

SECTION 4

INFRASTRUCTURE
FOCUS AREAS

Everyone Living
Better, Longer

Healthiest
Wisconsin
2020



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INFRASTRUCTURE FOCUS AREAS

INTRODUCTION

This section presents a summary of the nine Infrastructure Focus Areas. Infrastructure Focus Areas represent the systems and capacities that need to be strengthened in order for improved health to occur and be maintained.

This section:

- Describes why each focus area is important;
- Lists each focus area's objectives;
- Lists proposed measurable indicators for each objective.

More detailed information on each focus area, including specific baseline data and targets for 2020 (to be developed during implementation phases), will be published separately on the Web at <http://dhs.wisconsin.gov/hw2020/>.

Access to high-quality health services

Why is this focus area important?

To ensure the health and economic security of Wisconsin's families, everyone needs access to affordable and high-quality health services, regardless of health, employment, financial or family status. Improving the access, safety and effectiveness of care is a national priority. A medical home, clinic or practice coordinating care could improve health for many, given the complexity of health care.

Objective 1

By 2020, assure all residents have affordable access to comprehensive, patient-centered health services that are safe, effective, affordable, timely, coordinated, and navigable.

Objective 1 Indicators

- Proportion of people with health insurance (National Health Interview Survey)

[NHIS], Wisconsin Family Health Survey [WFHS]).

- Proportion of people with a specific source of ongoing care (National Health Interview Survey, Wisconsin Family Health Survey).
- Number of National Committee for Quality Assurance (NCQA) - certified medical home practices in state.
- Proportion of counties with more than one full-time equivalent dentist providing Medicaid services per 4,000 low-income persons (Wisconsin Division of Public Health Primary Care Office). (Indicator to be developed.)
- Proportion of health plan members receiving care meeting National Committee for Quality Assurance (NCQA) or Healthcare Effectiveness Data and Information Set [HEDIS] standards. (Indicator to be developed.)

Objective 2

By 2020, assure that populations of differing races, ethnicities, sexual identities and orientations, gender identities and educational or economic status, and those with disabilities, have access to comprehensive, patient-centered health services that are safe, effective, affordable, timely, coordinated and navigable.

Objective 2 Indicators

- Proportion of people in each population group with health insurance (National Health Interview Survey, Wisconsin Family Health Survey). (Indicator to be developed.)
- Proportion of people in each population group with an ongoing source of care. (Indicator to be developed.)
- Proportion of adults with and without a disability who report difficulties or delays in obtaining needed health care (Medical Expenditure Panel Survey (MEPS)).
- Proportion of Wisconsin children who report inadequate health insurance (State and Local Integrated Telephone Survey (SLAITS)).

Collaborative partnerships for community health improvement

Why is this focus area important?

A system of partnerships goes to the heart of the definition of public health in Wisconsin. Partnerships engage more people and resources in the public health

system. They can also improve the involvement of those affected by health issues. Partnerships extend the reach of services and programs, and increase support for important policies. They improve outcomes through shared leadership, shared resources, and shared accountability.

Objective 1

By 2020, increase the use of effective strategies to promote partnerships to improve health outcomes through Web-based resources and a pool of trained experts.

Objective 1 Indicators

- Creation of a partnership tools website; frequency of use; user satisfaction. (Indicator to be developed.)
- Number of people completing trainings in health partnership development. (Indicator to be developed.)
- Wisconsin Department of Health Services meets Public Health Accreditation Board Standard 4.1.3S.
- Measured knowledge and implementation of partnership best practices. (Indicator to be developed.)

Objective 2

By 2020, increase the proportion of public health partnerships that demonstrate balanced power, trust, respect, and understanding among affected individuals, interested individuals, and those with capacity to affect the issue.

Objective 2 Indicators

- Proportion of health partnerships that include members affected by the partnership's focus issues. (Indicator to be developed.)
- Proportion of partnerships' governance members affected by the health issue. (Indicator to be developed.)
- Proportion of affected members indicating satisfaction with shared power, respect and understanding of the partnership. (Indicator to be developed.)

