

ESSENTIAL SERVICE #9: Evaluate effectiveness, accessibility, and quality of personal and population - based health services.

KS-TRAIN courses: <http://ks.train.org>. You must create an account in order to enroll in a course.

Community Tool Box (CTB) <http://ctb.ku.edu/> These are tool kits with valuable resource information for increasing competency.

The **Kansas Core Public Health Program** <http://www.waldcenter.org/cph/index.html> is a year long program that covers topics related to all Public Health Essential Services.

These **tier 2 core competencies** are for the "mid tier" public health professional. A mid tier public health professional is an individual with an MPH (or related degree) and at least 5 years experience working in the public health field, or an individual without an MPH but at least 10 years experience working in the public health field. The guidance on tiers 1 through 3 can be found at: <http://www.phf.org/link/CCs-matrix.pdf>.

TRAINING FOR ESSENTIAL SERVICE

[Evidence Based Public Health](#)

[Orientation to Public Health](#)

[CTB Toolkit: Evaluating the Initiative](#)

Indicators for Essential Service # 9

Conduct regular community health assessments to monitor progress towards health related objectives

Analyze data obtained from community health evaluations

Disseminate evaluation data to appropriate parties

Meet regularly with departments to evaluate progress of quality delivery of health care

Utilize data related to accessibility and quality of health services

TRAINING FOR COMPETENCIES

Analytic/Assessment Skills

[CTB, A Framework for Program Evaluation: A Gateway to Tools](#)

[CTB, Our Evaluation Model: Evaluating Comprehensive Community Initiatives](#)

- 1 Assesses the health status of populations and their related determinants of health and illness
- 2 Describes the characteristics of a population-based health problem
- 4 Uses methods and instruments for collecting valid and reliable quantitative and qualitative data

5	References sources of public health data and information
6	Evaluates the integrity and comparability of data
7	Identifies gaps in data sources
8	Employs ethical principles in the collection, maintenance, use, and dissemination of data and information
9	Interprets quantitative and qualitative data
12	Utilizes data to address scientific, political, ethical, and social public health issues

Policy Development/Program Planning Skills

1	Analyzes information relevant to specific public health policy issues
6	Manages public health programs consistent with public health laws and regulations
7	Develops a plan to implement policy and programs
9	Develops mechanisms to monitor and evaluate programs for their effectiveness and quality
11	Develops strategies for continuous quality improvement

Communication Skills

[Improving Interpersonal Communication and Relationships](#)

[CTB Developing Facilitation Skills](#)

1	Assesses the health literacy of populations served
2	Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency
3	Solicits input from individuals and organizations
4	Utilizes a variety of approaches to disseminate public health information
5	Presents demographic, statistical, programmatic, and scientific information for use by professional and lay audiences
6	Applies communication strategies in interactions with individuals and groups

Cultural Competency Skills

[Cultural Competency Module I](#)

[Cultural Competency Module II](#)

1	Incorporates strategies for interacting with persons from diverse backgrounds
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2	Considers the role of cultural, social, and behavioral factors in the accessibility, availability, acceptability and delivery of public health services
3	Responds to diverse needs that are the result of cultural differences
4	Explains the dynamic forces that contribute to cultural diversity
5	Describes the need for a diverse public health workforce
6	Assesses the public health organization for its cultural competence
Community Dimensions of Practice Skills	
Community Partnerships and Perspectives - Intermediate Level	
1	Assesses community linkages and relationships among multiple factors (or determinants) affecting health
3	Establishes linkages with key stakeholders
Basic Public Health Sciences Skills	
Orientation to the Essentials of Public Health: Intermediate Level	
E is for EPI, Session I, Part 1: Epidemiology in the Context of Public Health	
E is for EPI, Session IV, Part I: Surveillance	
Environmental Health Online, An Introduction to Environmental Health	
1	Describes the scientific foundation of the field of public health
2	Identifies prominent events in the history of the public health profession
4	Applies the basic public health sciences to public health policies and programs
5	Conducts a comprehensive review of the scientific evidence related to a public health issue, concern, or, intervention
Financial Planning and Management Skills	
Public Health Financial Management	
CTB Toolkit, Writing a Grant Application For Funding	
4	Implements the judicial and operational procedures of the governing body and/or administrative unit that oversees the operations of the public health organization
5	Develops a programmatic budget
6	Manages programs within current and forecasted budget constraints
7	Develops strategies for determining budget priorities

