

Forces of Change Summary

Internal Survey Results

1. What are things CCHD & MCHD can **STOP** doing?

Clinical Services

- Stop making appointments, walk-ins only
- Stop turning away clients
- Not sure if it is beneficial to see clients at 7am on Friday's, they don't always show
- Stop doing rash checks & head lice checks (Multiple Requests)
- Stop mailing out WIC apt. Reminders to those who have auto-dial
- Stop barber and hotel/motel inspections-should go to another agency
- Stop doing contraceptive follow-ups, give 1-year supply instead of 3 or 6 month supply (Multiple Requests)
- Less health fairs and community involvement until staffing is back up
- Stop giving FP services to people 21 and over that have private insurance

Business Suggestions

- Start to Streamline duplicate record-keeping
- Stop wasting paper, supplies, and computerize data
- Stop T & E's
- Stop so many travel expenses
- Stop recognizing an above average employees strengths as only average on PMP

Staff Suggestions

- Stop allowing employees to not come to work; this puts a burden on all other staff
- Stop treating certain employees better than others
- Stop having so many meetings (general staff, nursing meetings, clerical meetings)

2. What are things CCHD & MCHD can **CONTINUE** doing?

Programs

- Family planning (Multiple Requests)
- STD exams (Multiple Requests)
- WIC (Multiple Requests)
- C1, Soonerstart, Immunizations (Multiple Requests)
- Public education
- Need bigger dental clinic to accommodate more people

2. What are things CCHD & MCHD can **CONTINUE** doing? (Cont.)

Services

- Cutting back on the hours we provide services depending on staff
- Making appropriate referrals when needed
- Continue to add WIC work-in appointments as available
- Continue closing nutrition ed & food handler classes to clients who are late
- Continue to educate the public on services we provide
- Short monthly clinic meetings...informative and to the point

Staff Suggestions

- Providing lunch during meetings helps time wise
- Continue to look at what is working & develop solutions to make things better
- Employee wellness activities
- All hazards training

3. What are things CCHD & MCHD can **START** doing?

Clinical Services

- Many of our clients would benefit from more flexible or expanded hours of service
- Consider expanding STD testing & treatment to herpes and HPV, could impose a fee to offset the cost
- Charge for STD testing (multiple requests)
- Charge for pregnancy tests, and EC (Multiple Requests)
- Pap smear regardless of tubal, child health, and mammograms
- Re-start a child health program for uninsured children
- Screen all families that come in for WIC and provide overall complete program addressing the needs of the family instead of only WIC
- Get all service providers on board with OSSIS
- Do something about no-shows; create a system where clients can wait to be shoehorned into no-show slots.
- Charge for TB testing for school or employment (Multiple Requests)
- Accept credit & debit cards for payment

3. What are things CCHD & MCHD can **START** doing? (Cont.)

Staffing Issues

- It is not fair that an office with few people and short staffed to be expected to crank out the same amount of work at the larger offices
- Hire more nurses for Moore
- Cleveland County is short clerks and could provide more clients services with more clerks.
- Regional Pediatric Nurse Practitioner
- Perhaps a 5 year plan with priorities in service should we continue to lose staff and are unable to fill positions, set performance standards for all services
- Combine the Blanchard & Purcell offices

Staff Training/Policies

- Implement a more precise and uniform training program to ensure new employees are aware of job responsibilities are requirements from day one.
- Offer mandatory trainings online
- Making sure policies and procedures are consistent across all 4 offices. Major discrepancies on how leave is used, lunches are taken, and how comp time can accrue. Stop divide between Moore and Norman offices (everyone should be willing to help out at the other office whenever needed)
- Supervisors and staff being open to new ideas. Even if they are not in favor of the idea the option should be given to all employees.
- Devise a day that would allow the clerks to see a typical day behind the scenes of the programs we offer

Community Outreach

- Train hospitals on importance of breast feeding
- Start seeing adolescents in child guidance or lift age to 14 or 15
- Services to our elderly
- Way to use volunteers

