

Overview of PHAB Activities
October 2015

Cross-divisional teams have been meeting for the past nine months to develop and implement activities around the four tracks of work identified in the DHSS Strategic Plan.

- Childhood Obesity
- Access to Care
- Department Cohesion
- Recruitment and Retention

A video describing the development of the Strategy Map and tracks of work can be found at:
<http://dhssnet/qualityimprovement/StratMap2-YouTube2.mp4>

What follows is an update on the work and outcomes that have been accomplished thus far.

Childhood Obesity

Childhood obesity is a serious problem in the United States and Missouri. Despite recent declines in the prevalence among preschool-aged children, obesity among children is still too high. In Missouri, the percentage of middle school students who were overweight declined significantly from 14.4 % in 2003 to 8.6 % in 2013. However, the percentage of high school students who were overweight has remained relatively steady at 15% (data from the Youth Risk Behavior Survey).

The Childhood Obesity Strategic Planning Team has been meeting to collaborate on programs that address childhood obesity to expand their impact.

Eat Smart/Move Smart

The DHSS Child and Adult Care Food Program in partnership with the Bureau of Community Health and Wellness, is on a mission to improve the health of children by recognizing child care facilities as Eat Smart and/or Move Smart and providing support to facilities to achieve these goals.

The Missouri Eat Smart Child Care program provides a set of nutrition guidelines that challenge child care facilities to improve their meal service.

The Missouri MOVE Smart Child Care program provides a set of physical activity standards for child care facilities to follow that will help children reach their full potential in physical growth and health.

There are currently 138 child care facilities that are recognized as Eat Smart and 39 as Move Smart.

If you would like more information about the Eat/Move Smart guidelines or how a child care facility can be recognized, contact Elizabeth Blau at Elizabeth.Blau@health.mo.gov.

Breastfeeding Friendly Programs

The Missouri "Breastfeeding Friendly Worksite Program" is a collaboration between the Missouri Department of Health and Senior Services and the Missouri Breastfeeding Coalition to educate employers on the value of providing lactation support in the workplace and to recognize businesses that

support their breastfeeding employees. Women who return to work while continuing to breastfeed need the support of their employers. Their needs are simple: a safe, private and comfortable location at the worksite and the opportunity to pump two or three times during the work day.

The *Breastfeeding Friendly Worksite Award* evaluates employers on criteria for three levels of support: **Gold, Silver** and **Bronze**. Businesses that meet one of the three levels will be recognized in their community and statewide. Currently 245 businesses have been recognized as Breastfeeding Friendly Worksites that support over 115,000 employees. For more information on the Breastfeeding Friendly Worksite Program contact Kathy Mertzlufft at Kathy.Mertzlufft@health.mo.gov.

Becoming a Breastfeeding Friendly Child Care is a voluntary recognition program available to Missouri child care facilities. To receive the award, child care providers must meet five criteria that aim to improve the support for breastfeeding women in the workforce.

1. Have a written policy that reflects their support of breastfeeding.
2. Provide a welcoming environment for breastfeeding families
3. Offer breastfeeding resources to parents
4. Feed infants on demand and communicate with moms about feeding preferences
5. Train staff to support breastfeeding parents

There are currently 27 child care centers recognized as Breastfeeding Friendly. If you would like more information on the Breast Feeding Friendly Child Care Program, please contact Karla Voss 573-522-2820 Birth facility policies and practices significantly impact whether women choose to breastfeed and how successful they are in reaching their infant feeding goals. The *U.S. Surgeon General's 2011 Call to Action to Support Breastfeeding* cited hospital practices as a leading barrier to successful breastfeeding. Research shows that adopting the five steps of the Missouri "Show Me 5" Hospital Initiative will not only assist mothers in meeting their feeding goals, but may offer an effective path to an incremental adoption of evidence-based maternity care practices.

The Missouri "Show Me 5" hospital practices are:

1. Help mothers initiate breastfeeding within the first hour of birth.
2. Practice "rooming-in", allowing infants to stay in the same room as their mothers.
3. Give infants no food or drink other than breast milk, unless medically indicated.
4. Do not give pacifiers or artificial nipples to breastfeeding infants.
5. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge.

Missouri currently has 9 hospitals that have been recognized as a Missouri "Show-Me 5" Hospital with 4 of them going on to become "Baby Friendly". For more information on the Missouri "Show-Me 5" Hospital Initiative contact Kathy Mertzlufft at Kathy.mertzlufft@health.mo.gov.

Team Nutrition

Promoting healthy and safe behaviors among students is an important part of the fundamental mission of schools. Improving student health and safety can increase students' capacity to learn, reduce absenteeism and improve physical fitness and mental alertness. The Bureau of Community Health and Wellness is supporting schools through several programs including:

- Salad bar educational programs
- School Health Assessment and Planning

- Management of chronic diseases
- Training for school food service and physical education staff

If you would like more information about optimal school health policies, contact Alma Hopkins Alma.Hopkins@health.mo.gov or visit <http://www.health.mo.gov/living/wellness/nutrition/teamnutrition/index.php/>.

FIT WIC

The Special Supplemental Nutrition Program for Women Infants and Children (WIC) promotes the use of Fit-WIC. Fit-WIC is a nationwide program to prevent overweight in young children ages 2-5 in the WIC community. Missouri WIC asks each local WIC provider to consider how their agency can participate in the prevention of becoming overweight in the population of approximately 60,000 children age 2-5 years. Fit-WIC Missouri offers several choices for making a difference using evidence-based interventions to improve nutrition and physical activity behaviors of WIC participants.

