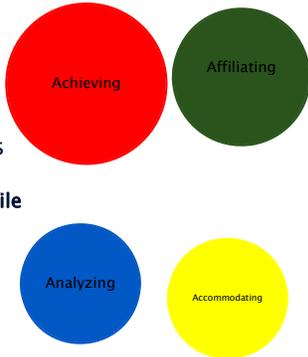
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### Colors

- ▶ Awareness
- ▶ Balance
- ▶ Consider Options
  - True Colors
  - Friendly Style Profile
  - Myers-Briggs
- ▶ Differences



Achieving

Affiliating

Analyzing

Accommodating



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### Supervisor vs Line Staff

Similar	Different
<ul style="list-style-type: none"><li>▶ Individuals</li><li>▶ Leadership</li><li>▶ Empowerment</li><li>▶ Value</li></ul>	<ul style="list-style-type: none"><li>▶ Layers</li><li>▶ Supervision</li><li>▶ Development</li><li>▶ Trust</li></ul>



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### Performance Evaluations

- ▶ Agency Policy
- ▶ More than once a year
- ▶ Never a surprise
- ▶ Honest
- ▶ Employee is involved in process actively
- ▶ Utilize standards for evaluation
- ▶ Use your resources



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## Evaluation Cautions

- ▶ Comparing staff in similar roles
- ▶ Documentation to support evaluation
- ▶ Giving favorable evaluations in all areas when issues are present
- ▶ Confusing evaluations and discipline



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## Beyond Evaluations.....

- ▶ Public recognition of success
- ▶ Staff morale
- ▶ Having fun at work
- ▶ Role model
- ▶ Consistent implementation of the "rules"
- ▶ Employees share more than we know
- ▶ Timely feedback (Good and Bad)
- ▶ Friend
- ▶ **Documentation**



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## Questions

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