4. Please list other ideas or issues to share for the strategic planning process.

Programs

- 4 10 hour days, 30 minute lunch option, jeans on Fridays (Multiple Requests)
- Could have clerks dress in khaki slacks a particular color shirt
- Take more nutrition breaks and walking breaks
- Walking Track, sponsor weight watchers group
- Offer more employee health/weight loss plans
- Be more positive
- More staff appreciation events at each office, not just Norman
- Building moral and continue to support each other and promote teamwork

- If Guidance and Soonerstart could move back where the files are they could work more efficiently
- Should the guidance program be under the mental health umbrella since their grants/contracts are funded there?
- We need to look at the programs we have and evaluate what is needed

5. Please list other ideas or issues to share for the strategic planning process. (Cont.)

Staff Suggestions

- Allow employees to choose between 30 min lunch or hour lunch. Stop services during lunch so employees can catch up on work or eat together if they want for morale
- Treat all staff the same
- We have too many supervisors
- Develop leadership skills in all employees
- Work on ways to rework job descriptions to allow for clerk IV or move all clerks to admin Asst.
- Look for ways to compensate those that exceed expectations on the PMP, when very little exceeds are allowed why should employees go that extra mile

External Survey Results:

1. What do you believe are the 2-3 most important issues to improve the health and quality of life in our community?

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| <ul style="list-style-type: none"> • Tobacco, Obesity sedentary lifestyle, weight loss, physical activity, fast food culture • Making healthy living choices known and healthy food affordable for low income individuals, healthy activity options for all individuals | <ul style="list-style-type: none"> • Access to health care, poverty isolated families • Lack of transportation, no recreational outlet or opportunity for youth • Focus on preventive health services |
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2. What do you believe is keeping our community from doing what needs to be done to improve health and quality of life?

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| <ul style="list-style-type: none"> • Funding (Multiple Requests) • More people do not know where to start to be healthy, Education of what is available • Service hours • Children and families are not a priority • Health is not everyone's priority | <ul style="list-style-type: none"> • Political will to make policy changes • Cultural mind set of driving everywhere • Apathy, cost, time, Too busy • Lack of staff to address issues • Lack of community-wide focus on issues |
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3. Please list any other ideas or issues you would like to share for the CCHD & MCHD strategic planning process.

- Good job on immunization clinics
- Place emphasis on out-of-school time needs
- Policy changes, population based programs, media campaigns

4. Are there any trends occurring that will have an impact?

- More clients (DHS has seen an *increased* need for 43 months of services in a row)
- Increased library circulation
- Demands for a healthier community and county
 - Parks, trails, roads
- Grandparents raising grandchildren (Drug Abuse)
- More chronic health conditions among children among children
 - Type II Diabetes
 - Asthma
- More Special Education needs students in Moore Public Schools
- Social Networking Opportunities
- More drug and alcohol abuse

5. What are the forces that are occurring locally, regionally, nationally, and globally?

- **Locally**
 - More stressful home environments
 - More support needed for military families
 - More single parent families
- **Regionally**
 - Tobacco Bill to repeal preemption and control locally
 - Increase in health & awareness
 - Increase in Native American Population
- Going Green
- **Nationally**
 - Fighting Wars
 - Healthcare Reform
 - Increased unemployment rates
 - Increased Hispanic population
- **Globally**
 - Move to Democracy
 - Technology Increasing
 - Social Networking
 - Information overload/stressed
 - Climate conditions

6. What characteristics of our jurisdiction or state may pose an opportunity or threat?

Threat:

Centralized office location
Transportation (Bike/Vehicle)
Gas Prices

Opportunity:

Business Growth

Young Families excitement to participate in community events
3 new library locations in Cleveland County
More Schools Building in Cleveland County

7. What may occur or has occurred that may pose a barrier to achieving the shared vision?

- State Budget Cuts
- Funding for Not for Profits and programs'
- Public not wanting to raise taxes
- Public education/awareness
- Agency Goals
- State or local policy needs/changes