Education messages focus on a healthy lifestyle rather than weight. Fit-WIC gives parents opportunities to explore ways to help their children improve their diets, increase physical activity and decrease TV watching. Counseling emphasizes problem solving rather than information giving. Children are included in educational activities as much as possible. Many local WIC providers offer participatory physical activity and cooking sessions.

In FFY 2011, 35% of the 119 WIC agencies addressed obesity using Fit WIC. WIC hopes to have that number increased with the local WIC agencies 2016 Local Agency Plan submission. Many agencies use Fit-WIC or FIT-Tastic to promote healthy living. If you would like more information about FIT- WIC, please contact Phyllis Fuller at Phyllis.Fuller@health.mo.gov or Rita Arni at Rita.Arni@health.mo.gov.

Access to Care

Access to comprehensive, quality health care services is important for the achievement of health equity and for increasing the quality of a healthy life for everyone. Healthy People 2020 notes that Access to Health Care focuses on four components: coverage, services, timeliness and workforce.

Many organizations across the state contribute to Missourians Access to care. The DHSS Strategic Plan covers workforce in the recruitment/retention section below. The Strategic Planning Team focused on services and coverage in the following ways:

- Increasing access to primary care providers in areas of the state that are considered Health Care Provider Shortage Areas (HPSA's). The Office of Primary Care and Rural Health offers many programs designed to employ providers in areas that are lacking health services.
- Providing better navigation through the DHSS website for those looking for services. The team is identifying services and links to those services – look for the new information shortly.
- Developing a transportation catalog through collaboration with partners. The catalog lists transportation services in Missouri. Transportation is a barrier to getting health care services for many people. Creating a consolidated document met the identified need. This catalog can be found at: <http://www.health.mo.gov/atoz/pdf/transportationservices.pdf>.

- Working with the Office of Primary Care and Rural Health to promote the “Missouri Primary Care Needs Assessment”. This assessment identifies communities with the greatest unmet health care needs, disparities and health workforce shortages, and identifies the key barriers to accessing primary health care. Look for this publication soon. The information in the assessment can help DHSS units focus their efforts in the areas of greatest unmet need.

Recruitment and Retention

It is important that DHSS recruit and maintain staff that is trained and competent to complete our Mission— *To be a leader in promoting, protecting and partnering for health.*

To determine activities and needs across the Department, the Recruitment and Retention Team did four assessments. These assessments included:

- 1) determining which positions within DHSS are hardest to fill. The results of this survey will be used to develop outreach messages, identify collaborations and explore new recruitment options.
- 2) determining which units are doing their own recruitment for either specific jobs or general job classifications. This information will be used to collaborate and unify messages.
- 3) identifying job classifications that need to be updated to better reflect the needs of the position. OHR has been working with divisions to review and revise job specifications to ensure they include education and experience requirements that best meet the needs of current job duties. These revisions are being done as prioritized by each division.
- 4) identifying classifications within DHSS that had a high turnover rate. The position with the highest turnover rate is the Community Adult Protection Worker (CAPW), located in the Division of Senior and Disability Services (DSDS), with Support positions following in a close second.

OHR has also been working with managers to utilize specialized recruitment, such as facebook, twitter, LinkedIn, MOCareers and other online or job specific outlets to advertise an opening. If you have an open position and want to utilize specialized recruitment, talk to your HR representative for more information.

In addition, staff from OHR has participated in an Office of Administration initiative to review recruitment and retention across all State Departments. The committees have made recommendations that will be forwarded to the Commissioner and, if approved, sent on to the Governor for further review and action.

You may have noticed a new training on the Training Calendar in 2015. Structured Interviews: Hire Right the First Time guides managers through the DHSS hiring process, teaching interviewing concepts, such as creating an interview plan, analyzing the needs of the job and writing interview questions that assess the candidate’s knowledge, skills and abilities to perform the tasks required. Managers learn how to choose which candidates to interview, conduct thorough reference checks, complete a hiring recommendation and make an offer to hire talented individuals for the DHSS workforce.

Managers also participated in an Institute of Management Excellence (IME) course that focused on the hiring policies of OA and DHSS as well as role playing for difficult interview situations. Managers were able to clarify and ask questions about the hiring process.

Department Cohesion

DHSS is a large organization made up of many units, but with a unified Vision: *Healthy Missourians for Life*. Having employees work toward a common vision promotes a supportive environment among coworkers; if each employee does their part, the vision will ultimately come together. A cohesive work environment increases the likelihood of employee satisfaction and serves as an incentive for employees to arrive prepared and willing to complete the tasks of the day.

The Cohesion Team has identified ways in which we can all learn more about what other areas of the Department are doing and how each are contributing to and working towards that common vision.

- Some units are using staff meetings to introduce other activities around the Department. These interactions have resulted in collaborations and partnerships on activities.
- Videos posted on the DHSS Intranet home page under *Learn about the Department* talk about public health in general, and more specifically describe some of the activities of the State Public Health Lab and the Emergency Response Center.
- During each IME, a unit shares how their activities relate to the Department's vision and mission statements and how they collaborate with other units in DHSS.
- Each publication of the Snapshot, the DHSS newsletter features the work of a different unit. From reading these articles, employees can learn about the activities of other units and look for ways to collaborate and share resources.

The Cohesion Team challenges each staff person to learn about a unit of the Department that is unfamiliar to them.