Public Health

CCHS Assessment

Erin Dixon, Deputy District Health Officer June 27, 2024

Recommendations

- Communication
- Culture
- Human Resources
- Finance and Data
- Electronic Health Record
- Quality and Compliance
- Programs and Services

CCHS Action Plan

- Communication
- Staff Safety
- Programs and Services

Communication

CCHS Intranet



Policies and Procedures



Forms



Questions and Feedback



Upcoming events



CCHS Questions and Feedback

Submitted questions and feedback go directly to Lisa. Questions and feedback can be positive or something that needs to be worked on. All submissions are anonymous.

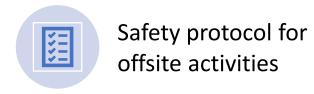
to be worked on. All submissions are anonymous.
Please list any questions. Enter your answer
How would you like me to address your question(s) (i.e. address it at a huddle, address via email to CCHS staff, address with a specific program team, meet with me)? Please keep in mind, information must be appropriate to share with entire team to be addressed during a huddle or in an email to all of CCHS.
Enter your answer
Please list any feedback. Enter your answer
4. How would you like me to address your feedback (i.e. address it at a huddle, address via email to CCHS staff, address with a specific program team, address with specific person, meet with me, no follow up wanted)? Please keep in mind, information must be appropriate to share with entire team to be addressed during a huddle or in an email to all of CCHS. Enter your answer
If you would like me to follow up with you, please list your name.
Enter your answer



Staff Safety











Programs and Services

Evaluate Clinical Services and Programs

- Budget process
- Mandates
- Grant funding
- Public Health Impact
- Existing community resources



Family Planning Sexual Health Clinic

Staffing needs, program expectations, and effective work-flow

- Increase appointment availability
 - Wednesday AM appointments
 - Additional night clinics 5th Wednesday
 - Staggering lunches
- Open Access Model of Care
 - Continue with walk-ins and same day appointments
- Patient-Centered approach to services
 - All services completed in same room



Programs and Services

Immunizations

Evaluate patient volumes for various types of vaccines/services provided

 Monitoring and tracking tool to assess clinic utilization



Public Health

Immunization Clinic Statistics April 2024

Monthly Total										
	Count	- %								
# of Avail. Appts.	413									
# of Walk-In Appts.	20	5%								
# of Scheduled Appts	393	95%								
# Exising	317	77%								
# New	96	23%								
# COVID only	8	2%								
# Vaccinated	273	66%								
# Rescheduted/ Canceled	68	16%								
# of No Shows	72	17%								

Daily Totals												
rii	Fi	u	Th	Wed T			Tu	Mon				
16	Count	*	Count % Count % Count %		Count	16	Count					
	83		81		57		91		101			
2%	2	2%	2	4%	2	7%	6	8%	8			
98%	81	98%	79	96%	55	93%	85	92%	93			
77%	64	80%	65	75%	43	74%	67	77%	78			
23%	19	20%	16	25%	14	26%	24	23%	23			
196	1	5%	4	0%	0	196	1	2%	2			
69%	57	69%	56	67%	38	66%	60	61%	62			
13%	11	16%	13	19%	11	14%	13	20%	20			
18%	15	15%	12	14%	8	20%	18	19%	19			

Time Total											
	Al	4	PM								
	Count	- %	Count	%							
# of Avail. Appts.	186		227								
# of Walk-In Appts.	11	6%	9	4%							
# of Scheduled Appts	175	94%	218	96%							
# Exising	144	77%	173	76%							
#New	42	23%	54	24%							
# COVID only	4	2%	4	2%							
# Vaccinated	129	69%	144	63%							
# Rescheduled/ Canceled	28	15%	40	18%							
# of No Shows	29	16%	43	19%							

		AM										
	Mi	Mon Tue		w	Wed Thu			FH		Total		
	Count	*	Count	16	Count	16	Count	%	Count	*	Count	%
# of Avail. Appts.	52		50		-	-	43		41		186	
# of Walk-In Appts.	5	10%	3	696	-	-	1	2%	2	5%	11	6%
# of Scheduled Appts	47	90%	47	94%	-	-	42	98%	39	95%	175	94%
# Existing	41	79%	37	74%	-		34	79%	32	78%	144	77%
#New	11	21%	13	26%	-	-	9	21%	9	22%	42	23%
#COVID only	0	0%	1	2%	-	-	2	5%	1	296	4	2%
# Vaccinated	36	69%	34	68%	-	-	29	67%	30	73%	129	69%
# Rescheduled/ Canceled	8	15%	7	14%	-	-	9	2196	4	10%	28	15%
# of No Shows	8	15%	9	1896	-	-	5	12%	7	17%	29	16%

										PM		
	Mon		Mon Tue			Wed		Thu	Fri			Total
	Count	16	Count	*	Count	*	Count	*	Count	\$	Count	*
# of Avail. Appts.	49		41		57		38		42		227	
# of Walk-In Appts.	3	6%	3	7%	2	4%	1	3%	0	0%	9	496
# of Scheduled Appts	46	94%	38	93%	55	96%	37	97%	42	100%	218	96%
# Existing	37	76%	30	73%	43	75%	31	82%	32	76%	173	76%
# New	12	24%	11	27%	14	25%	7	18%	10	24%	54	24%
# COVID only	2	496	0	0%	0	0%	2	5%	0	096	4	2%
# Vaccinated	26	53%	26	63%	-		27	7196	27	64%	106	47%
# Rescheduled/Canceled	12	24%	6	15%	11	19%	4	1196	7	17%	40	18%
# of No Shows	11	22%	9	22%	8	1496	7	18%	8	19%	43	19%



Questions?

Public Health