8	Evaluates program performance
9	Uses evaluation results to improve performance
12	Applies public health informatics skills to improve program and business operations
14	Utilizes cost-effectiveness, cost-benefit, and cost-utility analyses in programmatic prioritization and decision making
Leadership and Systems Thinking Skills	
Kansas Public Health Leadership Institute(KPHLI)	
CTB Toolkit, Developing Strategic and Action Plans	
1	Incorporates ethical standards of practice as the basis of all interactions with organizations, communities, and individuals
3	Participates with stakeholders in identifying key values and a shared vision as guiding principles for community action
4	Identifies internal and external problems that may affect the delivery of essential public health services
7	Contributes to the measuring, reporting and continuous improvement of organizational performance

RESOURCES FOR ESSENTIAL SERVICE #9

Evaluate effectiveness, accessibility, and quality of personal and population-based health services

1. **The Centers for Disease Control and Prevention's "Framework for Program Evaluation in Public Health"**
http://www.asaging.org/cdc/module1/phase5/phase5_2.cfm
is a six-step process to guide you through all phases of an evaluation.
 2. **Program Evaluation Framework developed by CDC Evaluation Working Group.** <http://www.cdc.gov/eval/framework.htm>
This framework summarizes and organizes the basic elements of program evaluation.
 3. **CDC's Evaluation Resources.** <http://www.cdc.gov/eval/resources.htm>
 4. **The Inventory of Evaluation Websites,**
<http://www.slu.edu/colleges/sph/slusph/centers/prc/>, CDC PRC Program Evaluation Committee
- The Community Tool Box:**
5. **Chapter 36. Introduction to Evaluation**
http://ctb.ku.edu/en/tablecontents/chapter_1036.htm
 6. **Chapter 37. Some Operations in Evaluating Community Intervention**
http://ctb.ku.edu/en/tablecontents/chapter_1038.htm
 7. **Chapter 38. Some Methods for Evaluating Comprehensive Community Initiatives** http://ctb.ku.edu/en/tablecontents/chapter_1039.htm
 8. **Chapter 39. Using Evaluation to Understand and Improve the Initiative**
http://ctb.ku.edu/en/tablecontents/chapter_1047.htm
 9. Centers for Disease Control and Prevention (September 17, 1999) "**Framework for Program Evaluation in Public Health.**" MMWR Weekly 48(RR11):1-40.
Available at CDC on the World Wide Web:
www.cdc.gov/mmwr/preview/mmwrhtml/rr4811a1.htm.
 10. Dietz, S. (2005) "**FAQ: Focus Group Questions.**" U.S. Department of Education, Planning and Evaluation Services. Available at ED on the World Wide Web: www.ed.gov/offices/OUS/PES/efaq_focus.html.
 11. McNamara, C. (1998) "**Basic Guide to Program Evaluation: Overview of Methods to Collect Information.**" Authenticity Consulting, LLC. Available on the World Wide Web:
www.managementhelp.org/evaluatn/fnl_eval.htm#anchor1585345.
 12. McNamara, C. (1999) "**Basic Guide to Program Evaluation.**" Authenticity Consulting, LLC. Available on the World Wide Web:
www.managementhelp.org/evaluatn/fnl_eval.htm.

13. **Michigan Quality Improvement Guidebook**
http://www.accreditation.localhealth.net/MLC-2%20website/Michigans_QI_Guidebook.pdf
14. **Public Health Information and Data Tutorial: Selected Evidence-Based Public Health Web Sites**, <http://phpartners.org/tutorial/04-ebph/3-sources/4.3.1.html>