

Planning and Information Management 2018 Annual Report



TCHD’s Planning and Information Management Division enables TCHD employees and stakeholders to access and use information and data to inform decision-making through planning and evaluation by providing timely, responsive, and effective technical assistance and customer service across the department and by creating value through interdisciplinary collaboration, process improvement, and effective communication. Services include: data collection, analysis, data visualization to monitor health status, prioritize health issues, develop narratives, and enable evidence-based decision-making; identify technological solutions to meet agency needs and provide IT support; performance management system development; continuous quality improvement; and agency-wide and population-focused planning initiatives.

Public Health Improvement Plan

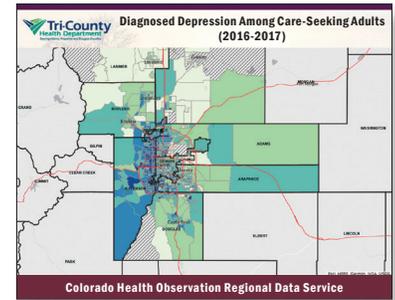
In 2018, TCHD prioritized four areas of focus for the 2019-2024 Public Health Improvement Plan; Access to Mental and Physical Health Care Services, Mental Health, Health and Food, and Health and Housing.

The purpose of the plan is to organize and coordinate a systematic effort to address the top health issues identified in the Community Health Assessment and prioritized by partners, community members, and staff.



Open Data Website

Besides serving the informatics and data needs of TCHD staff, the Informatics, Epidemiology, and Health Planning Team completed the 2018 Community Health Assessment, and launched the TCHD open data website, which provides dashboards, story maps, factsheets, reports, and maps for many health and environmental topics.



Information Technology

The TCHD Information Technology (IT) Team focused on migrating all TCHD staff to a new Exchange 2016 Email server platform with advanced security, and implemented a brand new Disaster Recovery model hosted off site for maximum redundancy. Staff members rated IT service high with 92% of the responses indicating a service level of above average or higher. NACCHO recognized the TCHD IT Layered Network Security (LNS) model with a promising practice award in 2018, for the five distinct layers of security making virus propagation, breaches, or hacks very difficult to achieve on the TCHD network.

Performance Management and Quality Improvement

In 2018, PMQI increased efforts to build a functioning Performance Management system while continuing to provide guidance for several Quality Improvement projects.

Performance Management

Three groups of staff received training to introduce the Results-Based Accountability framework, a quality improvement framework that uses a data-driven process, and how it is being applied at TCHD. This resulted in more than 50 program dashboards being created and implemented in 2019.



Quality Improvement

In 2018, seven QI projects were completed while four new QI projects were initiated, including Land Use Case Review, Asset Tracking, and Partnership Tracking. These QI projects will save time, money and increase value to our customers. In addition to conducting formal QI events, many smaller facilitated sessions were also provided internally and externally for our partners, including planning meetings for the North Central Region Healthcare Coalition and Maternal Child Health (CDPHE). One of the key highlights of the year for PMQI was organizing and hosting the first meeting of the Colorado Public Health QI Community of Practice that continues to meet quarterly and provide insight and support for LPHA's in the region.

Teen Pregnancy Prevention

In 2018, a team of TCHD epidemiologists focused on a teen pregnancy prevention project. The team completed demographic analysis of teen births in the tri-county region, which identified specific areas in Adams and Arapahoe counties with a disproportionate burden of births impacting Hispanic teens. This work was followed by a qualitative study of beliefs and attitudes around teen pregnancy among Hispanic youth, parents, and sexual health service providers in Aurora, Thornton, and Commerce City. TCHD's Teen Pregnancy Prevention report provided valuable insight into the risk and protective factors for teen pregnancy through the voices of teens and parents. Key themes included the need for better communication around pregnancy prevention and access to quality education on sexual health for both teens and parents.