Diverse, sufficient and competent workforce that promotes and protects health

Why is this focus area important?

The current health workforce is neither adequate in number nor representative enough of diverse populations. Workforce aging and inadequate numbers of people choosing health careers threaten the capacity and quality of essential health services.

Objective 1

By 2020, assure a sufficient and diverse health workforce competent to practice in current and evolving delivery systems to improve and protect the health and well-being of all people and populations in Wisconsin.

Objective 1 Indicators

- Percent of the adult population with a usual source of care (Behavioral Risk Factor Surveillance System).
- Provider-to-population ratios for mental health, dental and primary care. (Indicators to be developed.)
- Local health department staff-to-population ratios (Local Health Department Survey).

Objective 2

By 2020, establish a sustainable system to collect and analyze public health system workforce data including data on sufficiency, competency, and diversity reflecting Wisconsin's communities.

Objective 2 Indicator

Periodic inventory of data sets that measure public health system workforce sufficiency, competency and diversity. (Indicator to be developed.)

Emergency preparedness, response and recovery

Why is this focus area important?

Life in Wisconsin includes weather-related emergencies, disease outbreaks, disruptions to essential utilities and services, accidental toxic releases and the threat of terrorism. Preparedness helps protect individuals, households and institutions, and communities.

Objective 1

By 2020, strengthen emergency preparedness, response, and recovery through integration into existing organizations and programs; and collaboration and coordination between partners.

Objective 1 Indicators

- Periodic state and federal reports that evaluate state progress, including the Preparedness Legislative Report on Wisconsin Homeland Security; State of Wisconsin Preparedness Report; Public Health Preparedness: Strengthening CDC's Emergency Response – A CDC Report on Terrorism Preparedness and Emergency Response (TPER) Funded Activities.
- Wisconsin's state ranking in Trust for America's Health annual Ready or Not report.

Objective 2

By 2020, strengthen emergency preparedness, response, and recovery through individual and community empowerment, outreach and engagement to all sectors, particularly at-risk populations.

Objective 2 Indicator

Proportion of households by population group with emergency and communication plans (Wisconsin Emergency Management Survey).

Equitable, adequate, and stable public health funding

Why is this focus area important?

People in every community need a basic level of public health services. Many of the most basic health protections, such as food safety, water safety, and control of communicable disease outbreaks, require well-trained, well-equipped and well-prepared public systems. Local health departments are also central to local planning and action; they assure that cost-effective prevention strategies and the State Health Plan are part of community planning. To fulfill these responsibilities, public health departments and their public health system partners need adequate and stable funding. Wisconsin ranks poorly among states in per-capita funding of state and local health department services.

Objective 1

By 2020, increase public health funding from diverse sectors to implement the objectives of *Healthiest Wisconsin 2020*.

Objective 1 Indicator

Wisconsin's state rank in per-capita public health funding from all sources (federal, state, and local sources) (Trust for America's Health Shortchanging America's Health report).

Objective 2

By 2020, establish stable revenue sources to support state and local governmental health departments for public health services required by Wisconsin statute.

Objective 2 Indicator

Wisconsin's state rank in per-capita state funding for public health (United Health Foundation's America's Health Rankings report).

Health literacy

Why is this focus area important?

The ability of people to understand basic health information and instructions, and the ability of health professionals to communicate health information well, are important to improving health outcomes.

Objective 1

By 2020, increase awareness of the impact of literacy and health literacy on health outcomes.

Objective 1 Indicators

- Proportion of Adult Basic Education and English Language Learners programs that include a health literacy component. (Indicator to be developed.)
- Proportion of health professional curricula that include literacy and health literacy. (Indicator to be developed.)
- Number of organizations represented at annual Wisconsin Health Literacy summits. (Indicator to be developed.)

