

# BUNCOMBE COUNTY HEALTH AND HUMAN SERVICES/DEPARTMENT OF HEALTH

Title: Community Involvement in Public Health	Policy #: 1000.83	Revision #: N/A	Page 1
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Category & Subcategory:	Administrative Policy and Procedure	Original Effective Date:	1-9-08	This Revision Effective:	9/26/14
Persons Affected	The Buncombe County Department of Health Workforce.				
Approval By/Date	_____		_____		_____
	Health Director	Date	Chair, Board of Health & Human Services		
Review Date & Initials	_____	_____	_____	_____	_____

	Date of Revision	Summary of Changes	Section
<b>1.0 Revision History</b>	1/14/2014	Changed Board of Health to Board of Health and Human Services	Entire policy
		Added Public Health Advisory	4.0
		Updated Community Health Assessment and Community Health Improvement Process	6.0
		Added Accreditation Standard	7.0

## 2.0 Purpose

Buncombe County Department of Health acknowledges that health is a product of many factors and many segments of the community contribute to and share responsibility for its protection and improvement. The Board of Health and Human Services recognizes that community involvement will improve the process for developing a shared vision and supporting a planned and integrated approach to improve community health. Accreditation requires local boards of health review community health assessment data and the approval of an action plan to address health related goals. In addition, boards of health must assure community participation in health departments' community health improvement process. This requirement can be reflected in board minutes reflecting that public participation occurred or an agenda indicating allocated time to encourage public participation.

## 3.0 Policy

The policy of the Buncombe County Department of Health workforce and the Board of Health and Human Services is to support a community involvement process that will uphold the agency's mission and strengthen involvement of the public and key community stakeholders in its discussion of programs, actions or rules designed to protect the public's health.

## 4.0 Definitions

- 4.1. **Community Health Improvement:** Community health improvement is a process that includes a *problem identification and prioritization cycle* and an *analysis and implementation cycle*. The Board of Health and Human Services supports a general understanding of the community health improvement to include all of the activities involved in health assessment, planning, programming/intervention, evaluation, and feedback that includes and involves a representative cross section of the community.
- 4.2. **Individual:** Any community member with the time, interest and commitment to the community health improvement process.
- 4.3. **Organization:** Any business, church, detention center, drug treatment center, jail, school, organization, childcare center, college, university, health provider and any other group with the time, interest and commitment to the community health improvement process.
- 4.4. **Public:** inclusive of individuals and organizations that have an interest in coming together to solve local problems and improve the health and quality of life for all.
- 4.5. **Committee:** A body of persons selected to carry out a specific charge or purpose that is ongoing.
- 4.6. **Task Force:** A body of persons selected to carry out a specific charge or purpose within a specific time frame that, upon completion of the charge, will disband.
- 4.7. **Partnership:** Partnership is defined as a collaborative, synergistic alliance of diverse public health partners working towards community and population health improvement in areas to complex for one entity to accomplish.
- 4.8. **Public Health Advisory Council:** Public Health Advisory Council members will be responsible for being an advocate for systems, policy and environmental change in the community. The Council members will also serve in an advisory capacity to submit recommendations to the Buncombe County Health and Human Services Board.

## 5.0 Responsibilities

- 5.1. HHS Board members and workforce of the agency will participate in partnerships, task forces, and committees that support the agency's mission.

# BUNCOMBE COUNTY HEALTH AND HUMAN SERVICES/DEPARTMENT OF HEALTH

Title: Community Involvement in Public Health	Policy #: 1000.83	Revision #: N/A	Page 2
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- 5.2. HHS Board will support and follow a process to establish methods and guidelines which encourages community participation in its meetings and decisions.

## 6.0 Procedure

- 6.1. The HHS Board recognizes that there are formal and informal methods for individuals and organizations to become involved in the community health improvement process. Participation in community health includes but is not limited to the following examples:
- 6.1.1. Community Health Assessment: Buncombe County Department of Health provides leadership to a comprehensive Community Health Assessment (CHA) every 3 years. A CHA is a process by which community members gain an understanding of the health concerns and health care systems of the community by identifying, collecting, analyzing and disseminating information on community assets, strengths, resources and needs. CHA is a collaborative initiative which includes community partners throughout the process. CHA culminates in a report or a presentation that includes information about the health of the community and the community's capacity to improve the lives of residents. CHA can provide the basis for discussion and action.
  - 6.1.2. Community Health Improvement Process: The Community Health Improvement Process (CHIP) brings together community partners to understand the work happening around the community health priorities. The partners share their strategies in order to align our efforts across the community for greater impact in order more effectively address the priorities identified through our Community Health Assessment. CHA is a step in the larger Community Health Improvement Process.
  - 6.1.3. CHIP Workgroups: Workgroups will be composed of representatives from organizations that are currently working on the priority areas, community members, and interested Advisory Council members. Department of Health staff will provide support in convening and facilitating the process for the Workgroups. Representatives from the Workgroups report regularly to the Advisory Council to share actions, emerging issues and recommend policies for consideration. The first product of their work together is a Community Health Improvement Plan. A CHIP Plan documents a long-term, systematic effort to address identified health problems in a community. This plan is used to set priorities and coordinate and target resources. A CHIP is critical for developing policies and defining actions to target efforts that promote health.
  - 6.1.4. Committees, Task Forces and Partnerships: The Department of Health often provides leadership to and/or participates in a wide variety of committees, task forces, and partnerships that engage in community health improvement activities. These committees, task forces and partnerships may vary in their organizational structure, developmental stage, geographic focus, resource availability and purpose. Operationally, these partnerships may share information, coordinate health related services, identify health issues, set goals for action, plan and implement strategies and activities, and evaluate outcomes.
  - 6.1.5 Contracts and Memoranda of Understanding: BCDH enters into contracts and memoranda of understanding/agreement to address public health needs.
  - 6.1.6 Public Comment at Board Meetings: As written in the HHS Board Operating Procedures, members of the public may address the Board during public comment period held at the end of each regularly scheduled meeting and is included as an agenda item at each meeting.
- 6.2. The Board of Health and Human Services will support a process where the BCDH works with the community to:
- 6.2.1. Identify community partners with a broad knowledge of the community and specific local determinants of health.
  - 6.2.2. Provide a means for a community to address a collective responsibility and marshal resources of specific, accountable entities to improve the health of its members.
  - 6.2.3. Foster public accountability.
  - 6.2.4. Engage residents representing traditional and non-traditional public health partners leading to a greater chance of progress and success on state and local priorities/objectives.

## 7.0 Legal Authority

- 7.1. GS 130A NC Public Health Laws
- 7.2. Accreditation Benchmark #38: The local board of health shall participate in the establishment of public health goals and objectives.
  - 7.2.1. Activity 38.1- The local board of health shall annually review reports provided by the local health department on the community's health.
  - 7.2.2. Activity 38.2- The local board of health shall review community health assessment data and citizen input used to plan and monitor progress toward health-related goals.
  - 7.2.3. The local board of health shall assure that individuals, agencies and organizations have the opportunity to participate in the development of goals, objectives and strategies for community health improvement.