Public Health Services

Purpose/Function
Hamilton Public Health Services works together with the community to assess, promote and protect health and to prevent disease and injury.

Divisions Include:
- Clinical & Preventive Services
- Health Protection
- Family Health
- Healthy Living
- Planning and Business Improvement

Programs and related services that are provided by Public Health Services (as defined by the Service Delivery Review) include:

- Public Health
  - Foundational Standards
  - Chronic Disease and Injury Prevention
  - Environmental Health
  - Family Health
  - Infectious Diseases
  - Emergency Preparedness

- Corporate Services
  - Public Health Support Services

2013 Highlights:
A large percentage of the activities in the Public Health Services Departmental Business Plan are part of multi-year initiatives. Key highlights for 2013 accomplishments include:

A Prosperous and Healthy Community
- PHS Consolidation in downtown core
  - Finalization of Robert Thomson Building floor plans
  - Completion of Administrative Review
  - Preparations underway for moving into new locations, relocating, identifying and re-engineering of business processes
  - Staff consultations
  - Pilot for office set-up and processes for hoteling staff
- Integrated, multi-modal, public transportation - Collaboration with PW and partner engagement, contributing health impact information and intelligence
- Support Neighbourhood and City-wide Strategies to improve health of residents:
  - Multiple programs contributing to the Neighbourhood Action Plans, for example new strategies for needle pick-up implemented, supporting healthy eating & physical activity in schools
Mental Health & Addictions Services – established ties with Health Links Initiatives; Youth Alcohol Prevention Communication Strategy begun in response to Skinner inquest recommendation follow-up; Harm Reduction Network established

Maternal Health Strategy – priorities established with key community partners; new HBHC protocols launched

Food Strategy - City-wide Committee established to develop coordinated strategy

Prevention of Childhood Obesity - Plans for implementing Healthy Food & Beverage Policy in all recreation sites progressing; Healthy Families Facebook page launched

Social Determinants of Health - Curriculum resource piloted in both school boards

Environmental Health Issues - Clean Air Hamilton confirmed to lead air quality issues; 2012 report and recommendations presented to BOH

Smoke-free Outdoor Recreational Areas By-law - Continued public education and started enforcement; evaluation conducted and preliminary findings to be presented.

Valued & Sustainable Services

• Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.

  Web Re-development - Action Plan developed; conducted literature review to support web analytics for corporation; supported data analysis; PHS Web Redevelopment Forum held

  Dental Claims Audit completed – 14/17 recommendations completed, remaining 3 nearing completion

  Cold Chain Audit completed – 9/17 recommendations completed, 5 in progress

  Monitoring and reporting system for critical demand work in place and annual reporting to BOH initiated

  Managing Program Performance – met 8/10 Accountability Indicators; working with programs to develop program indicators

  Electronic medical record (OSCAR) implemented in Mental Health Program and Flu Clinics; preparing for Panorama implementation

  Research policy approved by BOH

  Affiliation agreements completed with 17 education programs

  Undertook evaluations of Waterdown Clinic, Good to Go Food Basket, Community Engagement Initiative, Emergency preparedness, Sexual Health campaign

Leadership & Governance

• Build organizational capacity to ensure the City has a skilled workforce that is capable and enabled to deliver its business objectives.

  Began succession planning for leadership positions

  Achieved 89% completion rate for PA’s

  Competency model developed for all staff

  Implemented Management Development Program

  Updated PHS Emergency Response Plan and trained staff

• Board of Health
- Self-evaluation process developed for BOH
- 3 educational presentations made to BOH

2014 General:
- Consolidated like tasks under common objectives
- Removed tasks that were not strategic in nature

2014 Initiatives:

A Prosperous and Healthy Community
- PHS Consolidation in downtown core
  - Move approximately 75% of staff into Robert Thomson Building
  - Implement re-engineered business processes to support the "new ways of work"
  - Create a technological support system of infrastructure that support staff to do their work in an efficient and collaborative manner
  - Implement hoteling model for community-based staff
  - Relocate mountain sexual health clinic
- Integrated, multi-modal, public transportation - Collaborate with PW and partner engagement through Pedestrian Mobility Working Group and Corporate Mobility Work Group, contributing health impact information and intelligence
- Support Neighbourhood and City-wide Strategies to improve health of residents:
  - Develop a long-term sustainable approach to Neighbourhood and community work
  - Mental Health & Addictions Services – Develop project framework using the Human Services Planning Playbook; continue to support the Health Links Initiatives; develop and implement school-based mental health promotion recommendations; implement Youth Alcohol Prevention Communication Strategy
  - Maternal Health Strategy – implement Care Pathway for youth/young parents to reduce duplication and streamline approach to community-wide collaboration; consistent community-wide education for professionals working with youth in Hamilton; comprehensive smoking cessation support/programs targeted to pregnant and postpartum women
  - Food Strategy – develop coordinated food strategy
  - Prevention of Childhood Obesity - implement Healthy Food & Beverage Policy in recreation sites
  - Social Determinants of Health – provide consultation to support other community organizations and structures on SDOH; implement strategy to integrate SDOH into general program planning, evaluation and surveillance processes
  - Environmental Health Issues – begin implementation of Council approved recommendations that relate to improving local air quality
  - Smoke-free Outdoor Recreational Areas By-law – Continue public education and enforcement in partnership with other City departments and external stakeholder based on direction following evaluation to be presented; support the implementation of Tobacco By-law into the development of the Stadium precinct
  - Women Health Educators (WHE) – develop an expansion and sustainability plan for WHE’s and community health brokers in key neighbourhood hubs
- Enhance overall sustainability (financial, economic, social and environmental)
Climate Change Action Plan

Healthy Built Environment Strategy – coordinate PHS planning and response to built environment issues and plans; collaborate with City departments to ensure built environment decisions support a healthy community

Valued & Sustainable Services
- Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.
  - Service Delivery Review – review PHS immunization and sexual health clinics to identify opportunities for efficiency and consolidation
  - Web Re-development – continue supporting development and implementation of new website launch
  - Call handling – review Panorama call handling process
  - Managing Program Performance – continue to develop, plan and implement new PHS and provincial information systems through indicator development and technological changes to support a Performance and Reporting System
  - E-health Initiatives - implement electronic medical record (OSCAR) in Sexual Health Clinics and Family Health; implement immunization and inventory Panorama modules

- Improve the city’s approach to engaging and informing citizens and stakeholders
  - Three-colour Food Premise Inspection Disclosure Card System – implement, monitor and initiate evaluation

Leadership & Governance
- Build organizational capacity to ensure the City has a skilled workforce that is capable and enabled to deliver its business objectives.
  - Workforce Management Strategy – develop and implement leadership forum for continuous learning
  - Emergency Response Planning – lead planning and response activities of Health Sector Emergency Response Committee; ensure City Emergency Response Plan and Health Sector Emergency Management Plan are appropriate to specific community hazards related to 2015 Plan Am Games
  - Staff Development Strategy – develop and implement strategy to address staff competency needs by integrating PH competencies and city competencies into a multi-year plan

- Board of Health
  - Governance – Implement BOH Self-evaluation process; continue implementation of educational presentations to BOH; develop and implement BOH orientation to new Council
  - Ontario Public Health Organizational Standards (OPHOS) – complete and submit Risk Monitoring Report for OPHOS to MOHLTC as directed.