Objective 2

By 2020, increase effective communication so that individuals, organizations, and communities can access, understand, share, and act on health information and services.

Objective 2 Indicator

Proportion of health care providers with effective consumer communication (Consumer Assessment of Healthcare Providers and Systems (CAHPS) – Indicator to be developed.)

Public health capacity and quality

Why is this focus area important?

Clear expectations and standards for public health services protect and improve the health of the public. There is considerable variability in health department capacity and quality, and in the delivery of the 10 essential public health services. (See Appendix B for more information on essential public health services.) As in other fields, performance management can improve public health system effectiveness.

Objective 1

By 2020, all Wisconsin health departments will implement established quality improvement processes in daily practice.

Objective 1 Indicator

Proportion of health departments in compliance with the Public Health Accreditation Board Standard 9.2 (periodic survey).

Objective 2

By 2020, all Wisconsin health departments will be accredited using an established standard.

Objective 2 Indicators

- Proportion of local health departments and tribal health units that have met either Public Health Accreditation Board or state-adopted accreditation standards.
- Accreditation of the Wisconsin Division of Public Health using either Public Health Accreditation Board or state-adopted accreditation standards.

Public health research and evaluation

Why is this focus area important?

Public health research discovers new or better ways to keep people and communities more healthy and resilient. Evaluating programs and policies helps identify the most cost-effective approaches to achieving Health Plan objectives, and how these may be improved.

Objective 1

By 2020, a broad-based public health research and evaluation council will develop research and evaluation priorities; increase collaboration in research and data sharing; and report to the public about progress.

Objective 1 Indicators

- Establishment of a public health research and evaluation council.
- Publication of priorities and progress reports.

Objective 2

By 2020, programs and policies to improve public health in Wisconsin will be science-based, recognized by an expert panel, and include an evaluation.

Objective 2 Indicator

Proportion of programs and policies that are based on research showing effectiveness and that include adequate evaluation to assess effectiveness. (Indicator to be developed.)

Objective 3

By 2020, research projects will be implemented addressing no fewer than two-thirds of the disparity objectives identified in *Healthiest Wisconsin 2020*.

Objective 3 Indicator

Number of research or evaluation projects either completed or under way judged by the research and evaluation council to meet criteria established by the Minority Health Leadership Council and other stakeholders.

Systems to manage and share health information and knowledge

Why is this focus area important?

Information technology has revolutionized how business is conducted, but adoption has remained slow and information sharing limited in health care and public health. When important health information is available where and when needed, both health care and public health can be performed more effectively and efficiently.

Objective 1

By 2020, there will be efficient, appropriate, and secure flow of electronic information among health information systems to optimize decisions for personal and community health.

Objective 1 Indicator

Proportion of hospitals, physicians and clinics that meet the 2013 federal meaningful use criteria.

Objective 2

By 2020, access to nationally certified electronic health record systems and health information exchange will be available to all health consumers, providers, and public health officials.

Objective 2 Indicator

Proportion of physicians, hospitals and patients with certified electronic health record systems.

Objective 3

By 2020, electronic health information systems will collect comparable data allowing measurement of the magnitude and trends of disparities in health outcomes and determinants of health for those with disabilities and among populations of differing races, ethnicities, sexual identities and orientations, gender identities, and educational or economic status.

Objective 3 Indicators

- Proportion of Division of Public Health periodic surveys and program data systems that collect this demographic information uniformly. (Indicator to be developed.)
- Proportion of hospitals, physicians and clinics that meet the 2013 federal meaningful use criteria for demographic information collection.

Summary

The nine Infrastructure Focus Areas of *Healthiest Wisconsin 2020* are all about capacity to act upon any of the focus areas. We cannot wish away health problems or gaps in access to high-quality health services. Rather, we must find and implement solutions. Infrastructure Focus Areas describe the essential underpinnings of the public health system such as partnerships, funding, and data and information, among others. Work on any specific Health Focus Area is only possible when infrastructure components are in place and supported.